



ANNUAL IMPACT REPORT 2016–2017



Refugee & Immigration Services

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Community Need

San Diego County has resettled more refugees than any other county in California, which is the state with the highest number and concentration of immigrants and the highest absolute growth in the immigrant population this century to date. Since October, 1,455 refugees have settled in San Diego. And since the end of the Vietnam War, San Diego has resettled more than 85,000 refugees.

January 2017 brought national political turmoil to the lives of immigrants and refugees. While the basic needs of local immigrants and refugees have not changed, there is a growing need for behavioral health services to help individuals and families cope with open bigotry and hatred, as well as a need for deportation defense services given new federal enforcement policies.

Even with strong community support, reestablishing one's family in a new country is a significant and difficult undertaking.

A significant obstacle for newly arrived refugees is the requirement that within six months after their arrival they must repay the U.S. government for their airfare to the U.S. Because these are often families of five and six, the cost of airfare is \$5,000 to \$6,000 per family — a significant amount for people with very limited incomes. Failure to make timely payment may result in having the airfare debt

referred to collection agencies, a poor credit rating, and potential ineligibility for citizenship.

Well educated professionals who are refugees and immigrants face challenges to obtaining employment in their professions and rely on JFS to obtain employment in their professions, help them navigate their new culture and city, access vital benefits and government assistance programs, and establish themselves for long term success.

What We Do

Since its founding in 1918, JFS has assisted new immigrants and refugees with rebuilding their lives and becoming self-sufficient in their new communities. JFS's commitment to "welcoming the stranger" is inspired by our history and values as a Jewish agency. JFS offers integrated services to meet the distinct needs of both refugees and immigrants.

Refugee Resettlement Services

Jewish Family Service is one of four local organizations that accepts and resettles refugees who arrive in San Diego after a thorough vetting process by the State Department. JFS's comprehensive refugee resettlement approach means that staff and volunteers support clients from the moment they arrive in San Diego until they become self-sufficient. Staff meet each newly arrived refugee at the airport, transport them to a furnished apartment, and help plan their first few weeks in their new city.



A DECADE
of Earning Charity Navigator's Highest 4-Star Rating
Only 1% of nonprofits nationwide can make this claim



**2016 California
Nonprofit of the Year**



Service Enterprise Certified
Engaging volunteer talent at all levels of the agency



A newly arrived refugee family arrives at the San Diego International Airport. JFS welcomed 526 refugees during fiscal year 2016–2017.

JFS helps refugees:

- Acculturate
- Apply for Government Benefits
- Access Transportation
- Learn English
- Enroll Children in School
- Build Job Skills and Find Employment
- Navigate the Health Care System
- Learn Financial Skills

Often other JFS services, including counseling, food assistance, and social programming for older adults, provide additional support for refugee families.

Immigration Services

JFS provides low-income immigrants with high-quality legal representation for a nominal fee. Staff help clients identify and apply for available immigration benefits, such as citizenship, permanent residency, or work eligibility — life-changing protections that afford greater stability, security, and, in some cases, a path to citizenship. For many clients, a change in immigration

status offers the opportunity to remain in the United States to continue high school, go to college, or work without fear of deportation.

JFS Immigration Services include:

- Completion and submission of green card and U.S. citizenship applications
- Civics and English classes to prepare applicants for the citizenship interview and exam
- Deferred Action for Childhood Arrivals (DACA) applications and renewals
- Travel document applications, work authorization applications, and notary services
- Fee waivers for immigration applications

Additionally, Immigration Services staff connect clients to other JFS programs and services according to their needs. These include food assistance, counseling, assistance for women living with breast cancer, and case management for people who have experienced domestic violence.

Immigration Services staff also work to combat the unauthorized practice of immigration law (UPIIL) by delivering educational presentations across San Diego County to increase public awareness.

The Difference We Make

JFS provides extensive services to help immigrants and refugees build safe, secure, successful lives in San Diego. 2016–2017 outcomes include:

Refugee Resettlement

- 173 refugee families settled in housing near communities of peers from their home countries who can relate to their experiences and help them navigate their new lives
- 163 refugee children enrolled in school to continue education that was disrupted by war and displacement

Who We're Helping

Refugee Resettlement Services Clients

- More than 85% of arriving refugees are **families**
- 95% have **two parent household**
- Families, on average have **three children**

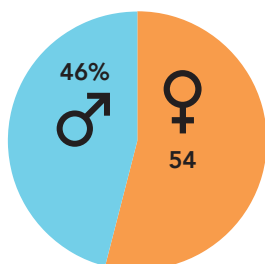


JFS resettled a total of 526 refugees fleeing persecution in war zones around the world.

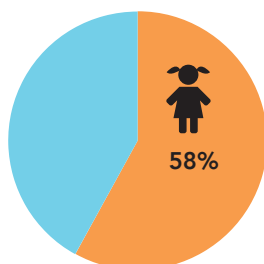
Refugees Countries of Origin

173	Iraq
99	Democratic Republic of Congo
97	Afghanistan
83	Syria
39	Iran
24	Other
6	Somalia

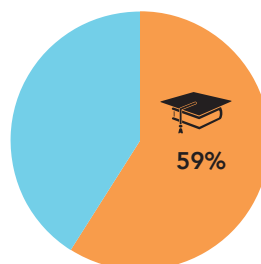
Immigration Services Clients



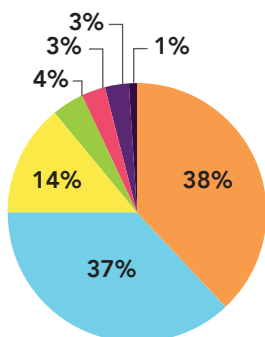
54% Female
46% Male



Have children
under the age of 18



High school diploma
or higher education



Ethnicity

38% Middle Eastern
37% Hispanic/Latino
14% Asian
4% African/African-American, Black
3% Filipino
3% White/Caucasian
1% Other



Burmese refugees Nyien Nyien Aye and Win Htut hold up a family photo

Nyien Nyien Aye and Win Htut

When Burmese refugees Nyien Nyien Aye and Win Htut first arrived in San Diego eight years ago, it was JFS's Refugee Resettlement staff who picked them up from the airport and helped them begin their new lives. Eight years later, the proud parents of three have opened a grocery store in City Heights and voted in their first election as United States citizens. They continue to work hard every day to provide their children with the promise of a brighter future.

Our Purpose

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.

JOAN & IRWIN JACOBS CAMPUS
Turk Family Center
8804 Balboa Ave., San Diego, CA 92123
volunteer (858) 637-3050
information (858) 637-3000
intake (858) 637-3210

jfssd.org



In Their Own Words

"I've been a Clinical Intern for about a year here at JFS through my master's program, but I recently started volunteering with Refugee & Immigration Services on my own time, because I believe this population needs advocates. I'm so proud to be part of an organization with a demonstrated commitment to values like service, equity, and justice for all. Volunteering is about the most rewarding way to spend time and we all can step up and do more."

— Rachel, Refugee & Immigration Volunteer

- Of 136 employable refugee clients, 82% found permanent employment in the last year, and 93% of these clients were still employed at the three month follow-up
- 13 older refugees connected to care programs, including Supplemental Security Income, In-Home Support Services, and social programming
- 280 adults enrolled in English classes to improve their communication proficiency
- JFS has developed relationships with 35 businesses to place refugees in local jobs
- 183 refugees received social services, intensive case management to manage physical and mental health challenges, or employment and career services.
- 299 applications for citizenship/naturalization resulting in 213 new U.S. citizens
- 206 assisted with other immigration benefits

These applications and screenings represent 739 San Diego County residents who now enjoy greater financial security, access to healthcare and jobs, the opportunity to vote and fulfill other civic duties, and peace of mind that their families are safe

Volunteer Engagement

Volunteers contribute to JFS's Refugee & Immigration Services in a variety of ways – serving in both direct service and administrative positions. Current volunteer opportunities include mentoring newly arrived refugees, staging apartments with donated furniture, tutoring English, teaching citizenship classes, assisting with green card applications, serving as a translator or interpreter, and assisting with job readiness. Our volunteers come from diverse backgrounds and are an integral part of the caring community that empowers our clients to move forward. Last year, 119 volunteers provided 5681 hours of service, an in-kind value of \$161,681.

Refugees can apply to become lawful permanent residents one year after entry, and many go on to become naturalized U.S. citizens with help from JFS. They move into better jobs, pay taxes, purchase goods and services, and strengthen the local economy — contributing to the United States and rebuilding their lives in safety and with dignity.

Immigration Services

Over the last year, JFS Immigration Services has helped 1,059 individuals apply for immigration benefits.

- 554 applications for green cards, work authorization, and family reunification