

The Journey

YEAR IN REVIEW



JOURNEY'S END REFUGEE SERVICES INC.

184 Barton Street
P.O.Box 885
Buffalo, NY 14213

jersbuffalo.org

v 716-882-4963
f 716-882-4977

DEPARTMENT DIRECTORY

Resettlement & Case Management
716-882-4963 x208

Employment
716-882-4963 x201

Education
716-882-4963 x204

Medical Case Management
716-882-4963 x206

Immigration & Citizenship
716-882-4963 x203

Interpreting
716-882-4963 x207

Volunteers & Co-Sponsorship
716-882-4963 x211

Development
716-882-4963 x205

Resettlement Department 2009 Year in Review

Resettlement

In 2009 Journey's End Refugee Services resettled more refugees than in any other year. We assisted 355 refugees from nine countries representing more than 18 cultures and languages. The countries include Burma, Iraq, Bhutan, Eritrea, Iran, Cuba, Somalia, Congo, and Rwanda, with households ranging from individuals to large families. According to Meghann Rumpf, Refugee Services Coordinator, this increase is in part a result of "positive changes in the department to accommodate new language groups, expand existing contracts and insure quality service."

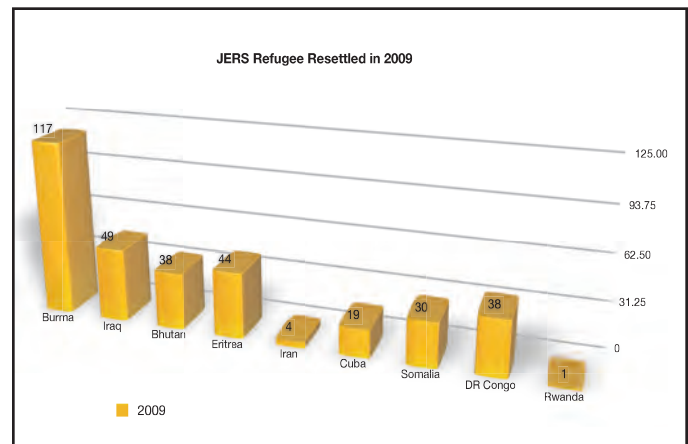
Housing

Journey's End housing component, spearheaded by WNY AmeriCorps VISTA volunteer, Jennifer Miller, has placed current refugee families in suitable accommodations and built strong relationships with more than 25 local landlords. They provide quality, affordable, dependable housing in low-income neighborhoods including the Lower West Side, Riverside, and Black Rock. Over the years, resettlement has grown to include cultural orientation, seminars on tenants rights and responsibilities, budgeting, employment, citizenship, healthcare, and education. The

goal of the cultural resettlement seminars is to increase self-sufficiency.

Employment

In 2009 the Journey's End Refugee Services Department provided employment assistance and transitional support to over 232 clients. These services include mobility training, orientation, ESL registration, assistance in obtaining New York State identification, interpretation services, and famil-



iarizing clients with the process to access and maintain access to public assistance and other services on an as-needed basis. Journey's End also provides support to participating employers including interpreting at interviews and during job training. If you are an employer or know an employer that can benefit from refugee employees, please contact us at (716) 882-4963 x 201 or at jjogilvie@jersbuffalo.org.

DIRECTOR'S CORNER

MOLLY SHORT



What a wonderful year it has been for Journey's End and for the hundreds of refugees we proudly serve. As spring arrives we are happy to greet the warm weather, but we know a busy summer is around the corner. Many refugees will be arriving in Buffalo over the next few months. Journey's End will also be embarking on a new adventure as we transfer our operations to a larger facility and prepare to celebrate our 25th anniversary.

With so much happening it is important to take the time to remember all that has occurred in the past year. 2009 was a tremendous year for the agency. We have changed our philosophy of service to allow for a more individual assessment of the unique needs of each client. Housing for refugees has been improved through the work of our Housing Coordinator. Despite a challenging environment, we continue to place refugees in a variety of employment opportunities so they can get their feet on the ground and start their new lives.

The work we do at Journey's End is only possible because of our amazing staff, dedicated Board of Directors, wonderful volunteers and your continued support. The refugees we serve are depending on all of us to make 2010 another phenomenal year.

Interpreting Department

2009 Year in Review

In 2009 the Interpretation Department of Journey's End employed 42 interpreters and provided services to 23 Community partners. Our community includes medical facilities, schools, courts, and various social service and government agencies. The Interpreting Department provided approximately 1,300 hours of service with billing that exceeded budgetary projections by 20%.

In addition, the JERS Interpreting Department developed a quarterly training for all current and prospective interpreters to further enhance our ability to meet the needs of our clients.

Last year we provided translation services in the following languages:

Amharic, Arabic, Brazilian Portuguese, Burmese, Farsi, French, Hindi, Karen, Karenni, Kinyarwanda, Kirundi, Kizigua, Kurdish, Krahn, Kru, Lingala, Mai Mai, Mon, Nepali, Nyanja, Russian, Somali, Spanish, Swahili, Thai, Tygrinya, Urdu, and Vietnamese.

Immigration and Citizenship Services

2009 Year in Review

In 2009 the Immigration and Citizenship Services provided a variety of in-depth services including:

I. Naturalization Application. In 2009 we assisted

85 clients complete their applications. The process can take anywhere from 6-12 months.

2. Permanent Residency. Journey's End assisted 40 clients pursue their permanent residency. The residency process is a multi-step process that can take from 3-9 months to complete.

Immigration and and Citizen Services assisted more than 200 clients with travel documents, Family Re-unification and Refugee Interest Forms.

Hiring Refugees Works

The manager of a local restaurant said a refugee placed from Journey's End has turned out to be a model employee.

When he started, he could barely say "Hello", but has learned enough English to where he can now assist the patrons. The manager said he wishes all his other employees worked as hard. He has since hired other refugee workers. They have now translated the restaurant's menu into Burmese and Karen so that the dishwashers will have an opportunity to advance.

One example of such dedication is a refugee employee who works a weekend morning shift. Every Sunday he bikes to work from Buffalo to Clarence to be on time for his 6 AM shift. The manager commented that he couldn't imagine other workers taking a two hour pre-dawn bike ride to be on time for their shift.

Donations Received Over the Last Twelve Months: January 2009 – December 2009.
Over the last year we have received gifts from many donors.
Your generosity keeps Journey's End Refugee Services strong .

AAUW Educational Fund, Inc.	Leslyn & Charles Goodrich
Abel Oviedo	Lester & Delores Kellner
Alan Feller	Lewis & Harriet McCauley
Alden Mennonite	Lincoln Memorial United Methodist Church
Amherst Community Church	Lisa & Byron Pope
Angelo & Barbara Liberatore	Lois Kreher
Ann Eisenlord	Margaret Diamond
Brown & Kelly LLP	Margeret Lew
Bruce Eaton	Mary Bisson
Carol & John Brewer	Mathias Resetarits
Carol Elaine Hauser	McLain Foundation
Charles & Carol Sabatino	Michael & Sheila Miller
Charles & Claity Massey	Mount Olive Baptist Church, Inc.
Christina Schlegel	Muriel Magnuson
Clarence Center - Akron Mennonite Church	Nancy Hefner
Clarence United Methodist	Nathan Altucher
Clifford & Ronnie Mahler	Niagara Frontier Transit Authority
Community Foundation For Greater Buffalo	Norma O'Brien
Cynthia & Thomas Fiordaliso	Norman & Jane Joslin
Cynthia Stone	Norman Trost
David & Ellen Moomaw	North Presbyterian Church
Deborah & Russell Wrazen	Orchard Park Presbyterian Church
Deborah Insalaco	Patricia Bulger
Delaware Avenue Baptist Church	Patricia Potts
DLM Holdings, Inc.	Paul & Claire Marrone
Dorothy & Matthew Forrest	Paul & Heather Randall
Eden UMC	Paul & Judith Bassette
Elaine Mattar	Presbytery of W.N.Y.
Elaine Rowland	Rebecca Bontrager
Eleanor Cain	Richard & Lynette McConnell
Epiphany UCC	Robert & Mary Kresse
Episcopal Diocese of W.N.Y.	Robert & Ellen Poczik
F. Victor & Barbara Metivier	Robert & Karen Miller
Faith United Church Of Christ	Robert Kapchan
First Baptist Church of East Aurora	Rodney Bradley
First Presbyterian Church of Clarence	Roger Ohnsorg
First Presbyterian Church of Porter, NY	Ronald & Margaret Talboys
Francis & Anne Kelly McGreevy	Rosemary Doyle
G. H. Cady	Sally & Ronald Doeing
Gary & Lois Jeffrey	Sean E. Cooney, Esq.
Hal & Karyn Kreher	Sharon & Larry Masocco
Holy Trinity Lutheran Church	Shirley Chan
James & Ernestine Aberle	St Paul's Cathedral In Buffalo
James & Judith Toner	St Peter's United Church of Christ
James & Kristin Allen	St. Peter's Episcopal Church-Amherst
Jeffrey & Linda Meyer	St. Phillips Episcopal Church
Jill Hamilton	Steven & Gina DeTwiler
Joel & Ruth Kowles	Terry & Mindy Ameno
John & Susan Rowles	Thelma Brynolfson
John A. Northon 3rd	Thomas & Sheila Balke
John Newman Mission Community Inc.	Trinity Episcopal Church
Karen A. Willyoung	Trinity U.M.C.
Katherine & David Derose	United Way of Buffalo and Erie County
Kathleen Hartmans	Verizon
Kay Woike	Virginia Bradley
Kenilworth U.C.C.	Virginia Little Paul
Kenmore Baptist Church	W. Donn McCarthy
Kenmore Presbyterian Church	Warrens Corners United Methodist Church
Kevin Ryan	Western New York Conference-UMC
Knox United Presbyterian Church	Westminster Presbyterian Church
Laura & Stuart Buisch	Women's Association, Lafayette Avenue Presbyterian Church
Lee Dryden	

Volunteer Department

2009 Year in Review

Individual Volunteers

- 85+ volunteers.
- 5,369 documented hours of service.

These included interns from:

- Buffalo State College - Social Work, Sociology, Public Relations.
- Medaille College - Business School.
- Service Learning Students from Buffalo State College, Canisius College, Daemen College, ECC, & State University at Buffalo.
- The Olmsted Center for the Visually Impaired.

Volunteer Groups (20+)

- 2,546.5 hours of service.
- Including The 'JET' (Journey's End Tutors) - Houghton College, Saturday mornings.
- Church Sponsors - Christ UMC, Trinity UMC, Cleveland Heights Community Church, Churches of Eastern Deanery-Episcopal Church of WNY.
- Augustana Lutheran Church 'RAID' Driver's Education program.
- Community Service Days by Houghton College, Buffalo State College, Canisius College, Juniata College, Academy of the Sacred Heart, PS 33, Alpha Epsilon Theta, Mount Zion Christian School.
- We want to give a special thank you to the many Burmese and Iraqi community members that have come together to assist really arriving refugees.

Total Service & Estimated Value

Total Documented Hours = 7916 hours.
VALUE = \$160,299.00.

Welcome to the Neighborhood

A World Refugee Day Celebration

Journey's End is sponsoring a "Welcome to the Neighborhood" picnic that will feature a picnic meal, live and recorded cultural music and presentations. The event is co-sponsored by St. John Grace Episcopal Church and the Churches of Eastern Deanery-Episcopal Church of WNY. The event will begin with an interfaith service honoring refugees. The celebration will be held on June 19. The event

will be held on Bidwell Parkway at Colonial Circle next to St. John Grace.



Journey's End is now on facebook
<http://facebook.com/Journeys.End.Refugee.Services>

Journey's End Silver Anniversary

Celebrating a quarter-century with a refugee photo exhibition.

Journey's End will mark this important milestone in a collaborative project with CEPA gallery with a special fall event. Tentatively planned for mid-October 2010. JERS will host a showing of photographs taken by newly arriving families. CEPA will provide cameras, training, printing, & mounting. Refugee families will be provided cameras and asked to document their everyday experiences as well as major and minor accomplishments.

The showing will be held in our new offices, which will be announced in the near future. It will feature an art showing, music and cultural presentations representing the communities we've served since our founding in 1985. Further details will be announced in our next newsletter, on our website, and via our facebook page. We hope you'll be able to join us as we honor our first 25 years of service and look forward to our future.

Up Coming Events

*JERS is putting the finishing touches on our event calendar.
Stay tuned for details*

High School Dance-a-thon

*Nichols School Dance-a-thon - May 22, 2010, 1P - 1A
Holy Angels Academy • 24 Shoshone Drive, Buffalo*

World Refugee Day

*Welcome to the Neighborhood Celebration
June 19, 2010*

Bidwell Pkwy @ Colonial Circle

25th Anniversary Showing

*mid-October 2010
Site -JERS New Home*



Education

2009 Year in Review

Summer Refugee Academy

In collaboration with the Buffalo Public Schools (BPS), the Academy provided academic and transitional support to newly resettled students in grades K-12. The Academy served 224 refugee students in 2009.

Mid Year Mini Academy

In collaboration with the BPS our Mini Academy ran for five Saturdays, from February to March. In 2009, the Mini Academy serviced 65 students. The program provided additional support to newly arrived students.

Let's Go to the Library

Let's Go serves students and their families. The program ran for 22 weeks and serviced between 65 and 80 participates per week. Let's Go provides homework assistance, library skills, computer literacy, and research project instruction, as well as ESL assistance, financial literacy for adults, arts and crafts, story time, outdoor games, and field trips.

Parent-Orientation

Conducted in conjunction with the Summer Academy, it provides daily school orientations sessions for newly arrived parents, school tours, assistance with school forms and registration needs. During the four week program 153 parents participated. The program was so successful it was incorporated into the BPS

Parent Training Program. Since October the JERS Academic Coaches have worked with more than 200 parents.

Spring-Break Math Enrichment

In collaboration with teachers at PS 45 and the BPS Multilingual Department, the math workshop was developed to focus on the concepts related to the New York State Math Assessments. The program serviced between 80 and 90 students daily.

Thursday Homework Club

In a collaborative partnership between Buffalo State College, Department of Education and the JERS Education Department, academic support services were offered to 20 refugee students weekly, on a 1:1 for the ten week program. While the Homework Club provided academic support to students, it also provided future educators with the essential experience to better meet the needs of refugee children

Beaver Island Summer Camp

JERS Education Department offered a one week recreational summer day camp for 75 students ages 5- 21. In 2009 the camp was held at Beaver Island State Park during the first week of August. The camp provides a fun-filled day of socialization and an opportunity for refugee children to become lost in play. The camp is made possible through private donations and fund raising events.

OUR MISSION

Journey's End Refugee Services Inc. is a Christian community-based organization with the mission of welcoming refugees without regard to ethnic origin or creed and to assist them to become healthy, independent, contributing members of the community.

BOARD OF DIRECTORS:

Rev. Barbara Price
Chairwoman

Ann Eisenlord
Vice-Chairwoman

Jack Norton
Secretary

Patricia Potts, Esq.
Treasurer

Board Members

Ernestine Aberle
Jeff Carter
Anne Doeblor, Esq.
John Harbison
Laurie Irish Jones, Esq.
Chuck Massey
Nancy Siegel
Evelyn Swarts
Deacon Thomas Tripp
Awadia Yahia

Program Coordinators:

Molly Short
Executive Director

Donna Pepero
Educational Services Coordinator

Meghann Rumpf
Refugee Services Coordinator

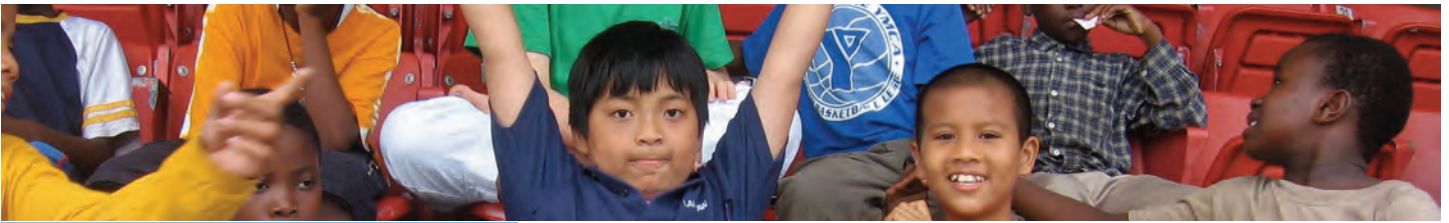
Elaine Smyth-Bogumil
Coordinator of Volunteers

Monica Zucco
Interpreting Services Coordinator

Fatima Foster
Immigration & Citizenship Services Coordinator

Brian Brown-Cashdollar
Development Coordinator

Kristal Nowatchik
Executive Assistant



The Refugee Project:
Unheard Stories From a Hidden
Population

April 23 -24, 2010 • 7 PM

Admission \$5

Flickinger Performing Arts Center
1250 Amherst Street, Buffalo

Proceeds to Benefit Journey's End Refugee Services

We Need Car Seats! If you have a new or gently used car seat that you can donate please contact:

Kristal Nowatchik at
(716) 882-4963 ext. 214 or
donations@jersbuffalo.org

Journey's End Summer Events for Children

Summer Academy July 5-30

Summer Camp August 2-6

More than 300 students will participate in these fun programs designed to better prepare refugee children for the school year. **To ensure that this event is a success we need your help with the following supplies for the programs:**

If you're able to help with any of the needed supplies please contact Donna Pepero, Education Services Coordinator at dpepero@jersbuffalo.org or at 716-783-5976. Donations can be dropped off at our offices or we can make arrangements to pick them up:

- Poster paint
- Paint brushes,
- Construction paper,
- Colored plastic beads
- Popsicle sticks
- Glue
- Fabric
- Glitter
- Markers
- Crayons
- White paper
- Rubber bands
- Feathers
- Kites
- Footballs
- Frisbees
- Plastic table clothes
- Paper towels
- Play dough
- Crape paper
- White t-shirts
 - med and large
- Fabric paint
- Fabric markers
- Tied dye materials
- Yarn/string
- Bottled Water
- Beach toys
 - buckets
 - shovels
 - noodles



*Official Affiliate of Church World Services and
Episcopal Migration Ministries*



CURRENT RESIDENT:

Journey's End Refugee Services Inc
184 Barton Street
P.O. Box 885
Buffalo, NY 14213



Non-Profit
Organization
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Buffalo, NY
Permit #3978