

JERS summer camp pictures courtesy of KC Kratt of KC Kratt Photography

Where Home Begins Again



JOURNEY'S END
REFUGEE SERVICES

Annual Report
2020-2021



A Special Shout-Out to Some of Our Sustaining Partners!

Merle Showers
Besim Ogric
Pamela Schreck
Christine Wiktor
Epa Uwimana
Kathleen Metivier
Kimberly Watson
Elyse Perruchon
Win Min Thant
Marc Kabigting
Suzanne Morrow
Margaret Diamond
Marilyn Zaiman
Wilma Cipolla
Aileen Masterson
Debi Johnson
Steve and Kelly Dylag
Ana Hernandez-Balzac
Julia Bibko
Michael Silverstein
Patrick Long
Ilene Winokur
Rob Romito
Pat McNally
Doug Corbett
Betsy and Joe Bergen
Lisa Kenney
Karen Andolina Scott

Andy and Frank Cammarata
John Tillapaugh
Mary Losi
Diane Cress
Lindsey Zajac
Matthew Timmel
Rachael Homewood
Aimee Woznick
Rebecca Chen
Mary Lou Lemkuil
Meghan Redding
Sharon and Michael Smith
Valerie Lehman
Nora Gannon-Slater
Nina Sheehan
Laura Kokanovich
Kyle Lambert
Kristin Creech
Katerina Hilleke
Mary Susan Weber
Kimberly Duff
Maria Pendolino
Coleen Hanna
Pancy-Leung Chen
Jana Stanfield
John Dominsky



“*The Western New York Refugee Film Festival is a gift to the public, centering the voices and stories of refugees, and presenting the works of filmmakers like myself who document their struggles and triumphs. From LGBTQ refugees in California to Polish refugees in Tanzania during WWII, this eclectic festival features compelling and captivating stories for everyone.*”

- Tom Shepard, award-winning filmmaker and director of “Unsettled: Seeking Refuge in America.”



BUFFALO, NEW YORK

JOURNEY'S END
WNY REFUGEE
FILM FESTIVAL



Our signature WNY Refugee Film Festival went virtual and free for its 3rd season for the comfort and safety of its over 1000 fans! We screened seven extraordinary films featuring the voices and stories of refugees from around the world, and fantastic talkbacks with film directors like Academy Award-winning Director Barbara Kopple and refugee film subjects and special guests from Kenya, Syria, Afghanistan, and Vietnam. Stay tuned to our film festival website for our exciting line-up for our 4th season beginning in February 2022, which will also be free and virtual: www.wnyrff.org

Finance and Donations

*Donor data from 11/1/20 - 9/30/21

Donors over \$1,000+

Henry and Susan Beamer
 Michael Benner
 Paul & Else Blum Private Foundation
 Ralph and Marcia Brown
 Garrett Burgwardt
 Elizabeth Callahan
 Clarence United Methodist Church
 David and Mary Croglia
 Buck and Inger Darling
 Delaware Avenue Baptist Church
 Feel-Rite Natural Food Shoppes, Inc.
 First Presbyterian Church of Youngstown
 Charles & Suzette Hahn
 Karen and Ed Healy
 Keisha Kelschenbach
 Linita Design & MFG. Corp.
 Macris/Schnier Family Foundation
 Patricia and Edward Minter-Powell
 National Fuel Gas Company Foundation
 Kenneth Polchlopek
 Pat Potts
 The Reverend A. Joseph Bissonette Memorial Fund at the Community Foundation
 Susan & David Schroeder
 Sisters of Mercy of the Americas
 St. Joseph's Collegiate Institute
 Dale Stanley
 SEFA State Employees Federated Appeal
 Stephen Still
 Margaret & Ronald Talboys
 Phyllis Tomkins-Jacobs
 Try-It Distributing
 Unitarian Universalist Church of Buffalo
 Upstate NY AILA Chapter

Donors over \$5,000+

Anonymous
 Arlene Pierce
 David and Dr. Nancy Colligan
 Dedrick Family Foundation
 Lawley Insurance
 Rigidized Metals
 Robert and Tammy Laughlin Fund

Program Funders and Grantors

The Buffalo Bills Foundation
 The Children's Foundation of Erie County
 Church World Service
 The Community Foundation for Greater Buffalo
 Community Sponsorship Catalyst Fund
 The Dollar General Literacy Foundation
 The First Niagara Bank Foundation
 Interest on the Lawyer Account Fund of the State of New York
 The John R. Oishei Foundation
 Sisters of Mercy, Many Faces of Mercy Giving Circle
 The M&T Charitable Foundation
 NYS Department of Education
 NYS Office for New Americans
 NYS Office of Temporary and Disability Assistance, Bureau of Refugee Services
 NYS Unified Court System, Office of Court Administration
 The Service Collaborative of Western New York
 SUNY Erie
 U.S. Department of Health and Human Services, Office of Refugee Resettlement
 United Way of Buffalo and Erie County
 The Walmart Foundation
 The Western New York Foundation
 The WNY COVID-19 Community Response Fund
 The Western New York Center for Survivors of Torture

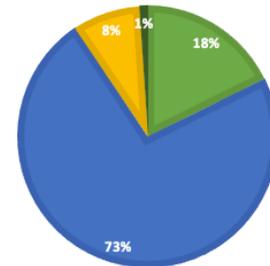
2020 Financial Statement

Statement of Financial Position

	2020	2019
Cash	\$ 1,378,009	\$ 1,275,021
Accounts Receivable	\$ 1,102,073	\$ 1,069,838
Other Current Assets	\$ 70,171	\$ 62,080
Long-term investments	\$ 440,588	\$ 326,755
Fixed Assets	\$ 167,900	\$ 196,914
Total Assets	\$ 3,158,741	\$ 2,930,608
Accounts Payable	\$ 189,112	\$ 169,577
Deferred Revenue	\$ 4,164	\$ 14,316
Total Debt	\$ -	\$ -
Total Liabilities	\$ 193,276	\$ 183,893
Net Assets	\$ 2,965,465	\$ 2,746,715
Total Liabilities & Net Assets	\$ 3,158,741	\$ 2,930,608

2020 REVENUE

■ Donations ■ Grants ■ Contract Fees ■ Other

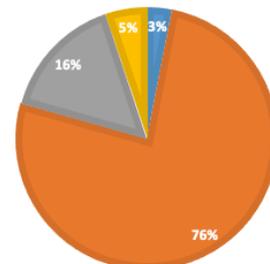


Statement of Activities

	2020	2019
Revenue		
Grants	\$ 3,396,502	\$ 3,357,900
Contract Fees	\$ 386,800	\$ 701,398
Donations	\$ 825,538	\$ 330,265
Other	\$ 48,610	\$ 66,082
Total	\$ 4,657,450	\$ 4,455,645
Expense		
Program Services	\$ 3,797,257	\$ 3,460,447
General & Management	\$ 498,599	\$ 484,994
Development & Fundraising	\$ 142,844	\$ 192,658
Total	\$ 4,438,700	\$ 4,138,099
Operating Surplus	\$ 218,750	\$ 317,546

2020 EXPENSES

■ Direct Assistance ■ Compensation ■ General Operating ■ Grant Subcontracts





Happy Campers



When Journey's End needed AmeriCorps volunteers to support this year's Summer Camp program for refugee kids, four young women stepped up to help. These student volunteers had a unique connection with the kids at camp because they themselves had come to the United States as refugees. They helped the JERS staff supervise fun-filled activities at Beaver Island State Park, from soccer games to swimming to sandcastle-building. **Their hard work and dedication made for one of our best summer camps yet! We thank them for giving back to the WNY community and for giving our kids summer memories that will last a lifetime.**



Happy Campers



AmeriCorps volunteers supported this year's Summer Camp program for refugee kids...



Paige (BUFFALO)



Refugee and Asylee Mentoring Program Manager Paige Kelschenbach returned to her hometown of Buffalo after performing research in Tanzania to join Journey's End in 2019. Paige helped launch the agency's new mentoring program, RAMP, through which more than 30 newly arrived young adults have built friendships with mentor community members and have connected with local financial, educational, and cultural resources. With pandemic restrictions loosening this year, participants were able to actively explore their new hometown – visiting the Albright Knox Art Gallery, attending a performance at Shea's Performing Arts Center, touring the Darwin Martin House and the Buffalo Naval Park, ice skating at Buffalo RiverWorks, and learning about composting and urban farming from farmer Bir Rai at the Journey's End Brewster Street Farm, the COVID vaccine from doctors at Jericho Road Community Health Center, workplace safety from the WNY Council on Occupational Safety and Health, and how to establish credit from the University at Buffalo's Finance Honors Society.

Shakira (BUFFALO)



Interpreting Services Assistant Shakira L. Henley-Fessler, a Buffalo native, has been an integral member of the Interpreting and Translation Services Department since 2016, working diligently to support the community by overseeing interpreter scheduling including in-person, over the phone, and video remote appointments in Buffalo and the surrounding area. In 2021 the team worked to increase language access in WNY, expanding services to Erie 1 BOCES and Erie County DSS, and have begun working with over ten new service providers in a variety of diverse industries including human services, construction, and law.

Conor (BUFFALO)



Lead Grants Manager Conor Stillwell, a Buffalo native, has been a member of the Finance Department since 2017. As part of the finance and grants team, Conor works diligently to ensure our wide range of programs are funded, and seeks additional funding support our clients directly as they settled in their new community the grants team secured to directly help clients by the pandemic. This pay for rental assistance, utilities, and laptops and internet for refugee school children.



Nancy (ILLINOIS)

Nancy is a "New Buffalonian!" moving here with her family from New York City in 2008, with no prior ties to the region. Originally from rural Illinois, she has also lived and worked in Japan and the United Kingdom. She has been in her staff role as a community outreach assistant since 2018 but was a volunteer home tutor and front desk receptionist prior to that, starting in 2013. She is an ace volunteer and intern coordinator, successfully organizing and matching over 250 volunteers with clients and staff, in positions of all sorts, from School Moms who assist refugee kids in their first day of school, to ELL home tutors for single moms, to fulfilling JERS staff requests for interns. She also speaks to schools, faith communities, and others about the work of JERS, helps run the WNY Refugee Film Festival on the back end, and has even coordinated her own "Fun"raisers for the agency on her off time! Nancy: "Community Outreach is a great intersection of matching the the big hearts of the people of WNY to the needs of our refugee community."

Lauren (WILLIAMSPORT, PA)



Farm Program Manager, Lauren Dawes, has led the Brewster Street Farm since June 2019. Originally from Williamsport, Pa., Lauren joined the JERS team to engage in building community, grow food and work with refugees. With 20 CSA shares and 4 donated shares to fulfill, Lauren works hard to ensure there is plenty of produce to feed program participants, community members and the customers of the Brewster Street Farm stands. During the 2021 growing season, the Brewster Street Farm yielded nearly 3000 pounds of produce and made \$12,000 between the months of June and September, which will be used to compensate the program participants.

Staff
Map



Adela (CZECH REPUBLIC)

Adela Smehlik is a staff attorney in the Immigration Legal Services Program. Born in the Czech Republic, Adela's family moved to the United States in 1993. Adela is a natural litigator whose persistent energy, sincere dedication, and compassion for humanity embodies the foundational attributes of our work. She specializes in asylum law, removal defense in immigration Court, and serving our LGBTQ+ immigrant populations. Adela and the Immigration Legal Services Program's work centers on providing legal services to immigrant populations across Western New York, the Finger Lakes, and the Southern Tier including cases involving U.S. citizenship, green cards, and family reunification. Our department's work strives to provide these critical services within the agency's broader mission of promoting opportunities for a stable, independent, and healthy life in our shared community.



Nazar (IRAQ)

Visit Journey's End, and you will be greeted with a warm and welcoming smile from the one and only Nazar Jabar. Nazar is originally from Baghdad, Iraq. He came to the United States on July 4, 2005. Nazar started his service at Journey's End as a volunteer. His skills were immediately recognized, and he became a full-time employee. His ability to communicate in 10 languages makes him a valuable asset to the JERS team. Nazar has done it all at Journey's End, from donation and airport pick-ups to assisting and interpreting for every department within the agency. Nazar keeps the office and vehicles in good order, helping the agency run smoothly. Nazar is the pulse that keeps JERS beating. He leads with his heart.



Dasha (RUSSIA)

Beginner ESOL Teacher Dasha Valuyskaya is from Moscow, Russia and immigrated to the United States as a child. After serving two AmeriCorps terms in the Buffalo Public Schools, Dasha came to Journey's End to teach pre-literate and low-literacy English language learners and help her students develop critical skills to continue their education and integrate into our community. During the pandemic, the Education Department continued to serve students, offering remote English and Citizenship classes and delivering laptops and paper lesson packets. In the past 12 months, the program served over 100 students monthly, more than the previous year! We are honored to provide classes to help our clients achieve their educational and professional goals as they establish themselves in the WNY community.



Kasim (ERITREA)

Employment Specialist Kasim Seid, of Assab, Eritrea, comes to Journey's End via Ethiopia, where he fled to seek asylum in 2008. In 2017, Kasim was resettled in Buffalo where he struggled to adjust to the new culture. Kasim began work as a part-time interpreter at Journey's End, before being scooped up into a full-time role helping refugee children in the Refugee School Impact Program. "He ultimately moved into his current role helping refugee clients to secure employment and connect them with comprehensive services to support their path to self-sufficiency. The Employment team continue to work tirelessly to place clients in new or better jobs, as local businesses in WNY continue to lean on the Employment Department as a critical resource as they begin to rebuild due to the pandemic."



Pan (BURMA)

Pan Cunningham, Human Resources Generalist, is the newest member of the Human Resources team at Journey's End. Born in Burma, Pan has aspired to join the Journey's End team since we resettled his family in 2005 and enrolled him into his elementary school, as he always wanted to help other refugees in need. As part of the HR department, Pan works hard to foster an inclusive and engaging environment for Journey's End staff, promotes a culture of wellness and philanthropy, and helps onboard new members of the Journey's End team.



Bhim (NEPAL)

Bhim Dhungana is a resettlement case manager at Journey's End. Originally from Nepal, he was resettled in Buffalo in 2010 by Journey's End and eventually became a case manager in 2014. Bhim helps new arrivals with their resettlement in our city. He is known in the agency for his soft-spoken compassion and willingness to lend a hand. He is beloved by clients and staff alike. Bhim works to coordinate pre- and post-arrival services, from organizing donation pick-ups and completing housing set-ups to welcoming new refugees at the airport and helping them begin their new lives in Buffalo. Bhim is a key member of the resettlement department and helps further the mission of providing person-centered service to our clients.



JOURNEY'S END REFUGEE SERVICES

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One way to describe the work of Journey's End Refugee Services over the past year is gratefully frenetic. We have reconnected to our mission as never before, while keeping at the forefront of our minds the lessons we learned over the past five years generally, and 2020, specifically. Refugee resettlement is definitely not business as usual, but service as usual, humanity as usual, mission as usual.

This mindset has allowed us to celebrate the high school graduations of five our Refugee and Asylee Mentoring Program (RAMP) mentees; grow nearly 3,000 pounds of produce at our Brewster Street Farm; and distribute over 30 laptops to JERS students in order to provide an uninterrupted learning experience. Every client that we were able to help integrate or assist in meeting a personal goal was cause for celebration – and a needed reminder that successes do occur, even in the most trying of times.

There is no doubt that assisting Afghan nationals abroad in evacuation efforts took mental, emotional, and physical tolls on volunteers and staff who work tirelessly in these efforts. It is also an incontrovertible truth that the arrival and placement of Afghan evacuees has been challenging, given the capacity decimations resettlement agencies experienced. Equally strong, though, is the support of our WNY community who answered our call for support. We cannot thank you enough. Nor can we adequately, in a few words, express our sincere thanks to the WNYRAC member organizations (Catholic Charities of Buffalo, the International Institute of Buffalo, Jericho Road Community Health Services, and Jewish Family Services of WNY) for their guidance, advocacy, expertise, and care. We are truly grateful for each of you and look forward to continuing the hard, but necessary work in 2022.



Three new happy faces joined the Journey's End family in 2021!