

President's Letter

Wells Whitney

I've been on or close to the board of directors of the IISF for over ten years now. I've seen the Institute go through several crises and numerous financial challenges. Each time the Institute has come out of adversity stronger as an organization and better as a critical service provider for immigrant and refugee families in San Francisco and San Mateo counties.

The organization has adapted to changing times well. Not only has the budget grown, but new programs and directions have been initiated, serving a broader range of people and communities than before. New staff members with different skills have been added, bringing with them new ideas and enthusiasm for the mission of the Institute.



Wells Whitney, President.

Now we find ourselves in a very different crisis. We have new programs and funding sources, and we have increased our reach within the communities we serve. But how can we continue to find and hire top flight people who are able to afford to live and work in the greater Bay Area, much less in San Francisco, and how do we continue to compete for suitable office and work space in the neighborhoods that we serve?

These have been difficult times for non-profits in San Francisco. While in the midst of the longest sustaining economic boom in the United States, and the lowest unemployment rate in decades, San Francisco is the center of its own boom, centered around business services and the new electronic/Internet industries. One could debate whether this precise period is a dot-com boom or bust, but it continues to be true that business in San Francisco is growing and changing still, that suitable rental space is in very short supply and very expensive.

This unusual situation presents the Institute with some decisions to make about its future, how and where it serves its client base in this time and place at the beginning of the new century. The mission of the Institute remains clear, how and with whom we carry it out have to be negotiated within the context of San Francisco of 2001. The board is committed to discuss these issues with all the stakeholders of this process, to consider all aspects of this complex problem, to explore new and innovative ways to collaborate with funders, other agencies, potential strategic partners, etc. to develop directions for the future that will assure continued assistance to our clients and continued success for the International Institute of San Francisco.

Help Wanted: Miracle Workers

Margi Dunlap, Executive Director

In the last few hours of the last Congress, a compromise bill named, ironically, the LIFE (Legal Immigration Family Equity Act) was passed, creating a four month window in time during which some of the more destructive and haphazard provisions of the 1996 immigration law changes were modified.

Since January, more than 3,000 people have contacted the Institute for assistance in understanding and applying for relief under LIFE. Acting under the widespread misperception that the LIFE law was a new amnesty, families desperate to prevent the separation from and deportation of members of their households have been once again scraping together fees and penalties totalling (in some cases) thousands of dollars, and coming forward to seek legal permanent residency or a place in long visa lines that will eventually result in US citizenship.

At the same time when the Bay Area faces record lows in unemployment, small businesses closing all over town because of the inability to find workers, and "Help Wanted" signs everywhere you look, at the Institute we find ourselves working overtime to examine documents, evaluate claims, and sadly explain to approximately four out of every ten people who come to us with hope in their hearts that they do not qualify to stay here.

For us, this also means that we receive no compensation in the form of fees for four out of every ten people we help to educate about the details of the law. Finding financial support for this service is a continuing challenge. There is nothing compelling or "sexy" or new to tell our funders about sitting at a table in a community center, facing an endless line of patient people, each of whom has a slim but enduring hope that maybe this time, maybe under this new law, they will be able to remain with their families and stay on their jobs and live their lives with their children and spouses in this country. In January alone, Institute staff in San Mateo County worked more than 200 hours of overtime.

We are fortunate to have a few miracle workers on staff. I want to convey my special gratitude to all the people in our immigration and citizenship programs who have put their hearts and minds and extra time into a generous and thoughtful response to this task in the last few months.

And as I write this, I think of staff in other Institute programs who also give their all. One of my most moving moments this year was the Twentieth Anniversary Celebration of Newcomer Health Program's work at the Refugee Clinic at San Francisco General Hospital, when I looked out at the crowd and saw several people whose first job in this country was as a medical interpreter for Newcomers. These individuals have moved on to higher levels of professionalism in health care, to mainstream systems and mortgages, still, it warmed my heart to know we gave them a start. The staff at Newcomers now is providing excellent community health education to Russian and Bosnian people, as well as continuing service to San Francisco General Hospital, at salaries that will not allow us to keep them for long.

Our refugee service programs through the Private Industry Council have been successful at

providing a valuable social support system for Russian seniors, who get on the bus early in the morning and always arrive at their 9:00 classes on time, to practice English and learn about life in the United States. I am reminded of how much they value this social and educational experience every time one of the elevators in our building breaks down and I see old people hiking up five flights of stairs to get to their seats in the room.

At YouthCares, a talented group of young people with promising careers ahead of them have been able to create and build an innovative and replicable program model for intergenerational and peer to peer service that has a bright future, if we can find ways to build competitive compensation, advancement, and ongoing training and development into their job descriptions.

Let me tell you about a few of the facts of devoting your life to work in the non-profit sector. First of all, in this economy, you could leave tomorrow and find another job that probably pays you close to double what you currently earn. You could leave to find a position in the public sector, where you won't make twice as much, but you will have better benefits, job security, union protections, and the opportunities for advancement that come from working in a larger system. You could leave to return to graduate school, where your own dreams of making a difference can be embellished with added skills and more focused credentials. The challenge of recruiting and keeping a dedicated workforce is resonant throughout the non-profit sector these days.

At the Institute we are given the gift of a few miracle workers, who make the choice to put their own personal financial needs into the back seat for a while so they can help others.

What we really need are miracle workers at the very top, who can work together to find ways to challenge the inequities of a system that does not seem to value the work of social workers and teachers and counselors and job developers who make all this very rapid upward mobility we call the American Dream enough of a reality that more than 3,000 people stood in line late at night to get some, last month.



Margi Dunlap, Executive Director.

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Twenty Years and Beyond

The Past and Future of Newcomers Health Program

**Patricia Erwin,
Newcomers Health Program Manager**

November 1, 2000 was a day to celebrate and recognize refugees in San Francisco. On this day the Institute, San Francisco Department of Public Health's Newcomers Health Program (NHP) and Refugee Medical Clinic joined together to celebrate over 20 years of serving and responding to refugee health issues. This memorable event was held at San Francisco General Hospital's Refugee Medical Clinic, where health care services have been provided for refugees for these 20 years. Close to 150



Patricia Erwin, Newcomers Health Program Manager, honors Madeline Ritchie, Director of Chinatown Public Health Center, for her vision and support over twenty years of service to the program.

knowledge about the challenges, resiliency and contributions of refugees in San Francisco, to serve as an important reminder of refugees' healing and surviving in their new country, and to recognize and honor the contributions of Refugee Medical Clinic, the Institute and NHP staff and community members to serving these refugees.

This event was not only an opportunity for staff to recognize the traditional clinic-based interpretation services provided over the past 20

years, but also an opportunity for us to look towards the future. In line with the Institute's planning themes, NHP is expanding its vision as the populations and issues related to refugee health are changing. Most significantly, we are moving towards more community-based services and programs, and working to build the capacity, leadership and advocacy skills of communities we work with.

The Refugee Community Health Outreach Program, funded by the California Refugee Health Section, is one example of this. RCHOP is a Bosnian refugee community capacity building program with a focus on health issues. Primary activities include health workshops, support groups and leadership trainings, all with the goal of improving the health and well-being of Bosnian refugees by working at the community level.

Similarly, the Refugee Health Education and Interpretation Program, funded by the Mt. Zion Health Fund, is providing preventive health education to Russian-speaking and Bosnian refugees at the Refugee Medical Clinic. We are also offering yoga classes to these patients. The purpose is to give information, education and skills to patients, to assist them to proactively take care of their health, thus improving their overall well-being.

This past year has been a productive and exciting year for NHP, highlighted by our 20 Year Celebration. As we move towards more community-based services, the potential for improving the well-being and increasing the self-sufficiency of refugees is limitless. We look forward to 20 more creative, rewarding and successful years. Many thanks go to NHP staff whose dedication and thoughtfulness make this all possible.

Living and Working in SOMA

**Amy Petersen,
Safety Network Community Organizer**

After accepting the Community Organizer position with the International Institute last summer, I decided to take a walk through the neighborhood that I would be attempting to help organize. After walking a few blocks, I was confused. South of Market seemed to be quite the opposite of a neighborhood. South of Market is large and flat, bounded by freeways, the waterfront, and Market Street. There is constant confrontation with the consequences of rapid economic change: construction sites and the evidence of old heavy industry, new rental complexes and welfare hotels. The South of Market has traditionally provided a home to immigrants, retired seamen, and the elderly. And the booming economy has employed another wide range of people, who often represent the opposite end of the spectrum from the residents in terms of job skills, education, and income levels. Yet all of these people must evolve together as a community to effectively confront the very issues that threaten their accord.

It has become clear to me after several months on the job that my task here is to create cohesion in a place where disorganization is the order of the day. With so many competing interests here, people have become accustomed to fighting against each other instead of fighting with one another. Inevitable changes, over periods of investment and disinvestments has positioned the South of Market community to be faced with the constant threat of displacement and some of the ill effects of rapid gentrification occurring without companion development of needed infrastructure. This is why new approaches to defining this community are essential to preserving its vitality and making use of all of its old and new resources. As the structure of this community is reshaped, people are striving to be incorporated into the new community, while still preserving and teaching the rich history of the area.

The cores of American cities are viewed as deeply troubled places, but they also represent important models for observation. In many cities all over the country, local residents are investing themselves in their neighborhoods and attempting to safeguard their communities from over-development, gentrification and traffic problems. At the same time, these communities are trying to help maintain non-profit and art space, stabilize housing rates and work towards stronger representation with decision makers in local government. The people of this community are fully aware that there are many resources here to build on. Yet, we can't forget that the most important resources are the people themselves, and this is where my role as the Institute's Safety Network Community Organizer surfaces.

Continued on page 7



Dancers from the Vietnamese Youth Development Center perform at the celebration.



Yin Yan Leung, Health Educator, thanks Patricia Erwin.

people attended the celebration, including San Francisco Department of Public Health administrators, California Refugee Health and Social Services staff, and past and current refugee patients and staff. Participants enjoyed an abundant feast with food from many countries, an ethnic dance presentation by youth from the Vietnamese Youth Development Center, displays and photos spanning the 20 years, and a program including certificates of recognition.

A major highlight of the day was a proclamation by Mayor Willie Brown declaring November 1, 2000 as 'Refugee Health Day' in San Francisco. As noted in the proclamation this event was held to acknowledge and increase public

Daily Satisfactions

Kumru Aruz
San Francisco Citizenship Program Coordinator

I came to the Institute from a New York non-profit partly knowing why being here would feel so right. At first the attraction was quite natural. Having been a Russian major in college and an ESL instructor to Bosnians refugees in Turkey, the opportunity to work with nationals from the Former Soviet Union and Yugoslavia immediately piqued my interest. I had a developed interest in the effects of population displacement and forced migration, and as the daughter of an immigrant I certainly empathized with our clients. Now, seeing that I have a distinct role to play in the day-to-day lives of those who are most affected by US policy, international conflict, and socio-political transformation has made me want to stay on and continue to work with a staff who is dedicated to serving a truly exceptional group of people.

The Institute's Refugee Acculturation and Social Adjustment Program, led by Ella Rozman, exemplifies the organization's dedication to meeting the needs of its clients. On any given morning, one can find a classroom full of Russian seniors eagerly practicing interviews for their citizenship exams, learning the National Anthem, reciting the Pledge of Allegiance, or just chatting amongst themselves. Listening in on a conversation, one might hear



Kumru Aruz, San Francisco Citizenship Coordinator.

concerns about housing or medical care, stories about grandchildren, or a discussion of US politics. It is clear that what is gained from these classes is not just an expanded English vocabulary, or a knowledge of how our electoral system works. Also being developed is something just as important: a sense of belonging, a diminished feeling of isolation in a new country, and the ability to relate, converse and learn with those who have a shared past experience.

During my first few months at the Institute, intensely curious about the day-to-day work of the immigration caseworkers, I made my rounds to the offices of Llorette and Marina whenever new cases came in. Each session concluded with a play-by-play analysis by Llorette, and suddenly terms like LPR, IDP and N-400 had faces and personalities. This was the best introduction to the Institute I could have received.

Initially, I was most intrigued by the series of Bosnian men, women and children that visited our offices, who culturally reminded me so much of my own relatives, yet had undergone indescribable trauma in the very recent past. It was through their accounts that the trials of being a newcomer in San Francisco were revealed to me. However, as time went by, their stories began to seem not so different from the stories of their Latino, Russian or Cambodian

counterparts. Interestingly, what I heard were not reverberations of past horrors endured. Instead, concerns were very much placed in "the now" . . . "I need help figuring out the bus system" . . . "I can't get anywhere without relying on my relatives" . . . "Our apartment is too small and too expensive."

The "American Dream" is often a terrible nightmare for immigrants to this country. Idealized notions of "the land of opportunity" are often laid to waste in the face of INS bureaucracy, sky-high rents, and the limitations of age and language capacity. In addition to filing the proper paperwork and researching the intricacies of immigration law, our caseworkers, most importantly, extend themselves in order to help make being here the comfortable and secure experience it should be. Perhaps a renewed sense of security and a restored confidence in oneself is not something that can be measured or documented or statistically analyzed. You cannot report to a grantor that on Tuesday Natasha felt a real sense of satisfaction when she was able to give directions to a stranger in English. However, this is real and absolutely invaluable.

I feel fortunate to be able to contribute to the work of the Institute and feel passionate about what we do here. As staff members we are very fortunate that the Institute provides us with a creative platform from which we may take our

programs and plunge into new human service ventures. As you read about each of the programs areas and the projects they have embarked upon, I am sure you will realize why this place is inspiring; how a unique combination of staff and clients can create a truly diverse, effective and dynamic agenda on behalf of those that we, as a nation, have invited to be our neighbors, friends and relatives.



Marina Castillo, Immigration Caseworker, and Carlota Garcia, Clerk.

San Francisco Immigration Services Report July 1999 – June 2000

1. Number of Office Visits	1034
2. Number of Telephone Contacts	5239
3. INS Procedures	
Adjustments/Removal of Conditional Status	85
Naturalization Applications	43
Visa Petitions	90
Consular Processing (Packets 3&4)	75
Affidavits of Support	165
Work Authorization	102
Advanced Parole/Travel Permit	5
FOIA/FBI Requests	17
Miscellaneous (I-134, NACARA 202, I-90, I-751, I-129F, I-539, I-131, I-824, I-817, NACARA 203, Notarial Acts)	66
TOTAL	648
4. Translations	
Documents (Birth, marriage, divorce, death, Baptismal records)	129
Emergency/Travel emergencies	2
Letters/declarations	168
TOTAL	299



Ella Rozman, Teacher/Caseworker, leads a citizenship class.

Expanding Programs to Better Serve San Mateo County

**China Osborn,
Community Outreach and Education Worker
Jacqueline Winant,
Immigration Program Supervisor**

The 1999 Annual Report of the International Institute of San Francisco noted that the Institute's San Mateo County Programs are in great demand. The report also noted that the local community requested more outreach and direct community service initiatives from the staff of the International Institute in San Mateo County. We are proud to be able to report that during the year 2000, we have been working towards this goal of broadening our scope to meet more community needs and we have already met with much success.

This year we participated in the first annual Middlefield Road Street Fair. During this community event, San Mateo Institute staff gave out their expert immigration and citizenship advice, free of charge, to local community members. The Institute staff also began to forge alliances with other non-profit organizations that serve the immigrant communities of San Mateo County, such as Siempre Adelante of Daly City. This collaboration allows our staff to reach a wider audience with information about our services and other issues that affect their lives. By continuing to build partnerships we hope to be able to engage the community in a more active and consistent manner.

One of our greatest challenges this year was deciding how to present the important topics of this year's election campaigns to the community. On Thursday, November 2, 2000, the Institute staff in Redwood City disguised themselves as political candidates from various parties and facilitated three information sessions on the elections. Two of the sessions, during which candidates' opinions were voiced, were held simultaneously for two groups of seniors at the Fair Oaks Senior Center. One room was hearing about the different local and national campaigns and their candidates for office in English, while in the other room, the conversation was in Spanish. The seniors were engaged and asked questions of their candidates. Some even offered their own opinions as to what the candidate should and should not do with their political careers.

The political debates continued that evening before another group of community members, many of whom were new citizens voting in their first election in the United States. Once again, candidates sported their Spanish-speaking abilities as they tried to clearly state their opinions on the issues. After saying good-bye to the political candidates, a discussion on the numerous and complicated state and local propositions began. In a very tense election year, these presentations offered a refreshing, non-biased and non-partisan way of disseminating information to the community.

Another important activity that the staff of the International Institute of San Mateo County has participated in is supporting a lawsuit filed against Immigration and Naturalization Ser-



Sacha Steenhoek, Jackie Winant, and Anna Castillo.



Anna Castillo and China Osborn preparing for a Citizenship Platica.

vices by three immigration legal service agencies concerning problems with the processing of Family Unity visa petitions. Following is the story of one of our clients that participated in this lawsuit:

Evelia was an 18 year-old high school graduate when she learned that she could qualify for benefits under Family Unity, a program that grants the spouses or children of people who received amnesty in 1988 permission to remain in the United States with their families and work while they wait for their visa petitions to become current. Having benefits under the program would mean that Evelia could attend San Jose State University, where she had recently been accepted, and take the badly-needed job she had been offered at Pier 1 Imports to help finance her education.

Evelia came to our office for help and we completed and mailed her application in June 1998. Normal processing for this program is about 3 months, so imagine her disappointment when after a six month wait there was still no answer from INS. Twelve months later there was still no answer. Eighteen months later, nothing. Two years later, still no word. Did the Institute mishandle her case or was it a problem with INS? Frustrated and angry, Evelia had no way of knowing.

Evelia was only one of many clients who suffered from INS inaction in the Family Unity program. It became apparent that INS, considering

Continued on page 7

San Mateo Immigration Services Report July 1999-June 2000

1. Number of Office Visits	5306
2. Number of Telephone Contacts	9108
3. Informational Workshops:	
	PARTICIPANTS
Citizenship Platicas	379
Citizenship Interview Preparation	99
Voter Education Workshops	412
TOTAL	890
4. Volunteer/Community Trainings:	
	PARTICIPANTS
Volunteer Training	7
Speakers Training	4
Ways to Immigrate	65
Immigration Law	5
TOTAL	81
5. INS Procedures	
Adjustments/Removal of Conditional Status	105
Citizenship Procedures (N-400,N-600, Acquisition)	257
Visa Petitions	130
Consular Processing (Packets 3&4)	123
Affidavits of Support	256
Work Authorization	203
FOIA/FBI Requests	121
Family Unity	22
Waivers (I-601)	13
Miscellaneous (TPS 23)	30
I-90 Replacement of Green Card	164
NACARA – Section 202	9
NACARA – Section 203	9
TOTAL	1442
6. Translations	
Documents	411
Letters/Inquiries	459
Declarations	74
TOTAL	944

YouthCares

Jason Felch, Director

At YouthCares, we provide opportunities for newcomer youth to become involved in their communities, learn new skills, and build strong relationships. Our two intergenerational programs, **YC SOMA** and **YC Richmond**, partner teens with local senior citizens for companionship and assistance. **Partners in Learning** trains teens to tutor their peers at Newcomer High School. All together, we've served more than 175 youth this year and provided assistance to more than 200 senior citizens.

We've also been moving in new directions. YC Richmond, the latest addition to the YouthCares family, began providing services in San Francisco's Richmond District in September 2000, replicating the successful work we've been doing in SOMA. Participants in all three programs got involved in community events like the Richmond Community Festival, SOMAFest, Rock the Vote, and District Elections. We've also increased our collaboration between programs, using Partners tutors to train YC Richmond participants about teaching ESL, referring program alumni to opportunities in our other programs, and taking all three programs on an overnight trip to Loma Mar.

Below you'll find more about each program, and a few words from the participants.

YouthCares SOMA

Lilly Bacal-Trumbull, Program Coordinator

YouthCares SOMA, entering its fourth year of service, continues creating successful intergenerational partnerships in the South of Market. This year we've reached out to new senior service sites north of Market, and strengthened the training we provide to youth participants. Here is what one of our youth leaders has to say:

"I am 15 years old and I have worked with YouthCares for almost one year now. I like to work here, because I have an opportunity to reach out to senior citizens and to my community. At the senior sites, we play games and I teach English. But I think the best part of all is that I make a friend every time I work with

YouthCares SOMA Statistics July 1999 – June 2000

Clients Served

Youth	78
Seniors	132

Linguistic Breakdown

Youth	
Russian	9
Bosnian	7
Cantonese	28
Mandarin	8
Spanish	11
Tagalog	4
Seniors	
Russian	43
Cantonese	38
Mandarin	16
Vietnamese	3
Spanish	8
Tagalog	7



Amy Petersen, Lilly Bacal-Trumbull, and Jeffrey Bennett doing their civic duty with their sample ballots.



Lilly Bacal-Trumbull, Coordinator of YouthCares SOMA.



Jennifer Berger, Coordinator of YouthCares' Partners in Learning.

a new senior. For example, at one building I work at, 111 Jones, there is this very nice lady who is a friend of mine. Her name is Rosa. She is a Russian immigrant, and I help her with her English. When I first started to work with her in the summer cycle, I was kind of shy, because I didn't know her, but after a while, I opened up to her. We talk about everything that is on our minds, and have gotten to know each other better. She kind of reminds me of my grandmother. I also like YouthCares because I have the opportunity to hang out with some very cool kids. Even though we all come from different backgrounds, we share the same interests and values. When I'm with the group I am able to be myself. I like to work at YouthCares and I hope to stay here for a while, because it makes the seniors feel better and it makes me feel good."

—Senad Hatipovic, YouthCares SOMA Program Assistant

Partners in Learning

Jennifer Berger, Program Coordinator

Partners in Learning trains high school and college students to tutor their peers at Newcomer High, a transitional public high school for immigrant youth. We've had a great first year, providing our tutors meaningful leadership opportunities, and our students a real chance to learn English. Here is one of our former students:

"I was a student in Partners in Learning when I studied at Newcomer High School. I am

from Guangxi, China. I am 16 years old. I joined Partners in Learning in January, 2000. I studied in this program for eight months. I appreciate Partners in Learning because it really helped me a lot. It taught me about what American life is really like. After participating in this program, I feel much more comfortable and confident communicating with other people. And I am not as shy as I was when I first came to the United States. I had a good time with my English-speaking friends in the program. Thank you to Partners in Learning for giving me such a good opportunity to learn English. And thanks to all the tutors for supporting me and giving me courage all the time."

—Jenny Li, former Newcomer High Student, currently a participant in YC Richmond.

Partners in Learning Program Statistics

FY 2000

Total # Unduplicated Participants 64

Linguistic Breakdown of Participants

Cambodian	1
Burmese	3
Hindi	1
Russian	4
Spanish	8
Chinese	44
French	1
English	2

YouthCares Richmond

Ildar Hafizov, Program Coordinator

YouthCares Richmond is just 4 months old, but we're already well known as a place where the young and old can come to learn, or teach. 15 students currently participate in community service with over 65 senior citizens in 4 service sites in the neighborhood. Activities include companionship, computer classes, ESL, games, food distribution, and arts and crafts. Here is what two participants, one senior and one teen, have to say:

"I'd like to thank YouthCares Richmond participants for opening the new and exciting world of the computer to me. They patiently helped me to widen my knowledge and skills, but more importantly they made me believe that I can do it at my age. I am almost 70 but I feel much younger when I'm around the students, because I get infected with their interest, enthusiasm and energy."

—Victor Nessis-Gorsky, resident of Menorah Park Apartments and a YC Richmond senior participant.

"Shy, closed, and lost, that was what I use to be. Open-minded, determined, and fun, that is what I am now! Ever since I started working at YouthCares in the summer of 1998, my life changed. I remembered my first day at YouthCares: I was nervous and scared. Meeting new people and being in a whole new environment gave me the chills. But I pulled my courage together and faced reality. With a lot of friendly people and Program Assistants around, it didn't take very long for me to get accustomed to the environment. They helped my confidence grow by showing me that everyone is important. I wanted to take YouthCares to another level. I didn't want to just receive, but to give back to the program, and so I became a Program Assistant (PA). Being a PA brought new responsibilities and skills. It was a totally different experience for me. I enjoyed listening to and helping out participants, and it gave me a chance to become the person that I am today. If it wasn't for them, I can't imagine what I'd be like now. I've met all of my closest friends at YouthCares

—Kelly Cheng, former YCSOMA PA, current YCRichmond PA.



Ildar Hafizov, Coordinator of YouthCares Richmond, with his son, Murat.

Living and Working in SOMA, continued

When people support one another and take the time to recognize the good that they can help create, they naturally begin to set up networks and support systems so that their own capacities can be contributed to the larger society. I see this process work beautifully inside the Institute and because of that, I know we are capable of extending these practices to the South of Market.

Last November San Francisco moved to elect City Supervisors by District. SOMA, as a part of District Six, began to face new challenges. New community groups sprouted up and old community groups worked to redefine themselves. Having a Supervisor gives residents here an opportunity to have a direct representative at City Hall. Now, as we begin to build our relationships with newly elected Chris Daly, we can see how our relationships with one another can mobilize our assets.

My most pressing goal at this stage is to find out who is actually here in South of Market and how much recent changes in the country and the world have affected the population of this neighborhood. There are many SRO hotels, lofts, subsidized senior citizen housing facilities and gated communities to venture through. My

hope is that I can educate people on what possibilities exist for people to participate in as community members. Moreover, I hope that I can be educated about what people's real perceptions are of their community and how closely connected people are with their neighbors and local institutions. I know that I will be surprised and I know that I will be hopeful. What I don't know is how large of a role I can play in encouraging people to give their community a chance and to let go of their fears about what involvement might mean and who they might have to be friends with. Of course, many of these thoughts are based on fears and insecurities we all share regarding how much one can and should contribute to their community. Yet, this is a time in history when we are all compelled to take note of what is happening around us. People might have forgotten what success in a community setting can look like, because in urban life today we've become detached from the idea of "neighborhoods." Our interests are piqued by those around us whom we do not understand, and sometimes we can get so fixated on the nagging inability to change the big things that we forget how easily we can impact the roots of disunity and conflict on a neighborhood level.

Expanding Programs to Better Serve San Mateo County, continued

the cases low-priority, had completely stopped reviewing them. Therefore, in response to this inaction, the Immigrant Legal Resource Center, NILC and AILF came together to file a class action lawsuit. The suit, filed against the INS/California Service Center, alleges that INS is violating the Immigration Act of 1990 by failing to expediently adjudicate applications and work authorizations filed under the Family Unity program. Our client, Evelia, is a member of the suit.

As soon as the suit was filed reporters began calling our office, asking to speak with Evelia. She was very comfortable giving her story, speaking for herself. By coincidence, Evelia's case was approved in September 2000, before the case even went to trial, but after a 2 year, 3 month wait. Unfortunately, that is not the case for many of our clients who are still waiting for permission to work and remain with their families.

The community outreach and advocacy activities, such as those described above, that the International Institute of San Francisco's San Mateo County Program office has coordinated

over the past year have allowed the staff to support familiar entities in the community and begin to establish good working relationships with new ones. We intend to build more programs that will allow our staff to provide complex information to the community in ways that are interactive, allowing the learning to be shared between Institute staff and community members. We also hope to continue to expand our advocacy programs that will not only encourage immigrants to get involved in their own communities, but also help facilitate a better community environment for all residents in San Mateo County.

In Memoriam

Dorrrwin Jones
H. L. Weinstein
David K. Yamakawa, Jr.

International Institute of San Francisco

Income and Expenses July, 1999 – June, 2000

Income	
Federal, State, and Other Government Contract	726,843
IRSA	22,476
Other Revenues (Foundations, Fees, Donations)	417,748
Investment Revenues	106,418
Total Income	1,263,215
Expenses	
Staff to Service Programs	994,830
Financial Aid to Refugees	7,484
Operating Expenses	260,901
Total Expenses	1,263,215

With Continuing Appreciation for the Support and Contributions of:

The Atkinson Foundation	Northern California Coalition for Immigrant Rights	University of California, San Francisco	Ethnic Studies Library – UC Berkeley	Anne Peskoe
The Centers for Disease Control	The Peninsula Community Foundation	University of California, Santa Cruz	Stacia Eyerly Hatfield	Betsy Portaro
City of Redwood City	Private Industry Council	Van Loben Sels Foundation	Ariana Fabbri	Janet Raiche Perper
Coast Counties Property Management	Richmond Village Beacon Center	Washington High School	Richard Frank	Barbara Rogers
Community Network for Youth Development	The San Francisco Foundation	Wells Fargo Bank	Richard & Susan Fuller	Kirby Sack
The Compton Foundation	San Francisco Commission on the Aging	Zellerbach Family Fund	Elmer Gallegos	Nancy Schou
Compumentor	San Francisco Department of Children, Youth, and Their Families	And our Members, Donors, and Friends	Shao Zhuang Guan	Anne Scott
The S. H. Cowell Foundation	San Francisco Department of Public Health	Wade Acton	Betty Hasler	Marilyn Shaw
Financial Technology Ventures	San Francisco General Hospital	David Anger	Margaret Hauben	Sharon Stanley
Fair Oaks Community Center	San Francisco State University	Yvonne Baker	Josiah Hoffman	Laurence Stein
Evelyn and Walter Haas Jr. Fund	San Francisco Workforce Investment Board	Angela Bean, Esq.	Eleanor Hoffman	Jay Steinman
Human Service Network	The Charles and Helen Schwab Family Foundation	Jennifer Beckett	Robert & Judy Huret	Ann Stephens
The Immigrant Legal Resource Center	Senior Power	Judith Bloomberg	Michelle Jackson	Carl Stern
Immigration and Refugee Services of America	Side By Side Studios	JoEllen Brainin-Rodriguez	Michele Keith	Kathleen Sullivan
Japanese Community Youth Council	Spiegel and Associates, LLP	Robert J. Buffin	Stephanie & Morris Krantz	David & Lori Swanson
Jewish Community Endowment Fund	State of California Department of Community Services and Development	William Buhles	Richard Levy	Susan Taha
Mayor's Criminal Justice Council	State of California Department of Refugee Health	Luis Carrillo	Thomas Lockard	Samuel Tamayo
Mayor's Neighborhood Crime Prevention Program	TODCO, Tenants and Owners Development Corporation	Robert Cathcart	Kim Manasewitsch	Lauren Joy Van Ham
Mind Your Business	US Committee for Refugees	John Caton	Joseph Mark	Jill Vernon
Mount Zion Health Fund		Lisa Chanoff	Ruthanne Lum McCunn	Lee Wallis
Newcomer High School		Carlos Chavez	Joan Meisel	Harry Weinstein
Neighborhoods in Transition: A Multicultural Partnership		Teresa Chin	Michael Mueller	Wells Whitney
Northern California Citizenship Project		Norman Coliver	Michael Mullery	Eleanor Winant
		Marie DeGuzman	Kenji Murase	Gerda Wodlinger
		Margi Dunlap	Florence Nacamulli	Roberto Wong
		Andre Ellert	Ed & Harriet Nathan	Alan Wong
		Steve Enos	Silen Nhok	Scott Wu
			Diantha Niles	Amelia Wu
			Mark Ong	Man Ying Yan
			Constance Ong	Lee Zeigler
			Vilai Payez	

Our clients tell us...

About Acculturation Classes:

"In these classes I have learned many new and interesting things about the traditions of the American people, about their history and culture. Our teacher familiarizes us with American literature and in class I am able to socialize with many interesting people. All of this has brightened and enriched my life . . ."

"The classes have made my experience in the USA easier. I can read an English newspaper, watch TV and talk to people. My day-to-day life has changed . . . I can now read official letters and advertisements and I can also understand when people ask me questions."

"The personal contact with Russian speaking classmates is useful to us. We help each other and therefore study more easily. It has been beneficial for me to study in a group setting because it has given me permission to feel more confident in this new country."

Voter Education

"I think this is a very good idea. I like it very much. I understood everything and when I become a citizen I will already know how to vote. Thank you very much."

"The lesson was useful and interesting regarding the voting process."

"I really enjoyed the lecture. Everything was very understandable and very useful. I thank the United States for the wonderful concern for us, the future citizens of this wonderful country . . ."

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YouthCares participants at the beach.

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International Institute of San Francisco

The purpose of the International Institute of San Francisco is to enable immigrants, refugees, and their families to become effective, responsible participants in community life.