Moving Forward in Good Times

Margi Dunlap

his has been a year of growth and creativity at the International Institute. The Newcomers' Health Program expanded its health outreach and education programs, and strengthened the partnership between the Institute and the Department of Public Health, as we responded to new initiatives and worked together to bring private resources into the program. It's been a joy and inspiration to work with Patricia Erwin, DPH's Program Manager, who once again rode her bicycle from San Francisco to Los Angeles on her vacation to raise money for AIDS research.

San Francisco Immigration and Citizenship Programs grew as well, with Rocio Toriz capably managing our participation in the San Francisco Citizenship Collaborative, which includes La Raza Centro Legal, Self Help for

w ar re th va co co

Nate Barr and Margi Dunlap

With prosperity all around us, people are recognizing once again that immigrants make a valuable and necessary contribution to our communities.

the Elderly, and Jewish Family and Children's Services. Working with the Commission on the Aging, the Private Industry Council, the San Francisco Foundation, the Northern California Citizenship Project, and Immigration and Refugee Services of America, we helped eligible applicants for naturalization move forward on the path to their swearing in as new US Citizens. Ella Rozman, our dedicated English and Citizenship teacher, continues to exceed enrollment goals for her

senior refugee program with her unique brand of humor and tenacity.

In San Mateo County, we were fortunate this year to bring on Teri Chin as our Associate Executive Director, to lead this growing office as we address the needs of a booming region's immigrant populations. Teri, a Bay Area native, comes to us following seven years of community development work in El Salvador. Laura Wolff, San Mateo Citizenship Program Director, coordinated San Mateo County's participation in the Northern California Citizenship Project, secured a new State of California grant for naturalization services in the County, and ran her first marathon in her spare time.

Jason Felch, YouthCares Program Director, was one of six individuals selected nationwide to spend three weeks in the former Yugoslavia, helping refugee resettlement staff there prepare orientation curricula for young people being resettled in the US. His daily journals brought us into closer touch with the heart and soul of the refugee experience, especially for young people. Jason has also been successful at securing grants and resources to expand the YouthCares program in two new directions. Partners in Learning provides peer tutoring at San Francisco's Newcomer High, and the new YouthCares site at Washington High School in the Richmond District will soon be providing community service to that neighborhood's isolated senior citizens.

Last fall, we joined Neighborhoods in Transition, a Multicultural Partnership, to represent the South of Market District in a community organizing project that works with the Mayor's Criminal Justice Council to promote neighborhood safety and strengthen the City's community policing commitment. Patrice Johnson joined the staff to move this work plan forward and is focusing her efforts on organizing parents and community members to assure the rebuilding of Bessie Carmichael School.

I find that after several difficult years, the pendulum is swinging our way again. With prosperity all around us, people are recognizing once again that immigrants make a valuable and necessary contribution to our communities. And it's the work of the Institute that helps to sustain good times, and to build understanding and compassion across our varied cultures and experiences as we move into this new millennium.



 \mbox{Greg} Desnica, San Francisco Receptionist, with the tools of his trade.

Cover photos, clockwise from top left:

YouthCares: Helen Wong, Farahna Davis, Kelly Cheng, Helen Huynh.

Nate Barr

Redwood City Staff, from right, back row: Carlos Rodas, Anna Castillo, Jackie Winant, Wendy Cahuich, Laura Wolff, Maria Barraza. In front: Teri Chin, Jill Vernon.

Lilly Bacal-Trumbull works on curriculum.

Jill Vernon and Teri Chin.

Carlota Garcia

Senad Kulenovic at the staff picnic.

From the President

Susan B. Taha

he negative political climate toward immigrants seems to have subsided during this past year, and the International Institute has instead experienced the opportunity to do increased outreach, expand our YouthCares Program, and meet refugee and immigrant needs through outpatient services provided at San Francisco General Hospital, casework services provided by our offices in San Francisco and San Mateo Counties, and our extensive citizenship workshops and Platicas.

The Board of Drectors, which I chaired in 1999, held bi-monthly meetings at which we met staff members who excited us with the details of these new and continuing programs assisting immigrants and their families. Getting to know the staff through these meetings, and through the monthly staff meetings which I and other Board members attend, has, without question, been the source of the gratification and the worth I have felt, as a Board member these past six years.

Not only do the staff bring diverse ethnicity and language to augment their professional skills, but they persist with heart and caring in meeting the needs of the many clients who come to the Institute for help. You'll see the statistics below, but it is the expectant faces of the people that staff meet again and again, every day, that come to my mind when I think of the monumental work of the Institute.

Five important individuals have joined the Board this year, adding their keen interest and professional perspective to our meetings. Stacia Eyerly, co-founder and vice president of ElectronicAdvisor.com, serves on the Finance Committee. Judah Rosenwald, with San Francisco State University since 1976, is currently Chief Financial Officer of the College of Extended Learning. He has served as Treasurer of the Board. Dorrie Runman is a paralegal with Spiegel Associates, an immigration law firm. She and Board Member Kathleen Sullivan are volunteering their time to assess operational and financial aspects of the Institute's Legal Services program. Mark Ong, a writer and graphic designer, returned to the Board after having served as President several years ago. Lucinda Pease-Alvarez, a specialist in bi-lingual education, is an associate professor in the Education Department of UC Santa Cruz.

We regret the resignations of **Elmer Gallegos**, **Michele Keith** and **Amelia Wu**, each of whom brought insight and breadth to our Board deliberations from their varied backgrounds and shared commitment to our mission.

As my own six-year term draws to its close, I am reminded of my original reason for coming to the Institute. The national mood toward immigrants was frightening, and I needed a place to make my voice and energy heard. The International Institute was the place. However, the clincher and the linchpin was and is **Margi Dunlap.** Her energy, her knowledge, and her enthusiasm were and are enticing. The stability in management and funding for the Institute are due to Margi, and are not often accomplished by nonprofits. I shall miss our frequent rap sessions enormously.

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Dorrie Runman
Manny Santamaria
Kathleen M. Sullivan
Scott Wu

Financial Status 510.506. Federal, State, and other Government Grants Immigration and Refugee Services of America 24.780 Other Revenue (Grants, Fees, Investments, Donations) 508,785. TOTAL INCOME 1,044,071. **EXPENSES** Staff to Service Programs 774,591. Financial Aid to Refugees 11.763 Operating Expenses (Utilities, Insurance, Supplies) 249,994. **TOTAL EXPENSES** 1,035,971.

Immigration Law Services Provided	
July 1, 1998 – June 30, 1999	
Information and Referral office visits	7,081
Attended workshops, events	499
Naturalization applications filed	492
Letters and declarations	447
Documents translated	571
Work authorizations obtained	249
Affidavits of support filed	383
Visa petitions filed	230
Adjustments of status completed	247
Freedom of Information Act requests	139
Consular processing completed	160
Family Unity applications filed	36

PROGRAM	PEOPLE SERVED
English in Action	350
Immigration/Citizenship	7,091
Newcomers/Health	6,707
Refugee Programs	260
YouthCares	
Youth	59
Seniors	200
TOTAL SERVED	14,667

The Newcomers' Health Program

A Healthy Partnership

Patricia Erwin



Hanh Ngo and Yin Leung at our monthly luncheon.

he Newcomers' Health Program (NHP) is a long term collaboration between the International Institute and the San Francisco Department of Public Health (SFDPH). For over 20 years, NHP has been providing health screenings, interpreter services, health education, and referrals to refugees in San Francisco. The Institute's NHP has been funded through a contract from the SFDPH with funds originating from the Office of Refugee Resettlement and the California Refugee Health Program. As program manager, I am an employee of the SFDPH, and oversee the staff and activities of NHP in collaboration with Margi Dunlap. The program's health worker staff are employees of the Institute. Services are both clinic and community based.

Clinic based services take place at San Francisco General Hospital's Refugee Medical Clinic (RMC) where initial health assessments and ongoing health services are provided. NHP has a dual role in helping refugees access medical care. First, NHP staff are responsible for ensuring that all new refugees are referred to the RMC for their initial health assessments, and they provide interpretation and follow-up during this process. Furthermore, NHP interpreters at the RMC assist refugee patients by serving as health workers (providing interpretation, health education, health resources, etc.) and as informal case managers (translating written documents, providing referrals, etc.) for refugees. These services are both essential and invaluable in promoting the overall health and well-being of refugees.

Currently, refugees visiting the RMC are predominately from Vietnam, the former Soviet Union, Bosnia, and Iraq. Last year, the RMC collaborated with NHP interpreters to provide initial health assessments to over 260 refugees and ongoing health services for close to 6,500 refugees.

On a community level, NHP staff have also provided valuable services for refugees. An exciting accomplishment of NHP this past year has been the completion of an assessment of needs in the San Francisco Bosnian refugee community. Very little was known about Bosnian refugees prior to their arrival into the US, therefore NHP decided to conduct this assessment to determine the cultural norms, beliefs, strengths and needs of Bosnians and how service providers could best work with this population.

This assessment incorporated a variety of data gathering methods, such as in-depth key informant interviews with both service providers and refugees, surveys, focus groups, and literature and data review. The process of conducting the assessment and preliminary results were presented in Chicago at both the annual American Public Health Association conference and at the Society for Public Health Educators conference in early November, 1999. A final report compiling information gathered during the assessment is in progress. This report will be available for distribution to interested parties.

Preliminary data from this assessment, combined with the vision of Institute and NHP staff, led to new funding for the Institute from the California Department of Refugee Health. This grant, along with supplemental funds from the Private Industry Council, initiated the Refugee Community Health Outreach Program (RCHOP), a collaborative program with the SFDPH. The main objectives of RCHOP are to promote healthy lifestyles among Bosnians and provide community leaders with the skills necessary for growing a more self-sufficient and knowledgeable community, especially related to preventive health. In addition, RCHOP will collaborate with other community based agencies to build their capacity to disseminate preventive health information to their Russian, Vietnamese and Iraqi refugee clients in San Francisco. Two Bosnian staff members, under the direction of a community health educator, are carrying out these activities.

1999 has been a productive and exciting year for the Newcomers' Health Program. As we expand our capabilities and resources, the potential for increasing the health, well-being and self-sufficiency of new refugee groups is limitless. We look forward to many more creative, rewarding and successful years to come. Many thanks go to NHP staff whose dedication and thoughtfulness make this all possible.

In Celebration of Our Volunteers

Rocío Toriz

nce in a while, we run into people who touch our lives in positive ways and because of them we are able to achieve particular dreams. When one special person goes out of his or her way to share a skill we lack, we move one step closer to our dreams. Perhaps we are at a point in our lives where all we need is a little nudge to get over a hurdle. Maybe, this person is better equipped with a particular language, understands grammar a little better than we do, will help us write a letter or a résumé, or is able to shed some light on how things work around here.

Our volunteers have a generosity of spirit, and many skills that can make all the difference in the lives of our clients. Any volunteer who may think he or she has little to offer, think again. You have been instrumental in helping achieve our mission: "enabling immigrants, refugees, and their families to become effective, responsible participants in community life." In San Francisco, Institute volunteers provide general office assistance to staff, conduct additional ESL and Citizenship classes, and participate in one-to-one English tutoring.

All of us at the Institute would like to thank the many volunteers who have provided us with endless hours of general staff support. Specifically we would like to thank **Hanh Ngo**, **Michelle Schulz**, **LaShonda**

Jackson, Carlos Abalos, Angela Junck, Maria Bautista, Stacia Eyerly, Angeline Foo, Serena Allen, and Jenny Tran for assisting caseworkers with translations, typing, writing, answering phones, and other office duties. Your presence at the office truly brightens our lives and makes daily office activity run smoother.

The Institute is also fortunate to have volunteers who have teaching experience or who are involved in ESL teaching programs to teach our ESL and Citizenship classes. On behalf of all our Citizenship and ESL students we would also like to thank **Allen Yu, Cindy Zohn, Peter Chin,** and **Angela Fitz Gerald,** for preparing lesson plans that meet the needs of their students. Because of you, our students are confident in their citizenship interviews, and it shows through our high success rate.

The Institute's largest volunteer based program is English in Action (EIA). Volunteers are crucial to the existence of this one-to-one English tutorial program. The EIA program matches students with volunteers to meet for one hour per week. This one-to-one match allows limited English speaking immigrants with the opportunity to practice speaking English while building their confidence. We would like to extend a special thanks to **Kara Krause** who, as a volunteer, has been coordinating the EIA program since August 1998. Thanks to all the volunteers in EIA more than 100 clients were served through this program last year.

The staff recognizes that we could not have achieved great things this year without the volunteers' hard work and dedication. Your skills are great assets and have made great differences in the lives of our clients. You are special and we thank you for your time and talent.

English in Action Volunteers

Adil. Phil Ahmed, Sayed Alexrod, Lauren Allen, Serena Anderson, Pamela Andrade, Maria Baptista, Gail Barenboim, Deanna Baricaua, Judy Barton, Chris Beach, Diana Beck, Kate Beifuss, Susan Berger, Larry Beyer, Ira Bisbee, Neil Bishop, Katina Blackburn, Melissah Blanchfield, Susan Blevins.Jill Bustos, Valerie Calzolai, Leola Carpenter, Heather Cataldo, Beth Celaya, Nicole Chang, Jingwuan Chang, Louise Chin. Peter Colton, Arabella Consedine, John D'Agostino, Richard

Daroza, Ida De Guzman, Marie Decker, Amber Del Aguila, Janice DelaVega, Estrellita Dockendorf, Dionne Domingo, Daphne Donnelly, Anne D'oyen, Paula Drewett, Sarah Dunn, Michael Dunning, Erika Fhrlich David Elliott, David Epstein, Jamie Fiattarone, Gail Fisher, Nanci Frank, Robert Frank, Richard French, Jacqueline Fried, Sarah Funares, Alisa Furnas, Christine Gallagher, Leslie Garcia, Pablo Garrett, Heather Garvin, Elaina

Gath. Jessica

Gentry, Joanna

Gerlach, Herb

Gillingham, Emily Glickman, Doris Gorman, Anna Goulston, Adam Greene, Gail Griffin, Pauline Grube, Petrina Guenther, Anemone Gutierrez, Maricela Harris, Kim Harzewski, Alan Hellstrom, Erika Hendrick, Daniel Henry, Nancy Herman, Jun Herron, Shara Hicks, Hope Hinds, Lynda Hipsman. June Ho. Tina Hogan, Georgette Holleyman, Jennifer Hopkins, Julie Jacobson, Pauline Jiang, Romy Johnson, Les Jose, Gerri Joseph, Galen Keith, Michele Kitazawa, Susan Kuransky, Octavia

Langley, Amanda Lasola, Teodorica B. Lee. Karen Leonard, Amy Levine, Joshua Licad, Ms. Abigail Lin, Cindy Lopes, Rita Lowe, Katy Lyn, Dana Madani, Hamid Maginnis, Barbara Manning, Camilla Marr, Heather Medeiros, Jodie Morelli, Thomas Nagar, Talia Nagorny, Kinga Newman, Marcy O'Brien, Lisa Ohman, Leif Ohri, Madhvi Oldham, Lori Orsanit, Krittika Oveson, Pam Peralta, JoJo Perry, Christian Peterson, Christine Poreba, Christine Porio, Laura Poulton, Kent

Powers, Barbara Prevedel, Amy Price. Leonie Raiche. Janet Reardon, Patricia Regan, Patrice Reiss, Susan Robinsong, Freedah Roche, Sara Rogers, Barbara Ryan, Sister Sagasti, Alvaro Schaaf, Lin Schechtel, Josh Scheimreif, Susan Scherrman, Susan Schumaker. John Schwartz, Ron Seguira, David Shaurette, Lourdes Shcop, Elina Shunmugavel, Elil Siefer, Jeremy Silverman, Fred Simon, Teresa Smith, Robert Smith, Anita Smith, Bradely Smith. Andrew Smith, Laura

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Stone. Sheldon

25 Years of Response To Vital Needs in San Mateo County

Teresa Chin

ver the last 25 years, immigrant families have come to know the International Institute at the "Centro de la Comunidad" (Fair Oaks Community Center) as a place they can come for help with immigration and citizenship issues. The International Institute began its program at Fair Oaks Community Center in 1974 in response to the growing Latino immigrant community in San Mateo County. That year, Latinos represented approximately 10% of the population of San Mateo County. Twenty-five years later in 1999, Latinos represent over 22% of the population. Pacific Islanders are also emerging as a significant immigrant community in southern San Mateo County. And in northern San Mateo County, Daly City is one of the most diverse communities in the entire United States.

Back in 1974, many families came to the Institute for help with applications for permanent residency and family reunification visas. Over the years, our work has grown, with a continuing emphasis on family reunification, and expanded assistance with the process and the meaning of US citizenship.

Today, our waiting room buzzes with activity as people wait to have their questions answered by one of our accredited caseworkers during our Tuesday and Thursday drop-in hours. Every month, twenty to thirty people gather for the Institute's Citizenship Platica, and we're happy to see many people who came through the Institute's doors many years ago seeking residency.

For some of our clients, the times are getting better. At a recent Citizenship Platica, one of our clients shared his story:

"I am applying to become a US citizen, because I want to be able to sponsor my wife for her residency. We recently married and have a child. We also bought a house recently. But she is undocumented, and I am concerned about our family's future in the US. Thanks to the Institute, I was able to get my residency several years ago, and now can apply to become a US citizen. I will be able to help my wife, secure my family, and make our voices heard."

For others, the challenges continue to be great:
One long time client, a man in his sixties, has been waiting for years to be able to immigrate his only daughter to the United States. Her priority date finally came up, making him eligible to submit the application that is the final step to US residency. He is retired after years of hard work and lives on a fixed income. But since 1990, the INS has required a binding contract from anyone petitioning for a relative, making them financially responsible for that relative for up to 10

years, and requiring proof of a relatively high income. Our client doesn't have enough income to meet this requirement. If she could come, his daughter would be able to help support him, but in the meantime, our client has no one to turn to for help in supporting his petition. After years of patient waiting, our client may never be able to bring his daughter here to help him in his old age.

Another couple recently came with their baby to the Institute for assistance. The husband is a US citizen. The wife is an undocumented Central American. Their child is less than a year old, and was born in this country, already a citizen. The husband wanted to know how to help his wife become a legal resident. We had to give the couple the bad news that under current immigration law, the wife would not be eligible to become a resident unless she returns to and lives in her home country for ten years as a penalty for the time she has been here without documents. The family must decide if they want to apply for a waiver of this penalty, at the risk of having the waiver denied and being forced to leave the US for 10 years.

A teacher at the neighborhood childcare center is unable to continue her job or her studies because the work authorization she received as part of her Family Unity petition has expired. Although she applied over a year ago for the routine renewal of her authorization, the INS has put family visa processing on a back burner while they redirect resources to the Citizenship backlog. They have simply stopped processing these requests, with little awareness of the impact on people's lives. As a result, this young teacher continues to wait – unable to work at a job that needs her, and unable to continue her studies at the local community college.

As Institute staff meet with community organizations, service providers, local schools, and churches in our San Mateo County community, it is apparent that the need for the services that the Institute provides continues to be high. Many groups have requested that the Institute provide outreach presentations and educational workshops on the issues of immigration and citizenship. And others have asked us to expand our services to bring more direct service to their neighborhoods.

While the times are good we must continue to reach out and serve the members of our communities for whom the times are not so good – families struggling to be reunited, young people looking for positive alternatives in disadvantaged communities, and parents hoping to provide their children with a better future.

Redwood City Volunteers

Alejandro Castaneda Carol Freden Carlos Jalpa Stefan Justi Ted Klaassen

Daniel Loffler Linda Mino Memo Morantes Consuelo Sanchez Alicia Santamaria Manny Santamaria Violeta Simanagas Randi Sosnow Jay Steinman Lindsey Webb

The YouthCares Program

Jason Felch

outhCares has taken advantage of the nation's strong economy with a number of exciting developments. Successful fundraising has quadrupled our budget, projected to reach \$200,000 this year, with benefits also going to YouthCares participants, who received a modest raise in their community service stipends this year. Despite much success, however, our thoughts at the turn of the century are more focused on those left out than those who have benefited. How can we help them, too? One answer comes up again and again: Reaching out. This year YouthCares SOMA has reached out to help seniors in new service sites in the Tenderloin and Chinatown. Partners in Learning, a new endeavor for YouthCares, reaches out to Newcomer

Partners In Learning

YouthCares has taken a new direction with the creation of Partners in Learning, an after school peer tutoring program at Newcomer High. Newcomer is a one-year

transitional school for recent immigrant youth. All of our tutors are immigrants themselves who want to help other young people learn English and adjust to life in the United States. The first

All of our tutors are immigrants themselves who want to help other young people learn English.

group of tutors has taken on a lot of leadership in the program, including curriculum planning and activity facilitation. We are developing strong relationships with students at Newcomer, both as friends and tutors.



YouthCares: Back row: Lilly Bacal-Trumbull, Michael Nguyen, Kelly Cheng, Hai Gee Ku, Sanel Becirovic, Woody, Jason Felch. Middle row: Susana Yu, Nhuan Luu, Farahna Davis, Jennifer Berger, Becky Wong, Julie Lin, Helen Wong, Front: Helen Huynh, William Abasta, Catherine Tan.

High School youth in need of tutoring. This reaching out looks likely to continue, with plans being made now for a new YouthCares site in the Richmond District by Summer 2000. A few snapshots follow.

YouthCares SOMA

As the YouthCares Program grows in new directions, our original SOMA site ventures into its third year of programming. This coming year we will reap the benefits of a three-month youth development workshop that program staff attended. The training focused on implementing practical tools for youth programs that encourage a focus on youth leadership of the program. Inspired by the training, we are giving our participants more responsibility and opportunities for real decision making. For example, we developed youth committees which are responsible for fundraising and event planning. Also on the calendar is a photography unit, in which YouthCares participants will reflect on our work together by creating photo scrapbooks.

Carmen Zuleima Ramirez, Partners in Learning Tutor

"I decided to join Partners in Learning for one main reason: I knew it was going to give something really important to students who are newcomers. When I first came to the United States, I felt so unconfident and I had low self esteem because I couldn't communicate with other people. My first school in San Francisco was Newcomer High. I wish I could have had the opportunity then to join a program like Part-

ners in Learning. That is why I want to help other students and give them the opportunity to learn English."

YouthCares Croatia?

In August YouthCares Program Director Jason Felch traveled to Croatia and Bosnia for three weeks. Can we expect a YouthCares Croatia in the near future? Not exactly. The focus of Jason's work was assisting in the development of a Cultural Orientation Curriculum geared to the special needs of refugee youth. In November, Jason and YouthCares Program Assistant Sanel Becirovic made a presentation to the Office of Refugee Resettlement's Annual Conference in Washington DC on the findings from Jason's trip and Sanel's experience as a young refugee.

Dedication

In memory of Fernando Lozoya Jr., a YouthCares participant murdered on Sept. 17, 1999 walking home from school. He was 14 years old.

With Continuing Appreciation for the Support and Contributions of:

The Atkinson Foundation The Centers for Disease Control

City of Redwood City

Coast Counties Property Management

Community Network for Youth Development

The Compton Foundation

CompuMentor

The S. H. Cowell Foundation

County of San Mateo

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The Immigrant Legal Resource Center

Immigration and Refugee Services of America

Japanese Community Youth Council

Jewish Community Endowment Fund

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Aging

Newcomer High School

Neighborhoods in Transition: A

Multicultural Partnership

Northern California Citizenship Project

Northern California Coalition for Immigrant

Rights Oberlin College

The Peninsula Community

Foundation

Private Industry Council

San Francisco Commission on the Aging

The San Francisco Foundation

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1999 ANNUAL REPORT



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



International Institute of San Francisco