



crossroads  
international

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the newsletter of the international institute of metropolitan st. louis

September, 1982

#### MY WORLD: A VOLUNTEER'S STORY

My first day as a volunteer at the International Institute was my idea of travel -- meeting, talking, and interacting with people from different cultures. It included an early morning staff meeting, helping to set up and clean two apartments for incoming Laotian refugees (this was done while trying to remain well-groomed enough to appear presentable at the office and, later, at the airport), driving an African refugee to City Hospital for emergency treatment and learning in the process how to survive the system, and in the afternoon, driving to the airport to greet and transport 22 Laotian refugees to their new homes. I think that no matter how often I do airport pickups, I'll never be able to do them without a few tears.

The Human Services Department was as ready for me as I was for them. I found an overworked, dedicated, cooperative staff, whose primary concern is to get the job done effectively and efficiently. And, I found a job limited only by my energy level and imagination.

Why does a person volunteer? Last week, I was thinking about this as I stooped to speak at eye-level with two-year old Phommatath; two little hands came up and held my cheeks, and his large brown eyes met mine in communication transcending language barriers. I do it, because it's caring, sharing, loving -- and because as Richard Bach said, "How do I know when my mission on earth is finished? If you're alive, it isn't."

Lovely people, welcome to my world!

Glynda Tossing



ABOVE. Frank Gamelin (right) is presented with a briefcase by John White (center) and George Sakaguchi to honor his volunteer efforts on behalf of the Institute. See story on page 6.



RIGHT. Anna Peterson (right) accepts an agency volunteer award from United Way after Garie Perry (center) receives the July United Way Volunteer of the Month award from Ceal André. See story on page 7.

#### FALL ACTIVITIES CALENDAR

October 6  
Wednesday

Fall Open House at the International Institute. Wine and cheese reception from 4 to 6:30 p.m.

December 12  
Sunday

Childrens Christmas Party at the International Institute from 2 to 4:30 p.m. Additional information later.

Also, plans are currently being developed for some folkdancing this Fall, along with a traditional blues and African music concert, and an ethnic dinner at a local restaurant as part of our international dinner series.

## EXECUTIVE DIRECTOR'S REPORT

While developing the Institute's 1983 annual United Way funding request, I discovered some remarkable facts. After separating initial occupancy and repair charges from ongoing charges like utilities and building supplies, I found that the agency's 1983 occupancy charges on the new, larger facility could be projected at only \$3,000 higher than those on the agency's old facility in 1980 which is great considering the inflation inbetween.

In order to expand services to a rapidly increasing clientele in 1980, the agency was forced to lease auxiliary space: first a house and then four apartments on Lindell Blvd. The cost of leasing space was over \$1,000 per month and was absorbed mainly by our federal funding sources. With the recent federal funding cutbacks the agency has suffered, it is comforting to know that we won't have to curtail services to needy clients just because lease money isn't available.

Today, we have more space than in 1980, and the space is all under one roof again. Once our Capital Building Campaign is completed and basic repairs accomplished, we will have a more affordable and accomodating building than ever before. Having a larger facility doesn't necessarily mean that the facility will be more expensive to operate, particularly when one realizes that the agency is presently leasing a portion of its new premises to St. Louis University Medical School for additional income.

The financial difficulties we've faced recently with regard to our general operations budget developed for three reasons, 1) more serious federal funding cutbacks than originally anticipated forced some emergency revisions in the agency budget, particularly in the indirect cost area, 2) initial relocation costs, including telephone installation, painting, moving, cleaning etc. proved higher than originally projected, and 3) an unretired deficit of over \$12,000 from the 1978 year affected the agency's present cash flow when coupled with the previously mentioned federal funding cutbacks.

Ending nearly every article in this quarter's newsletter is a request for volunteers. Whether a person can give an hour or two each day, week, or month, there's a volunteer opportunity to be found at the Institute. Volunteers are such a vital and integral part of agency services that certain programs could not function at their present service levels or as cost-efficiently without them. Our 1981 annual audit reflects an agency savings of \$99,395 through the use of volunteers.

It amazes me to think that the \$99,395 savings cited above is only \$27,000 less than the entire agency budget in 1978 when I joined the staff. We've come a long way in terms of increasing the number and quality of services to immigrants, refugees, and the general community in a relatively short period of time.

The staff, volunteers, membership, and friends of the agency are to be commended for their continued concern, support, and dedication to the mission of the agency and to all it symbolizes. The agency service philosophy has changed little since the agency's inception in 1919 -- it simply provides a broad range of services to an ethnically diverse population which still needs the agency as desperately as it always has.

Anna E. Peterson

## TRIBUTE FUND

To Mrs. Garie Perry in honor of her selection as July United Way Volunteer of the Month by Mr. and Mrs. Stanley Birge

To Mr. and Mrs. Carl L.A. Beckers in honor of their July 26 marriage by Mr. and Mrs. Alan S. Atkins

To Mrs. William S. Knowles in memory of her late father, Edward Cherbonnier, by Mr. and Mrs. Rollin B. Fisher

To Miss Marjorie Becker in honor of her past help in mathematics by Mr. E.M. Schueneman

## DONATIONS NEEDED

About 30 to 35 refugees continue to arrive in St. Louis each month, sponsored by the International Institute. Donations to assist in setting up households for these individuals are needed.

Winter clothing in small sizes, particularly items like coats, hats, and mittens are also desired.

Bring all donations to 3800 Park Ave. between 8 a.m. and 9 p.m., Monday through Thursday, and 8 a.m. and 5 p.m. on Friday.

Special arrangements to pick-up large furniture items can be made by calling Allen Schwartz or Jay Brandt at 773-9090. Several days each month are scheduled for pick-ups.

Charitable contribution letters will be given for donations.

## HAVING FUN WHILE LEARNING ABOUT AMERICA

A special activities program was set up by volunteer Marilyn Prickett, a master's in social work student at Washington University. In her Summer practicum at the Institute, she coordinated activities designed to provide encounter experiences for the young adult refugee.

So far, the refugees have picked vegetables at Eckert Farms, attended a Cardinal baseball game, been roller skating, toured the Post-Dispatch, attended the Veiled Prophet Fair and July 4 activities, attended the Muni Opera, and been swimming.

Several benefits of the program have been observed. Our clients have become more comfortable relating to other Institute clients outside their own culture. They are also actively practicing their English and improving their listening skills.

The refugees are gaining a tremendous amount of confidence in relating to American society, not only interpersonally but also functionally. In the

future, the participating refugees should be more active in learning and in adapting to the American way of life than has been true in the past.

## AFRICAN RESETTLEMENT PROGRAM

In the past 10 months, the International Institute has resettled 36 Ethiopian refugees with more individuals expected in the Fall.

The vast majority of Ethiopians are presently working or studying in the Institute's English program. To date, the Institute has placed 17 Ethiopians in jobs, while others have located their own placements. The Ethiopians have proved to be hard and durable workers.

The St. Louis Ethiopian community had two get-togethers recently for social purposes. The first event was a picnic in Forest Park on June 27; the other was a July 4 party held at the Institute.

Ethiopian refugees are a new group in the St. Louis mosaic. Fewer than 200 Ethiopians currently reside in the area.

Consequently, the program needs a great deal of help and cooperation from the rest of the community in order to ensure its success.

If anyone is interested in learning more about the Ethiopian resettlement program, volunteering some time to help these new arrivals, etc., call Allen Schwartz or Jay Brandt at 773-9090.

## LANGUAGE TRAINING FOR SPECIALIZED NEEDS

During the last quarter, language staff tested their new "baby", a vocational education program designed by Tippi Dean in collaboration with the Job Placement Program. This program will become part of the Language Program offerings in the Fall.

The Literacy Program continues to be offered to students who are illiterate in their own language and to those who are literate in their own language but who cannot read the Roman alphabet. It has had some rewarding experiences under the guidance of Sister Jacqueline Toben.

New students entered the program this quarter from Poland, Czechoslovakia, and Afghanistan. Fresh challenges!

## 1982 INSTITUTE CONVENTION HELD

The annual meeting of the American Council for Nationalities Service (ACNS), the umbrella organization for the 34 International Institutes and affiliates located throughout the U.S., was held in Chicago, June 24 - 26.

Anna Peterson represented the St. Louis Institute. Agenda items included discussions about directions in refugee resettlement efforts, the effects of federal funding cutbacks, and ACNS involvement in Polish resettlement efforts.

Conference speakers included Philip Hawkes, Director, Office of Refugee Resettlement, Dept. of Health and Human Services; Alan Nelson, Commissioner, Immigration and Naturalization Service; Aloysius Mazewski, President, Polish National Alliance; Frank Sievert, Bureau of Refugee Programs, U.S. Dept. of State.

While at the meetings, Ms. Peterson also attended sessions of the 8-person ACNS Member Agency Executive Advisory Committee to which she was elected in October, 1980.

## JOBS, JOBS AND MORE JOBS

The Placement Program continues its work; staff in it registered 165 refugees and placed 98 in jobs during the first half of the year. Fifty-nine Laotians found employment as did 18 Vietnamese, 17 Ethiopians, and 4 Poles.

Refugees are now working at the following places: The Empire Cafe, Natoli Eng., Midwest Marble Co., P & J Metal Finishing, Hyvac Plastics, Cavalier Laundry and Cleaners, Glide-Away Mfg., Garcia's Residence, Northwestern Bottling Co., Brauer Brothers Mfg., Bridal Originals, Raskas Enterprises, Job Corps, Parkmoor Restaurant, Washington University, King Machinery, Matco Corp., Perry Landscaping, Pyramid Plastics, Eckarman Mfg., Veteran's Village, Sinoret Chemical, Chez Louis Restaurant, Missouri Baking Co., Hampton Cafe, Anthony's Restaurant, Chu's China Gate Restaurant, Fancy Free Fabrics, Thai-Chinese Restaurant, Master Pleating Co., Miss Hulling's Restaurants, Bel-Air Hilton, and Missouri Mounting.

The agency wishes to thank all of the volunteers who helped find employment for

the refugees. As always, we need the help since our staff is small and cannot locate all job leads themselves.

Volunteers are needed to contact employers by telephone, to contact refugees about career choices and to prepare job resumes. Call Eric Wernecke at 773-9090 for further information.

## IMMIGRATION SERVICES OFFERED

Institute staff, in cooperation with the Immigration and Naturalization Service, will be helping Indochinese refugees adjust to permanent resident status.

With staff cutbacks at the local INS office, processing has been delayed. Since some refugees have relatives waiting in refugee camps and in other areas overseas for whom they can apply as permanent residents, it is vital that processing of their applications be handled in an expeditious manner.

The permanent resident adjustment project, directed by Mr. Hung Nguyen of the agency staff, will allow Indochinese refugees to submit applications, be fingerprinted, and photographed at the Institute on certain scheduled days each year and then be interviewed by INS officials and processed in a group format.

It is anticipated that about 50 qualified Indochinese refugees will undergo this processing every other month. A schedule of group processing dates will be published shortly.

Volunteers are needed to assist with application processing. The processing would take place about every two months. Some sessions will be on Saturdays; others in late afternoons and on evenings. Volunteers do not need to speak an Indochinese language since interpreters will be available.

Mr. Nguyen recently visited the International Institute of Milwaukee County and the Travelers and Immigrants Aid Society (the Chicago International Institute affiliate) to learn about group processing of refugees.

Processing of non-Indochinese refugees is done on an individual basis. It is hoped that if the group structure is successful, it can be extended to other non-Indochinese groups.

Call Mr. Nguyen at 773-9090.

## GAMELIN HONORED FOR INSTITUTE SERVICE

Francis C. Gamelin, Ph.D, was honored by the Institute Board of Directors for his hard work and dedication to the agency during its search for new quarters and relocation to them.

An awards ceremony took place at the agency's first Open House on May 7. At it, Gamelin was presented with a briefcase by Board members George Sakaguchi and John White.

Gamelin served as agency Board President for three terms: 1978, 1980, and 1981. During that time, the Institute's budget quintupled and its hours of client service increased by 707 percent.

"The agency is now a major social service agency in the community," said Anna Peterson, its Executive Director. "Much of this is due to Dr. Gamelin's farsighted and sensitive leadership."

## LEARNING CHINESE TO HELP OUR CLIENTS

In July, Priscilla Schulz, refugee resettlement social worker, spent one month on a visit to the Republic of China. Invited by National Chengchi University and China Youth Corps, Ms. Schulz traveled to the island republic to study Chinese language and culture.

Lectures on international relations, economics and development, as well as tours to places of interest throughout the island were also part of this special invitation.

As a side trip, Ms. Schulz was able to get permission to spend a day at R.O.C.'s Southeast Asian refugee camp on Penghu Island. There, she shared the International Institute's orientation program, including slide show and script, with the camp officials. A large number of the camp's refugees eventually resettle in the U.S., and camp personnel were glad to receive these materials because a U.S. orientation program had not been previously available to them.

Ms. Schulz has been studying Chinese independently for about a year and has been able to use her language abilities to help many Vietnamese and Lao clients. Studying the language and culture of the Chinese in Taiwan naturally enhances both her sensitivity to Asian clients and her ability to converse with them in their own tongue: important assets in the international realm of the Institute's work.

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## LANGUAGE PROGRAM VOLUNTEERS

It is gratifying to see the devotion of our volunteers to the Language Program students. It has been particularly noticeable this past quarter since 5 brave souls have given 5 days each week to the program. In addition, 3 hardworking John Burroughs students did their May Project here for 5 days each week, and Brian Bilgere, a DeSmet student, is volunteering on a more long term basis.

It is interesting to note sometimes how volunteers come to us. This year, one young lady volunteered after her mother learned about the program from a teaching colleague at Webster College. At first, she wasn't sure that this was how she wanted to spend her summer, but she soon discovered how much fun and satisfaction there is in helping others to learn how to communicate.

A more unusual adoption occurred when a teacher from Lincoln University was driving by the agency and happened to see Vietnamese students leaving it. She had Vietnamese students at Lincoln, and, hoping to learn more about teaching those students English, she made her way to the Language Department. The next day, she was in a class studying our methods and finally she donated a month of her summer to improving her classroom skills and, under guidance, to teaching our students.

All this doesn't mean that we haven't any need for additional volunteers in the Language Department. With over 200 students studying here daily, our need for volunteers is constant.

There are two program areas where we have an ongoing need for volunteers. The first is each morning from 9 to 10 a.m. when students practice programmed writing. If you know how our language works and can give at least one morning each week, we need you.

The other area is in our Evening Program. A team of people who can take turns sitting at the front desk to answer the phone and deal with inquiries is essential to the program operations.

If you want to volunteer for either of these programs or in another area of the Language Program, please call Ginnie Baese at 773-9090 in the mornings for further information.

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Garie Perry, July United Way Volunteer of the Month, teaching English to new Americans at the Institute.

network but for other activities as well. Program speakers included the Reverend Paul Davis of First Congregational Church of Webster Groves and Joanne Kohn of the Repertory Theatre of St. Louis. Also speaking were Nancy Perkins of the Mount Holyoke Alumnae Club of St. Louis and Lynn Barth, coordinator of the Monsanto Volunteer Clearing House.

Mrs. Ceal André from the Voluntary Action Center of the United Way presented the individual award to Mrs. Perry and an agency award to Anna Peterson, agency Executive Director.

#### INDUSTRIAL REHABILITATION PROGRAM DEVELOPED

Since June, an Industrial Rehabilitation Program for Spanish-speakers has operated at the International Institute on weekday afternoons. The training program, developed by the Hispanic Services Department, provides employment opportunities for 25 agency clients, who are unable to compete for regular employment because of physical or mental handicapping conditions.

The program is continually expanding the types of services it offers as more equipment is acquired. At the moment, the following types of jobs can be handled: sorting, folding, mailing, labeling, hand or machine sewing, handpackaging, heat sealing, collating, subassembly, salvage, and manufacture of pallets, wooden toys, soft toys, etc.

The training program is currently being funded through a small grant from the Missouri Department of Social Services. Funding will end in March, 1983. Through local industrial understanding and cooperation in addition to the agency's procurement capabilities, it is hoped that a sufficient amount of subcontract work on a fair and competitive basis will be found to maintain the program. Eventually, it is hoped that the program will enter Missouri's Sheltered Workshop program.

Volunteers are needed to serve as workshop supervisors. Spanish-speaking ability is not necessary but helpful. Call Maureen McLaughlin at 773-9090 to volunteer or to request a cost estimate for a job you need completed. Yardwork is also performed.

Also, Spanish-speakers are needed to assist in medical, housing, and other resettlement services to agency clients. If you have a few hours a week and would like to use your Spanish language ability, call Juan Alvarez at 773-9090.

#### GARIE PERRY: FOR EXCELLENCE IN VOLUNTEERISM

Garie Perry, an Institute volunteer English teacher since 1978, has been named July Volunteer of the Month by the United Way of Greater St. Louis.

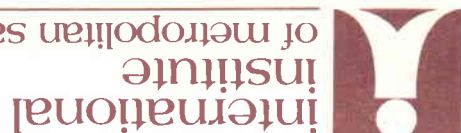
At the Mandarin House Restaurant on July 29, over 60 friends, and Institute staff and members gathered to honor Mrs. Perry at an awards dinner hosted by the Institute.

Mrs. Perry is deeply involved with the Institute, its staff, volunteers, and students. Her dedication to her teaching is obvious since she never misses a department meeting and constantly fills in for other volunteers who are sick or on vacation.

This honor places Mrs. Perry in a select group of volunteers who are recognized not only for their service within the United Way agency

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INTERNATIONAL INSTITUTE MEMBERSHIP APPLICATION

If you are not presently a member of the International Institute but would like to join and regularly receive this newsletter, please fill out the application below and return it to "International Institute, 3800 Park Ave., St. Louis, MO 63110." Please make checks payable to International Institute. Memberships are tax-deductible.

Memberships are due on a calendar-year basis. However, new memberships (taken after September 1) will be credited to 1983. Membership renewals will be credited to 1982.

Membership Categories:

Regular	\$10	Patron	\$50
Contributing	\$20	Corporate	\$100
Organizational	\$25	Life	
		(one-time)	\$300

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