

2003 Annual Report of the International Institute

Serving Immigrants & Celebrating Culture



2003 Year In Review

2003 was a year of substantial change for the Institute – most of it good, better or great.

We served nearly 7,500 new Americans in our many programs. The populations we served began to shift their focus from Europe to Africa. In the spring, the Bantu from Somalia began to arrive, generating considerable interest and support from St. Louisans from all walks of life. They rushed forward to help furnish homes, serve as home visitors and provide a myriad of other support, so vital for refugees who arrive with little more than the clothes on their backs. Then, in the fall, Liberians began to arrive.

Throughout the year, secondary migrants, mainly Bosnians, continued to relocate to St. Louis from other cities around the US. The newly arrived Bosnians as well as those who had been laid off from their jobs because of the continuing weak economy extensively used our job programs, which are now based in both St. Louis City and County.

Our outreach efforts were equally impressive. Staff substantially increased our community contact hours in 2003, logging in 8,000 more

units than in 2002. We addressed groups and provided cultural orientation to thousands, thus helping to ease the transition of new Americans in the St. Louis community. After a rigorous application process, our Volunteer Services Program received recognition from the United Way. In all, nearly 850 volunteers contributed nearly \$600,000 of service in 2003.

We also planned for a stronger, more stable future by looking to our past and assessing our strengths and weaknesses. In November, our Board of Directors adopted an extensively revised and expanded Strategic Plan for the period of 2004 through 2006. Our mission and vision statements along with our core values were re-formulated.

In September, I celebrated 25 years with the agency. In my honor, the *St. Louis Business Journal* hosted a reception downtown at the top of the Metropolitan Square skyscraper. Earlier the same day, our staff hosted a surprise reception at the agency in my honor and presented me with a scrapbook in which they included remembrances and photos from my – and their – years at the agency. It was a glorious day, and one that I'll always hold dear to my heart.

Our diverse and dedicated staff is among the Institute's greatest assets. At year-end, a quick snapshot of our 105 staff revealed that 45% were foreign-born or members of a minority; 25% were former refugees; 78% were women; and 26% had worked at the Institute for 5+ years. We are broadly representative of those we serve as well as the larger community.

Administrative Services

Anna E. Crosslin - President & CEO
Cesar Figari - VP Finance & Operations
Beth Radtke - VP Development & Communications



Newly arrived Somali Bantu mom relaxes with two of her five children. The family spent 12 years in a refugee camp in Kenya, East Africa waiting for resettlement.

Laurie Skrivam/STL Post Dispatch

2003 Board of Directors & Officers

Officers

Chair

Zachary Hummel

Vice Chair

Nina Leigh Krueger

Secretary

Grace Yin Lo

Treasurer

Rodney K. Kerner

Immediate Past Chair

James C. Mays

President & CEO

Anna E. Crosslin

Board Members

Stevelyn Buenger

Community Volunteer

Robin Carnahan

President
Global Ventures LLC

Ashok Chawla

Independent Consultant

Gonzalo Corvera

President
Corvera Abatement Technologies, Inc.

Sharon Harvey Davis

Diversity Manager
AmerenUE

Joseph Dugan

Vice President
Fleishman Hillard

Judith Failoni, Ph.D.

Chair, Dept.
of Education
Fontbonne College

Richard D. Hermann

Manager, Products
Accenture

Zachary Hummel

Partner
Bryan Cave LLP

Karen J. Isbell

Manager of
Development
Cooperating
School Districts

Thomas J. Keller

Dir./Corp.
Communications
& Public Affairs
Centene Corp.

Rodney K. Kerner

Vice President
Commerce Bank

David Kim

Dir., Sales Development
Anheuser-Busch, Inc.

David Kirkland

President
Hallmark Sr.
Housing, Inc.

Amparo Kollmann-Moore

Independent Consultant

Nina Leigh Krueger

Dir./Strategic Planning
& Development
Nestle-Ralston Purina
Division

Grace Yin Lo

Community Volunteer

Derek Mays

Attorney-Intellectual
Property
Bryan Cave LLP

James C. Mays

VP & Dir./HR
Compliance
& Administration
Kellwood Co.

Linda C. Morice, Ph.D.

Asst. Superintendent/
Personnel
Ladue School District

George Newman

Partner
Blumenfeld Group

Kiku Obata

President
Kiku Obata & Assoc.

Sophya N. Qureshi

Attorney
Danna McKittrick PC

Ellen Sherberg

Publisher
STL Business Journal

Peter Tao

President
Tao and Lee
Assoc., Inc.

Robert Teak

Dir.-Nat'l Accounts
Fry-Wagner

Sandy Tsai

CEO
Deli Foods Mfg.

Helen G. Turner

Community Volunteer

Individuals & Families

Suzanne LeLaurin, LCSW; Sr. VP & Division Director

The Individuals and Families Division continues to provide both short-term and long-term services to newcomers. Although refugee sponsorships remained low in the aftermath of the September 11 terrorist attacks, we worked to expand our services to existing communities with new government and private grants.

Increasingly, the Institute's community collaborations raised awareness of the needs of immigrant and refugee populations and positively impacted service delivery. We undertook several initiatives including a town hall meeting for limited English speakers as part of the Regional Health Commission's initiative to obtain more community input into health care needs for the underserved. Also, we did significant work to strengthen and formalize system collaboration in the area of mental health services for the foreign-born. And several staff members were instrumental in organizing an area-wide conference on services to New Americans.

Beth Radtke/International Institute



Afghan women has her blood drawn to test for diabetes at the Institute's 2003 Health Fair for New Americans.

Financial Statement*

For Year Ending 12/31/03

TOTAL ALL FUNDS REVENUES

United Way	\$183,982
Contributions	\$247,279
Contracts and Grants	\$4,008,591
Donated Services	\$548,757
Fees, Sales to the Public, and Other Revenue	\$290,394

Total Revenues **\$5,279,003**

TOTAL ALL FUNDS EXPENSES

Social Services	\$1,216,099
Education	\$732,480
Employment	\$737,858
Promotion of Intercultural Understanding	\$207,340
Cultural Transition	\$1,446,924
Youth Services	\$272,774
Support Services	\$647,848

Total Expenses **\$5,261,323**

Current Fund

Revenues in Excess of Expenses	\$17,680
Fund Balance on 12/31/01	\$2,593,952
Fund Balance on 12/31/02	\$2,611,632

Address questions to:

Anna Crosslin, President (314) 773-9090, ext 119

*Unaudited Statement as of 3/1/04.

Health & Mental Health

Basia Waite-Wright, LCSW; VP & Clinical Director

Group mental health services were expanded, growing to four women's groups. One is for survivors from Srebrenica who experienced incredible loss and horror. After a year of treatment, these Bosnian women say that they have recovered their will to live and ability to enjoy. They refer to the group as "life saving."

A second group is for homebound elderly Afghan women. These women say that the meetings give meaning to their otherwise sad and lonely lives. They have made friends and feel connected, thus breaking out of their isolation. All group members say that sharing their stories and crying — as well as laughing — together helps them heal and have a more optimistic outlook.

Our work in individual therapy continued with increased peer counseling. Services were expanded into less conventional treatment forms including healing touch and Eye Movement Desensitization and Reprocessing (EMDR). In addition to English, our three therapists speak Farsi, Polish, Spanish and some Bosnian. We also have excellent interpreters for Arabic, Bosnian, Farsi and Kurdish.

Active involvement with the school system as well as with the judicial system continued. We assisted families struggling with a variety of issues, such as domestic violence, the effects of intergenerational trauma, and truancy.

We have extensive knowledge and experience in working with people from a wide variety of backgrounds, especially important in addressing family issues, where sensitivity to cultural nuances can make or break the therapy or supportive services. In addition, our ability to speak a client's language helps to establish a crucial link to the family so a trusting relationship can be developed.

Assistant Director

Lara Fallon, MSW

Social Services

P. Ariel Burgess, MSW; VP and Director

During the year, we provided resettlement services to 246 newly arrived refugees. In addition to new arrivals, case management and social services were provided to 494 secondary migrants, asylees and trafficking victims.

New refugee arrivals included Colombians, Iranians, Liberians and Somali Bantu. Specialized services were developed and provided to ease the transition for some groups. Staff and participants worked together to identify life skills topics critical to survival in St. Louis and the US. These were presented in weekly, hands-on sessions added to the standard orientation process. Among the wide range of topics were apartment living, money management and access to health care.

More than 4,500 people received immigration assistance including photographs, information and referrals. We also provided assistance with a variety of written applications, including those for permanent residence, citizenship and family reunification. In all, clients received help with more than 7,000 applications.

With the much-anticipated arrival of the Somali Bantu, we created a home visitor program, which recruited and trained community volunteers to provide home safety instruction and follow-up to refugees during the first three weeks after their arrival. As larger and more diverse families arrived, faith-based groups and individuals provided invaluable in-kind and financial assistance.

Our new Healthy Families program provides group educational opportunities that encourage adolescent refugees and their parents to openly discuss intergenerational conflict, bicultural identity issues and healthy life decisions.

In addition, we continued the Healthy Women, Healthy Families, Healthy Communities (HHH) program with support from Daughters of Charity Healthcare Foundation of St. Louis. During the year, HHH provided health wellness and prevention information to nearly 200 Afghan, Bosnian, and Iranian women.

Finally, we continued to establish or expand community-based linkages. The United Way selected 20 Institute cases for its annual 100 Neediest Cases program; *Operation School Bell* and *Steps to Success*, programs of Assistance League of St. Louis, provided clothing and shoes to school-age clients. And, once again, the Adam's Mark Hotel provided an absolutely mouth-watering traditional Thanksgiving feast for 300 students in our daytime and evening programs.

Program Managers & Supervisors

Booker Gilliam – Housing
Fadumo Ahmed – Casework
Asmira Ogresevic– Intake



Laurie Skrinan/STL Post Dispatch

Newly arrived refugee child laughs in the arms of her mother. The family arrived on August 20 after having fled Colombia.

Employment

Glenda Sullentrup; VP & Director

Although the economy remained stagnant, we developed more than 1,300 job openings and made 521 placements with 210 companies. In all, we provided career planning and counseling services, job success classes, and placement services to 1,238 refugees and immigrants. The average hourly starting wage was \$8.22.

In July, an Adult Services program was awarded through the St. Louis Agency on Training and Employment (SLATE). Patient Care Associate (Nurse Assistant) training was also introduced with the first class graduating in December. Additionally, many clients who had been laid off were able to seek our assistance to help them look for new positions and file for unemployment insurance on-line.

During the year, we nearly doubled our 2002 staff size, adding eight positions. To accommodate the growth and better define the services, the department was restructured into two sections: resettlement programs, for newly arrived clients; and career services, for those who have been here more than five years.

In cooperation with the Volunteer Income Tax Assistance (VITA) program, we provided income tax preparation services to many first-time filers.

Program Managers & Supervisors

Paul Costigan
Emina Reizovic
Kathy Tucker

Crosslin Honored for 25 Years of Service

On September 18, we celebrated Anna Crosslin's 25th anniversary as president and executive director of the International Institute. At lunch, our staff hosted a surprise reception for Anna, where she was presented with a commemorative scrapbook of touching and humorous remembrances as well as photos taken during her many years at the agency.

Then, in the evening, we hosted a reception, courtesy of the *St. Louis Business Journal*, at the top of the Met Square Building in downtown St. Louis. Notable St. Louisans, Board members, and ethnic community leaders gathered together to applaud Anna's dedicated work on behalf of new Americans, the Institute and the community-at-large. In special recognition of the landmark anniversary, our Board of Directors presented Anna with a stunning sterling silver buttercup bowl with a hand-engraved recognition from Tiffany & Co.

In all, nearly \$25,000 was raised in president Anna Crosslin's name in two commemorative efforts during the year. These efforts, combined with those planned for our 85th anniversary year in 2004, demonstrate our community's confidence in our programs, services and leadership.



Mayor Francis Slay and Anna Crosslin at her 25th Anniversary Celebration in September.

2003 Bricks Campaign *In honor of Anna Crosslin's 25th Anniversary*

\$1,000 or more

African Mutual Assistance
Association of Missouri
Mr. & Mrs. Oliver M. Langenberg
Kellwood Foundation
Louisa Food Products, Inc.

\$500 - \$999

Mr. & Mrs. Robert C. Buenger
Mr. & Mrs. I.E. Millstone
Mr. & Mrs. George Newman
Kiku Obata
Ellen Sherberg
& Jerry Rosenblum
St. Louis Stuttgart Sister Cities, Inc.
The Boeing Company
Mr. & Mrs. George Tsai
Mr. & Mrs. John C. Vatterott

\$100 - \$499

Anonymous
Dr. & Mrs. Roger Beachy
Café Brasil

Dr. Pamela A. DeVoe
& Dr. Ronald E. Mertz
Dr. & Mrs. Douglass T. Domoto
Famous Barr - A division of the
May Department Stores Company
G and A of St. Louis, Inc.
Joel Glassman & Kathy Cochrane
Paul R. Halberstadt
HBD Contracting, Inc.
Mr. & Mrs. Douglas D. Howard
Eric Huang
Mr. & Mrs. Zachary A. Hummel
Japanese American Citizens League
Mr. & Mrs. Thomas F. Keller
Mr. & Mrs. Chris Kelly
Rodney K. Kerner
Lao Mutual Aid Association
Norman B. Leppo
Alfred E. Lippman
Mekong Restaurant
Midtown Printing Company
Ashwin Patel

Pitzman's Co. Surveyors
& Engineers
Purchase Partners
Peter & Patricia Raven
Denny Reagan
Mr. & Mrs. Robert Reed
Lee N. Robins
Dr. & Mrs. Luis Schwarz
Drs. Madhav & Uma Segal
SF Shannon Real Estate
Management LLC
Earl K. Shreckengast
& Julia K. Muller
Mrs. Hiroko Takano
Frederick L. Tuttle
& Bruce M. Tuttle
Vietnamese Center
for Community Activities
James Voelker
Kathleen M. Wiese

Up to \$100

Shari K. Aguilar

Mr. & Mrs. Steve F. Ahlf
Amer Al-Yasiry
Ana M. Barker
Mildred Brocksmith
Marc Bush & Anne Taussig
Patricia A. Carleton
Mr. & Mrs. Louis D. Cohen
Rev. Arpad de Kallos
Mr. & Mrs. Douglas E. Dillard
Mr. & Mrs. Robert C. Dunn, Jr.
Mr. & Mrs. Ernest A. Eddy, Jr.
Mr. & Mrs. Denny Elliott
Ronald J. Glossop
La Societe Francaise de St. Louis
Nancy E. Lippincott
Mr. & Mrs. Paul M. Loewenstein
Valerie Mudd
Nicoletta Parato
Mr. & Mrs. Harvey G. Schneider
Mr. & Mrs. James A. Schrieber
Mr. & Mrs. Egon Schwarz
Mrs. Malaythong Thongsythavong
Mr. & Mrs. Paul Tice

Endowment Fund Drive *In honor of Anna Crosslin's 25th Anniversary*

\$1,000 or More

Richard K. Tao
& Charlotte F. Boman*

\$500 - \$999

Mr. & Mrs. Zachary A. Hummel
Mr. & Mrs. Stanley L. Lopata
Mr. & Mrs. Robert Morice
Mr. & Mrs. Sam Rynearson

Dr. & Mrs. William K.Y. Tao
Mr. & Mrs. Robert J. Teak
The May Department Stores
Company Foundation
Mr. & Mrs. Jonathan S. Turner
Willert Home Products, Inc.
Mr. & Mrs. Frank Chi-Pong Yin

\$250 - \$499

Mr. & Mrs. John Bruer
Robin C. Carnahan
Mr. & Mrs. Henry Farquharson
Mr. & Mrs. Robert Krueger
Gerre M. Langton
Mr. & Mrs. Frank Lo
Mr. & Mrs. James C. Mays

\$100 - \$249

Mr. & Mrs. Ashok Chawla
Mr. & Mrs. John S. Meyer
Beth A. Radtke
Mr. & Mrs. Austin P. Tao
Mr. & Mrs. Deane L. Thompson
Dorothy Waite

* deceased

Wish You Were Here!

Institute's Gala Auction is a Huge Success

Our first-ever gala-auction was a fantastic success, raising more than \$85,000 to support the work of the agency. **Wish You Were Here!** was held on Friday evening May 30 at the World's Fair Pavilion in Forest Park. Chaired by Richard Tao, volunteer extraordinaire, the evening was provided with generous assistance from *May Department Stores Company* and its *Famous-Barr, Lord & Taylor, and David's Bridal* divisions.

Even the weather cooperated! More than 300 guests dined on tasty ethnic fare and danced under the stars to the lively music of Farshid etniko. Grey Goose Vodka's

gorgeous ice carvings and tempting liquors added immensely to the evening's fun.

Our live and silent auctions were a big hit. A bidding war for the Jamaican Weekend Getaway resulted in the donor, Dorothy Waite, who was in the audience, offering it twice. Two sets of relieved winners were then able to join the ranks of other would-be vacationers who bought getaways to Paris, New York City, and a golf vacation to Anheuser-Busch's Kingsmill, VA, resort.

A dinner committee of 75 ensured the evening's success, as did the superlative hands-on volunteer services of Anne

MacIntyre Hefler, who oversaw the party's logistics – everything from “soup to nuts.” The late Charlotte Boman spent countless hours perfecting the auction item write-ups, using rich and lively descriptions to tantalize each bidder.

Event Chair Richard Tao and Board Chair Zack Hummel made a surprise announcement about the establishment of an endowment to honor Anna Crosslin's 25th anniversary as President of the Institute. Nearly \$8,000 was immediately pledged by dinner guests.

6



Francis Yieh/St. Louis Chinese American News

Richard Tao, gala chair, and Anna Crosslin, Institute President.



Helen Turner concentrates on picking up bargains at the silent auction tables. She got the trip to Paris, too!



Helen Weiss and Marylen Mann amid a colorful sea of daffodils.



(Foreground): Anne and Bill Tao.



Adding finishing touches to the magnificent Grey Goose ice carving of the Institute's logo while Sandy Tsai (left) and Ching Ling Tai look on.



Gonzalo Corvera and Elizabeth Gentry Sayad check out the tasty ethnic buffet.



Sandy Tsai really wants that trip to Jamaica!



Joe Mokwa and Don Lents.



Harriett Switzer successfully bids for the Big Apple Week-Long Getaway.



Carol and Bob Ogrodnik dance to the lively beat of Farshid etniko.

Annual Fund & Other Donations

\$5,000 or More

Anonymous
Emerson
Employees Community Fund of Boeing St. Louis
John Volpi & Company, Inc.
The May Department Stores Company Foundation
Missouri Arts Council
The Pettus Foundation
Regional Arts Commission
Rynearson, Suess, Schnurbusch & Champion LLC
Mr. & Mrs. George Tsai
Western Union
Willert Home Products, Inc.

\$2,500 - \$4,999

Commerce Bank
David L. Cronin & Harriet Switzer
Guarantee Electrical Co.
Heartland Bank
Kellwood Company
Suburban Journals Old Newsboy Day
Richard K. Tao & Charlotte F. Boman*
Dr. & Mrs. William K.Y. Tao
The Boeing Company
Mr. & Mrs. Jonathan S. Turner
Webster University

\$1,000 - \$2,499

Anonymous
Mr. & Mrs. Ashok Chawla
Dr. & Mrs. William H. Danforth
Emmanuel Episcopal Church
Mr. & Mrs. Wayne Failoni
Faith Des Peres Presbyterian Church
Famous Barr - A division of the May Department Stores Company
Mr. & Mrs. David C. Farrell
Dr. & Dr. Wilfrido Feliciano
Mr. & Mrs. Ken Green
Mr. & Mrs. Skip Grossman
Mr. & Mrs. Stephen H. Gwinnup
Hope United Church of Christ
Brian Jones
Mr. & Mrs. Paul Koch
Ladue Middle School
Mallinckrodt, Inc.
Mr. & Mrs. John F. McDonnell
Mr. & Mrs. Robert Morice
The Dave and Barbara Mungenast Foundation
Mr. & Mrs. Eric P. Newman
Kiku Obata
Dr. & Mrs. A. Rashid Qureshi
Marjorie McCarthy Robins
Robert Rosen
Mr. & Mrs. Sam Rynearson
James Scherl & Dyan Hageman
Tom Schlafly
Ellen Sherberg & Jerry Rosenblum
Mr. & Mrs. Al Siteman
Mr. & Mrs. Robert J. Teak
Mr. & Mrs. William Tung
Mr. & Mrs. Frank Chi-Pong Yin

\$500 - \$999

Mr. & Mrs. Richard L. Battram
Cheri Brandt
Mr. & Mrs. Bruce S. Buckland
Christian Brothers College High School
International Chapter
Dr. & Mrs. Douglass T. Domoto
Mr. & Mrs. Joseph R. Dugan
Edwardsville High School Key Club
Fischer-Bauer-Knirps Foundation
James S. Fong & Cynthia H. Tao
Gannett Foundation
Mr. & Mrs. David G. Glunt
Mr. & Mrs. Zachary A. Hummel
Frank Jacobs & Marylen Mann
Mr. & Mrs. Paul Kalsbeek
Mound Tool Company
Hon. & Mrs. Robert V. Ogradnik
Gail Renshaw
Faith Sandler & Michael Holohan
Peter Tao & Helen Lee
Mr. & Mrs. Bill Taylor
Mr. & Mrs. Samuel Toumayan
Mr. & Mrs. John C. Vatterott
Mr. & Mrs. Brian M. Warner
Sandra Zak & Mark Mowrey

\$250 - \$499

African Mutual Assistance Association of Missouri
All Souls Christian Action Group
Dr. & Mrs. Roger Beachy
Mr. & Mrs. Wallace J. Beck
Robin C. Carnahan
Mr. & Mrs. Charles Cobaugh
William B. Crawford & Denise Vujovich
Mr. & Mrs. Wayne Crosslin
Donald Damask & Joan Beer
Mr. & Mrs. Henry P. Day
Mr. & Mrs. William F. Dean, Jr.
Eastern Missouri Club of Telecom Pioneers
EEOC
Frank Farmand
Julie H. Fry
Mr. & Mrs. Joe Gibby
James C. Guyol
Dr. & Mrs. Duane Q. Hagen
Susan Hantak
Mr. & Mrs. Roger Herman
Hispanic Leaders Group
Dr. & Dr. George J. Hruza
Karen J. Isbell & Phil Alderman
Japanese American Citizens League
John Burroughs High School
Amnesty International Chapter
Mr. & Mrs. Eugene S. Kahn
Mr. & Mrs. Robert B. Kern
Dean & Mrs. Shanti Khinduka
Mr. & Mrs. David L. Kirkland
Mr. & Mrs. Kenneth S. Kranzberg
Mr. & Mrs. Robert Krueger
Mr. & Mrs. Oliver M. Langenberg
Mr. & Mrs. Frank Lo
Mr. & Mrs. Stanley L. Lopata
Mr. & Mrs. Derek Mays

Virginia McDonald
Mr. & Mrs. Rick S. Milton
Mr. & Mrs. Joseph R. Moyer
Mr. & Mrs. Thorwald R. Peterson
Beth A. Radtke
Mr. & Mrs. Anthony B. Ramirez
Mr. & Mrs. Andy Ries
Guillermo Rodriguez
Daniel Schesch
Dr. & Mrs. Luis Schwarz
Dr. & Mrs. Nathan Simon
Mr. & Mrs. Richard R. Stith, Jr.
Mr. & Mrs. Jeffrey K. Suess
Mr. & Mrs. Austin P. Tao
Mr. & Mrs. George S. Thomas
Mr. & Mrs. George S. Wang

\$100 - \$249

A. Bommarito Wines
Mr. & Mrs. Nargis J. Ahmad
Mr. & Mrs. Mark A. Allen
L. Heather Aylor
Patricia J. Benson
Mr. & Mrs. Ronald L. Bohlen
Mr. & Mrs. Robert C. Buenger
Mr. & Mrs. Antonio L. Castro
Catholic Community Services
Mr. & Mrs. Shih Chang
Clayton Tailoring
Mr. & Mrs. Charles J. Cook
Ann M. Corrigan
Mr. & Mrs. Gonzalo Corvera
Danna McKittrick, PC
Ronald N. Danna
Sharon Harvey Davis
Mr. & Mrs. Fred Epstein
Mr. & Mrs. Tom Eitzkorn
Raymond H. Fienup
Financial Executives International, St. Louis Chapter
M. Peter Fischer
Marjorie Ford
Mr. & Mrs. Michael Frederick
Mr. & Mrs. Robert Garrick
Mr. & Mrs. Richard J. George
Roger Goldman & Stephanie Riven
Mr. & Mrs. Benjamin Goldstein
Susan Meryl Greenberg
Mr. & Mrs. Frank Gundlach
Mr. & Mrs. Jeffrey Hang
HBD Contracting, Inc.
Mr. & Mrs. John Heisler
Alan W. Hopefl
HY-C Company, Inc.
Nancy F. Kalishman
Mrs. Jean Kerner
Mr. & Mrs. Ron Moore
Mr. & Mrs. Frederick B. Kruger, Jr.
Heng Kuang
Mr. & Mrs. Michael J. Kuelker
Ladue Chapel Women's Association
Suzana T. Lau
Kathy L. Lehman
Suzanne LeLaurin
Margaret W. McCalpin
Mekong Restaurant
John J. Moellering & Polly Burtelov
Col. & Mrs. Joe Mokwa
Valerie Mudd
Debbie Murtha

Mr. & Mrs. John T. O'Connell
Mr. & Mrs. Steven T. Oertle
Mr. & Mrs. John David O'Hara
Ashwin Patel
Mr. & Mrs. R. Kenneth Perry
Pitzman's Co. Surveyors & Engineers
Plowsharing Crafts
The Rev. Dr. Martin Rafanan
Mrs. Helen Ravarino
Mr. & Mrs. Royce L. Rollins
Mr. & Mrs. John C. Rorris
Bettye L. Sakaguchi
Mrs. Elizabeth Gentry Sayad
Mr. & Mrs. Arthur Seltzer
Hui Shen
Michelle Shen
Sisters of Mercy - St. Louis Regional Community
Mr. & Mrs. James L. Sloss
Boonchang Soukpraseth
St. Louis Bubble Tea
St. Louis Chinese Journal
Delbret R. Taylor
Mr. & Mrs. Robert J. Teak
Mr. & Mrs. Deane L. Thompson
Jackson Tung
James Voelker
Mr. & Mrs. Aubrey Wright
Adam M. Zaretsky

Up to \$100

Abd U. Ahadi
Dr. & Mrs. Bashir Ahmad
John R. Ahrens
Kenya Ajanaku
Villie M. Appoo
Mr. & Mrs. Charles G. Arthur III
Cheryl S. Asa
Kikue Atkins
Richard Barger
Nick Baskerville
Mr. & Mrs. Lawrence Beales
Ruth Berg
Mr. & Mrs. Joseph B. Berry
Todd J. Binestock
Bridges Community Support Services, Inc.
Mr. & Mrs. Thomas A. Brossard
Mr. & Mrs. David W. Brown
Café Brasil
Patricia A. Carleton
Prof. & Mrs. Jacques C. Chicoineau
LTC & Mrs. Tod Chiles
Howard A. Coleman
Marjorie S. Courtney
Mr. & Mrs. Rex A. Couture
Elizabeth M. Davenport
Mr. & Mrs. Michael J. Deak III
Mrs. Beatrice A. Dissett
Mr. & Mrs. Ted Douglas
Linda Doyle
Mr. & Mrs. Donald L. Eggleston
Embajadora Hispana Project, Inc.
English Tutoring Project
Dione M. Farria
Barbara H. Finan
Mr. & Mrs. Gary Follman
Jeffrey Frelich
Mr. & Mrs. J. W. Fulton
G and A of St. Louis, Inc.
Mr. & Mrs. Felipe E. Galang

Virginia Louise Glover
William Grivna
Anne E. Gusewelle
Eugene E. Guttin
Bernard Haggerty & Sallie Durbin
Mr. & Mrs. Bob Harper
Mr. & Mrs. Daniel Hellinger
Mr. & Mrs. Tim Helm
Pat Hercules
Mr. & Mrs. Reshee R. Hildred
Mr. & Mrs. Douglas D. Howard
Eric Huang
Carol Iglauer
Mr. & Mrs. Russell Jacobsmeyer
Mr. & Mrs. C. Dennis Joerger
Mr. & Mrs. Robert Dee Johnson
Lucille Long Joiner
Irene Kalnins
Paul Keller & Mary Gaertner
Mark A. Kinzie
Wallace G. Klein
Mr. & Mrs. William R. Kohn
Katherine Kornfeld
Mrs. Marlene Kruse
Gerre M. Langton
Mr. & Mrs. Don G. Lents
Sophia Liu
Mr. & Mrs. Joseph P. Logan
Mr. & Mrs. Tom P. Mendelson
Cilea G. Miranda-Yuen
Ralph Mueller
Mr. & Mrs. Richard Murray
Duane Nicks
Mr. & Mrs. Wesley E. Norris
Mr. & Mrs. Robert J. Ogilvie
Parkway West Senior High School
Mr. & Mrs. Austin Peppin
Mr. & Mrs. Matthew G. Perlow
William R. Piper
Polish American Cultural Society
Rosemarie Priesmeyer
Mr. & Mrs. Donald Radtke
Mr. & Mrs. Evan Reid
Sheryl E. Rose
Mr. & Mrs. Samuel Rosenbloom
Maria Roundtree
Mr. & Mrs. Robert B. Schmid
Mr. & Mrs. Douglas Shaw
Dr. Larry Smith
Mrs. Robert B. Smith
Martha Stude
Robert L. Swearingen & Nancy Durbin
Mr. & Mrs. Stuart Symington, Jr.
Alexis R.J. Thoelen
Mr. & Mrs. Terry Tomazic
Mr. & Mrs. John Tramelli
Mr. & Mrs. Dennis J. Tuchler
Mr. & Mrs. Russell H. Viehmann
Sue Warren
Webster Groves High School
International Class
Mr. & Mrs. Jim Westhoff
Mr. David Carl Wilson
Micha Wimbly
Eileen Wolfington
Laura E. Young
Mr. & Mrs. Robert Yu
Mr. & Mrs. Ferenc Zahoran

* deceased



Youth Services

Jane Knirr, VP & Director of Youth Services

Our major focus was our Youth Career Services program, funded through the Workforce Investment Act (WIA). In it, more than 100 immigrant and refugee youth ages 14-18 improved their academic performance, enhanced job readiness, and learned about career opportunities. Components of the program included after school tutoring and academic skills building, job shadowing, mentoring, support services, career exploration and post-secondary education exploration. The group also participated in field trips, Friday Night Peer events, and Saturday Night Family events at the YMCA.

In 2003, we expanded programming in the Youth Career Services to include a peer council, life skills training and an additional after school program for students needing basic skills development. The Healthy Alternatives for Relationships among Teens (HART) program was offered in collaboration with Women's Support and Community Services. The YMCA worked with students on teambuilding during a weekend at Camp Lakewood. Through financial literacy workshops, the group learned the basics budgeting, banking and credit. More than 180 client families celebrated the winter holiday season at the department's annual Children's Holiday Party in January.

With support from SLATE's youth employment programs, we placed 58 youth in full time jobs during the summer and in part-time positions during the school year. Also in the summer months, 57 children ages 5-18 participated in our annual Summer Camp, which is based at Messiah Lutheran Church School.



Beth Radtke/International Institute

Refugee teens get after-school tutoring support, explore career options, and enjoy a variety of opportunities to socialize.

Education Anita Barker, VP & Director

In 2003, the Education Department served 2,346 students of 90 ethnicities through a variety of ESOL (English to Speakers of Other Languages) programs.

Our programs included core weekday and evening ESOL program for adults (16+ years), featuring an ESOL curriculum into which workplace and basic academic skill development has been integrated. Afternoon programs offered advanced level students the option of studying in the Job Success (intensive job search and computer skill training) or Academic Success (academic reading and writing) classes. Other programs included Test of English as a Foreign Language (TOEFL) and General Education Development (GED) test preparation classes as well as US Citizenship

preparation classes, one for the elderly; the others for intermediate-level students. A Literacy Tutorial provided pre- and low-literate ESOL students with individualized and small group literacy instruction. We also provided Michigan testing services field trip experiences to families through the Saturday *Discover St. Louis* program and topic-based afternoon electives. Additional enrichment experiences consisted of guest speakers on community-related topics.

In October, we hosted the agency's fourth annual Educational Opportunity Fair for New Americans. At the fair, foreign-born attendees met representatives from 43 public and private elementary, secondary and post-secondary schools and programs. In addition, workshops provided attendees with information on selecting and financing higher education.

Our programs were funded through federal and state grants, speaker honoraria and charitable donations as well as through collaboration with the St. Louis Public Schools' Adult Education and Literacy (AEL) Program. The department and its clients also benefited from the assistance of 132 Volunteers-in-Education who contributed a total of 3,235 hours.

Assistant Directors

Phyllis Mithen, Ph.D.
Jan Rodriguez

In the fall, refugee parents attend our Educational Opportunities Fair to ask questions about St. Louis public and private school options.



Beth Radtke/International Institute

Culture & Community

Ann M. Rynearson, PhD; Sr. VP & Division Director

After refugees and immigrants have achieved their immediate survival goals, they begin to discover the opportunities the larger community has to offer. Like those who came before them, today's newcomers eagerly buy homes, join neighborhood associations, and open businesses. And everyone works hard to overcome language barriers in official settings and seeks ways to preserve and promote their culture. The Culture and Community Division includes services for the elderly as well as economic development; translating and interpreting; crime prevention and safety; ethnic community development and the agency's ever-popular festivals.

The agency remains a leader in helping St. Louisans understand their new neighbors. Senior staff provided dozens of public presentations to thousands of area residents as well as state agencies, civic organizations, and schools. Requests continued to pour in for *Culture Links*, the most comprehensive ethnic directory in our community. It is utilized by a growing variety of public and private institutions and officials alike.

In June we celebrated the fourth annual Festival of Nations in Tower Grove Park. Saluting the diverse heritages of South St. Louis, this fast-growing two-day festival was a huge success, attracting more than 25,000 visitors.

In October, we presented International Folkfest, our region's premiere multicultural festival. Held at Queeny Park in West St. Louis County, Folkfest featured authentic music, food, dance and crafts from more than 70 cultures, demonstrating the amazing diversity of the St. Louis area.

In keeping with the Institute's long-term goal of helping refugees become independent, we established the Community Connections Program (CCP), which builds organizational capacity in local ethnic organizations. Community leaders from 12 ethnic organizations each participated in and completed one of two series of workshops. Seven African, four Southeast Asian, and one European ethnic group were represented.

By year's end, a grant from the Pettus Foundation helped launch *New Americans Vote!*, a voter registration and education campaign for refugee and immigrant communities in the greater St. Louis area. Following ethnic-specific voter registration outreach, a series of issue and candidate forums are planned to help Hispanic, Bosnian, Chinese and other immigrant groups take their rightful place on the St. Louis stage.

Program Manager

Pamela DeVoe, Ph.D.



A "kokshnik," a hat worn by Russian peasants and maidens in the 1800s, is fitted on one of the Russian booth workers at the 2003 International Folkfest in Queeny Park.

Eric M. Lunsford/STL Post Dispatch

Language Links

Marcia Wilderman, Program Manager

One word describes our Language Links interpreter/translator bureau in 2003: Growth. The fee-based program provided expert services to more than 2,000 individuals and over 400 different agencies throughout Missouri. Our bank of trained professionals now exceeds 45 languages, enabling greater coverage and more diversity in selection of high-quality interpreters and translators for jobs.

The Language Links client base expanded in both quantity and breadth. The non-profit sector remains our largest client group. Our customers include increasing numbers of state agencies, courts, police departments, hospitals, mental health providers, Medicaid programs, employers of new Americans, and schools.

In 2003, Language Links added to its existing range of training courses for its contracted interpreter workforce. More than 100 service industry professionals from the St. Louis area attended new workshops that emphasized various techniques for successfully working with interpreters.

Language Links made significant strides in streamlining its services by implementing an Internet-based booking and electronic billing system. Customers, interpreters, and staff alike can now access the service through the on-line program. Services are available 24 hours a day, 7 days a week.

Community Links

Swapna Kommidi, Program Manager

The Community Links Program helps refugees build stable and secure lives by better integrating them into our local community. In 2003, our program included elderly services and community services.



Margie Sacks (center) congratulates two successful US citizenship applicants in our Elderlinks Program.

Elderlinks empowers elderly refugees to enable them to become active players in their own lives. The program provides refugees 60 years and older with socialization opportunities, social services, citizenship training and field trips. In 2003, Elderlinks served more than 200 clients from Bosnia, Iraq, Laos, Somalia, and Vietnam.

In all, 28 of our elders passed the US citizenship examination, a formidable task in a new land with a strange language, culture and history. Besides operating weekly meetings for Bosnian, Laotian and Vietnamese seniors, we hosted special events, including celebrations at the time of the Vietnamese New Year and Bosnian *Eid*. A grant from the Employees Community Fund of Boeing St. Louis enabled elderly refugees to take field trips to the State Capitol in Jefferson City, Grant's Farm, Eckert's Apple Orchard, the Missouri Botanical Gardens and a riverboat cruise past the Arch.

As part of community services, the International Institute and the St. Louis Metropolitan Police Department continue to collaborate to help connect new Americans and the broader community. In 2003, Police Officer Barry LaLumandier, assigned full-time as the South Patrol Liaison to New Americans, worked with more than 160 new American families.

Economic Development

Betsy Slosar, VP & Director

Economic development services promote long-term economic security for new Americans. Our staff provides business assistance to entrepreneurs and promotes family well-being through savings and financial education.

The Individual Development Account (IDA) program offers participants incentives and support to set and achieve a savings goal. Through a grant from the Office of Refugee Resettlement (ORR), the Institute matches savings deposits and provides education to help participants understand and navigate financial systems in the US.

The IDA program continues to grow. By year's end, we had enrolled 352 participants to save for major assets such as a first home, post-secondary education, business capital or an automobile. Nearly 200 reached their savings goal, completed financial education and purchased their asset, including 42 who achieved homeownership. To date, the total value of assets purchased through program participation exceeds \$5 million.

The MicroEnterprise Development (MED) Program helps refugee entrepreneurs start new businesses and/or improve existing businesses. Clients receive assistance with business planning and marketing, referrals to lenders, licensing and a host of other business concerns. Thirty-one businesses were opened or stabilized in 2003.

We applaud the perseverance of the owner of Forum Home Health Agency for becoming certified by the state of Missouri to be a Medicaid provider. Nellie's determination in overcoming the many challenges inherent in the certification process was rewarded after many months of hard work. This Russian refugee has now fulfilled her ambition of providing high-quality, language-accessible home health care to the refugee community.

Since the MED program's inception, more than 300 entrepreneurs have accessed services. Eighty-seven businesses have been started, strengthened or expanded, annually generating more than \$10 million in revenue. Our dedicated work of staff and program volunteers has resulted in an impressive business success rate of 76%.



MED Program staff and volunteers helped Beriz Nukic, owner and operator of Beriz Coffee Company, with licensing, marketing and legal assistance.



3654 S. Grand Blvd.
St. Louis, MO 63118

Address inquiries to:
Anna Crosslin, Editor
Phone: (314) 773-9090
Fax: (314) 773-6047
www.iistl.org

2003 Annual Report of the International Institute

Non-Profit Org.
US Postage
PAID
St. Louis, MO
Permit No. 2812