2019 YEAR IN REVIEW

Our activities were many and varied, focused on three services imperatives: Connect, Engage, and Build. In all, our 89 staff provided services to 5,473 clients. 1,226 volunteers assisted by providing nearly 18,665 hours of volunteer service.

Due to adverse federal actions, refugee resettlement continued to decline, dropping to 232, an 80% decline in two years. Still, the program remained effective and life-saving for the few who were able to come.

Anti-immigrant, anti-refugee rhetoric was widespread, especially on the state and national levels. We redoubled our efforts to help St. Louisans better understand and appreciate refugees and immigration. In all, we offered 166 presentations and trainings to 5,000 St. Louisans, including Leadership STL and CORO classes as well as local health facilities, businesses, schools, and government offices. We provided 60 tours of our campus; and posted almost 300 stories and information pieces on our Facebook page, reaching 8,085 followers.

In February, the Board of Directors approved a Strategic Plan for 2019-2021. A revised mission statement was adopted to “Build a more connected and productive society to benefit immigrants, their families, and the wider community.” The final plan sets forth key strategic metrics and dashboards with leading indicators, which now form the core of our messaging and employee performance goals.

On November 19, IISTL celebrated its 100th anniversary. The auspicious occasion was recognized at a gala reception for 200 at the Institute where partner organizations and individuals who have been welcoming immigrant newcomers and promoting a multicultural community were recognized. The three named awardees were the St. Louis Mosaic Project and the William T. Kemper Foundation & David Kemper as well as the Jewish Community Relations Council, Jewish Community for New Americans, and Congregation Shaare Emeth. Thirteen additional partners of the Institute were also recognized.

By year’s end, planning had begun for my retirement, anticipated for early 2021.

Anna E. Crosslin
President & CEO
PROGRAM HIGHLIGHTS

CONNECTing new arrivals with first-touch services & resources

This strategic area focuses on the initial services that most recent arrivals to our region seek through IISTL. Those accessing these services include newly-arrived refugees, work-authorized immigrants, victims of human trafficking, and individuals with physical or behavioral health challenges as well as longtime foreign-born residents and their children.

Activities under this strategy are refugee sponsorship including provision of housing, furnishings, food, clothing, transportation, interpretation, offered both at our headquarters facility in St. Louis and branch office in Springfield, MO. English language education, job training, job placement, and social work and health services are also available. Community orientation for new arrivals includes provision of financial, health, and safety information.

<table>
<thead>
<tr>
<th>Refugees Sponsored</th>
<th>232</th>
<th>Ave. Starting Wage</th>
<th>$11.73</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESOL Students</td>
<td>698</td>
<td>Youth Mentoring Enrollees</td>
<td>38</td>
</tr>
<tr>
<td>After-School Students</td>
<td>48</td>
<td>Immigration Services Clients</td>
<td>787</td>
</tr>
<tr>
<td>No. Job Placements</td>
<td>309</td>
<td>Computer Instruction Students</td>
<td>26</td>
</tr>
</tbody>
</table>

ENGAGing foreign-born with the wider community

This strategic area targets foreign-born individuals seeking to increase their participation in neighborhoods, city, county, and region. Those accessing these services include newly arrived refugees plus other foreign-born residents who aim to increase their engagement across a variety of sectors.

Activities include U.S. permanent residence application and citizenship preparation for foreign-born, soft skills and career pathway development for immigrant professionals, and access to credit builder and business loans along with small business technical assistance.

In addition to our core service, clients seeking to engage with the wider community accessed services provided by the International Institute Center for Career Advancement (IICCA), the International Institute Community Development Corporation (IICDC), and the International Institute Business Solutions Center (IIBSC).

<table>
<thead>
<tr>
<th>U.S. Citizenship Students</th>
<th>245</th>
<th>Businesses Started/Expanded</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Path Registrants</td>
<td>95</td>
<td>Microloans under Management</td>
<td>102</td>
</tr>
<tr>
<td>Consulting/Training Contracts</td>
<td>17</td>
<td>Economic Impact</td>
<td>$5,172,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IDA Accounts Opened</td>
<td>25</td>
</tr>
</tbody>
</table>
BUILDing a more inclusive community

We advocated on behalf of our constituents, delivered strategic messages, and helped build a stronger community through events and presentations.

Festival of Nations, our annual two-day celebration of multicultural diversity, debuted at a new location in Tower Grove Park. The popular event features the food, dance, crafts, and music of nearly 100 ethnic groups and organizations. It draws more than 100,000 annually to rub shoulders with the multicultural world of St. Louis.

We also offered smaller, more intimate activities and events, including three Bagels & Coffee learning sessions and monthly community lunches. In 2019 we introduced several on-site food-sharing events, including popular Wednesday lunches as well as international dinners with IISTL-affiliated chefs.

Recent widespread anti-immigrant rhetoric and xenophobia as well as misinformation about refugees and immigrants continued to present significant challenges during the year. We worked with a number of organizations including the St. Louis Mosaic Project and the Missouri Immigrant & Refugee Advocates (MIRA) to share stories, data, and opportunities in presentations, media articles, and radio programs. We fact-checked and distributed findings related to immigrants and immigration regionally.

<table>
<thead>
<tr>
<th>Media Stories &amp; Mentions</th>
<th>141</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborating Organizations</td>
<td>200+</td>
</tr>
<tr>
<td>Unique Visitors to Web Site</td>
<td>40,139</td>
</tr>
<tr>
<td>Email Subscriptions</td>
<td>7,681</td>
</tr>
</tbody>
</table>
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