



The
Refugee Response
2020
Annual Report

Making It Home

Artist Nikki Mokrzycki created the art for this year's annual appeal materials that were mailed to Refugee Response supporters in December. Scattered throughout the design are 14 objects that represent different aspects of Refugee Response's programs and clients. Can you find them all?



I-SPY

- BEEHIVE
- LAPTOP
- SAMOVAR
- HEADPHONES
- AFGHAN FLAG
- CHILI PEPPERS
- SEWING MACHINE
- US CITIZENSHIP TEST GUIDE
- 8-CYLINDER ENGINE
- MUSHROOMS
- WHEELBARROW
- CLEVELAND SKYLINE
- MOVIE CAMERA
- GRADUATION HAT
- AIRPLANE

CHECK YOUR ANSWERS AT
REFUGEEERESPONSE.ORG/ANNUALAPPEAL2021



Dear Friends,

We are pleased to present the 2020 annual report for the Refugee Response. This year we celebrated 10 years providing services and fresh produce to the communities we are so fortunate to serve. It goes without saying that this year went a different direction than we all thought. Restaurants we have worked with for years faced difficult decisions on how to continue and communities of newcomers dealt with the impacts of large scale layoffs, closed daycare facilities and remote schooling for their children.

All of us at The Refugee Response rose to meet the challenges of the moment. In March we made a decision to respond by adapting programs, adjusting job descriptions and providing new services. This report provides an insight to how we responded this year and we hope you can see how much can still be done.

Although this time of uncertainty and danger is not yet passed we feel stronger than ever about the importance of our work. The challenges of the past few years have made The Refugee Response into a stronger and even more relevant organization. This is due in large part to the trust of the communities we strive each day to serve and the generosity of our supporters and customers.

As I sit writing this letter from my home office, where I have spent so many days this year, I imagine you might be reading this from your home. So our theme this year, “Making it Home,” seems fitting. We will continue to provide services that promote safety and stability for families while also making this new town feel like home. We hope this coming year when the situation allows we are able to welcome you to our new home, now in construction, on the campus of Urban Community School. This new home helps to ensure that we can continue to respond and serve the community for years to come.

Sincerely,

A handwritten signature in black ink, appearing to be 'PK' with a flourish.

Patrick Kearns
Executive Director





9 farmers

The Ohio City Farm employed nine refugees in the 2020 growing season.

2020 by the numbers



103,603 views

Altogether our informational videos, livestream concerts and audio translations have been viewed or heard over 100,000 times.



9 countries

Refugee Response clients in 2020 came from nine different countries, including more than 50 clients from Afghanistan.



42 jobs

The Refugee Response connected 42 refugees with local employers.



50 remote mentors

Since in-person mentoring hasn't been possible since March, we've matched 25 kids, 15 teens and 10 adults with mentors they can work with online.



9 advisors

Many of our clients love to chat over a round of tea. This year we invited nine refugees to talk to us about how we can best help their communities as part of the Community Advisory Board.



1 mushroom barn

This year Redhouse built Ohio City Farm a new bee barn made of mushroom bricks to test experimental building materials for a future expedition to Mars.



70 learning kits

When the fall 2020 semester began, we assembled school supply kits for all our Teen Response and Youth Mentoring clients, including headphones so they can better focus on their online classes.



5 graduates

All five of our Teen Response students who were seniors in spring 2020 graduated on time, and have started college or vocational school.



5 new citizens

Five of our adult tutoring students passed their citizenship exam this year with the help of their tutors. Another eight earned their driver's license.



\$7,500 earned

Five of our Afghan women clients with sewing skills earned roughly \$1,500 each, post expenses, selling masks, scarves and aprons through ButterPear, and producing canvas bags for our annual benefit.



8 V-8 motors

Eight of our Teen Response students practiced putting together a V-8 motor in a class run by Motogo.



125,000 new arrivals

The incoming presidential administration has pledged to admit 125,000 refugees per year. We're excited to welcome those refugees home.



1 gorgeous view

The Ohio City Farm has a beautiful view of downtown Cleveland over the Cuyahoga River.



I - S P Y

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Cover photo and Ohio City Farm photos by
Rachel Ramos

The Joor Collection

This year, even as the pandemic shuttered Ohio businesses and our in-home mentoring programs, we found opportunity to highlight our clients' abilities. We connected four Afghan women from our tutoring program to a local boutique, ButterPear, to sell home-sewn masks. Our clients produced beautiful masks that sold like hotcakes, and were able to earn an independent income without leaving their homes. Refugee Response also hired these women to sew canvas bags for meals-to-go as part of our annual benefit. And this holiday season, with a grant from the Steinmann Foundation, we added another craftswoman to the program and launched the Joor line of scarves and aprons. The women in the program made about \$7,500 total -- a critical boost for households that lost income due to the pandemic.

To market the Joor line, we turned to a group of young Congolese refugees in our employment program. One client, Daniella, had worked as a model when she lived in a refugee camp in Uganda. We hired her to offer modeling classes to her colleagues while one of our staff members gave them photography lessons, and the group produced beautiful photographs showcasing the Joor accessories and other ButterPear products. The photoshoot was such a success that some participants have since been hired as models by other Cleveland businesses.

Modeling by Daniella Bezil
Photo by Sydney Kornegay

Reframing Refuge

#ReFramingRefuge is a way for us to shed light on the hidden worlds that live behind the word “refugee” in our community. We gave Polaroid cameras to members of our Teen Response program and asked them to take photos of their lives over one week to show others what they see throughout their days. We share those photos on the Reframing Refuge page of our website and on our social media. We hope that this series can serve as a looking glass into the lives of the refugees that live in our community and show that whether you are a newcomer or native to Cleveland, our lives look more similar than different.



Photo taken by Mohamed



Sabrin



Sabrin



Tilisa



Noura



Ali



Sifa

Youth Mentoring

Naila Paul, Director of Education



Over the last ten years, the Youth Mentoring Program has provided personalized, one-on-one mentoring to children of refugee backgrounds in Cleveland, Ohio. In 2020 the appearance of COVID-19 forced a rethinking of the in-home Youth Mentoring Program Model, and as schools and businesses closed their doors, many students and

families found the rapidly changing news lost in translation. Our team worked tirelessly to ensure families were not left in the dark, and helped to stabilize households on the edge. At the same time, we envisioned a program that would continue to provide personalized quality support to every child in the new social and academic landscape of 2020.

This fall, the Youth Mentoring Program transitioned into a new model, ensuring every student and household is uniquely outfitted with the tools, technical guidance, and academic wrap around support necessary to meaningfully participate in virtual learning. Enrolled families receive technical support from program staff in their native language. Students now receive one-on-one support from a virtual mentor twice a week after school. The new Learning Lab provides a space for students and their parents to access in-person support from staff and volunteer mentors, as well as wi-fi, laptops, and other learning materials. Despite the challenges of 2020, our lines of communication with clients, volunteers, community, and other partners have grown deeper than ever before and critically informed our work to adapt and grow in innovative new ways.

“I feel safe and at home, calm and instantly at peace when I hear the voices of [TRR staff during weekly check in phone calls]. I am so pleased and thankful for how much help TRR has given to me and how TRR made it much easier for me to communicate with the schools. I am so thankful to work with such a great team.”

—Jinan Aal Yaser, YMP Parent



Mentor Erin Bilbrey and Mentee Jeanne enjoy some socially distant yoga in the sun.

“Boche made the first quarter honor roll! Boche has done a great job completing his work, asking me for help, and asking teachers when he doesn’t understand something. Boche has learned to navigate school remotely. He has succeeded by making honor roll. He has improved in taking initiative to reach out to me and his teachers when he is in need of help.”

—Michael Carlisle, Mentor to Boche

COVID-19 rapid response



18,116 school meals delivered to refugee children.

40,500 pounds of produce and dairy delivered to refugee families.



400 Check-in calls to client families to assess needs and offer assistance



20 Hygiene Kits delivered, including soap, toilet paper, toothbrushes, and other essentials.

Between March 15 and August 14, 2020

Adult Programming



Doug Katz & Mireille Mutamuriza during the “Stir” training program, conducted pre-COVID.

Refugee Response’s Adult Programming seeks to build refugees’ capacity for self-sufficiency and community engagement through increased language competency, cultural exchange, and employment opportunities. Prior to the pandemic, our Adult Tutoring program linked over 35 Afghan women to American tutors for weekly language exchange. Our employment program provided intensive, one-on-one case management for over 50 adults, linking them to relevant job opportunities, and building partnerships with employers across Cleveland. This year, we also launched a Micro-Enterprise Program, which provided 5 Afghan sewists with training and product development assistance to create and market hand-sewn masks and scarves.

Employment Program at a Glance:

42

*people employed in 2020
as a result of the Employment
Program.*

19

*clients reached 90-day
retention at their place of
employment.*

52

*clients enrolled in and
served by the
Adult Employment Program.*

5

*women gaining income
through the new Sewing
Program, earning between
\$1,100 and \$1,500 so far.*



Marina sews a scarf as part of the Sewing Program

“I am so happy to be participating in the sewing program, because it is something I know how to do and it is easy to do at home.”

-Bibi N, sewist with the Sewing Program

“I am so grateful to have this job [at Oatey]. It works with my school schedule and it’s easy for me to do. If I could, I would have this job for life.”

-James Amani, Adult Employment client

Teen Response

Our Teen Response program, launched in 2018, remained a pillar of support for enrolled teenagers after schools closed in March. All five seniors graduated on time in the spring, with three matriculating to Cleveland State University and two enrolling in Cuyahoga Community College. The remaining 28 students from the 2019-2020 school year successfully continued to the next grade level. We connected 20 of our Teen Response clients to summer jobs and recruited more students bringing our program enrollment to 35. This fall, we linked 15 Teen Response students with peer mentors to support them in their remote classes.

“Before Teen Response I was very scared of other students and scared to use my voice. Now I feel brave and strong.”

-Shahd, Teen Response Student



Sabzina receives her diploma during her 2020 drive through Graduation.

35

teenage refugee students are currently enrolled in the Teen Response Program.

100%

of Teen Response students successfully matriculated to the next grade level.

15

students matched with virtual peer tutors to help navigate remote learning.



Basira packs food for low income seniors at the Food Bank.

“Every day The Refugee Response tries to help me and my family. We really appreciate you especially during this time when the Coronavirus spread everywhere making us stay at home. I was really worried about paying the rent, gas, and electric but I’m so happy that you help me and my family during this difficult time. Please keep working to help us refugees.”

-Abdirahman Shangolo, Teen Response Parent

Ohio City Farm

The Ohio City Farm, one of the largest contiguous urban farms in the United States at nearly six acres, exists to provide fresh, local and healthy food to Cleveland's under-served residents, boost the local food economy, and educate the community about the importance of a complete food system. Though the COVID-19 pandemic forced us to close the grounds of the farm to the public, the support of our amazing customers never wavered. Despite the hardships of 2020, our weekly farm stand had our most successful season yet, and we sold more CSA shares than ever before to meet the demand. We were also able to form some exciting new partnerships in 2020. Frayed Knot Farm sold their beautiful bouquets at the farm stand, and our hot pepper harvest was showcased in Killik Hot Sauce Co.'s delicious product. We're happy to say that both of these collaborations will grow into 2021: we're offering our first ever flower CSA share with Frayed Knot Farm, and we'll once again be growing peppers for Killik Hot Sauce Co.

We look forward to planting hopeful seeds in 2021!



“We really looked forward to weekly produce from the Ohio City Farm. It was always a collection of favorites and veggies we never used before, and the recipes were great. I was sorry to see the season end, and can't wait for the next one!”

-2020 CSA Customer



9 Employment opportunities for refugees, including 3 new positions



250 CSA members served



1,934 pounds of fresh food donated to a local food pantry



833 customer visits to the Saturday farm stand



23 restaurants & wholesale vendors served

Content Creation

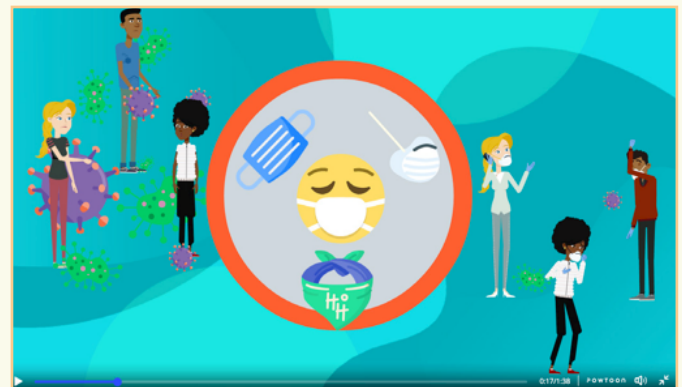
After a series of avoidable and tragic events involving a lack of necessary information in the resettled populations of Northern Ohio, The Refugee Response's Multilingual Content Creation Program was built to create content that is responsive to and predictive of community needs. Through partnerships in our local community and beyond, The Refugee Response has used our position as a hub for information to create a content program that helps addresses actual needs.

When the pandemic hit, we began producing videos on specific topics related to COVID-19, ranging from proper mask wearing protocols, to managing mental health during this particularly trying time. When the challenges of remote learning became apparent for the populations we work with, we released videos on topics like "How to Access the Internet," and a series of videos focused on the learning software Cleveland Metropolitan School District is using to conduct remote education.

Since mid-March, our videos have been viewed nearly 60,000 times on YouTube and have been distributed through community-friendly channels such as text, social media and when working directly with Cleveland's refugees. And that doesn't capture the full impact our work has had globally. USAID has shared audio-only versions with camps for internally displaced people and refugees in Thailand, where our messages have been played in multiple languages over loud-speakers to an additional 34,310 people.



Head of Content Creation, Noah Toumert.



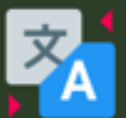
Content Creation Program



23 different topics covered in informational videos



61,300 views of our videos on YouTube



22 languages in which our videos are available



34,310 people in refugee camps listened to audio content

New Initiatives

Community Advisory Board

This year, The Refugee Response formed and began meeting with our new Community Advisory Board (CAB). The CAB is a group of people from TRR's client communities who meet regularly to provide input on our current programs and projects and to contribute ideas that inform new programs and projects. Members share decision making power with our staff at the director level, and will be consulted for the formation of new programs, projects, and initiatives; they are also highly encouraged to propose original ideas they think would be beneficial to the communities they identify with.



TRR Staff and CAB members in the first-ever meeting!

Client Admin Support Services

Client support services

\$13,630

distributed in emergency cash assistance



28

food stamp applications submitted



27

unemployment insurance applications filed



24

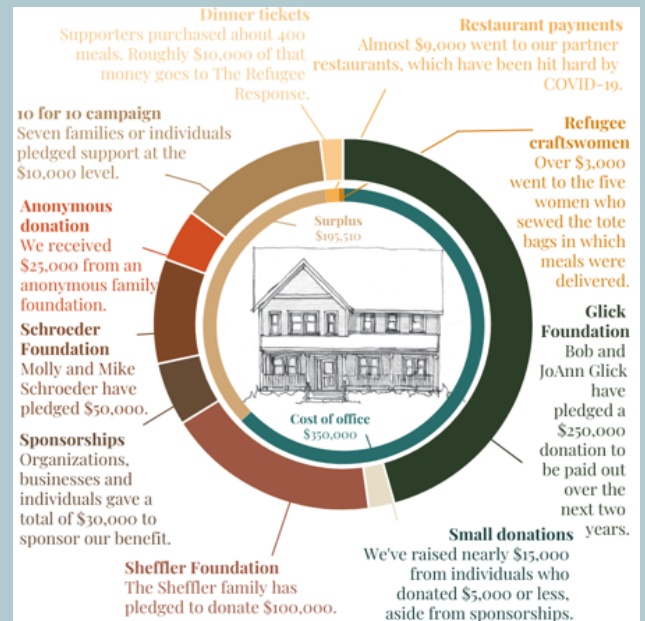
rental assistance applications filed

In March, when layoffs started and all social service appointments shifted to online or over the phone, we saw our clients struggle to understand and navigate the new complex systems for unemployment registration and benefits programs. Our program team members jumped in to ensure that clients were not left behind. Seeing program staff taken away from their core roles and knowing that access would remain a challenge, we pivoted and formed an independent team internally to support administrative processes for any Refugee Response client.

Since July, our team has aided 20 families navigate a range of social service applications, such as ensuring that families have been able to stay in their homes, keep their pantries stocked, keep their lights on and return to work and access child care when possible.

REAP The Benefit

In 2020, our supporters' generous donations allowed us to both expand our programming and invest in our future, despite a climate of uncertainty. The coronavirus pandemic forced us to reinvent our annual benefit, which typically consists of an outdoor gala. Instead, we worked with our restaurant partners to design four gourmet meals-to-go. We hired the craftswomen from our sewing program to hand-make canvas bags for the meals, and paid musicians from around the world to play livestreamed concerts. We also hosted a screening of *How Far is Home*, a short documentary featuring two Refugee Response clients.

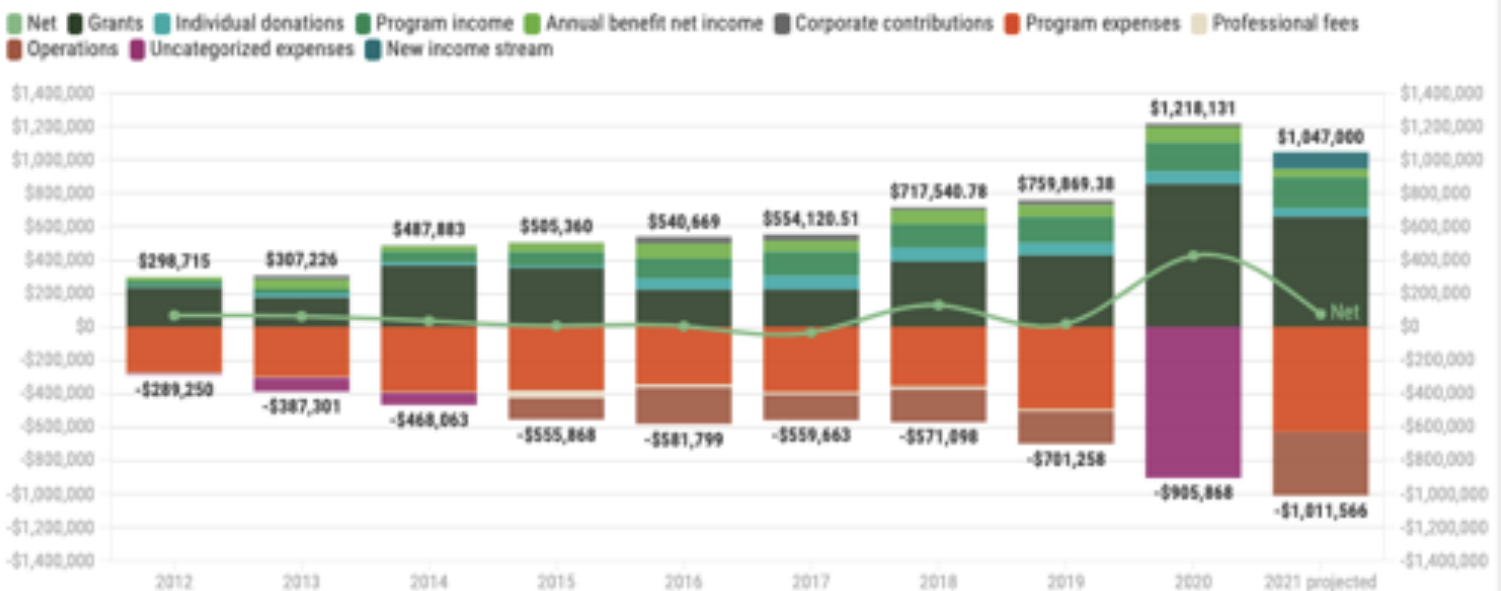


Special thanks to our benefit's presenting sponsor:



The benefit was a greater success than we could ever have predicted. Thanks to an outpouring of generosity throughout 2020, we have been able to both expand our programming and fund the construction of new offices on the campus of Urban Community School. Our new location will allow our clients to easily access educational and health resources nearby when they visit us, and provide space for gatherings once it's safe to do so. By helping us keep overhead low, it also makes us more financially secure and lets us focus more on funding programming in the future.

Refugee Response income and expenses



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Mohammad

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Saw Ha Nee

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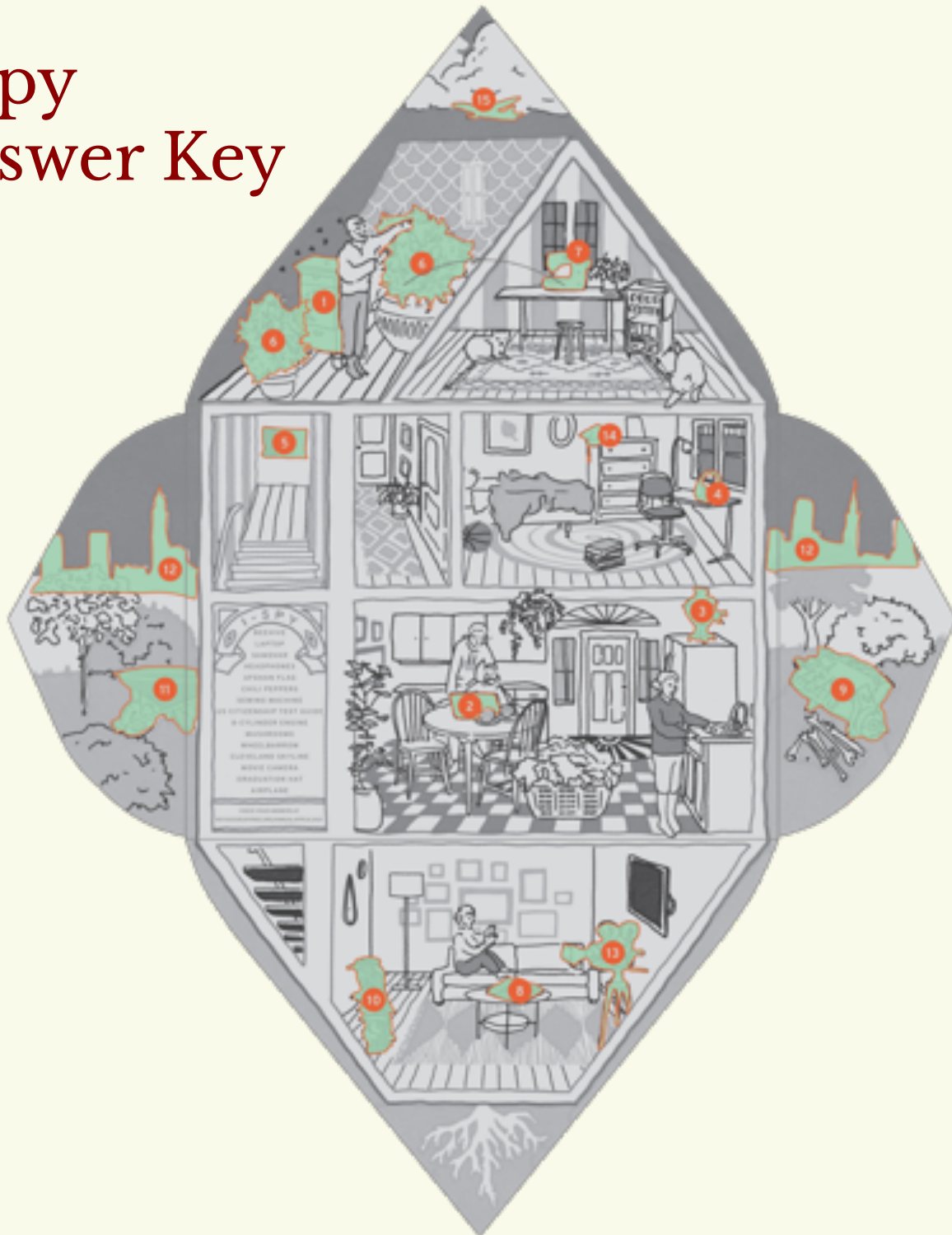
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Sarah Sieger

THANK YOU!

**Please note: Due to the postal service delays in the last months of the year, some donations sent before the end of the year may not have reached us until sometime in January. This donor list reflects all donations that arrived before January 10th, 2021. Any donations that arrive after that date will be listed in our next report.*

i-Spy Answer Key



- | | |
|-------------------------------|------------------------|
| 1 – BEEHIVE | 9 – 8-CYLINDER ENGINE |
| 2 – LAPTOP | 10 – MUSHROOMS |
| 3 – SAMOVAR | 11 – WHEELBARROW |
| 4 – HEADPHONES | 12 – CLEVELAND SKYLINE |
| 5 – AFGHAN FLAG | 13 – MOVIE CAMERA |
| 6 – CHILI PEPPERS | 14 – GRADUATION HAT |
| 7 – SEWING MACHINE | 15 – AIRPLANE |
| 8 – US CITIZENSHIP TEST GUIDE | |