

2020

PROGRAM IMPACT REPORT

Immigrant
Welcome
Center

A legacy of Albert G. and Sara I. Reuben



A message from our CEO

During this unprecedented year, our immigrant and refugee neighbors have faced extraordinary challenges. Thanks to supporters like you, the Immigrant Welcome Center responded to their unique needs through our Community Connect program. I am pleased to share this Impact Report as an update on our work this year. As the CEO of the Immigrant Welcome Center, I am proud and grateful for the work and commitment of my team, board, and volunteers. I hope you will stay with us on the journey ahead as we navigate COVID-19 through the winter and begin a new chapter under the next administration. Namaste.

-Gurinder Hohl, Chief Executive Officer



28

Languages we provided help in



2,259

Help line calls received



2,383

Clients served

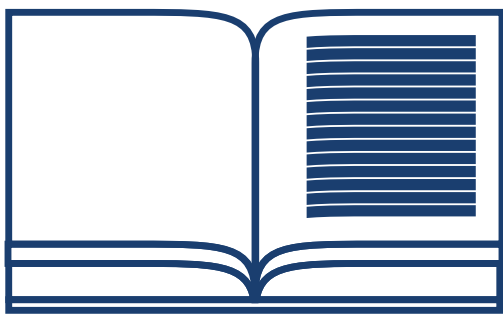
86

City of Indianapolis' Rental Assistance Program applications completed

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\$86,000

Rental Relief funds distributed to immigrant and refugee families



30

Limited literacy students enrolled in English classes



30

Participants completed IWC Citizenship Classes



45

N-400 Naturalization Applications completed

35

Partner Power calls convened

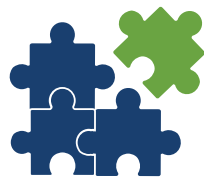
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4,571

Average number of immigrants and refugees served by partner agencies

14

1-on-1 consultations with partner agencies to advise on working more effectively with immigrants and refugees



45

Average number of community partners on our weekly Partner Power calls



68

New community partnerships developed



16

Community Connect reports published to highlight impact of COVID-19 on immigrants and refugees



8

Navigating Culture and Bias trainings

116

Participants

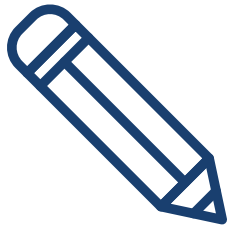
8,672

Number of viewers reached through virtual events and Reuben Education Series



23

New Natural Helpers trained



115

Hours of training provided to Natural Helpers



1,000

Clients assisted by Natural Helpers

13

Natural Helper Specialists hired for COVID-19 outreach

30

Languages spoken by Natural Helpers

73

Active Natural Helpers



3,000

Face masks distributed

Thank you to our sponsor
Adams Immigration Law

