Chemical Process Engineering

I. Introduction
II. Key Concepts
III. Case Studies
IV. Conclusion

Appendix

References
CONNECT RESOURCE DATABASE

3,629
Total searches

<table>
<thead>
<tr>
<th>Top services searched</th>
<th>Top ZIP codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal &amp; Naturalization</td>
<td></td>
</tr>
<tr>
<td>Housing, Rent &amp; Utilities</td>
<td></td>
</tr>
<tr>
<td>Food &amp; Clothes</td>
<td></td>
</tr>
<tr>
<td>English Classes</td>
<td></td>
</tr>
<tr>
<td>Health &amp; Covid-19</td>
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</tr>
</tbody>
</table>

46224
46254
46235

NATURAL HELPERS PROGRAM

52
Natural Helpers

38
Languages spoken

25
Countries of origin of Natural Helpers

1,415
Clients served

REUBEN EDUCATION SERIES

8
Facebook Live events

472
Participants and live views

ENGLISH LANGUAGE LITERACY

82
Literacy foundation students

10
Pilot literacy classes

284
Referrals to English classes

7
English language literacy trainings

71
English language literacy training participants
### NATURALIZATION & LEGAL ASSISTANCE

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients served</td>
<td>343</td>
</tr>
<tr>
<td>Students in citizenship classes</td>
<td>57</td>
</tr>
<tr>
<td>Temporary Protected Status (TPS) referrals</td>
<td>18</td>
</tr>
<tr>
<td>N-400 applications submitted</td>
<td>93</td>
</tr>
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</table>

### COMMUNITY PARTNER SUPPORT

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Trainings &amp; Presentations</td>
<td>79</td>
</tr>
<tr>
<td>Partner Power Calls</td>
<td>43</td>
</tr>
<tr>
<td>Average number of participants</td>
<td>61</td>
</tr>
<tr>
<td>Organizational consultations provided</td>
<td>31</td>
</tr>
<tr>
<td>Navigating Culture and Bias workshops offered</td>
<td>11</td>
</tr>
<tr>
<td>Navigating Culture and Bias workshops participants</td>
<td>163</td>
</tr>
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</table>

### HOUSING ASSISTANCE

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; utility clients served</td>
<td>200</td>
</tr>
<tr>
<td>Reached through in-person and online information sessions</td>
<td>800</td>
</tr>
<tr>
<td>Top ZIP codes of housing clients served</td>
<td>46224, 46254, 46235, 46226, 46222</td>
</tr>
</tbody>
</table>

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**SUI: OUR ENGLISH LANGUAGE LITERACY LEARNER**

Sui Hlei Tin is a student in our literacy classes. She left Burma due to unrest and lack of opportunities at the age of 19. After spending 8 years in Malaysia as a refugee, she came to Indianapolis in 2020. She had never learned English before. Through our low-literacy English Language classes, she is learning English at her pace—she can now read better and is able to speak more fluently. She is happy with her life in the United States. She wants to speak English fluently to go to school to further her education and eventually become a U.S. citizen. Her dream is for her children to be the best at what they like to do in life.
Meet Adejoke Awolusi – our Legal and Naturalization Services Coordinator. An immigrant from Nigeria, she came to the United States in 2016 with her two boys.

During her journey, she needed information about health insurance and was connected to Immigrant Welcome Center through a friend in her son’s school. She then decided to become a Natural Helper and received training on accessing resources available to immigrants. She used her new knowledge to help connect her community members to those resources.

In 2019, she became a full-time staff member at IWC and now provides legal resources and assistance with naturalization to our clients. She feels fulfilled when an immigrant she has helped finds the services they need. She also continues to serve her community as a Natural Helper.

ADEJOKE: OUR NATURALIZATION & LEGAL SERVICES COORDINATOR

FINANCIALS

Revenue

- Grants, Contributions, & Fundraising: 14%
- Investment Earnings: 1%
- Programs: 85%

Expenses

- Programs: 15%
- Management & General: 23%
- Fundraising: 62%

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