

YWCA PERFORMANCE METRICS: YWCA IMMIGRANT AND REFUGEE PROGRAMS

YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

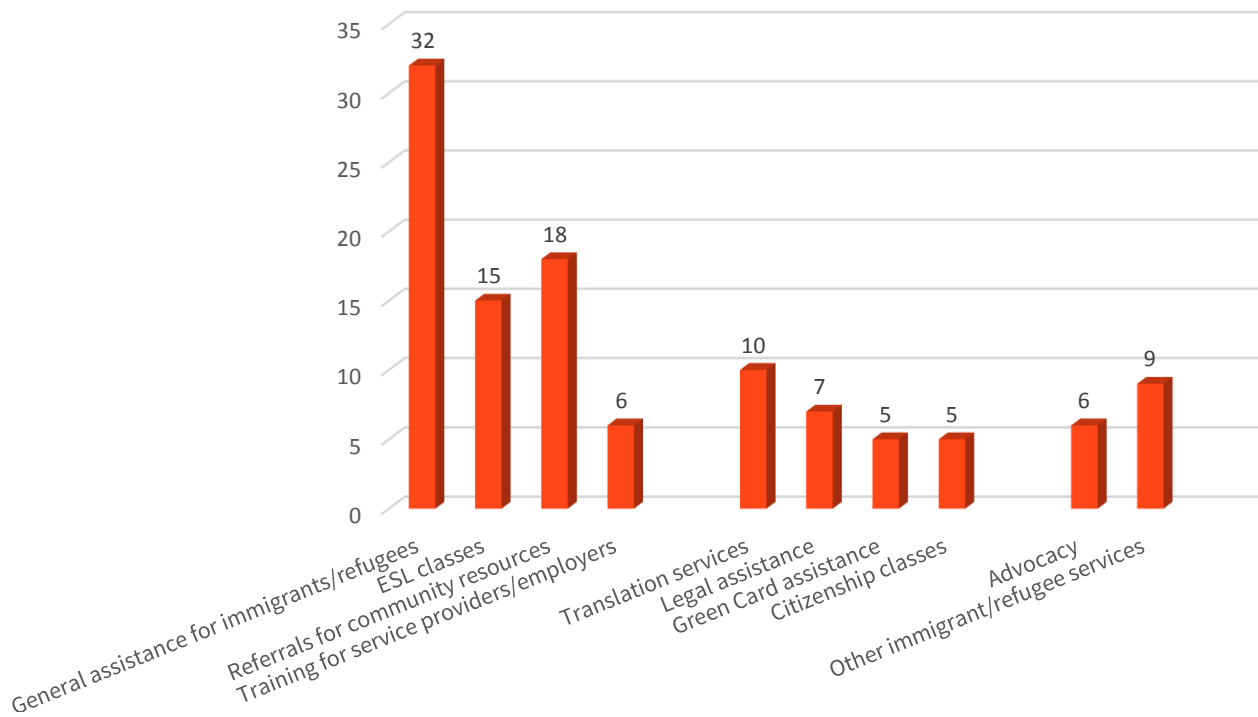
16%, or 32 YWCAs have designated immigrant and refugee services as one of their major programs.

YWCAs are helping immigrants and refugees navigate throughout their communities, access English language classes, pursue educational and economic opportunities, and secure green cards and citizenship.

Please find general information about YWCA immigrant and refugee services on pages 1-5. Site specifics for YWCAs providing these programs are on pages 6-9.

For more detail on any metric, please send inquiries to nationalimpactreport@ywca.org

38,320 new U.S. residents are building skills and contributing to their new communities with the help of YWCA immigrant and refugee programs. 32 YWCAs provide the following services:

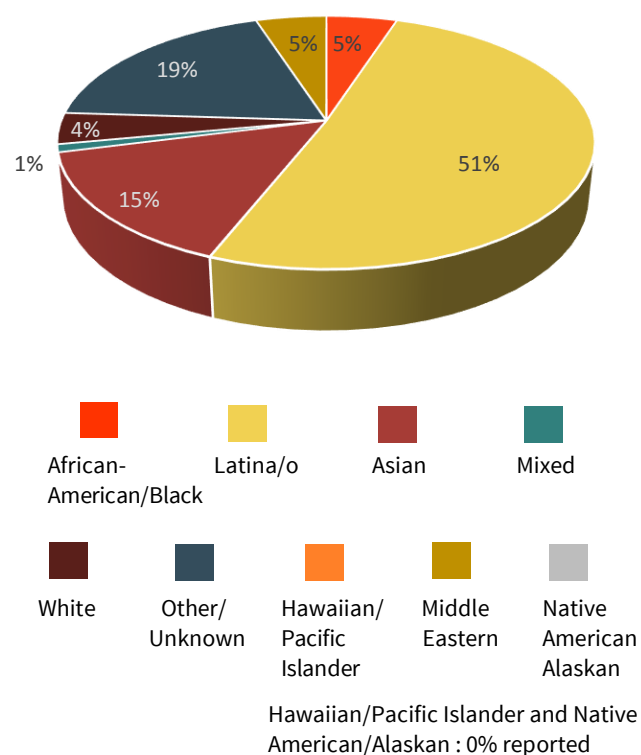
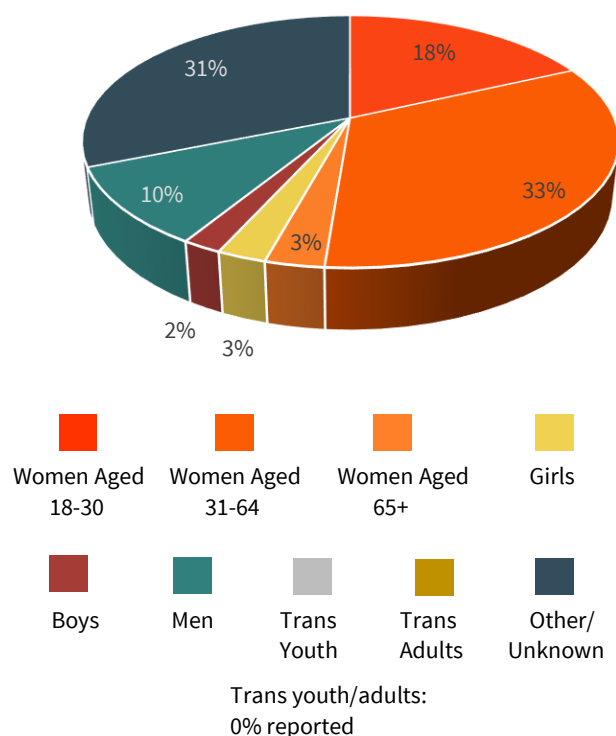


YWCA Immigrant and Refugee Services Lead to:

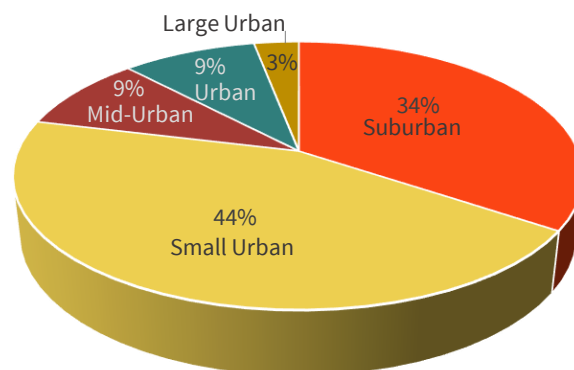
- Self-sufficiency
- English language literacy
- Empowerment
- Securing documents needed for necessary credentials
- Paths to employment
- Paths to citizenship
- Understanding the immigration system and processes needed to navigate
- New and contributing members of the community
- United families

84% of those served through YWCA immigrant and refugee programs live at or below the federal poverty level.

Service Recipient Demographics



% of YWCAs Providing Immigrant and Refugee Programs Serving Each Size Population Area



Awards

One YWCA has recently been presented with a community award recognizing the strength of their immigrant and refugee program.

Common Referral Sources, in order of frequency:

- Neighbor/Friend/Colleagues
- Other organizations
- Flyers/Advertisements/Newsletters
- Other YWCA programs
- Law enforcement personnel
- Social media
- Hospitals, clinics, health centers
- Municipal/other government
- Schools
- Internet search
- Media (print or broadcast)

Funding

YWCAs report securing a total of nearly \$3 million annually to support their immigrant and refugee programs from several sources, as follows:

- 44% Government
- 22% United Way/Federated campaigns
- 17% Fee for service
- 11% Foundations
- 2% Contributions
- 1% YWCA general funds
- 3% Other

Immigrant and Refugee Program Curriculums Being Employed

ACLU Know Your Rights
Burlington English
Cambridge Ventures
Citizenship: Passing the Test
Civics and Citizenship Curriculum
Community Coordinated Resources
Duluth Model Curriculum
Excellent English: Language Skills for Success
Grammar Form and Function - From Milad Boukal
Maestro en Casa (ESL)
One Circle Mother Daughter Curriculum
Oxford Picture Dictionary
Reading Plus
Voices of Freedom for English and Civics
YWCA Elgin Curriculum Guide

YWCA Immigrant and Refugee Program Partnerships and Collaborations

ACLU
Advocate Sherman Hospital
Asian Community Cultural Center
Coalitions/groups for immigrant and refugee rights
Colleges and universities
Ethnic Minorities of Burma Advocacy and Resource Center
Family Services Sexual Assault Recovering Program
Hispanic affairs commissions
Immigrant Rights Working Group
International House
International Institute
International Student Services
Justice centers
La Alianza
Latino Service Providers Coalition
Law offices
Legal Aid Services offices
Libraries
Mexican consulates
Middle Eastern North African Project
Schools, school districts, departments of education
Spanish section of University of Northern Iowa's Languages and Literatures Department
Step Forward Foundation family attorneys
The Centre
U.S. Dept. of Homeland Security

Evaluation

44% of YWCAs providing immigrant and refugee services are evaluating their results.

A sampling of achievements includes:

- 85% of immigrant/refugee program participants who completed reading, speaking, listening and writing quizzes showed increased competencies.
- 80% of English as a Second Language students advanced one level or more in their English proficiency as measured by the Best Plus exam.
- 45% of students completed the 5-battery tests and received diplomas from the state department of education.
- 75% of immigrant/refugee program participants improved their language skills.
- 100% of our beginner ESL students advanced to the Intermediate class after one year.

- 40% of students attending ESL classes and the citizenship class became U.S. citizens.
- 60% of immigrant/refugee program participants attained U.S. citizenship.
- 38% of students in our Citizenship Class became naturalized citizens.

- 89% of the 269 refugees seeking job placement assistance through our program obtained secure employment.
- 89% of immigrant/refugee program participants report accessing and utilizing community resources to resolve an individual or family need.
- 90% of participants in our immigrant assistance programs demonstrated new knowledge on where to find help and assistance for basic needs.

- As a result of a community group, Cedar Valley Advocates for Immigrant Rights and Responsibilities, in which our YWCA plays a lead role, a “Get to Know your Neighbor” event was held at the YWCA where more than 150 community members came and heard from immigrants from Mexico, Syria, Germany, Africa and Burma regarding what it was like to come to this community.

Site Specifics for the 32 YWCAs Providing Immigrant and Refugee Programs

YWCAs Providing:	
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YWCA Immigrant and Refugee Programs: Basic Services

32 YWCAs

State	YWCA	Website	General Assistance for Immigrants/Refugees	ESL Classes	Referrals for Community Resources	Training for Service Providers/Employers
AZ	YWCA Southern Arizona	YWCA Southern Arizona	X	X		
CA	YWCA Berkeley/Oakland	YWCA Berkeley-Oakland	X	X		
CA	YWCA Glendale	YWCA Glendale	X	X	X	
CA	YWCA Greater Los Angeles	YWCA Greater Los Angeles	X			
CA	YWCA Pasadena-Foothill Valley	YWCA Pasadena-Foothill Valley	X		X	X
CA	YWCA Silicon Valley	YWCA Silicon Valley	X			
IA	YWCA Ames-Iowa State University	YWCA Ames Iowa State University	X			
IA	YWCA Black Hawk County	YWCA Black Hawk County	X	X	X	X
IA	YWCA Marshalltown	YWCA Marshalltown	X			
IL	YWCA Elgin	YWCA Elgin	X	X		X
IL	YWCA Northwestern Illinois	YWCA Northwestern Illinois	X		X	
IL	YWCA Sauk Valley	YWCA Sauk Valley	X			
IN	YWCA Northeast Indiana	YWCA Northeast Indiana	X	X	X	
MA	YWCA Lowell	YWCA Lowell	X			
MA	YWCA Northeastern Massachusetts	YWCA Northeastern Massachusetts	X		X	
MN	YWCA Mankato	YWCA Mankato	X		X	
NC	YWCA High Point	YWCA High Point	X	X	X	X
NE	YWCA Lincoln	YWCA Lincoln	X			
NH	YWCA New Hampshire	YWCA New Hampshire	X		X	
NJ	YWCA Princeton	YWCA Princeton	X	X	X	
NY	YWCA Queens	YWCA Queens	X	X	X	
OK	YWCA Tulsa	YWCA Tulsa	X	X	X	X
PA	YWCA Bucks County	YWCA Bucks County	X	X	X	
PA	YWCA Greater Pittsburgh	YWCA Greater Pittsburgh	X			
PA	YWCA Tri-County Area	YWCA Tri-County Area	X	X		
PA	YWCA Westmoreland County	YWCA Westmoreland County	X	X		
RI	YWCA Rhode Island	YWCA Rhode Island	X		X	
SC	YWCA Upper Lowlands	YWCA Upper Lowlands	X		X	
TN	YWCA Memphis	YWCA Memphis	X		X	
TX	YWCA San Antonio	YWCA San Antonio	X	X	X	
WA	YWCA North Central Washington	YWCA North Central Washington	X			
WI	YWCA Rock County	YWCA Rock County	X	X	X	X

YWCA Immigrant and Refugee Programs: Legal Assistance and Citizenship Preparation

17 YWCAs

State	YWCA	Website	Translation Services	Legal Assistance	Green Card Assistance	Citizenship Classes
CA	YWCA Glendale	YWCA Glendale	X	X	X	
CA	YWCA Pasadena-Foothill Valley	YWCA Pasadena-Foothill Valley		X		
CA	YWCA Silicon Valley	YWCA Silicon Valley		X		
IA	YWCA Black Hawk County	YWCA Black Hawk County	X	X	X	
IL	YWCA Northwestern Illinois	YWCA Northwestern Illinois	X			
IL	YWCA Sauk Valley	YWCA Sauk Valley	X			
IN	YWCA Northeast Indiana	YWCA Northeast Indiana				X
MA	YWCA Lowell	YWCA Lowell	X			
MA	YWCA Northeastern Massachusetts	YWCA Northeastern Massachusetts		X		
NJ	YWCA Princeton	YWCA Princeton				X
OK	YWCA Tulsa	YWCA Tulsa	X	X	X	X
PA	YWCA Bucks County	YWCA Bucks County	X			
PA	YWCA Tri-County Area	YWCA Tri-County Area				X
RI	YWCA Rhode Island	YWCA Rhode Island	X			
SC	YWCA Upper Lowlands	YWCA Upper Lowlands	X		X	
TN	YWCA Memphis	YWCA Memphis		X		
WI	YWCA Rock County	YWCA Rock County	X		X	X

Immigrant/Refugee Advocacy

6 YWCAs

State	YWCA	Website
CA	YWCA Glendale	YWCA Glendale
IA	YWCA Marshalltown	YWCA Marshalltown
IL	YWCA Elgin	YWCA Elgin
NC	YWCA High Point	YWCA High Point
OK	YWCA Tulsa	YWCA Tulsa
WI	YWCA Rock County	YWCA Rock County

Other YWCA Immigrant and Refugee Programs

State	YWCA	Website	Descriptions of Other Immigrant/Refugee Services and Initiatives
CA	YWCA Pasadena-Foothill Valley	YWCA Pasadena-Foothill Valley	Talking the Talk community forums
CA	YWCA Silicon Valley	YWCA Silicon Valley	TVisa and UVisa assistance
IL	YWCA Sauk Valley	YWCA Sauk Valley	Immigrant outreach and case management - helping immigrants become established in the community
NC	YWCA High Point	YWCA High Point	Parent advocacy, Know Your Rights workshop
NE	YWCA Lincoln	YWCA Lincoln	Annual civics academy designed to engage new immigrants and refugees, involvement in community services and programming to support the success of their families, Mother Daughter Circle Support group that meets weekly designed to support families as they are acculturated in the Lincoln community.
NJ	YWCA Princeton	YWCA Princeton	Special programs for Latinas families
OK	YWCA Tulsa	YWCA Tulsa	Refugee job placement
PA	YWCA Westmoreland County	YWCA Westmoreland County	International Women's Group
RI	YWCA Rhode Island	YWCA Rhode Island	Health outreach