

JOURNEY'S END
REFUGEE SERVICES

Where Home Begins Again

Annual Report
2019-2020





Kimberly Kadziolka, Ed. D.

A Word from Our Board Chair and Executive Director

Not one of us has been immune to the challenges COVID-19 presented this year. Concerns about our health, financial security, and how we can continue to meaningfully meet the needs of our clients and community were at the forefront. So too are the mental and emotional struggles that isolation and fear invoke. Paired with growing social unrest over racial inequality and a contentious presidential election, the challenges we face in carrying out our mission continue to soar – but we won't give up on helping make WNY a home



Karen M. Andolina Scott, Esq.

for all. We know, in working alongside refugees, the indomitable spirit of every individual as well as the phenomena of communities working together where one plus one equals three.

Journey's End is no stranger to challenges. We have been creative in meeting them over the past 35 years. This year, the extremely complex challenges required new thinking and a thoughtful look within the agency which has allowed us to reconnect with why we do what we do every day. We are proud to present our agency values, which have been seen in our daily work for years, and are now being clearly expressed and celebrated. They are our set of shared beliefs that underly our work, helping to define and shape the way in which we carry out services and treat one another.

1. Intercultural Responsiveness – We treat others with respect and dignity by recognizing, appreciating, and valuing diversity. We value ongoing learning to increase our effectiveness regarding diversity and inclusion, as well as use our knowledge and experience to increase cultural competence throughout our community. We foster secure, respectful, and reciprocal partnerships with high expectations for equity and respect for diversity. To the extent possible, we work to tailor/design our services, communications, and actions to and for the unique populations we serve.

2. Integrity – We value honesty and an ethical approach to service. We act as wise stewards of the human, financial, and donor-driven resources entrusted to our care. We demonstrate our integrity by being accountable and honoring our commitments to our clients, to the community, and to each other. We take ownership of our work and strive for improvement.

3. Person-Centered – Every person is important and valued. Through service, an equitable distribution of resources, and commitment to our mission, we support each client's unique goals, independence, and self-reliance.

4. Empowerment – We foster self-sufficiency and informed decision-making. We offer our clients the information and tools they need to achieve personal goals, access opportunity, and thrive in their new community. We offer supporters the information they need to be effective advocates for refugee resettlement in WNY. We offer our staff resources and support to effectively serve our clients and reach professional goals.

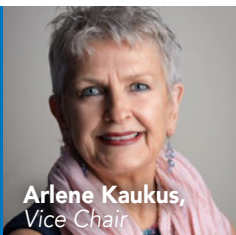
5. Exemplary Service – We are committed to fulfilling our mission by serving and communicating with compassion, respect, and humility. The health and happiness of our staff is integral to providing high-quality programs and services. Our commitment to our clients requires cooperation, collaboration, and intentional community involvement.

With these shared set of beliefs framing the work we do each and every day, Journey's End is positioned to face the challenges of the future. The flexibility of our staff and resilience of our clients, paired with the dedication of our partners and supporters, provides hopefulness and optimism as we look forward to 2021.

Kimberly Kadziolka, Ed. D. Board Chair
Journey's End Refugee Services

Karen M. Andolina Scott, Esq. Executive Director
Journey's End Refugee Services

Board of Directors



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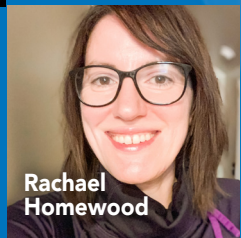
Andrew Doherty,
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Ashica Ambu



Ryan Gilbert, CPA



Rachael
Homewood



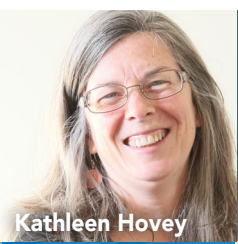
Thanks to our 2019-2020
WNYRFF Sponsors!



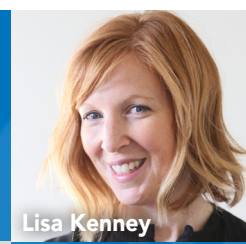
**WESTERN NEW YORK
REFUGEE FILM FESTIVAL**

Reel Refugees

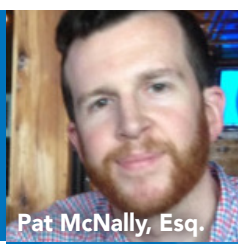
THE SHOW MUST GO ON! And Journey's End is doing just that with our signature WNYRFF, the only film festival of its kind in the U.S. We will be kicking off our third season virtually in January 2021 with eight extraordinary award-winning films, special guest speakers, compelling community conversations, and fabulous door prizes at each screening. Ambassador passes are free, with a suggested donation to the Journey's End COVID-19 Emergency Relief Fund to help our neediest families. Visit: www.wnyrff.org



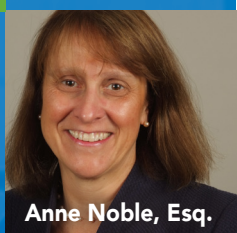
Kathleen Hovey



Lisa Kenney



Pat McNally, Esq.



Anne Noble, Esq.



Win Min Thant



Lindsey Zajac



Habtemichael, Yonas, Mniya, Birikti and Yosief (eldest son Adhonam not pictured)

One Family's Resettlement Journey

Throughout this year's annual report we will highlight how Habtemichael and his family received ongoing support through Journey's End's comprehensive programmatic offerings.

In December 2018, Journey's End welcomed **Habtemichael, his wife Birikti, daughter Mniya, and sons Adhonam, Yonas, and Yosief to Buffalo.** Follow this family's story in the blue boxes throughout this annual report.

Habtemichael said, *"We were refugees in Ethiopia, and life was hard. Coming to the United States saved our lives. When we arrived, we were surprised to see the world was white - snow was everywhere."*

A Journey's End case manager met the family at the airport. The resettlement team ensured that the family's apartment was fully furnished with in-kind furniture donations from Journey's End's generous supporters. According to Habtemichael, *"We got all the support for our basic needs, from welcoming us, to finding housing, getting IDs, and introducing us to Buffalo for the first three months. They helped us so much."*

Journey's End Continues to Welcome New Arrivals and Offer Employment and Legal Services

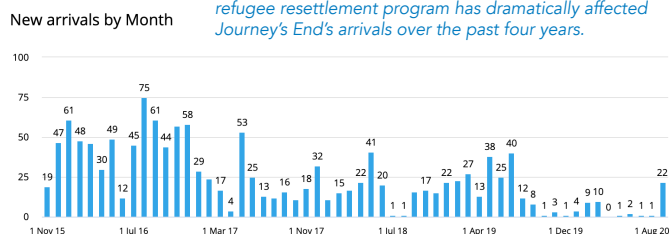
Throughout Pandemic

The Journey's End Resettlement Department had a busy year despite low arrivals, adapting month to month to best serve new arrivals safely and often remotely. Case managers welcomed 55 new arrivals and continued to serve previously resettled refugees, including Habtemichael's wife Birikti and daughter Mniya through the Preferred Communities (PC) program (follow this family's story in the blue boxes throughout this annual report). Lead case manager Kuresha Noor requested PC emergency funds for Mniya while her food stamp claim was being processed.

With help from the WNY COVID-19 Community Response Fund, case managers and employment staff continued to provide support services throughout the pandemic, reaching out to ensure families were kept apprised of constantly changing health and safety information during each phase of lockdown and reopening, delivering masks and cleaning supplies, and assisting families in accessing their stimulus funds, social services, and other resources. Case managers also delivered boxes of food donated by partner FreshFix and provided community education regarding the federal census and assisted families (including Habtemichael's) with completing the census online.

The Journey's End Employment Department shifted gears in the early months of the pandemic to assist clients who were facing unemployment with submitting unemployment claims, track their stimulus funds, and apply for food stamps. When Habtemichael was laid off from his job, case manager Gherezghiher Ghebreyesus helped him secure rental and utility assistance from the more than \$20,000 in funds Journey's End was awarded by Church World Service to support clients directly impacted by the pandemic. Meanwhile, Employment Specialist Kasim Seid ensured that Habtemichael's unemployment claim was processed, and ultimately helped Habtemichael secure new employment at a restaurant.

1 Nov 2015 - 31 Oct 2020 A concerted attack by the Trump Administration on the refugee resettlement program has dramatically affected Journey's End's arrivals over the past four years.



ETHIOPIA

The Immigration Legal Services Program adapted to remote-based services and continued to provide free direct representation for immigrants and their families across 21 counties in New York State. Services included:

- Remote representation at immigration hearings
- Telephonic legal consultations and legal clinics to community members and partner agencies
- Videoconference Know Your Rights presentations on changing immigration laws and policies
- COVID-19 social support referrals to ensure access to food, medication, transportation, child/elder care, safe housing, and rental support
- Federal litigation with partner agencies for the release of medically high-risk detainees at the Buffalo Federal Detention Facility
- Advocacy efforts with government offices regarding the development and implementation of safe practices and policies in immigration proceedings during COVID-19

The City of Good Neighbors Lends A (Socially Distanced) Hand

Journey's End is grateful to all of our supporters who helped our refugee clients weather the pandemic storm. Our clients were hit particularly hard with employment, rent, medical, and food insecurities due to the fallout of COVID-19. Thanks to our in-kind donors and volunteers who gave their time and energy to join our Zoom classrooms; sew masks; donate household goods, fun kits, diapers, gift cards, and cleaning supplies or lend a virtual hand in another way to make sure our refugee community is in a healthier, more financially secure, and safer place during the pandemic.

One of the most impactful ways volunteers helped this year was the **Home Again program**. The Home Again program is the perfect way for community groups and businesses to make a lasting and meaningful difference in the lives of newly arrived refugee families. Typically, when refugees are resettled in the U.S., their apartments are furnished to meet the minimum federal requirements, but a Home Again turns a sparse apartment into a warm, welcoming, furnished home.

A heartfelt Journey's End thanks to all of the 2020 Home Again teams: Hamburg Middle School, Nardin Academy, Hilbert College, St. John the Baptist Church (Kenmore), Clarence United Methodist Church, The Park School, The Furlong Family and Friends, Harrison Ring & Boy Scout Troop #539, Mongoose Research, Central Park United Methodist Church, and West Seneca West High School.

To learn more about our Home Again program, email: volunteer@jersbuffalo.org



Students from Nardin Academy spent a week learning about Journey's End through their Winter Mission project. **The week culminated with a Home Again apartment set-up for a family of four.**



Journey's End has been **welcoming refugees with open arms since 1985.**



8th graders from St. John the Baptist School in Kenmore, a proud supporter of the Home Again program since 2012, completed a modified Home Again. Pictured are Mr. James Werick and 8th grade graduate, Evan.

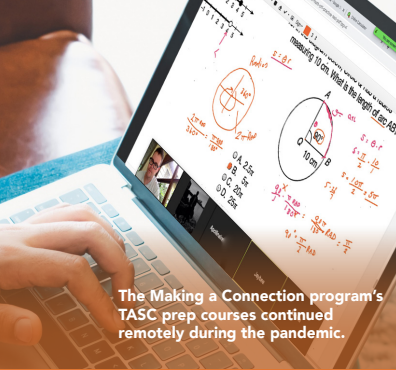


Journey's End is grateful to donors including Gi-Ro Cleaners, and many clients and volunteers who made and donated masks for our clients at the onset of the COVID-19 pandemic.



The challenges for new arrivals don't end after 90 days. *"We struggled with the language barrier and adjusting to the new culture,"* shared Habtemichael. Throughout this year's annual report we will highlight how Habtemichael and his family received ongoing support through Journey's End's comprehensive programmatic offerings.

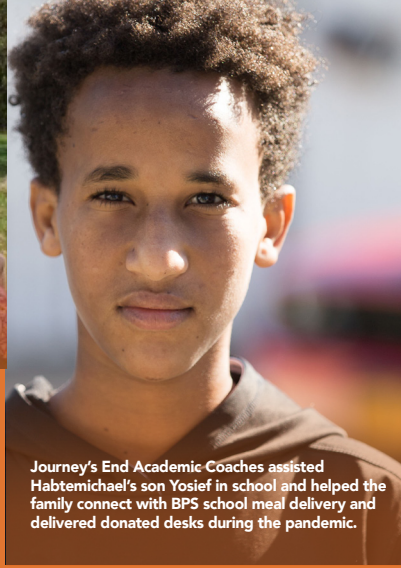
Buffalo



The Making a Connection program's TASC prep courses continued remotely during the pandemic.



RAMP mentees celebrate the end of summer with a picnic in the park.



Journey's End Academic Coaches assisted Habtemichael's son Yosief in school and helped the family connect with BPS school meal delivery and delivered donated desks during the pandemic.



A trip to Canalside with their mentors offered many mentees the chance to try ice skating for the first time!

Journey's End Families Turn To Remote Learning Face the Digital Divide Head On

Arguably the busiest program at Journey's End this year has been the Refugee School Impact Program. As parents across the nation who have struggled to help their children adapt to remote learning can attest, managing the transition is no easy feat. In coordination with the Buffalo Public Schools Multilingual Department, the Journey's End Academic Coaches have worked tirelessly since day one of the school closures in March to meet the needs of refugee students.

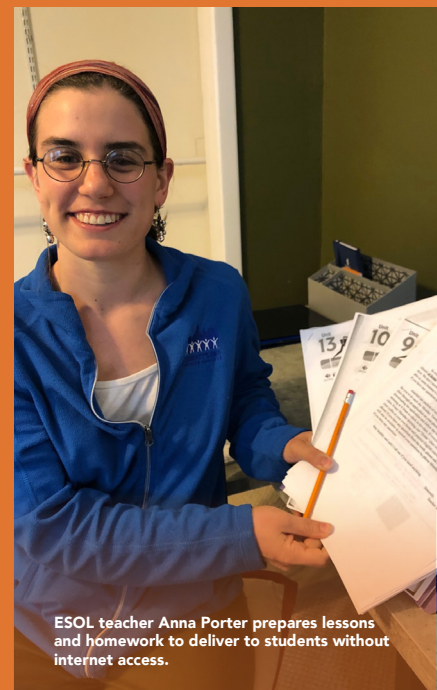
Students like Habtemichael's son Yosief have benefitted from the Academic Coaches work of offering tutoring sessions when schools weren't able to serve refugee students, **connecting more than 70 families with BPS school meal delivery services; remotely resolving hotspot and other IT issues to help families use BPS Chromebooks or iPads to connect to their children's remote classrooms; and delivering desks to ensure a more productive home learning environment. In all, the coaches have served over 300 families, providing nearly 1,500 individual services since March.**

Educators Zoom Into Online Adult Education Classes

The Journey's End Adult Education Department's ESOL, Making a Connection TASC prep, and Citizenship courses transitioned to online and distance learning in March and have yet to return to their Journey's End classrooms. Teachers provided tech support to assist their students in

bridging the digital divide by connecting students with donated or affordable devices and troubleshooting Zoom and Google Classroom over the phone. For students who were unable to join classes online, teachers prepared and delivered monthly lesson packets to the students' mailboxes. **Despite these challenges, the program has continued to serve nearly 100 students each month.**

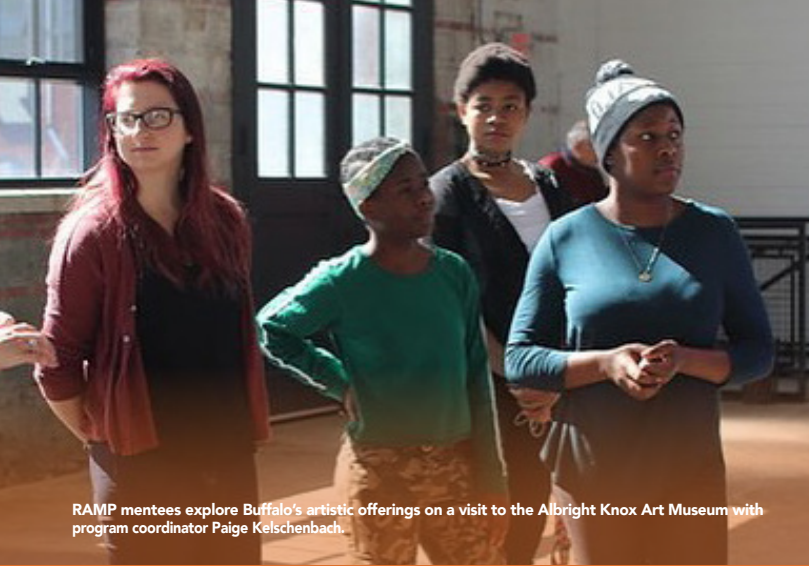
Journey's End teachers continued to work closely with students of all skill levels to help them reach their personal, educational, and employment goals. According to ESOL teacher Anna Porter, Habtemicheal and his daughter Mniya were both very eager participants in the beginner ESOL class. Habtemicheal was always an active learner and ready to volunteer to read a passage out loud or share his answers with the class - in ten short months Habtemichael scored out of the beginner level ESOL and into Intermediate ESOL classes! Anna notes that when Mniya first began attending English classes she was very shy, but with time and personal attention from her teacher and volunteers she began to open up more and smile, and was



ESOL teacher Anna Porter prepares lessons and homework to deliver to students without internet access.

The family turned to Journey's End as the pandemic began: *"The COVID-19 pandemic is a scary time, but so far we are healthy. I am worried about my wife; she is diabetic and at higher risk. I am always worried about her. Journey's End reached out to my family at the beginning of the pandemic to give us information in our language, so we knew to stay in our home, wear a mask, and do lots of hand washing."*





RAMP mentees explore Buffalo's artistic offerings on a visit to the Albright Knox Art Museum with program coordinator Paige Kelschenbach.



Habtemichael's daughter Mniya and her mentor Pat meet outdoors during the pandemic to check in and work on English greetings and important phrases.

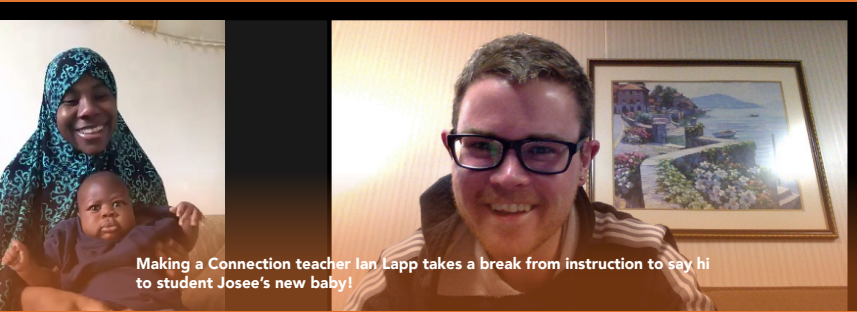
excited to participate in group read-alouds and show off the vocabulary she learned.

In early 2020, the Adult Education Department was awarded a five-year Adult Literacy Education contract from the New York State Department of Education to provide beginner level ESOL. **Journey's End is excited to have a sustainable funding source to continue to serve our most beginner level students.**

They even participated in an improv comedy workshop and expressed themselves through movement rather than language.

But in early March, those events came to a screeching halt. For mentees and mentors who don't speak the same language, not being able to meet face to face or participate in non language-based activities was a huge loss. Program coordinator Paige Kelschenbach organized online video events for those who could connect, and mentors reached out to their individual mentees one on one. At the end of the summer, small groups met up for socially distanced and masked get-togethers. Being able to see each other in person, even through masks and from six feet apart, did a lot to lift the spirits of mentees and mentors alike.

Habtemichael's children Mniya and Adhanom have both participated in the Refugee and Asylee Mentoring Program. Mniya was matched with mentor Pat, a retired special education teacher. They meet one on one every week to work on Mniya's English skills and of course, have a little fun!



Making a Connection teacher Ian Lapp takes a break from instruction to say hi to student Josee's new baby!

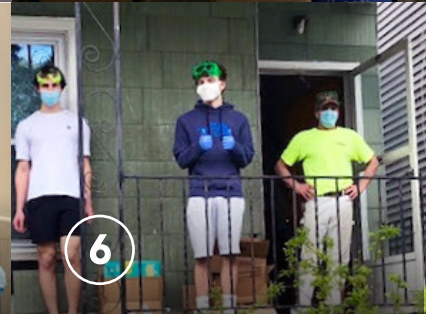
Refugee Asylee Mentoring Program

The inaugural year of the Refugee Asylee Mentoring Program got off to a great start in the fall of 2019, matching young refugees with mentors and offering educational workshops and social events, including field trips to Canalside for ice skating, the Albright Knox Art Museum, and Northpark Theater to watch Star Wars.

In 2020, the RAMP program **celebrated many mentees' personal successes, including three high school diplomas, six new jobs, two drivers licenses, and three college acceptances!**

To learn more about becoming a mentor for the RAMP program, please email pkelschenbach@jersbuffalo.org.

After two years, Habtemichael reports, *"It is good. My kids are attending school. Myself, my daughter, and my wife attended **Journey's End ESL classes** until the pandemic began. At the beginning I was worried when I didn't have a job for a little while, **but now things are good!**"*



Specialized Programs for New Career Pathways

Despite unforeseen challenges brought on by the COVID-19 pandemic, the Buffalo Refugee Child Care Microenterprise Program was able to successfully conduct an in-person Health and Safety training for Cohort #3 participants over the summer. This allowed students to continue on their path to opening in-home child care businesses.

Two program participants are currently watching children under a legally-exempt provider license while waiting to open their family day cares. Both women have expressed enthusiasm about applying what they learned in the training to the care they already provide and are very eager to open!

The First Niagara Foundation and the Many Faces of Mercy Giving Circle have helped reduce one of the most significant barriers to participation by offering funding to cover the cost of child care for program participants who otherwise would be unable to enroll in BRCCMP.

Good Neighbors Abound! Even during a pandemic, 357 Western New Yorkers volunteered 6,351 hours of their time to welcome Buffalo's newest residents through Home Agains, tutoring, mentorships, internships, donation drives and other volunteer efforts.

1 The Buffalo Refugee Child Care Microenterprise Project Cohort #3 celebrated the successful completion of the 15-hour Office of Children and Family Services "Health and Safety Training: Competencies for Becoming a Family or Group Family Day Care Provider Curriculum" with a socially-distant picnic at the Brewster Street Farm! Pictured from left to right are Kinyarwanda Language Facilitator Joseline, participants Noella, Narges, Daphrose, Amleset, Dari Language Facilitator Salima and her daughter Elena, and Uwimana.

2 Two adorable supporters of Journey's End from Elmwood Village Charter School.

3 Megan Lewis of Say Yes Buffalo dropped off fun kits made by K-2 students at North Park Community School.

4 Journey's End staff and volunteers helped move and deliver more than 100 student desks and tables donated by St. John Kanty Church and D'Youville College to students learning remotely from home during the pandemic.

5 Two awesome young ladies from the BestSelf Behavioral Health Primetime program for high school students prepare a Home Again bathroom for a new family.

6 Members of Boy Scout Troop 539 setting up the first Home Again apartment since the start of the pandemic in May.



To hear Habtemichael tell more of his story in his own words and learn more about the critical services Journey's End has provided this year, please visit jersbuffalo.org/video2020 or scan the QR code.

Video produced with thanks to Cellino Plumbing.

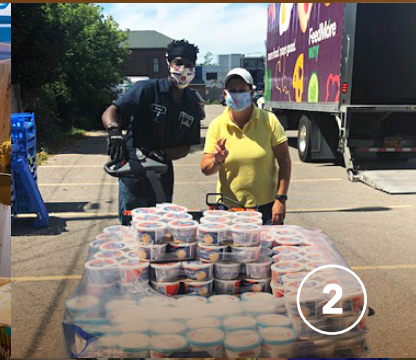


In 2019, Yosief (l), Mniya (center), and friends enjoyed dinner at Buffalo's First Thanksgiving hosted by Nichols School and Journey's End

A Breath of Fresh Air at the Brewster Street Farm

While the rest of the nation ground to a halt, the bees and the farmers on the Brewster Street Farm were as busy as ever! Farmers harvested over 3,000 pounds of produce during the 2020 season, bringing in \$10,631 through CSA shares and produce sales to support the program and its farmers. Farm participants happily expressed that the chance to be outside exercising, seeing friends, and using their skills to grow and sell food at Brewster Street Farm during the pandemic was good for their mental health.

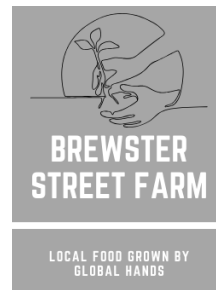
In partnership with WeRadiate (a composting technology company), a new compost system was built on the farm in September which will help the Brewster Street Farm become more sustainable. The three-part composting bin will utilize the previous season's organic matter to create beautiful compost for the farm next season and save money in the future. The farmers will learn all about composting and how to begin composting at home.



Battling Food Insecurity

Ensuring that families continued to have food on the table was a priority for Journey's End throughout the pandemic, and staff from all of Journey's End programs as well as the Board of Directors pitched in to get food to the families that needed it. Journey's End staff and Board of Director purchased 52 boxes of food which were offered at a discount to Journey's End by partner FreshFix. These boxes were delivered to 46 families. Journey's End staff volunteered to pick up shifts at the Brewster Street Farm's Mobile Food Pantry each month – boxing up pallets of food donations from FeedMoreWNY for pickup or for staff to deliver straight to families doorsteps. The Refugee School Impact Program's Academic Coaches worked diligently to ensure school aged students were successfully connected with Buffalo Public Schools meal service.

Additionally, Nichols School helped us adapt our annual "Buffalo's First Thanksgiving" dinner by collecting and distributing large bins of food – including staples like rice, pasta, tomatoes, cooking oil, flour, vegetables, cookies, cereal and more than \$700 in Tops gift cards for our newest arrivals.



- 1 Farm Manager Lauren Dawes and Staff Attorney Liza Callahan assemble boxes of food to distribute through the mobile food pantry.
- 2 The Brewster Street Farm hosted a monthly mobile food pantry in partnership with FeedMoreWNY.
- 3 Sashti & Hemanth of WeRadiateFarm work with lead refugee farmer Bir Rai and farm manager Lauren Dawes on a 3-bin composting system for the Brewster Street Farm.
- 4 With the support of FeedMoreWNY and FreshFix, Journey's End distributed food to an average of 140 households and 612 individuals each month of the pandemic.



A Special Shout-Out to Some of Our Generous 2020 In-Kind Donors!

Cellino Plumbing & HVAC
 Fresh Fix
 Ali and Reem Berman and the Yemeni Community of Lackawanna
 M&T Bank Legal Department
 FeedMore WNY
 Lexington Co-op Markets
 Live Love Buffalo
 St. Peter's Episcopal Church – Eggertsville
 Don Wang and Huron Consulting Group
 Lawley Insurance
 Hodgson Russ LLP
 Nardin Academy
 Response to Love Center
 Buffalo Niagara Partnership
 St. John Kanty RCC
 St. Andrew's Episcopal Church
 Mind Body Flow Yoga
 Clarence United Methodist Church
 Harvard Business School Club of Buffalo
 Christ United Methodist Church
 Teacher Laura Low and the International Relations Club of West Seneca West High School
 St. John the Baptist School and Alumni
 WeRadiate
 WNY Book Arts Center
 North Park Community School
 Blue Crew of Blue Cross Blue Shield of WNY
 Child Care Resource Center
 Visit Buffalo Niagara
 Sales Dynamo Consulting
 PS 76 Herman Badillo
 Bilingual Academy
 Interlink Books
 North Park Community School
 Girl Scout Troop 30040
 YMCA Buffalo Niagara
 Mount Mercy Academy
 Urban Valet
 Furlong Family and Friends
 Ruby Merritt
 Stephanie Frairy
 Jenna Colerick
 Hasema Ukaj
 Tonya and Helen Davis
 Bill Green
 Margaret Alruz
 Carol Nottingham
 Ida, Samantha, and Andrew Gaerte

A special thanks to Nichols School for hosting a virtual Buffalo's First Thanksgiving!



Staff Appreciation and Agency Values

Whether in the office, in the kitchen or at home on the couch, Journey's End staff exemplify our agency values!

- Intercultural Responsiveness
- Integrity
- Person-Centered
- Empowerment
- Exemplary Service

Just before the pandemic hit New York in March, Journey's End staff held our annual cooking competition.

We look forward to cooking and dining together again in 2021!



Finance and Donations

*Donor data from 11/1/19-10/31/20

Donors over \$1,000

Anonymous
 Henry & Susan Beamer
 Paul & Else Blum Private Foundation
 Elizabeth Callahan
 Christ United Methodist Church
 Dr. Keith Cross
 Delaware Avenue Baptist Church
 Jeanne & Jeff Dorn
 Fidelity Charitable Gift Fund
 Glor Family Charitable Fund
 Charles & Suzette Hahn
 Scott & Alyssa Hunt
 Jenifer Kaminsky
 Arlene Kaukus
 Kevin Lanighan
 Lynda Large
 Macris/Schnier Family Foundation
 Mary Martin
 Charles & Claity Massey
 Susan & James Mize
 Kiersten Mojica
 Pat Potts
 PricewaterhouseCoopers LLP
 Merle Showers
 St. Mark's Episcopal Church
 Margaret & Ronald Talboys
 The Center
 The Starbucks Foundation
 Lindsey Zajac

Donors over \$5,000

BlueCross BlueShield of WNY
 Dedrick Family Foundation
 The John R. Oishei Foundation
 Lexington Real Foods Community Coop Inc.
 Pinto Foundation Fund
 Rigidized Metals
 Robert & Tammy Laughlin Fund
 SEFA State Employees Federated Appeal

Program Funders and Grantors

The Children's Foundation of Erie County
 The Chur Family Foundation
 Church World Service
 The Community Foundation for Greater Buffalo
 The First Niagara Bank Foundation
 The Garman Family Foundation
 Interest on the Lawyer Account Fund of the State of New York
 The Josephine Goodyear Foundation
 Sisters of Mercy, Many Faces of Mercy Giving Circle
 The New York Community Trust
 NYS Department of Agriculture and Markets
 NYS Department of Education
 NYS Office for New Americans
 NYS Bureau of Refugee Services
 NYS Unified Court System, Office of Court Administration
 ProLiteracy Worldwide
 The Service Collaborative of Western New York
 SUNY Erie
 U.S. Department of Health and Human Services, Office of Refugee Resettlement
 United Way of Buffalo and Erie County
 The Walmart Foundation
 The Western New York Foundation
 The WNY COVID-19 Community Response Fund

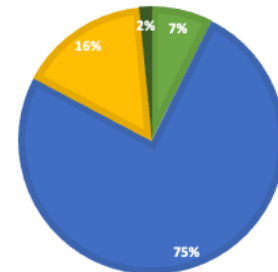
2019 Financial Statement

Statement of Financial Position

	2019	2018
Cash	\$ 1,601,776	\$ 1,285,985
Accounts Receivable	\$ 1,069,838	\$ 1,099,402
Other Current Assets	\$ 62,080	\$ 47,406
Fixed Assets	\$ 196,914	\$ 134,673
Total Assets	\$ 2,930,608	\$ 2,567,466
Accounts Payable	\$ 169,577	\$ 126,783
Deferred Revenue	\$ 14,316	\$ 11,514
Total Debt	\$ -	\$ -
Total Liabilities	\$ 183,893	\$ 138,297
Net Assets	\$ 2,746,715	\$ 2,429,169
Total Liabilities & Net Assets	\$ 2,930,608	\$ 2,567,466

2019 REVENUE

■ Donations ■ Grants ■ Contract Fees ■ Other

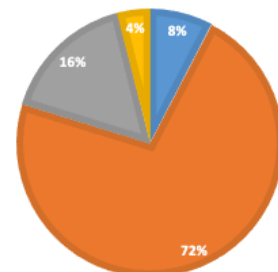


Statement of Activities

	2019	2018
Revenue		
Grants	\$ 3,357,900	\$ 3,132,747
Contract Fees	\$ 701,398	\$ 423,672
Donations	\$ 330,265	\$ 339,739
Other	\$ 66,082	\$ 41,678
Total	\$ 4,455,645	\$ 3,937,836
Expense		
Program Services	\$ 3,460,447	\$ 2,931,259
General & Management	\$ 484,994	\$ 289,415
Development & Fundraising	\$ 192,658	\$ 136,496
Total	\$ 4,138,099	\$ 3,357,170
Operating Surplus	\$ 317,546	\$ 580,666

2019 EXPENSES

■ Direct Assistance ■ Compensation ■ General Operating ■ Grant Subcontracts





JOURNEY'S END REFUGEE SERVICES

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www.jersbuffalo.org

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Interpretation Services

Even during the pandemic, **the Interpreting & Translation Department** hasn't missed a beat. When a crisis hits, those who speak limited or no English are at high risk – from struggling to understand changing public health information, to missing out on preventative care when offices shut down or attempting to homeschool children with limited resources. **Our language services can help.**

The Interpreting & Translation Department at Journey's End can help your agency overcome language barriers big and small – through phone and video interpretation, document translation, provider trainings, assistance in scheduling appointments or developing an agency language access plan. We stand by in-person interpretation as the gold standard of interpreting and can provide in-person support in accordance with all current health and safety requirements.

Why work with Journey's End?

- In-person, phone, and video interpreting support in over 45 languages
- Fast, reliable, personalized, and HIPPA compliant online appointment scheduling
- Affordable one-hour minimum rates for most in-person appointments
- Appointments when you need them - rush, after hours, and weekends available
- Trained interpreters who adhere to strict codes of ethics and confidentiality
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Six new happy faces joined the Journey's End family this year!

