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 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.
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
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.

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.
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

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 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.
Journey’s End Families Turn To Remote Learning—and 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 Habtemicheal 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

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.”
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.

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. 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!

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.

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.
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.

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.
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 Alrutz
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

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
Jennifer Kaminsky
Arlene Kaulus
Kevin Lanighan
Lynda Large
Macris/Schnier Family Foundation
Mary Martin
Charles & Clancy 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 Markers
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

Statement of Financial Position

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

Statement of Activities

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td>$3,357,900</td>
<td>$3,123,747</td>
</tr>
<tr>
<td>Contract Fees</td>
<td>$701,398</td>
<td>$423,672</td>
</tr>
<tr>
<td>Donations</td>
<td>$330,265</td>
<td>$399,739</td>
</tr>
<tr>
<td>Other</td>
<td>$66,082</td>
<td>$41,678</td>
</tr>
<tr>
<td>Total</td>
<td>$4,455,645</td>
<td>$3,937,836</td>
</tr>
</tbody>
</table>

Expense

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$3,460,447</td>
<td>$2,931,259</td>
</tr>
<tr>
<td>General &amp; Management</td>
<td>$484,994</td>
<td>$289,415</td>
</tr>
<tr>
<td>Development &amp; Fundraising</td>
<td>$192,658</td>
<td>$136,496</td>
</tr>
<tr>
<td>Total</td>
<td>$4,138,099</td>
<td>$3,357,170</td>
</tr>
</tbody>
</table>

Operating Surplus

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$317,546</td>
<td>$580,666</td>
</tr>
</tbody>
</table>

2019 Financial Statement

*Donor data from 11/1/19-10/31/20
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
• Accurate and accountable document translation for projects big and small
• “Best Practices for Working with an Interpreter” training available for service providers upon request

Demonstrate your commitment to providing excellent and accessible client care.

Call Journey’s End today to learn more! Call (716) 882-4963 ext. 201 or 207 or send an email inquiry to interpreting@jersbuffalo.org. All requests for document translation should be sent to translation@jersbuffalo.org.