# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Mission</td>
<td>3</td>
</tr>
<tr>
<td>About IROC</td>
<td>4</td>
</tr>
<tr>
<td>Our Programs</td>
<td>6</td>
</tr>
<tr>
<td>Why IROC Works</td>
<td>19</td>
</tr>
<tr>
<td>Partners and Funding Support</td>
<td>21</td>
</tr>
<tr>
<td>How to Support IROC</td>
<td>22</td>
</tr>
<tr>
<td>Financial Statements</td>
<td>23</td>
</tr>
<tr>
<td>Acknowledgements</td>
<td>25</td>
</tr>
</tbody>
</table>
The Immigrant and Refugee Outreach Center (IROC) is a 501(c)(3) non-profit organization. Our mission is to harness the power of community to welcome our immigrant and refugee neighbors by delivering support, education, and outreach. We strive to provide them with the tools required to build a strong foundation for a prosperous future in the United States.
About IROC

OUR TEAM

Our entire team, including directors, is volunteer-based. Every donation goes towards the purchase of goods and other types of assistance for the families and households that we assist.
IROC receives requests for help directly from refugees with and without resettlement agency support. We strive to meet the needs that resettlement agencies are unable to address, and to assist new arrivals who have no other support.

Assistance requests are received from households assured to government-appointed resettlement agencies and from those without agency support.
Our programs

**EMERGENCY ASSISTANCE**

IROC Core Volunteer team provides immediate delivery of emergency groceries, hygiene products and transportation.

**MOTHER-TO-MOTHER**

New and expectant mothers are connected to a “mother-to-mother” volunteer team that will supply all items necessary to welcome a new baby.

**NEW NEIGHBOR PROGRAM**

Connects a newly arrived family directly with a dedicated volunteer who will help them navigate life in the US and find the resources they need to thrive.
SUMMER CAMP
IROC hosts a summer camp for children at no cost to support their mental and physical wellbeing and to continue to build community for our newly arrived neighbors.

DIRECT DISTRIBUTION EVENTS
IROC volunteers organize direct distribution of clothes, coats, and household items at locations accessible to the families and households we assist.

WHATSAPP SUPPORT GROUPS
All IROC families are connected to each other and volunteers via WhatsApp groups organized by location. Resources and job opportunities are posted daily.
IROC’s Food Assistance Coordinator receives requests from volunteers alerting us to families without food because of delays in SNAP/EBT benefit approval, theft of benefits from EBT cards, and health emergencies that prevented them from working.

IROC purchases and directly delivers groceries and other essential items to families who find themselves in immediate need and unable to quickly access other resources.

This program made more than 250 food deliveries for a total of more than $140,000 in emergency food assistance in 2022.

A note of gratitude from a recipient of emergency resources
NEW NEIGHBOR PROGRAM

We serve recently arrived immigrants and refugees resettling in the DC/MD/VA region. They are our New Neighbors.

- From January to December 2022, IROC recruited 164 volunteers to assist 307 households via our New Neighbor Program.

- In 2022, this program served 717 adults and 688 children. Most volunteers matched with and assisted one household, providing dedicated, personalized assistance.

- Our volunteers provided material goods and services across a wide range of categories. Many become friends with their matched family and remain in touch several months after the first meeting.
Our year-end volunteer survey results revealed the numerous ways our dedicated team supported families’ needs for the material goods necessary to begin to feel at home and build a life in the U.S.

**Essentials that volunteers obtain or provide for refugee families**

- Apparel: 56%
- Toys: 49%
- Appliances: 29%
- Furniture: 21%
- Child needs (car seat, stroller): 11%
- Food: 10%
- Sewing Machines: 8%
- Laptops/computers: 7%
- Other electronics (TV, printers): 4%
- Household supplies: 3%

**Estimated value of material goods volunteers provided**

- $500+: 31%
- $100-500: 56%
- Less than $100: 13%

**Direct monetary assistance volunteers provided to refugee families**

- Less than $100: 4%
- No cash provided: 4%
- $500-$2,000: 29%
- $100-$500: 11%
- More than $2,000: 8%
Goods provided via the New Neighbor program

- Clothing sets
- Coats & Jackets
- Shoes
- Linens, blankets, pillows & beddings
- Glasses, dinner sets, & silverware
- Pots, pans, utensils, cookware
- Laptops & Computers
- TVs
- Tablets, phones, other electronics
- Beds & mattresses
- Coffee, side & TV tables
- Sofas
- Desks & tables
- Area rugs
- Vacuum cleaners
- Sewing machines
- Microwaves & toasters
- Blenders
- Electric kettles & pressure cookers
- Irons & boards
BEYOND MATERIAL NEEDS...

“Meeting our New Neighbor through IROC has been a really positive experience for our family. We are in touch regularly with our ‘matched’ family and we visit at least once a month.” – IROC Volunteer

Volunteers support their New Neighbor families in many ways beyond material goods

- Job search: 53%
- Transportation: 38%
- Language: 30%
- Immigration: 25%
- Healthcare: 21%
- Housing: 21%
- School: 21%
- Other support: 21%
- N/A: 21%

Volunteer time spent within two months of New Neighbor match

- 5-20 hours: 53%
- More than 20 hours: 38%
- Less than 5 hours: 31%
- No longer in touch: 25%

Frequency of volunteer and New Neighbor family engagement

- Monthly: 30%
- Weekly or more: 31%
- Less than 5 hours: 25%
- No longer in touch: 21%
...A SUPPORTIVE COMMUNITY FOR OUR NEW NEIGHBORS

Healthcare

“For my matched family of seven, I have attended each of their original physicals and served as the contact for their doctor. I scheduled, provided transport, arranged translation.” - IROC volunteer

“I found a Farsi-speaking gynecologist in Baltimore and scheduled, provided transport, and attended the appointment with the mother.” - IROC volunteer

“I scheduled, provided transport, arranged translation, and attended each visit for the little boy...everything needed to resolve his medical issue.” - IROC volunteer

Immigration Assistance

“Thanks! I signed up to receive another family.[..] I am looking forward to helping out more. I was able to get my family asylum case submitted (my brother lawyer did it!).” - IROC volunteer

Transportation

“We bought a car for Mohammad and his family this weekend - the GoFundMe worked well, we raised $13,000 which was enough for car and tags.” - IROC volunteer

“We raised $7,000 through GoFundMe, well beyond our group, to buy a car. Others in our group helped with initial set-up and groceries before the car made it possible for the family to shop for themselves. It’s a big family, so each run was about $500.” - IROC Volunteer group

Housing

“Our synagogue helped both families relocate to Rockville this past summer (2022), and our synagogue community is paying about $800/month of each family’s rent for the duration of their current lease. Each family also has a co-signer on their lease who is a member of our synagogue, as the Rockville landlords required co-signers for tenants without credit.” - IROC Volunteer group

Friendship

“We have become very close having dinner at each others' homes, going to events and just chatting together. We babysat their girls. We text frequently and feel like we have not only made wonderful friends but have extended our family.” - IROC Volunteer
This program helps new and expectant mothers with essential supplies and resources, including delivery support, clothing, diapers, formula, cribs & bassinets and other essential items.

IROC’s Mother-to-mother Coordinator receives, organizes, stores, and distributes donations to IROC volunteers assisting families with new moms and babies.

In addition to supplying items as needed, volunteers completed 7 full-nursery set ups for expectant mothers and attended at the hospital for the birth of 3 babies.
Volunteers provided essential items to help refugee mothers during a critical time in their families’ lives.
DIRECT DISTRIBUTION EVENTS

In 2022, IROC organized three “Family Shopping Day” events distributing free donated items to newly arrived families in collaboration with Homes Not Borders.

Shoes, coats, housewares, blankets and toys were available at no cost to families. More than 200 people participated in each event.

Children were engaged in arts and crafts while the parents "shopped" for needed items.

New Neighbor volunteers also organized five local distributions of clothes and other household items at apartment complexes where most families reside.
WHATSAPP SUPPORT GROUPS

IROC maintains 14 WhatsApp groups organized by geographical location, totaling 553 individual phone numbers.

Every new family/household that submits a help request form to IROC is added to the appropriate local group.

Information about local goods distributions, events, job opportunities and immigration resources is shared daily by an IROC Core volunteer team to group/s as appropriate.

IROC families and households use these groups to communicate directly with IROC Core volunteer team, ask questions and share resources with each other.

Groups help foster a sense of connection and community.
IROC's Camp Coordinator hosts a summer camp for children at no cost to support their mental and physical wellbeing.

In 2022, 20 children ages 2- to 17-year-old participated in the camp with 6 volunteers who led the camp activities for 1 week in August.

Camp activities included sports such as soccer and paddle ball, arts and crafts such as painting, bracelet/necklace making, and coloring.

Group discussions were held on relevant topics such as listening and sharing one's feelings, asking for help and taking care of one another.

“My children always look forward to IROC camp each summer, thank you IROC for having the free summer camp for our families!” - Parent

“IROC's camp was the best week of my summer! I had so much fun and learned a lot!” - Youth participant

“My favorite part of camp was playing soccer and making new friends!” - Youth participant
Why IROC works

**WE ARE RESPONSIVE**

“I had been trying to sponsor a family from Afghanistan for months through other agencies and no one got back to me. I read about IROC in the Washington Post and contacted them about sponsoring a family with children. Megan Flores answered me the next day and I had a family with two little girls which was perfect because I had so many of my daughters’ clothing to give them.” – IROC volunteer

**WE ADAPT TO FAMILIES’ NEEDS**

“IROC is nimble and flexible and always open to new ways to help refugees. IROC does an amazing job with limited resources and really leverages every penny to benefit the refugees. IROC has responded immediately with solutions. For instance, IROC has put me in touch with translators (at a moment’s notice!), without which I would not be able to help with the family’s health care.” – IROC volunteer

**OUR VOLUNTEER COMMUNITY IS STRONG AND GROWING**

“What a Christmas gift you have given me by introducing me to the lovely XXXX family! I cannot thank you enough.[..] Each time I see them their warmth, courage and smarts impress and move me more. I spent 20 years of my life representing refugees and asylum applicants as an immigration lawyer, so I have a special place in my heart for all refugees, knowing that no one chooses to lose/leave their homeland, the language and everything they love and how incredibly difficult it is to make a new life in a new country, which is less generous than it should be. I’m telling everyone about IROC so may eventually have more recruits, but right now I wanted to let you know what a gift it is to be connected with them.” – IROC volunteer
Why we serve

We serve because the families who made the difficult decisions to start over and took the journey to come to the U.S. deserve to be welcomed with dignity.

Hello, I hope all of you are doing well.
We sincerely thank all the employees and service providers of the IROC office, especially from Miss Elena!
In fact, during this period of one year since we displacement, we faced a lot of hardships, and at any time we received unconditional help from you. thank you for your sincere help and service you are among all the helpers of the arch.

First of THANK YOU VERY MUCH IROC Team for all the help and assistance!!!!

Thank you for this group I got also some groceries last week

I really appreciate your whole team support with Afghans

I’m happy we are able to help. I wish we could do more.

Hi I don’t now how to thank you
Thank you so much
We got the food

To all team members of IROC
I hope you are enjoying the holiday season with your family. I and Barkat just wanted to take a moment to express our gratitude for all your support. Thank you for standing by our side in tough situation and helped us! I hope one day I be able to compensate your all great assistance.
I hope you have a happy new year and merry Christmas.

You know better for a new family its hard to settle, but people like your team assist this to settle and start new life with less challenges

Sayed
Elena Elena there is no word to describe you just saying god bless you
It’s not me, it’s all the volunteers and donors of IROC 😊
Partners and funding support

Assisted in providing donated bicycles to adults and children

Assisted in providing laptops and computers

Provided culinary training & professional development for several IROC clients
How to support

VISIT OUR WEBSITE
Learn more about IROC at IROCcenter.org and find links to:
• Subscribe to our newsletter
• Follow us on Instagram
• Find us on Facebook

VOLUNTEER
Help connect our new neighbors to local resources. We offer several ways to get involved. Start here by filling out our Volunteer Interest Form.

DONATE
Help connect our new neighbors to local resources. Donate today.
FINANCIAL INFORMATION

Your investment in our work goes directly to assist our newest neighbors. We are a team of dedicated volunteers who lead a lean organization, with only a very small portion of contributions (less 5%) being used to support general and administrative expenses.

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<tr>
<th>DIRECT ASSISTANCE EXPENSES</th>
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<tr>
<td>Refugee Grocery Delivery</td>
<td>$182,880</td>
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<td>Refugee Goods Bought</td>
<td>$18,888</td>
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<tr>
<td>Refugee Furniture Delivery</td>
<td>$433</td>
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<tr>
<td>Refugee Training &amp; Tuition</td>
<td>$700</td>
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<tr>
<td>Refugee Transportation</td>
<td>$1,507</td>
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<tr>
<td>Refugee Utilities and Other Bills</td>
<td>$127</td>
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<tr>
<td>Refugee Warm Meals</td>
<td>$501</td>
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<tr>
<td>Other Costs of Services</td>
<td>$142</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$205,178</strong></td>
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<th>GENERAL and ADMINISTRATIVE EXPENSES</th>
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<td>Management and core infrastructure</td>
<td>$15,218</td>
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<tr>
<td>Advertising &amp; marketing</td>
<td>$2,586</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$17,804</strong></td>
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<th>REVENUE &amp; SUPPORT</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Cash donations</td>
<td>$181,073</td>
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<tr>
<td>Donations directed by individuals</td>
<td>$2,501</td>
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<tr>
<td>Grants from other nonprofits</td>
<td>$135,000</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$318,574</strong></td>
</tr>
</tbody>
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Acknowledgements

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Mclean, VA

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