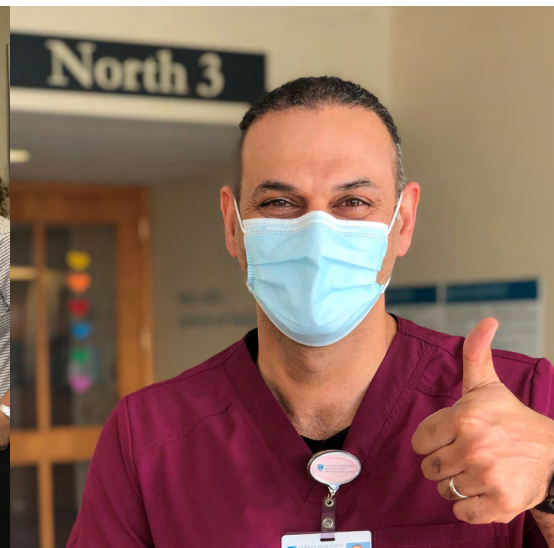




Center for New Americans

A Community-Based Education and Resource Center for Immigrants and Refugees in Western Massachusetts

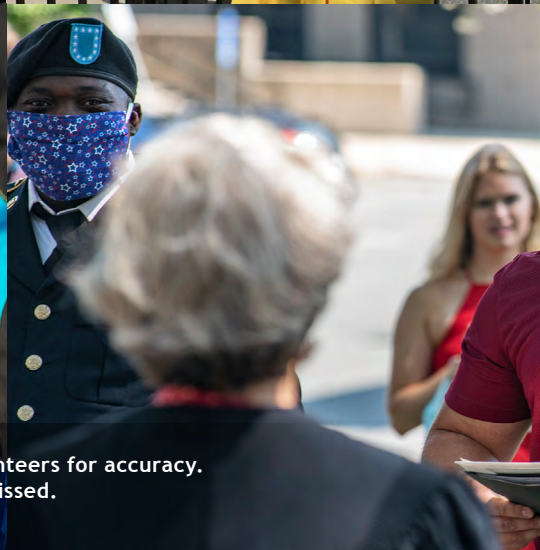
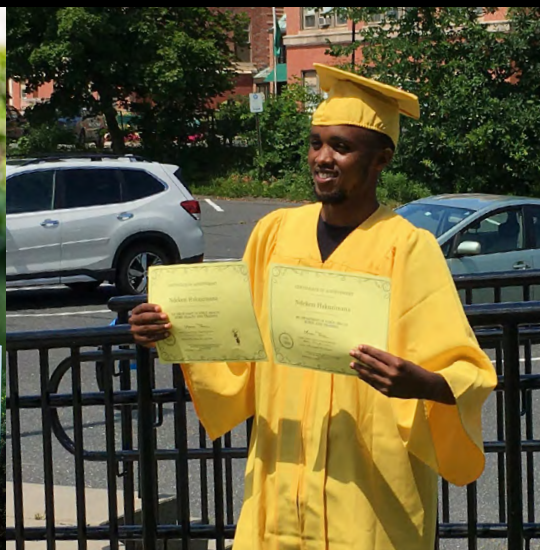
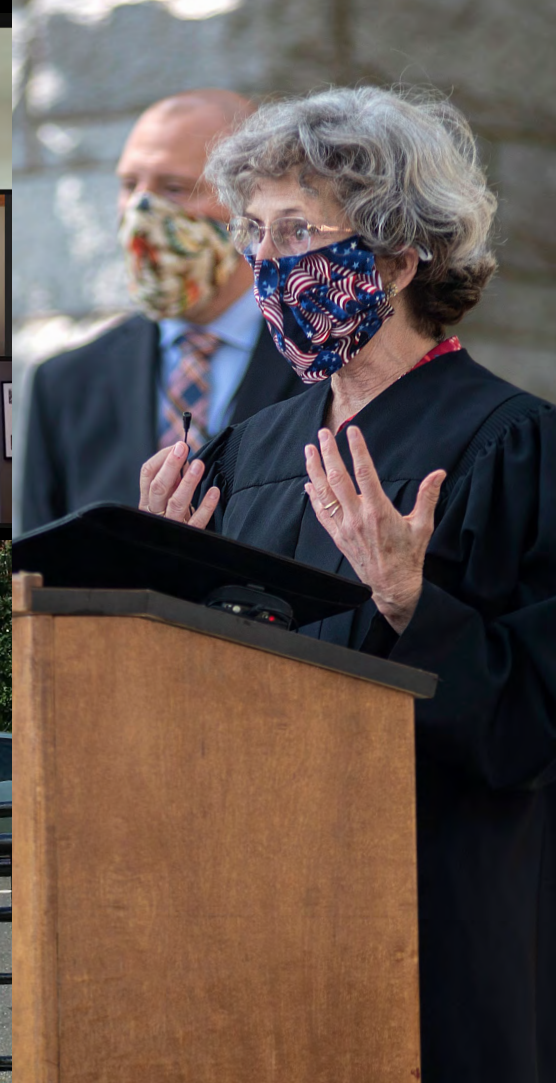
Welcoming & Serving Immigrants
Since 1992



2020
ANNUAL REPORT

OUR MISSION

Center for New Americans (CNA) is a community-based, non-profit adult education center that provides the underserved immigrant, refugee and migrant communities of Massachusetts' Pioneer Valley with education and resources to learn English, become involved community members and obtain tools necessary to maintain economic independence and stability.



We carefully review lists of donors and volunteers for accuracy.
We sincerely apologize if any names were missed.

FROM THE DIRECTOR

IN SEPTEMBER OF 2019, we welcomed students into classes in our classrooms in Amherst, Greenfield, Northampton, and Turners Falls. We invited supporters, friends, and interested community members to our Annual Meeting to learn about our classes in English for Speakers of Other Languages (ESOL) and our citizenship and immigration legal services. One of our citizenship clients, now a staff member, and one of our students, now a graduate of our certified nurse aide program, spoke poignantly about their experiences.

The dedicated members of our Western Mass. legislative delegation graciously accepted our invitations to visit classes. Senator Joanne Comerford and Representatives Natalie Blais, Mindy Domb, Paul Mark, and Lindsay Sabadosa fielded questions from students about transportation and healthcare, and urged students to participate in the 2020 Census. We were fortunate to obtain a grant as a Census partner and conducted outreach to our students, clients, alumni, and anyone else who would listen, sharing student-made videos in multiple languages and training volunteers to assist with form completion. We were grateful to partner with Catholic Charities and with the W. Mass Asylum Network to offer ESOL classes to newly-arrived refugees and asylum-seekers.

And then the world changed. All public buildings closed, all in-person contact became unsafe. Like all schools and service providers, we had to figure out how to engage with our students and clients using technology. For years, we had heeded challenges issued by the Mass. Department of Elementary & Secondary Education to integrate digital literacy into our classes, but all of a sudden, it was the only way to welcome and serve the immigrants who rely on our classes and services as a vital stepping stone to community resources and opportunities. And we had to make this adjustment in a rural region with all of its broadband challenges.



Thanks to the tremendous perseverance and commitment of our teachers, advisors, legal service staff, tech team, program coordinators; the loyalty of our volunteers; the generosity of our supporters; the guidance of our board of directors; and the resilience of our students, we were able to re-create our vibrant community online.

Somehow, we taught English, delivered a nurse aide training, offered immigration legal services, provided non-stop technology trouble-shooting, connected students and clients to survival centers, unemployment assistance, health services, and food pantries, distributed a significant amount of emergency relief payments, and sustained each other through a long and challenging year. We also navigated two moves: in Amherst, we moved from our long-time location in the Bangs Community Center to 150 Fearing Street. In Greenfield, we moved upstairs from our 2nd floor location to a more spacious 4th floor suite at 278 Main Street. We also returned to Turners Falls, piloting small-group, in-person, hybrid classes thanks to the gracious hosting of The Brick House. Fortunately, there has been no change in our administrative offices and classrooms at 42 Gothic Street in Northampton!

This report is offered in gratitude to everyone who contributed to this remarkable effort.

With appreciation,

Laurie Millman
Executive Director

FROM THE BOARD CHAIR



I WOULD LIKE TO THANK ALL THE STAFF AT CENTER FOR NEW AMERICANS.

The pandemic required a swift response, including acquiring new skills, adapting to remote learning, and implementing policy changes, while supporting our students and citizenship clients on their journeys.

I am grateful for the dedication of all members of the CNA community. Our successes would not have been possible if not for our committed staff who provided technical support, outreach, and all the behind-the-scenes work that keeps our organization going. These successes include:

- Alumni hired for key roles in outreach and support.
- A new website launched thanks to pro bono support from Common Media of Greenfield.
- *30 Poems in November!* raised nearly \$60,000 thanks to the hard work of event chair Sarah Sullivan.
- *Immigrant Voices* aired thanks to The Shea Theater's commitment to making the event possible and accessible through shared video.
- A live stream of our July citizenship ceremony maintained the joy and excitement from all participants.
- \$75,000 in pandemic relief funds were distributed to immigrants throughout the Pioneer Valley community.

The board had its own changes in the past year. Two of our members stepped down from their seats; Frances South is now with the Peace Corps, and Kit Carpenter will continue with CNA as a volunteer. We are grateful for their years of service. We welcomed two new members to the board, Maria-Judith Rodriguez, Chief Human Resources Officer at Amherst College, and Shardool Parmar, owner of Pioneer Valley Hotel Group. Each brings professional, volunteer, and personal experience that is sure to serve Center for New Americans well.

This past year certainly created challenges, even for the smallest of tasks, but we faced them together. The dedication of the leadership, staff, teachers, and supporters has helped us adapt to our current circumstances. I believe our accomplishments should energize us as we take on new goals in 2021.

I look forward to what lies ahead for Center for New Americans because, above all else, I see so much opportunity for so many.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Vaughn'. The signature is fluid and cursive, with a large initial 'J'.

J Vaughn
Board Chair

THE BOARD OF DIRECTORS



From left to right: J Vaughn *Chair*, Anne-Marie Demetz, Roger Webb *Treasurer*, Shardool Parmar, Maria-Judith Rodriguez

CENTER FOR NEW AMERICANS IS GUIDED by a small but hard-working board of directors. The board met monthly providing reassurance, stability, and thoughtful guidance through a challenging year. They participated in events, and contributed their time, their skills and experience, and their financial support to sustain the organization.



SARAH MCKUSICK, VOLUNTEER WITH HERITIER HAGUMA

“Volunteering with immigrant and refugee students of English is the most inspiring and humbling effort I have undertaken in the past 8 years. The tutor/student relationship is ultimately a deep exchange of personal values and respect.”



GAIL THOMAS, VOLUNTEER WITH KEYLIN

“As a volunteer tutor at the Center for New Americans, I have witnessed first-hand this amazing community of immigrants, teachers and supporters. The adults I have worked with are studying English, practicing for their Citizenship tests and helping their families, often while working one or more jobs.”



JAYNE PEARL, VOLUNTEER WITH STEVEN HAGUMA

“Volunteering at Center for New Americans has enabled me to interact with people from around the world who left behind untold horrors to carve out a new life with hope and determination, and inspires me to remain optimistic and grateful for my own blessings.”

WELCOMING & SERVING IMMIGRANTS IN 2020

modified by a global pandemic



Teaching Against All Odds

“Center for New Americans helped me with everything, like finding job, insurance, WiFi, babysitter, tutors, teacher, especially the nursing assistant training that is very important to me.”

Soucheng and Van, both nurses in Cambodia, attended classes in English for Speakers of Other Languages (ESOL) in Center for New Americans' Amherst classrooms. Their daughter thrived in our free on-site childcare program, reading books in English.

When Soucheng met with Rosa, one of our career advisors, Rosa helped her to start applying for jobs while also referring her to our certified nurse aide training.

Soucheng enrolled in the training, which is taught in partnership with Smith Vocational & Agricultural High School. After one week in class, all in-person classes closed due to the pandemic. We migrated our ESOL classes and the nurse aide training online, learning with our students how to navigate zoom, how to organize breakout rooms. Peg T., our Technology Coordinator, worked with teachers and advisors to identify students who could not connect easily to our online classes. We purchased hotspots and tablets and delivered them to students to keep them connected to our classes and services.

While everything was harder in our new online universe, teaching nurse aide skills seemed especially daunting. Holly, our RN instructor, and Marise, our ESOL instructor, figured out how to demonstrate skills using videos. Lorena, Director of the Adult Education Program at Smith Vocational School and a volunteer with Center for New Americans, led an online study group. Sarah, the Career Advisor for this class, led employment workshops on zoom. When it was safe to come back to the classroom to practice the skills component of the training with teacher supervision, students were also supported by our long-time volunteer, Chris, a retired nurse. Soucheng wore a graduation robe to our completion ceremony.



The nurse aide instructional team: Marise, Holly



The support team: Lorena, Chris, Sarah

Building Community Against All Odds

“We are now one year in United States of America. It was not easy due to this pandemic but you are heroes for sure! You tried your best to communicate with us even though our little English. It is through your effort and love you make sure that we all have driving licenses! It was a dream for us. It seems like we see a light at the end of tunnel.”



As the cities and towns where our classrooms are located announced building closures, we obtained permission to conduct last minute intakes to enroll newly-arrived refugees so that they would be connected to our classes and support services as everything shut down. It quickly became clear that the community we built with students, teachers, advisors, and volunteer tutors was vital to sustaining all of our students through the long period of uncertainty and isolation. The Haguma family members were welcomed into English classes by Center for New Americans and quickly matched with tutors who were inspired by their persistence and determination with respect to their dreams of obtaining drivers licenses, applying to college, and receiving credit for their professional credentials.

In addition to the networks woven by teachers, advisors, tutors, and other classmates, Center for New Americans helped to foster community with events throughout the year, such as *Immigrant Voices: A Celebration of Arts*. Typically offered on stage at the Shea Theater Arts Center, this year's showcase of immigrant arts was offered virtually, in partnership with the Shea Theater, as a show of resilience and hope. It featured current students, alumni, and immigrant allies and was attended by community members and supported by loyal local businesses.

Offering Citizenship and Immigration Legal Services Against All Odds

Applying for citizenship is always a journey. Applying for citizenship during a pandemic where in-person meetings were not possible has been even more challenging. Our citizenship and immigration program staff have coached applicants through completing applications using zoom, emails, phone calls, and, when all else failed, parking lot meetings. Citizenship coaches also had to learn to use zoom. Complicating matters further were the constant executive orders of an administration that was determined to reduce immigrants' access to fee waivers and other protections designed to make access easier. Even still, Center for New Americans has been able to support close to 100 immigrants through naturalization, green card applications, DACA renewals, and family petitions. Keylin, a student in our Greenfield classes, is now also a U.S. citizen as well as a student in Greenfield Community College's Transitions to College Program.



COMMUNITY PARTNERS

Center for New Americans collaborates with such vital community partners as public schools, survival centers, food pantries, community health centers, career centers, community colleges, libraries, city and town halls. In non-covid times, we take class trips to visit many of these resources. Students enjoy these visits so much that often, they return on their own to volunteer. We are fortunate to live and work in welcoming and generous communities.



IN-KIND SUPPORT

Atkins Farms Country Market
Bueno Y Sano
Scott Clark Legal
Common Media
Deb Habib (Seeds of Solidarity)
Nancy Haver
Hotel Northampton

Sarah Jarman
Mary Ellen Kelly
Levellers Press
Smith College
Trader Joe's
Randy Zucco

VOLUNTEERS

ALI BIANCHI

VOLUNTEER WITH AGAPE HAGUMA

“Volunteering with Center for New Americans is a way to have a real-world impact by helping students realize their goals for their new lives in the USA.”



Volunteers support our immigrant students and legal clients as one-to-one tutors, classroom assistants, conversation group facilitators, citizenship coaches, administrative assistants, and fundraisers. They extend the reach and capacity of our small staff to assist and accompany immigrants on their journeys to achieve their goals. This past year, volunteers had to adapt to our online universe, acquiring new tools to support as well as encourage students and clients through pandemic challenges. Like our students, clients, and staff, volunteers demonstrated tremendous flexibility and resilience.

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ANNUAL REPORT LISTINGS

Center for New Americans was fortunate that our public and private funders were steadfast in their support throughout this challenging year, enabling us to be steadfast in ours. In addition to providing uninterrupted classes and services to immigrants, refugees, and asylum-seekers in western Massachusetts, we distributed generous emergency relief to assist with rent, utilities, heating, and food expenses for immigrants who had no other support and had lost jobs. We are grateful to our western Massachusetts legislative delegation, the Community Foundation of Western Massachusetts, and local donors, many anonymous, who made this effort possible.

ORGANIZATIONS

\$100,000+

Massachusetts Department of
Elementary & Secondary Education
Massachusetts Office for Refugees
& Immigrants

\$10,000-\$99,999

Amherst Community Development
Block Grant
Anonymous
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The Bete Family Foundation
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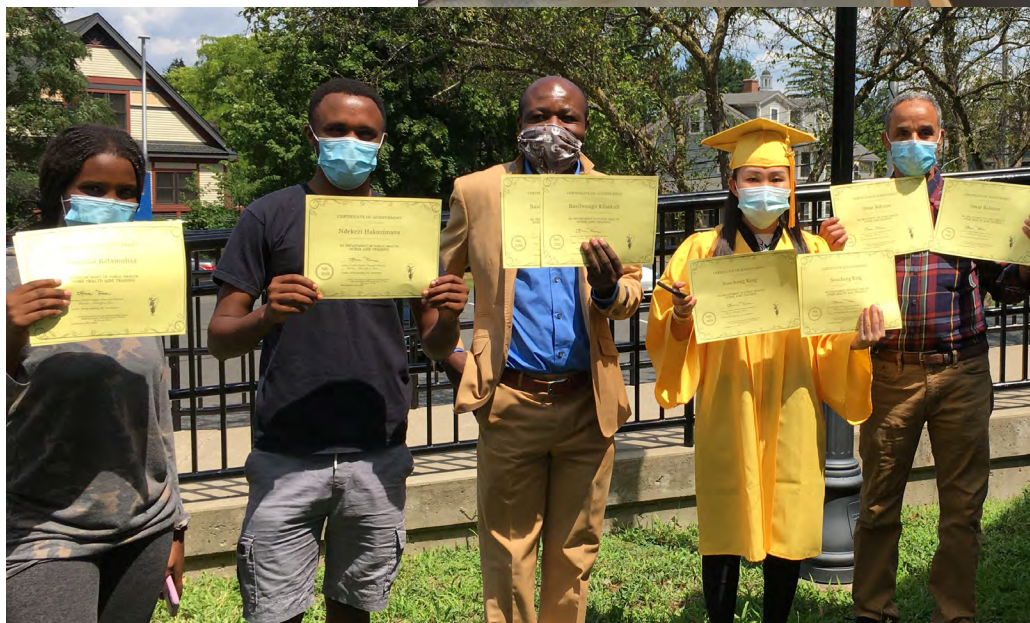
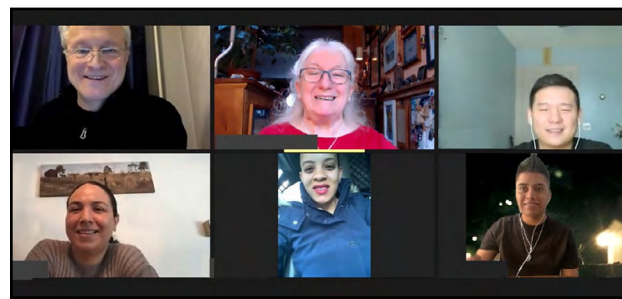
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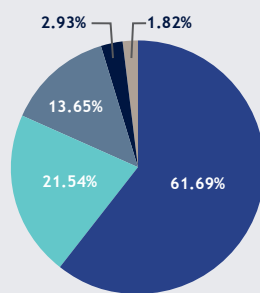
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2020 FINANCIAL STATEMENT

CENTER FOR NEW AMERICANS ENJOYED ANOTHER STRONG FINANCIAL YEAR. In the middle of a pandemic, Center for New Americans supporters remained steadfast, providing the stability we needed to continue to teach, advise, support, connect, and serve the immigrants who depend on our services. We were fortunate to receive Emergency Relief awards which we distributed as rent, utility, heating, and food support for immigrants.

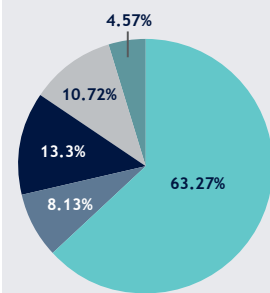
FY19 Funding Sources

Government	576,114
Other Grants	201,202
Contributions	127,511
In-Kind	27,352
Misc. Income	1,697
Total Sources	\$ 933,876



FY19 Functional Expenses

Adult Basic Education	587,509
Emergency Funds	75,472
Citizenship & Immigration Services	123,519
General & Administrative Services	99,570
Development Services	42,435
Total Expenses	\$ 928,505



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Sarah Sullivan, Event Chair, successfully inspired approximately more than 85 writers to write and raise in support of Center for New Americans' literacy programs for immigrants. The following list acknowledges writers who raised funds in the Fall of 2019, when we could still hold in-person readings. We held two, one in mid-November, at Luthiers' Unbuttoned and our annual *Reading & Celebration* in early December at the Poetry Center at Smith College.

GIFTS IN HONOR OF & IN MEMORY OF

Anonymous *in honor of* Tina Sánchez
 Miranda Balkin *in honor of* Rick Balkin
 Susan Burroughs *in honor of* Kitty Hay
 Elisabeth Carter *in honor of* Letitia Carter
 Carolyn Cushing *in honor of* Jendi Reiter
 Kathryn Herndon-Powell *in honor of* Brian Hayes
 Kathryn Herndon-Powell *in honor of* Rosalind Reid
 Anthony Hill *in honor of* Mary Ellen Kelly
 Anthony Hill *in honor of* Carlene Riccelli
 Marjorie Hutton *in honor of* Ruth Hutton
 Mary Hutton *in honor of* Ruth Hutton
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 Betsy McNerny *in honor of* Ruth Hutton
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Estelle Sey	Lisa Smulyan
Harry Seymour	Eve Smyth

30 Poems in November!

\$1,000+

Denny Caraher
 Elsa Phillippi Cline
 Amy Dryansky
 Colleen Filler
 Jennifer Ladd
 Patricia Lee Lewis
 Michael Mercurio

Mary Ellen Shaughan
 Sarah Sullivan
 Virginia Sullivan
 Kester Warlow-Harry
 Joannah Whitney
 Jane Yolen

\$500–\$999

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 Barbara Regenspan
 Dorothy Riehm
 Lindsay Rockwell
 Adin Thayer
 Alice Thomas
 Fungai Tichawangana

\$100–\$499

Janet Aalfs
 Alice Barrett
 Laura Bellusci
 Michael Biegner
 Jean Blakeman
 Judson Brown
 Julie Cavacco
 Kate Cebik
 George Cernada
 Tom Clark
 Kirsten Connelly
 Matt Donovan
 Kate Bashford Epsen
 Howard Faerstein
 Raven Fowlkes-Witten
 Jette Goldman
 Michael Goldman
 Samantha Grossman
 Amy Horowitz
 Tamara Kaplan
 Kim Lucey
 Michael MacDonald

Mary Messick
 Ellen Miller-Mack
 Christine Nolan
 Bill O' Connell
 Tzynya Pinchback
 Jendi Reiter
 Carol Rinehart
 Adrie Rose
 Amrita Rutter
 Kathryn Sarken
 Jodie Shapiro
 Frances South
 Phyllis St. George
 Lanette Sweeney
 Sharon Tracey
 Melinda Underwood
 Isabell VanMerlin
 J Vaughn
 C E Whiting
 Teresa Wong
 Jonathan Wright

\$10–\$99

Liz Bedell
 Hillary Gardner
 Daisy Mathias
 Alison Murchie
 Marcia Neu

David Oppenheim
 Jessica Pyzocha
 Maria Ramsey
 Sita Rutter
 Ann Van Dyke



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Jonathan Zeh
Sarah W. Zorn



“I’m so happy about how **Center for New Americans** helped me. I went to school and I found the nice teachers who teacher me English. After that they look for how I can get my Certificate. I took my CNA class. It was hard. They sent me the volunteer who helped me until I passed my CNA test and get my certification. Now I work in Assisted Living.”

ASANI

Center for New Americans welcomes and serves immigrants with:

- **free classes in English for Speakers of Other Languages (ESOL);** traditionally, these have included instruction in our classrooms and online; this past year, all of our classes were offered online;
- **digital literacy;** thank goodness we had a tradition of teaching distance learning classes with zoom meetings before the pandemic hit; our students and teachers had a foundation to build on this past year!
- **certified nurse aide training;**
- **support services,** such as assistance with housing, health insurance, childcare, and other community resources;
- **career advising and support,** such as assistance searching, applying, and interviewing for jobs;
- **immigration legal services,** such as applying and preparing for U.S. citizenship, for legal permanent residence, for family petitions, for Deferred Action for Childhood Arrivals (DACA); we are accredited by the U.S. Department of Justice to provide these services

Our students represent more than 50 countries and 35 languages. They obtain jobs in healthcare, manufacturing, hospitality; they pursue college degrees; they start their own businesses. Their courage, motivation, and persistence inspire our effort.

Center for New Americans Staff Members



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