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INTERNATIONAL INSTITUTE
OF NEW ENGLAND

BOSTON LOWELL NEW HAMPSHIRE

Annual Report 2009 -2010

“The International Institute of New England helps refugees, immigrants, and other vulnerable populations achieve self-sufficiency and become active participants in the social, political, and economic richness of American life.”

MISSION STATEMENT

International Institute of New England

A Tribute to *Charles Ansbacher*



Charles Ansbacher was a visionary with a global perspective: he understood music’s universal language. Charles spent much of his life speaking to diverse audiences through free concerts and community performances. Together with his wife, Ambassador Swanee Hunt, he moved easily and frequently around the world, conducting orchestras in Vietnam, Russia, Kyrgyzstan, Bosnia, Austria, Israel, Lebanon, South Africa, South Korea and a long list of other countries. In 2000, Charles created the Landmarks Orchestra as a gift to the greater Boston community, and he led the Orchestra in Boston’s historic Hatch Shell on the

Charles River Esplanade in Summer. He was later named Conductor Laureate of that ensemble.

With his broad knowledge of nations and cultures, Charles became involved with the International Institute in the 1990s and served as Chairman of the Board from 2006 until 2008 – a ten year period that was transformational for the Institute. He brought an artist’s sensitivity to Board policy and decision making. He served on the Executive and Nominating Committees, engaging new and talented Board members. His generosity extended well beyond the board room and he, his wife and the Hunt Alternatives Fund, the family foundation of which he was treasurer, supported the Institute in many and diverse ways. In addition to his commitment to the Institute, he served on the boards of numerous community-focused, non-profit organizations including the World Affairs Council and The Urban League.

His final foray into public policy and the arts was the creation of the Free for All Concert Fund to raise \$20 million endowment to support in perpetuity outdoor orchestral concerts and related activities that are accessible and friendly to Boston families and their communities. He died September 12, 2010, at his home in Cambridge, Massachusetts, while working toward this goal.

His impact on the world around him – and on the International Institute was game changing. The Institute deeply misses him.

Opportunities Await Us

At the International Institute of New England we know that it is our staff that makes this organization a leader in serving immigrants and refugees. They are the personal connection – the bridge – for our clients between an uncertain present and a fulfilling future. In Boston, Lowell and Manchester our staff puts our resources and our values to work to make a difference in the communities we serve by focusing on key priorities: Quality. Innovation. Growth.

Over the past year, a commitment to these priorities has strengthened the IINE mission and commitment to the highest standards of excellence and integrity. With this commitment to quality, comes a commitment to accountability. It is from this foundation that our staff has created innovative programs that serve our clients' diverse needs and built the framework for future growth through collaboration.

More than ever, success metrics confirm that our talented staff is equipped to take advantage of the opportunities before us, and respond to any challenges we face. That makes our board excited about IINE's future.

When I talk to our clients, I am always impressed by the important role IINE plays in shaping their lives and touching their hearts. At our core, we are an organization of people helping people, and our staff does so with a dedication and enthusiasm that is truly inspiring.



Beth Murphy, Board Chair
International Institute of New England

A Message from the *Chair*





A Message from the *President*

From Strength to Strength

The International Institute of New England touched the lives of more than 5,000 refugees, immigrants and other vulnerable people during 2010. For some, this meant reunification of family members separated for years by war and forced migration. For others, IINE assistance was a small business loan as other lenders closed their doors on a smart, but small, venture. Still others were placed into gainful employment for the first time or acquired stronger English skills.

I am pleased to report that the financial and strategic positions of the Institute and its three offices are also stronger than ever. Despite the economic downturn and a constrained donor environment, the Institute, in 2010, delivered the highest-ever quality of service to its clients. This success was due in very large part to the drive and professionalism of our dedicated staff. It is impossible for me to translate into words the respect and admiration I have for each and every staff member. Each of you holds a humane philosophy, a great capacity for understanding, and a tireless determination to support the individuals and families who come through our doors.

This Annual Report is dedicated those of you who made 2010 the Institute's most successful year to-date. Thank you!

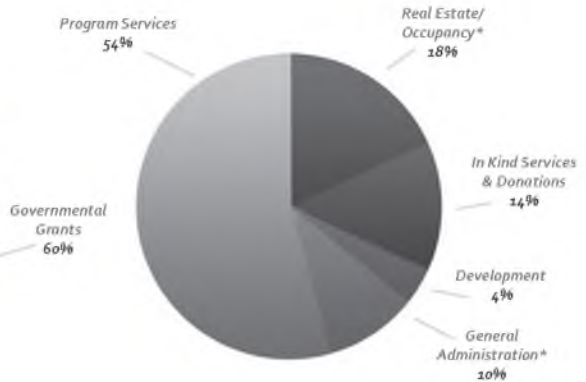
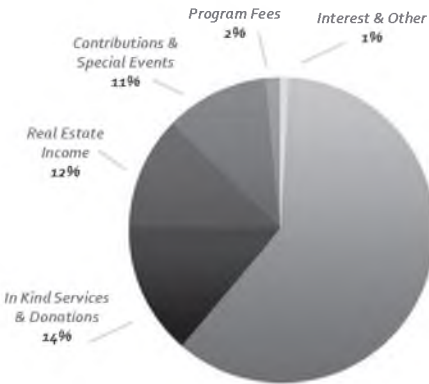


Carolyn Benedict-Drew, President & CEO
International Institute of New England

Financials *Revenue and Expenses*

Revenues FY2010

Expenses FY 2010



Unrestricted Revenue

Governmental Grants	\$ 3,972,479.00
In Kind Services and Donations	\$ 913,090.00
Real Estate Income	\$ 803,345.00
Contributions and Special Events	\$ 732,690.00
Program Fees	\$ 103,678.00
Interest and Other	\$ 45,796.00

Total Unrestricted Revenue **\$ 6,571,078.00**

Expenses

Program Services	\$ 3,626,843.00
Real Estate/ Occupancy*	\$ 1,220,904.00
In Kind Services and Donations	\$ 913,090.00
General Administration*	\$ 659,882.00
Development	\$ 260,338.00

Total Expenses **\$ 6,681,057.00**

Ending Unrestricted Net Assets **\$ 639,170.00**

*Real Estate/Occupancy Expense and General Administration Expense do not include depreciation and amortization of \$295,683.

Client Story *Atoui Family*

Bassam and Ersebet Atoui

Bassam and his Hungarian wife, Ersebet arrived in the United States from Lebanon in 2008 with their two young sons, after fleeing political persecution. Bassam had worked as a tailor and managed his own store but gave up his career for an uncertain future in America. The family landed in Boston on a travel visa.

Shortly after their arrival, Bassam and Ersebet hired an attorney with their small savings and petitioned the United States government for asylum: the opportunity to stay permanently in this country because of a well-founded fear of persecution due to participation in a social group, political opinion, religion, race, or nationality.

Those first months were trying. They knew no one. For several weeks, Bassam and Ersebet did not have work authorization and quickly ran through their savings. Ersebet spoke some English, but Bassam spoke none. Finding safe housing was challenging.

After filing for asylum and receiving conditional work authorization, Bassam took a job as a gas station attendant. Bassam, did not have work clothing sufficient for the job and worked the gas pumps in his finely tailored pants and shoes during the winter months. While he was thankful for the opportunity to earn money for his



Bassam and Ersebet's children: Jason 6 (left), Christina 1 (middle), David 10 (right)

young family, Ersebet cringes at the memory of her husband arriving home with icy cold hands and tattered trousers.

The family was notified of their approval for asylum, and their immigration attorney referred them to the International Institute for comprehensive social services. Both Bassam and Ersebat enrolled in case management and employment assistance. The couple also joined English classes, while Case Managers Ashley Wellbrock and Anca Moraru assisted with MassHealth, food stamp, and fuel assistance enrollment. They received some cash assistance for rent payments; the children were enrolled in school.

Bassam, meanwhile, found a job with a tailor on Newbury Street. And although he struggled to communicate with customers, he quickly demonstrated his professional talents. He now works for Brooks Brothers in downtown Boston, as a tailor in their retail establishment. He continues to receive English language instruction at the Institute, where instructors David McMurtry, Eleni Zohdi and Graig Far assist Bassam with English terminology specific to his industry.

Meanwhile, the family has moved to a charming residential neighborhood in West Roxbury. The boys, David and Jason, 10 and 6 respectively, are excelling in school. (David speaks four languages.) Ersebet gave birth to a daughter, Christina, a year ago and has become a full-time mother.

Congratulations to the Atoui's for their courage to overcome adversity and rebuild their lives in New England.

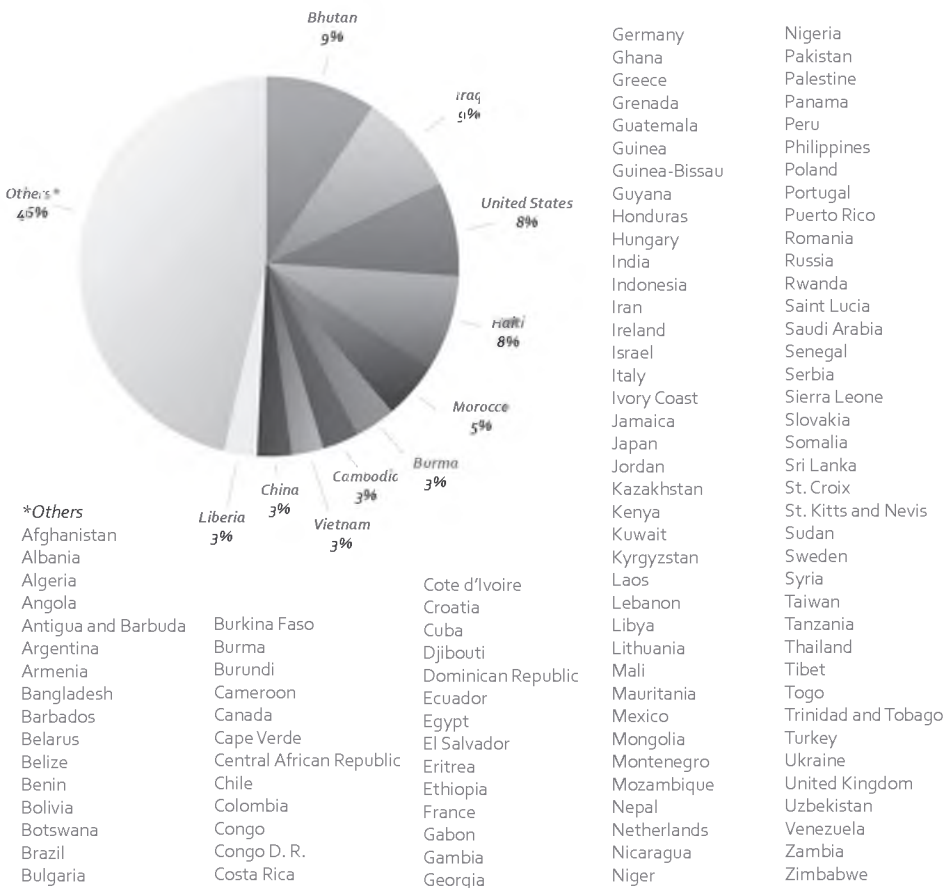


The Atoui family poses for some formal portraits in the living room of their home.

Immigrants Country of Origin

The International Institute served 3,381 individuals from 129 countries in 2010. The Institute's clients come to the United States for many reasons. Refugees, escaping war and political persecution, receive their immigration status while still in camps overseas, while asylees gain their status after arriving in the US. Other immigrants come to New England for work, school, and to join family members already in the country. They may access our services for English language training or workforce development assistance. Still other clients were born and raised in the US and may be accessing our SBA-funded business services. Regardless of country of origin, the Institute remains the multicultural hub of what makes this country great: the ability to welcome and incorporate the newcomer among us.

International Institute of New England Client Countries of Origin for FY2010.



Acknowledgement *Funders and Donors*

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Center of Community Education
Development

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Clowes Fund, Inc

Commonwealth of Massachusetts
Refugee and Entrant Assistance

Corporation for National and
Community Services

Economic Development and
Industrial Corp

Elder Services of the Merrimack
Valley

Emergency Food and Shelter
National Board Program

English for New Bostonians

First Literacy

Food and Nutrition Services (Food
Stamps Employment and Training)

Greater Lowell Community
Foundation

Harvard Community Health Program

International Institute of St. Louis

Lowell Community Health Center

Lowell Police Department

Massachusetts Bar Foundation

Massachusetts Department of
Elementary and Secondary
Education

Massachusetts Department of
Housing and Community
Development

Massachusetts Office of Refugees
and Immigration

Neighborhood Job Trust

Nellie Mae Education Foundation

New England Coalition Against
Trafficking

New Hampshire Bar Foundation

New Hampshire Department of
Education

New Hampshire Office of Energy
and Planning

Project Bread

Roy A. Hunt Foundation

Shirley Brulotte Fund

State of New Hampshire

State Street Foundation

Stoneyfield

TJX Foundation

U.S. Committee for Refugees
and Immigrants

U.S. Committee of Catholic Bishop

U.S. Department of Education

U.S. Department of Health and
Human Services – Administration
for Children and Families

U.S. Department of Housing and
Urban Development

U.S. Department of Justice – Office
for Victims of Crime
U.S. Department of Labor
U.S. Department of State/Bureau of
Population, Refugees and Migration
U.S. Small Business Administration
United Way of Massachusetts Bay
and Merrimack Valley
University of Massachusetts Medical
Center
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\$20,000 or more

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