

# IMPACT REPORT 2020



WELCOME • CONVENE • EDUCATE • ADVOCATE



HEARTS & HOMES  
FOR REFUGEES

# WELCOME



## Letter from Kathie

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Dear friends of Hearts & Homes,

Resilience. If there was a word to encapsulate our work in 2020, it would be resilience. We often speak of the resilience of refugees, who leave everything behind in search of peace and safety. We have also seen the resilience of our volunteers and donors also over the past four years, as they continued welcoming, assisting and advocating for our new neighbors. And of course, resilience was crucial to navigating the pandemic that affected us all.

Thanks to your generous support and commitment, Hearts & Homes was able to pivot and expand to provide COVID relief in the form of food, gift cards, online learning and even an outdoor summer song and dance class! Each person who gave an hour or a dollar, made a difference.

We are in our fifth full year and we are proud to be leaders in the growing welcoming movement in Westchester County. Our goal moving forward is to continue our mission to welcome by building an even stronger, more far-reaching and sustainable movement.

You are the heart behind the good we do and the proof that welcoming communities can be a local solution to a global crisis. Thank you for believing in this work and for being part of the Hearts & Homes for Refugees family.



A handwritten signature in black ink that reads "Kathie" followed by a stylized surname.





# Our Mission

Hearts & Homes for Refugees builds supportive communities to resettle, assist and advocate for refugees so that they can rebuild their lives with dignity and hope.

# Our Vision

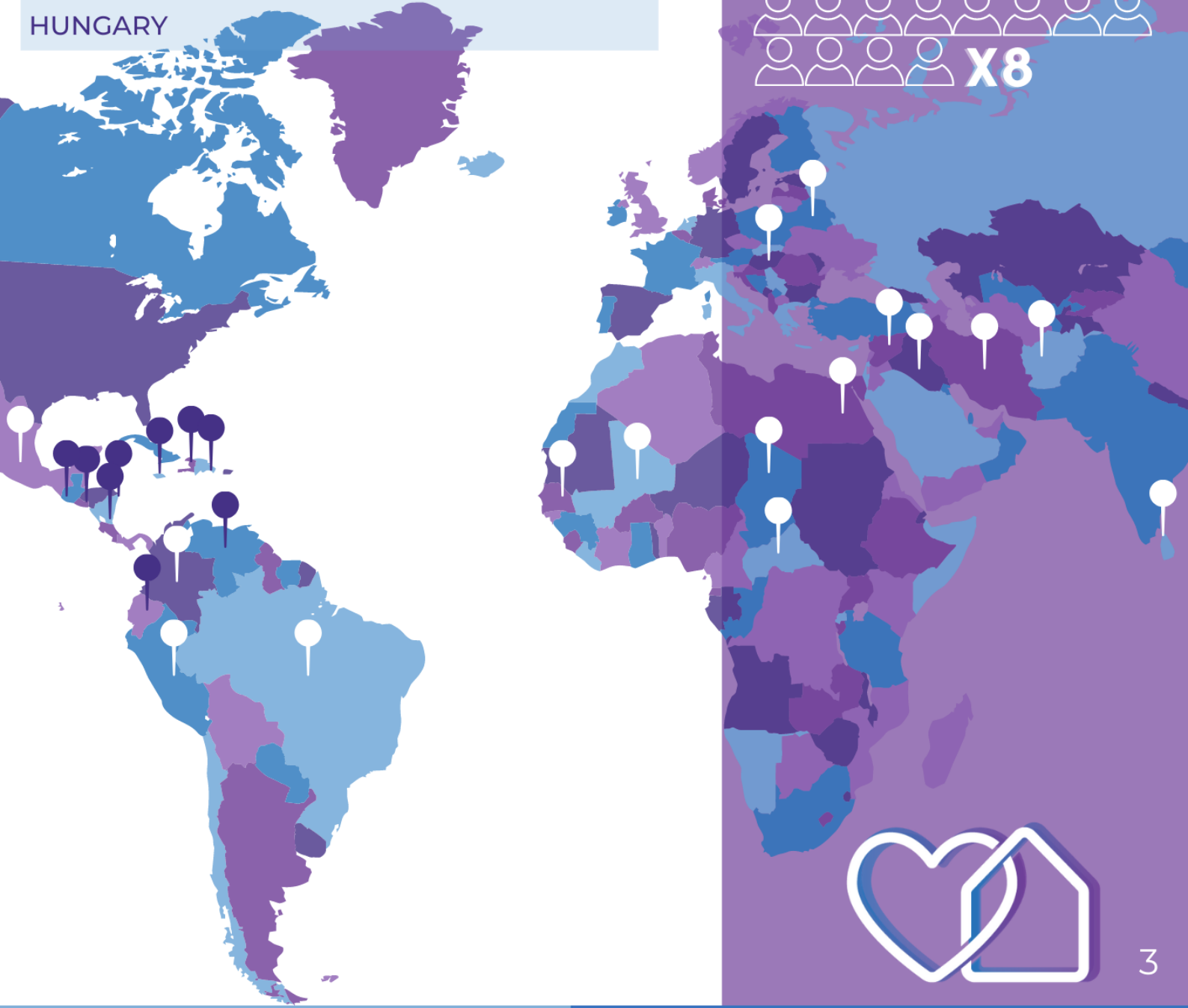
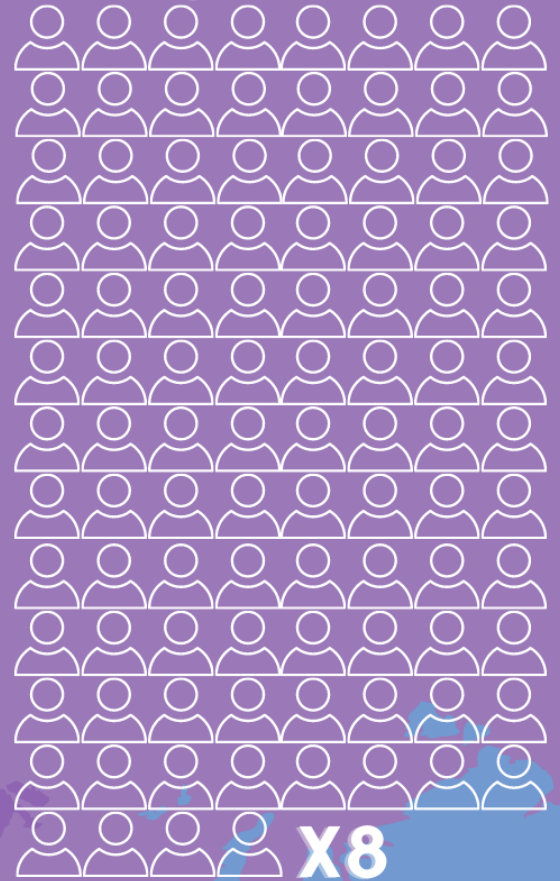
Grassroots welcoming work is a powerful resource in our country. By tapping into that resource here in Westchester County, New York, we envision communities that offer tolerance, respect and support for our new neighbors. We believe and invest in volunteers and agencies that embrace just and compassionate policies. We look forward to a U.S. refugee program that upholds and improves on the time-honored humanitarian tradition of welcoming, through creative policies and partnerships that expand the model of community sponsorship of refugees.

# Who We Serve

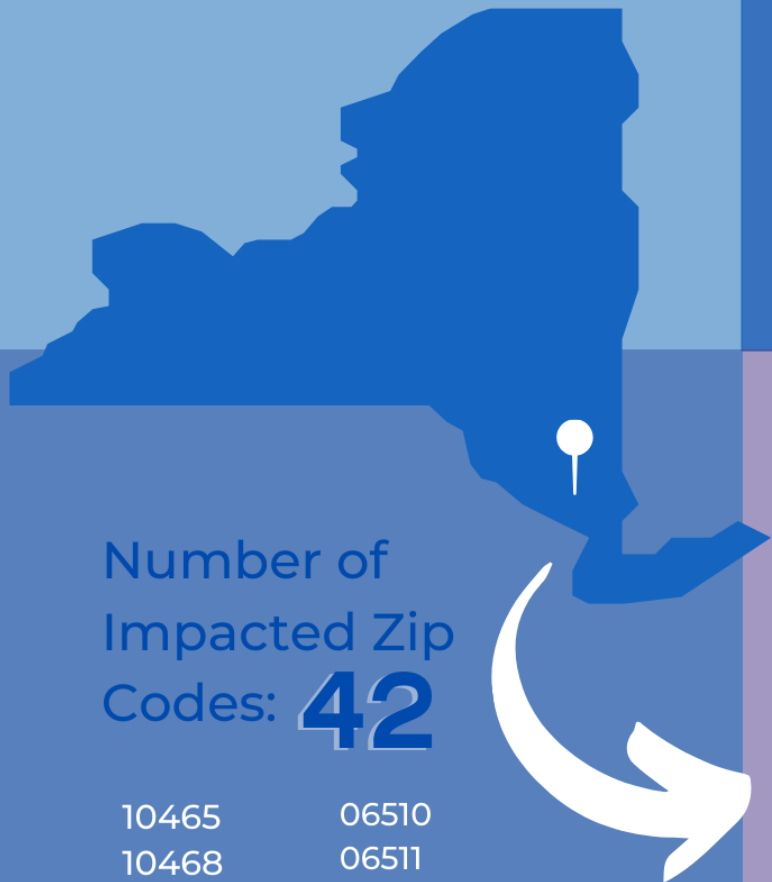
Number of Countries Our  
New Neighbors Represent: **25**

- |                          |            |
|--------------------------|------------|
| AFGHANISTAN              | IRAN       |
| BELARUS                  | IRAQ       |
| BRAZIL                   | JAMAICA    |
| CENTRAL AFRICAN REPUBLIC | MALI       |
| CHAD                     | MEXICO     |
| COLOMBIA                 | NICARAGUA  |
| DOMINICAN REPUBLIC       | PERU       |
| EGYPT                    | SRI LANKA  |
| EL SALVADOR              | SYRIA      |
| ECUADOR                  | THE GAMBIA |
| GUATEMALA                | VENEZUELA  |
| HAITI                    |            |
| HONDURAS                 |            |
| HUNGARY                  |            |

New Neighbors  
Helped: **800**



# Where We Work



Number of Impacted Zip Codes: **42**

- |       |       |
|-------|-------|
| 10465 | 06510 |
| 10468 | 06511 |
| 10474 | 06513 |
| 10520 | 07087 |
| 10543 | 07304 |
| 10550 | 07306 |
| 10573 | 10310 |
| 10601 | 10456 |
| 10605 | 10460 |
| 10606 | 10462 |

## BUILDING COMMUNITIES THROUGHOUT WESTCHESTER COUNTY & BEYOND

- |       |       |
|-------|-------|
| 10701 | 10960 |
| 10703 | 10965 |
| 10705 | 10970 |
| 10710 | 10977 |
| 10801 | 11221 |
| 10803 | 11355 |
| 10805 | 11703 |
| 10906 | 11757 |
| 10940 | 12401 |
| 10954 | 12550 |
| 14602 | 12603 |

## PULSE SURVEY CONDUCTED OF OUR NETWORK

- 95%** Would like to see more refugees resettled in our area in 2021
- 99%** Would volunteer or donate again in 2021
- 48%** Belong to a faith or civic group that might be interested in getting involved
- 36%** Are willing to be Ambassadors for community sponsorship



# Critical Needs Met

## COVID-19 RELIEF

Helping Families



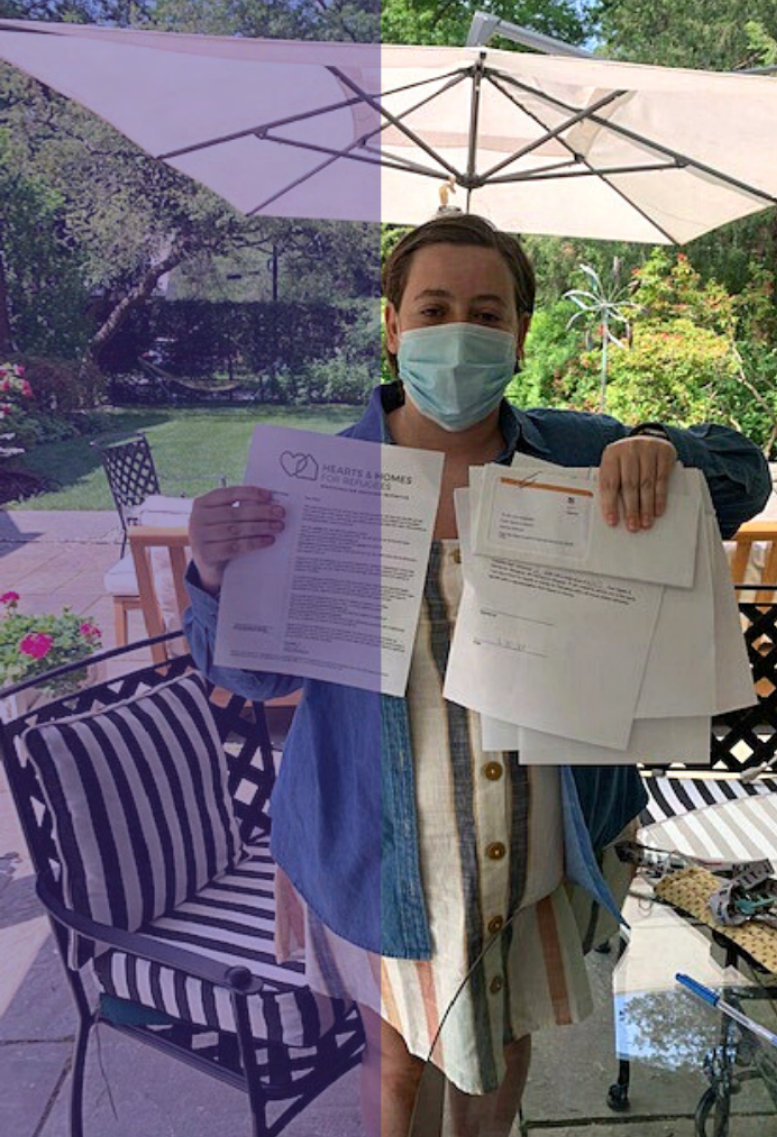
Financial Support



In-Kind Donations



Emergency Support



# Cash Assistance



DURING THE COVID-19 PANDEMIC

The COVID-19 pandemic pushed many vulnerable families into precarious positions. Refugees are often among the most vulnerable populations, experiencing the double trauma of displacement and the pandemic.

Families lost income due to reduced working hours or jobs on hold. Together with volunteer teams, Hearts & Homes stepped up to provide additional support to help get through this crisis. We created the COVID-19 Relief Fund to ensure direct cash assistance to these families. With the Hearts & Homes Branded MasterCard Gift Card program, the families can make their own choices about where the money is needed most: groceries, rent, utilities. The opportunity to choose what they need most is empowering for our new neighbors.



**\$29,950**

Distributed in Hearts & Homes  
Branded MasterCard Gift Cards

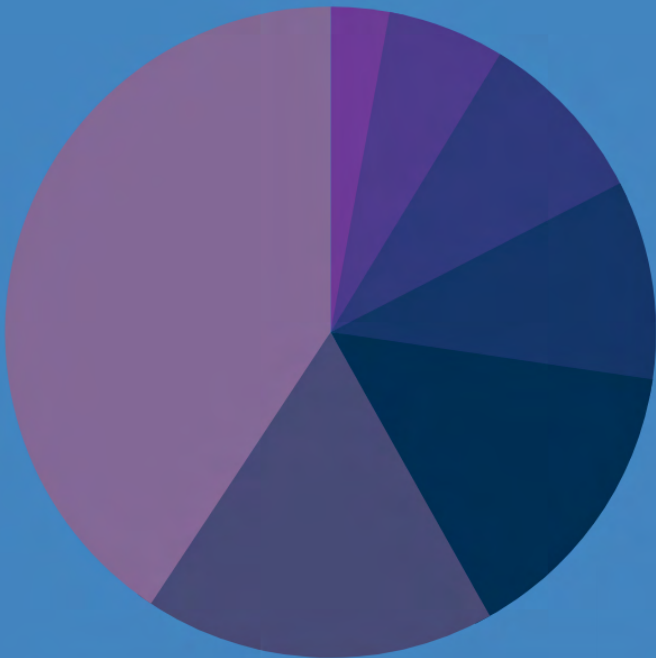
**\$40,900**

Spent on direct support for  
refugees (from rental assistance  
to education support)



# In Kind Donations

# & Services



Our efforts generated an additional **\$69,000** in donations made directly to refugees & **\$164,000** in services.

**\$2,700** Back to School (45 clients, donations est. value \$60pp)

**\$9,600** In cash & gift card donations from donor to refugee

**\$10,000** Donation of goods facilitated by us

**\$16,700** Donation of goods through Helping Hands

**\$28,898** Helping Hands teams (990 hours @ \$29.19/hour)

**\$30,000** Winter Drive (500 clients, donations est. value \$60pp)

**\$134,916** Other Volunteers (4,622 hours @ 29.19/hour)





## EMPLOYMENT ASSISTANCE



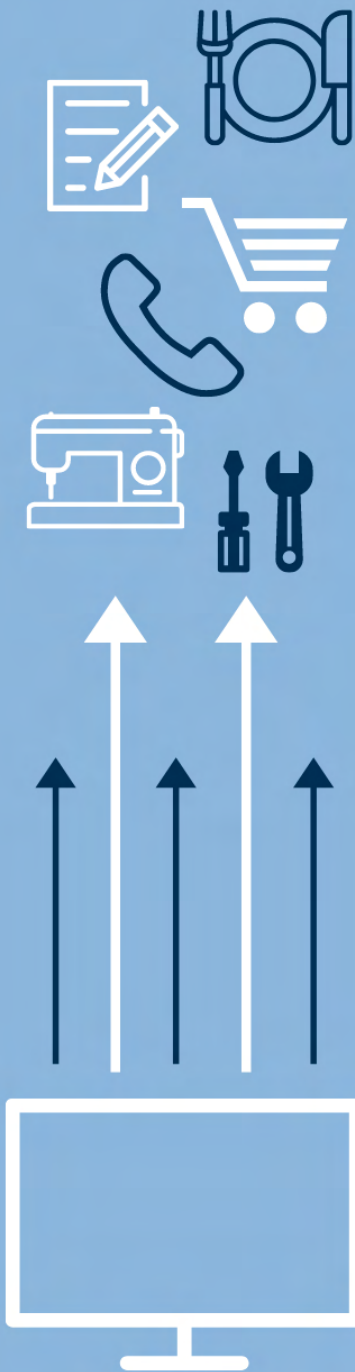
HEARTS & HOMES  
FOR REFUGEES

In 2020 we worked with the lead Employment volunteer from ICNAW and created a county-wide Employment Committee, with volunteers from various groups and teams across Westchester.

Mentors assist refugees with:

- **Resume Writing**
- **Interview Prep**
- **Job Networking**

During the pandemic we also helped refugees navigate the process of filing for unemployment. Volunteers with other business skills help both refugees and our organization.





## DRIVING LESSONS

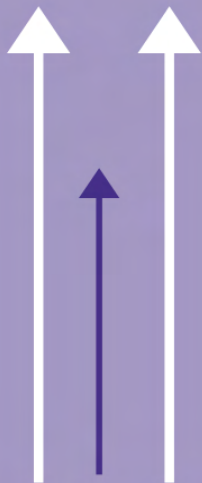


HEARTS & HOMES  
FOR REFUGEES

Getting a license is an important step in becoming a new American, and volunteers have helped refugees prepare for and attend permit and road tests - a milestone offering greater independence and more employment opportunities.

What we do to help:

- **We coach our new neighbors for their drivers permit and road test, and bring them to those appointments.**
- **We recruit volunteers to assist in practicing.**
- **We've created translated NYS Driver's Manual Quizzes in Farsi.**



# ESOL FOR ADULTS



HEARTS & HOMES  
FOR REFUGEES

## LEARNING & PLAYING FOR KIDS

Our tutors support adults learning English and children who need help with schoolwork. Language is a critical piece of the foundation that our new neighbors need to build independent and successful lives in their new countries, and yet it can be one of the hardest to access.

We offer 3 ways to increase English capability:

- **Conversations with partners**
- **English language study (grammar, usage and vocabulary through reading and writing)**
- **High School Equivalency test prep**

During the pandemic, we collaborated with ICNAW on Imagination Station, a 3-week online 'learn & play' group. During the summer, we hosted a 7-week outdoor music & play group led by artist Michael Feigenbaum, thanks to the support of the Daisy Jopling Foundation. At the end of the year, we hosted a Gingerbread House party on Zoom with the collaboration of SLP Empowered and the New American Children's Cultural Enrichment Fund.



# Community Sponsorship

We are proponents and practitioners of community sponsorship as an effective way to resettle, assist and advocate for our new neighbors.

Community groups, working in partnership with US Resettlement Agencies, can enhance refugee outcomes, offer life-saving resettlement options for more refugees, bring communities together, foster greater understanding of refugees, and result in more inclusive and stronger communities.

In 2020 we collaborated on **2** resettlements, both from Afghanistan. Here one family arrived in Westchester in February and we partnered with ICNAW as their community sponsors, offering both financial resources and volunteers.



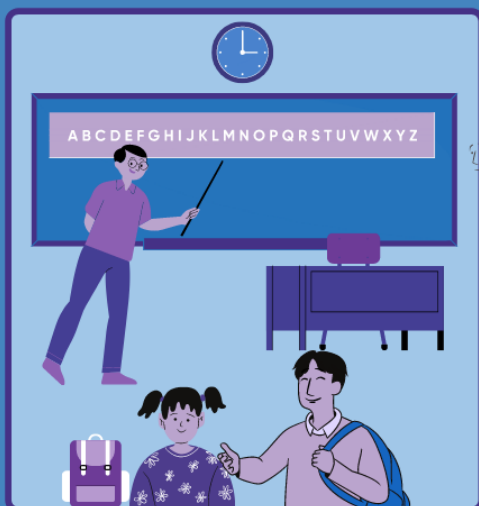
Planning meeting with ICNAW Executive Committee. We committed to volunteers plus a \$5,000 contribution.



Hearts & Homes & ICNAW volunteers got furniture and set up the apartment.



The family arrived at the airport on February 2!



Education volunteer & Hearts & Homes Board member Lisa Kiernan helped the kids get enrolled in school.



Community Connections volunteer Amy Robertson took the mom to get enrolled in ESOL and to the grocery store.



COVID hits— everyone in lockdown. We provided an employment volunteer to work with the dad on applying for jobs, & support to online learning – women’s conversation group, kids “learn & play.”

# Our Volunteers

Our work is fueled by, and depends almost 100% on, volunteers to help resettle and empower refugee individuals and families.



# 5,612


volunteer hours in 2020

## VOLUNTEERS DELIVER!



# 99%

Of the people in our network would volunteer again in 2021



Volunteers in this program, have been active, making contactless deliveries during COVID-19 of gift cards and goods across Westchester, as well as to vulnerable families identified by Catholic Charities and HIAS in NYC and NJ. Spanish-speaking volunteers help coordinate deliveries and more with clients.



# CONVENE

## Partnership Support



WELCOMING AMERICA



REFUGEE COUNCIL USA



iris

INTEGRATED REFUGEE & IMMIGRANT SERVICES



United Way of Westchester and Putnam



The UN Refugee Agency

## BUILDING NETWORKS

We are proud to be part of the HIAS Grassroots Advocacy Leaders group, which meets for monthly updates.

Thanks to our new partnership with Cornerstone Counseling, we were pleased to offer an Emotional Wellness program in Farsi over Zoom.

We collaborate with SLC's Community Partnerships Office, and our Ambassadors shared their stories in a course entitled, 'Refugee Resettlement in the U.S.'

# Growing Networks

**Bringing together and growing a diverse coalition makes us a stronger force for welcoming, assisting and advocating for refugees.**

Spearheaded by Hearts & Homes for Refugees, **our dynamic network** grew from

**42**

members to

**57**

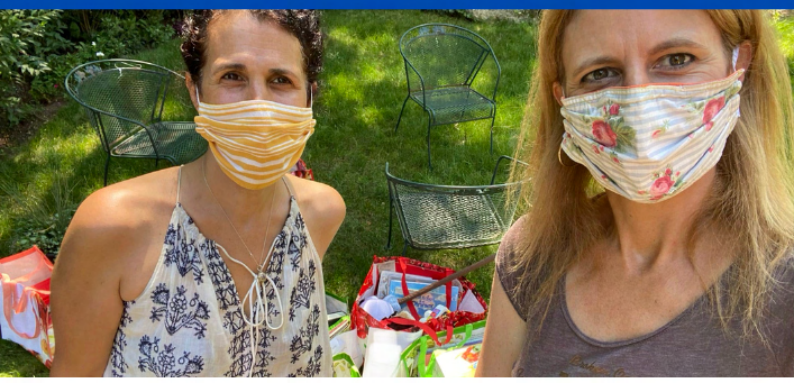
members by the **end of 2020.**

## How Did We Utilize Our Network During COVID-19?



We collaborated with Neighbors for Refugees to provide 60 refugee families with summer "Boredom Buster Bags" of books and games/toys!

Our 3rd annual Winter Drive provided coats, boots, hats, scarves, gloves & socks to 500 refugees in New York & Connecticut— an increase of 11% over 2019, and 26% over 2018.





# EDUCATE

Due to COVID-19 we discovered new ways to reach people and share stories, as well as raise funds

We gave **10** presentations (1 in person, 9 via Zoom) about the work of Hearts & Homes.

## "Glimpses of the Places They Called Home" Online Art Auction

We hosted an art auction with 28 beautiful paintings created and donated by Board member Lori Kapner Hosp. The collection pays homage to the sights and tastes that our new neighbors left behind, as they embrace their lives in America. We raised over \$16,000 in our art auction to help refugees.

**\$16,000** RAISED

We hosted a benefit concert featuring award-winning musician Diana Jones, with a guest appearance by Richard Thompson and Zara Phillips. It was a powerful evening of song and word which raised over \$10,000 to assist refugees in the New York area impacted by COVID-19.

**\$10,000** RAISED



## Diana Jones Online Benefit Concert





# Empowering Refugees

We engage resources to uniquely empower our new neighbors as they integrate and become independent new Americans. A critical part of this year has been sharing information with our refugee neighbors; from reliable resources about COVID-19 and other health related information, to resources on how to navigate unemployment, finances, job searching and life in the U.S.



1. Successfully nominated Reshad Ahmadi for the CORO Immigrant Civic Leadership Program, in which participants explore how they can influence meaningful change and address complex challenges in their work serving immigrant communities.



**Co-hosted a parenting workshop, covering topics such as adapting to parenting in the U.S. and how to navigate cultural differences.**



3. Co-hosted a legal workshop to discuss legal issues that impact refugees, asylum seekers and other types of immigrants.

# ADVOCATE

Throughout the year we reached out to local and national elected officials to raise awareness and support for refugees.

Engaged in **6** major advocacy campaigns

1

**Tear Down Walls, Build Communities Campaign**



2

**#BelongingBeginsWithUs Campaign**



3

**Virtual World Refugee Day Advocacy Actions**



4

**Public Comment for Asylum**



5

**Virtual Welcoming Week Advocacy Actions 1-2-3**



6

**Vote for Welcome**



# 2020 Giving

## \$250-\$499

Andrea Kott  
Becca Ford  
Carolyn & Larry Bortner  
Christina Day  
Cynthia Scharf  
Dorothy Crenshaw  
Ed McGann / Kari Black  
Elizabeth Troop  
First Unitarian Society of Westchester  
Greg Daugherty  
Howard Horowitz  
James Houlihan  
Jane Dixon  
Jeanne Radvany  
Judy Steifel  
Kerry Salvatierra  
Laura Platt  
Lori Worst  
Margo Golos  
Mary Spollen  
Nancy & Spencer Hart  
Nathaniel Pettis  
Project Niyyah  
Sue Ann & Joseph Zaccagnino  
Susan & Paul Davis  
Todd Yu

## INDIVIDUALS

### \$500-\$999

Adam Eisenberg  
Alicia Kershaw  
Anonymous  
Barbara Burton  
Celia Baldwin & Bruce Catania  
Mary Anne & Charles Cronan  
Christine Emerson  
Colin Walmsley  
Community Synagogue of Rye  
David Abeshouse  
Deborah Larkin  
Donna Vitale  
Ed Trachtenbarg  
Elizabeth Serebransky  
Jennifer Gaie Hellum & Erik Hellum  
Gary Katz  
Joan Morgan & Roger McDaniel  
Joy Bertan  
Judit Lang  
Karen Dukess & Steve Liesman  
Laura Leach  
Linda Repaci  
Louise & Tom Middleton  
Lynn Werdal  
Melissa Roddy  
Robert E. Butman Fund  
Robert Tracy  
St John's Lutheran Church in Mamaroneck  
Sue & Steve Rooney  
Sue Smith  
Susan Douglass  
Syd & Dana Thayer

## \$1,000-\$1,999

Anne McCool Nixon  
Carol & Macauley Lord  
Catherine & Chris Kortlandt  
Elizabeth Walmsley & Nick Tomaino  
Farida Kathwari  
Homan-Fierstein Family Foundation  
Janice & John Ewing  
Kate Pringle  
Leah Tahbaz  
Marti Michael  
Mary & David Rosewater  
Rivertowns for Refugees, Inc.  
Sally Green  
Westchester Grannies Respond

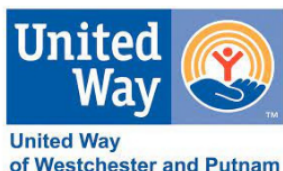
## \$2,000-\$3,999

Anonymous  
Donna & Ken Shirreffs  
Hom Cannella Family  
Kathie O'Callaghan & Bruno Walmsley  
Lori Kapner Hosp & Walter Hosp

## \$4,000 and above

Anonymous (2)  
Lisa & John Kiernan

## FOUNDATIONS



# Who We Are

Kathie O'Callaghan  
President & Founder



## BOARD MEMBERS



Anne Nixon



Donna Shirreffs



Lisa Kiernan



Robert Tracy



Lori Kapner Hosp



Steve Grieder



Joan Morgan



Saadia Khan

## STAFF



Amy Robertson  
Program Director



Elise Drapeau  
Program Assistant



Sonia Galvao  
Bookkeeper



Rachel Kulchar

## INTERNS

## AMBASSADORS



Reshad Ahmadi



Jane Dixon



Isatou Dukureh



Lamin Jarju &  
Bintou Camara



Amina Ahmad



Zulfar Ahmadi



Mohammad Salem Azizi





@HHRRefugees



**HEARTS & HOMES  
FOR REFUGEES**

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[www.heartsandhomesforrefugees.org](http://www.heartsandhomesforrefugees.org)

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