



THE SAN DIEGO
WOMEN'S
FOUNDATION

Grants Outcome Report

Economic & Employment Development Grants completed as of June 2010



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Dear Members & Friends,

As we write this, we have 51 Community Partners that we have granted \$1.9 million in funding to 53 non-profit projects over our past 10 years! That is a lot of financial investment in our community and a lot of organizations to keep up with. To help connect our grantmaking to our community impact, we feel it has become essential to put all the tremendous results we're seeing in a comprehensive annual report.

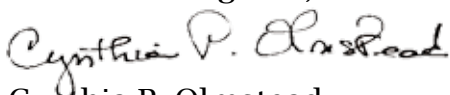
In this report, you will find a summary of each organization's original funding request and project goals also a summary of their final report to SDWF including personal stories from the people they serve.

As you will see, our funding does not just serve the people these organizations reach, but can act as a catalyst for significant and far-reaching change in the community and our own Community Partner organizations. You'll read about:

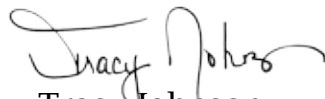
- the significant impact *Alliance for African Assistance* has had not only on their interpreters' lives, but also those in the greater non-English speaking community;
- how the difficult economy has turned into an opportunity to continue education for the *East County EDC Foundation OPT* graduates;
- the over \$4 million generated in tax returns completed by *Home Start H-SEED* volunteer participants for low-income San Diegans; and
- how *International Rescue Committee* is helping hundreds of foreign educated refugees in San Diego navigate the sometimes difficult U.S. systems to become licensed career professionals that can contribute fully to their communities.

We hope this report offers you the opportunity to reflect on our collective commitment to the community, renew your enthusiasm for our tremendous impact, and inspire others to get involved.

With warm regards,



Cynthia P. Olmstead
President



Tracy Johnson
Director

Alliance for African Assistance

Program – *Medical Interpreting Certification Program*

Grant Amount – \$30,040

Contact Person – Walter Lam, Executive Director

Website – www.alliance-for-africa.org



Organizational Mission:

The mission of Alliance for African Assistance is to assist refugees, immigrants, economically challenged and the underserved to become self-sufficient and productive members of their communities.

Program Description:

The Alliance for African Assistance requested funding to develop and conduct the Medical Interpreting Certification Program to prepare interpreters to work in demanding medical and dental practices where opportunities for full-time employment are growing. The program was designed to allow up to 20 students to enroll in a 10-week, 40-hour series of classes and practicums. Students completing the course of study would then be assessed based on California standards in the field and granted certification.

Program Goals & Measurement:

The Medical Interpreting Certification Program aimed to award certification to 80% of their students by the end of the 10-week course and to an additional 10% after two additional weeks of remediation. Six months after certification, their goal was that 75% would be employed in the field. Their planned follow up was going to measure the number of graduates that were working a minimum of 32 hours per week and had potential earnings of \$28,510 annually.

Final Outcome Report

The Stats:

- 18 of 20 students completed the program
- Alliance for African Assistance has seen a 350% increase in medical interpretation requests
- On average, graduate are receiving \$20/hour for their services
- 3 graduates are employed full time as a direct result of the program
- 4 of the graduates receive enough hours with the Alliance to fully support themselves

Final Results:

According to the Alliance for African Assistance, this project completely changed their Language and Cultural Solutions department. They have learned through this process that there is a wonderful network of resources available to their interpreters. Anyone they approached about



their project was enthusiastic and very willing to share tips and successful techniques. As a result of the work they have done, not only are they fully equipped to implement the program on an ongoing basis, they have begun to make education a permanent part of their everyday process. In addition, they learned that this grant was immensely far reaching. It not only provided employment assistance to medical interpreters, but it also helped literally hundreds of limited English proficient people in San Diego.

Realizing the Impact:

Lina is a 23 year old Chaldean woman who was in her last year of law school in Iraq when, due to dangerous conditions, she and her family had to leave her country. Lina and her family resettled in the United States in 2008 and began the difficult process of starting over. Having always been an ambitious woman, Lina knew immediately that she would try to find work while she went back to school. As Lina could speak fluent Arabic, Chaldean and English, she began working at Alliance for African Assistance as an Arabic interpreter. Lina immediately loved the work and decided that interpretation was a field that would help her become self-sufficient.

After months of working, *Lina* knew that in order to excel in her field, she would need to get some professional training. In the fall of 2009, *Lina* applied for and was accepted into the San Diego Women's Foundation Medical Interpretation Certification Program at Alliance for African Assistance. After 40 intensive hours of study, *Lina* was awarded a certificate of completion and began her career as a medical interpreter. Today, *Lina* is the most requested interpreter at Alliance for African Assistance and is working in medical offices all over San Diego every day. During the medical training, *Lina* was particularly interested in the lecture about birth and midwifery. Thanks to her innate sensitivity and the terminology she learned during the training, *Lina* has become their Women's Health & Delivery interpreter. An average delivery can last anywhere from 10- 20 hours. These appointments are great experience for *Lina* and also help her reach her financial goals.

One year after completing the medical interpretation course, Lina has achieved a lifelong dream. Last October, Lina opened her own formal dress boutique, Iris, in El Cajon. Being a medical interpreter has allowed Lina to not only make a living for herself, but has also permitted her to reach for new levels of success. While Lina's boutique grows, she continues interpreting during the week to support herself, while a staff works in her shop. The Medical interpretation training that Lina completed has allowed her to comfortably begin a happy and financially stable future!



East County EDC Foundation

Program - *Office Professional Training (OPT)*

Grant Amount - \$43,720

Contact Person - Jo Marie Diamond, Vice President

Website - www.eastcountyedc.org



Organizational Mission:

The East County EDC Foundation was established to address specific research, education, and economic development projects. Over its first six years the Foundation has placed high priority on education programs supporting the youth of East County.

Program Description:

The East County EDC Foundation requested funding for the Office Professional Training (OPT), a program that provides job training to low-income and at-risk students from a variety of age groups, socioeconomic levels, and ethnic backgrounds. OPT is free to California residents and is provided through the Grossmont College Business Office Technology Department. In one intense, 20-week semester, students acquire work and life skills while they earn degree-applicable credits in Accounting, Insurance, and Office/Administrative Support. Graduates receive job placement and retention assistance and must obtain and retain employment for 90 days to earn their program certificate.

Program Goals & Measurement:

The OPT program goals were to provide skills training, personal/crisis counseling, and job placement and retention services to 30 students each semester (60 for the 2009-10 school year). Of those graduates, they aimed for at least 75% to obtain office professional positions that would pave the way for advancement to higher paid, higher skilled jobs.

Final Outcome Report

The Stats:

- 67 students enrolled in the program during the 2009-10 school year
- 75% of students completed the academic requirements for graduation - higher than their average of 67%
- 20 graduates have obtained employment
- The average starting wage for 2009-10 graduates was \$12.04

Final Results:

According to the East County EDC Foundation, job placement was significantly down due to the economy, however OPT has seen a growing number of their unemployed graduates returning to the community college to continue their education. Also, the OPT Job Coach continues working

with them individually as well as in a weekly “Job Club”. Hiring a full time Job Placement Specialist is going to be one of the funding priorities for future to be sure graduates receive the best possible advantage.

Realizing the Impact:

Before coming to the Office Professional Training program at Grossmont College, ***Jodi had been part owner of a small sign company.*** Because of the economy, at 50 years old, she found herself unemployed for the first time in 30 years. OPT is an intense, all-consuming program, but the support of the instructors and the Counselor, as well her classmates, made her feel as if she had a second family. ***The program gave her back a lot of the confidence she had lost. She completed three OPT certificates: Accounting, Microsoft Office Suite, and Administrative Support. Following her graduation, she tested with San Diego County and is currently employed with the San Diego County Sheriff’s Department.***



Monalisa was an immigrant with no work experience in the U.S. It was difficult for her to find employment in these troubled times. The Office Professional Training program at Grossmont College not only taught her the skills to function in a modern-day workplace, but also reinforced her self-confidence. The tremendous support and encouragement she received from the instructors, staff, and fellow students contributed significantly to her successful completion of the program. She was prepared to face interviews with confidence. Her computer skills enabled her to find employment as an Aide in the Flex (Business Office Technology Computer) Lab of the College right after graduation. The assistance and support with her job search was a big advantage. In her words, ***“OPT is an excellent program that has, in a short period of time, transformed me into a confident and capable person and opened up a wide range of opportunities for me.”***

Yolanda (“Lupita”) came to the Office Professional Training program at Grossmont College ready for a challenge. In fact, after being warned that the Accounting/Banking track was the most challenging, she said, “That’s the one I want.” ***She not only completed certificates in Accounting and Banking, but she earned a third certificate for completing the entire Microsoft Office Suite: Word, Excel, Access, and PowerPoint.*** Her long-term goal is to become a teacher. She is currently continuing her education and working full-time as an Office Manager, where she handles accounts payable, accounts receivable, bank reconciliations, and anything else her employer requests. ***The OPT program provided her the opportunity to jump-start a professional career in which she can become economically self-sufficient.***

Home Start, Inc.

Program - *Home Start Economic Employment Development (H-SEED)*

Grant Amount - \$65,000

Contact Person - Laura Mustari, Chief Executive Officer

Website - www.home-start.org



Organizational Mission:

Home Start promotes the safety and nurturance of children by fostering healthy families and communities.

Program Description:

Home Start, Inc., (HS) requested funding to work in collaboration with San Diego City College (SDCC), the IRS, San Diego EITC Coalition, and Jobing.com to provide a program to prepare students for jobs that offer sustainable wages and upward mobility in the fields of accounting and tax preparation. HS planned to recruit 30-40 low-income students to participate in the H-SEED program. Enrolled students were required to maintain passing grades in their core SDCC classes and begin specialized tax law, tax preparation, and tax site management classes for a total of 80 hours of training offered by HS. Upon training completion, students were expected to pass the IRS's tax preparation exam and then HS assisted students in finding an internship for the tax season. Internships enabled students to complete 144 hours of tax preparation work, while attending additional advanced law training for the IRS Enrolled Agent exam so they can represent taxpayers appearing before the IRS. Upon program completion, students would have gained their California Tax Education Council (CTEC) licenses then Home Start planned to work with Jobing.com and SDCC to place students in paid employment and additional education classes to help them achieve their individual career goals.

Program Goals & Measurement:

The H-SEED program goal was to provide a link for people with low to no incomes towards a career in accounting, business, and/or tax preparation through intensive training, internship, and career development resulting in a sustainable wage greater than \$14 per hour. HS envisioned enrolling 30-40 individuals with 80% of the students completing the program and obtaining their CTEC license.



Final Outcome Report

The Stats:

- 48 low-income adults were trained through the H-SEED program
- All participants completed their training for a Basic level tax preparation certification
- 18 went on to obtain Intermediate level certificates
- 1 went on to obtain an Advanced level certificate
- 2 students have obtained employment directly related to their training
- During the 2010 tax season, participants provided:
 - ◊ 1400 hours of tax prep assistance
 - ◊ 1448 hours of site management
 - ◊ 2,904 Federal filed returns
 - ◊ 2,751 State filed returns
 - ◊ Resulting in \$4,294,820 in tax refunds

Final Results:

Students committed so many volunteer hours to the H-SEED program and helped so many community members through tax preparation assistance, the one semester format did not allow the students time to move on to complete the CTEC program or the agent's exam. However, all graduates were given the necessary information to continue the process on their own. Home Start plans to continue offering the H-SEED program to recruit and train volunteer tax preparers and site coordinators.

Realizing the Impact:

N was a student at San Diego City College in the Business program. Through the H-SEED program, he was trained in tax preparation and served as a tax preparation Site Coordinator at Home Start's Mid-City office. He was responsible for overseeing the site, supervising other volunteers, and doing quality review. *N* developed not only his accounting skills, but also his professional and managerial skills. ***In fact he grew so much and made such a good impression on the staff that when there was a temporary vacancy in Home Start's tax program, he was hired on to do tax preparation. The H-SEED program gave him the opportunity to develop his knowledge, skills, and confidence and ultimately led to him finding a job in his desired field.***

R started off as a Physical Education major at City College. He participated in the H-SEED program and was able to develop his accounting and tax preparation skills. He volunteered at one of Home Start's tax preparation sites and provided free tax preparation services to low income families and individuals. ***He actually realized that he enjoyed accounting so much that he decided to switch his major. The H-SEED program was an important part of his professional development and had a great impact on his career path.***

International Rescue Committee

Program - *Career Development Program*

Grant Amount - \$62,240

Contact Person - Kasra Movahedi, Economic Development Programs Manager

Website - www.theirc.org



Organizational Mission:

The International Rescue Committee (IRC) serves refugees and communities victimized by oppression or violent conflict worldwide. Founded in 1933, the IRC is committed to freedom, human dignity, and self-reliance. This commitment is expressed in emergency relief, protection of human rights, post-conflict development, and resettlement assistance and advocacy.

Program Description:

Based on a successful Northern California model, IRC requested funding to launch the Career Development Program (CDP). The CDP focused on offering career advancement assistance to help refugees earn a sustainable wage. The program focused on engineers, doctors, architects, and other highly skilled licensed professionals that need assistance obtaining licensing in the U.S. Funding allowed them to hire a new, full-time Career Development Coordinator to administer the program and work closely with clients to create Individual Career Development Plans detailing the necessary steps and milestones to their advancement. In addition, IRC established the Vocational Education Loan Fund as part of the CDP to allow clients to borrow up to \$5,000 to help with their expenses.

Program Goals & Measurement:

The first year goals of the CDP were for:

- 250 newly arrived refugees to receive classroom training on career advancement opportunities in the U.S.
- 80 refugee clients to enroll in the project
- 80 Individual Career Development Plans to be created
- 20 loans to be disbursed to help cover career advancement/vocational education costs
- 50 clients to complete Financial Education and money management trainings



Final Outcome Report

The Stats:

- 767 newly arrived refugees received CDP classroom training
- 110 refugee clients enrolled in the CDP program
- 66 have created their Individual Career Development Plans
- 54 have received intensive one-on-one assistance and are on their way to their Individual Plan
- 20 loans totaling \$42,727 have been disbursed with a 100% repayment rate
- 70 CDP participants have been referred to and utilized IRC's Financial Education and money management trainings
- 70 Career Profiles were created as hand-outs for clients

Final Results:

IRC San Diego has learned that foreign educated professionals greatly need assistance re-building their lives in the U.S. through the Career Development program. Beyond just finding employment, there is a need to help people achieve their greatest potential, especially when foreign educated people represent a strong workforce that can give so much back to their community. The Career Development program will continue through December 2011, with additional funding from JPMorgan Chase and the Office of Refugee Resettlement. IRC San Diego intends to pursue other funding sources in order to sustain this valuable program.

Realizing the Impact:

Abduljabbar, 42 years old, came to the United States in July 2008 from Iraq. ***In Iraq he was a dedicate surgeon, serving those who were affected by war and violence. When he arrived here, he had difficulty looking for work but managed to find a temporary job as a cashier making minimum wage.*** He also began to pursue resuming his career as a surgeon in the U.S.



When he came to the Career Development Program, he had already completed a number of exams, but was struggling with the application for residency. The Career Development Coordinator helped him create a professional resume, draft a cover letter, and also provide a great deal of support in drafting *Abduljabbar's* personal statement as part of his application. The Career Development Coordinator also connected *Abduljabbar* with a foreign educated doctor who is completing his residency so he could learn first-hand about the tough vetting and interview process required. ***In March 2011, Abduljabbar received the good news that he was matched for residency at Masonic Advocate Center in Chicago as a preliminary surgeon, one of the most competitive matches in the country.***

Houssam, 26 years old, is a very motivated individual who came to the U.S. in March 2009 and was enrolled in the IRC San Diego employment program upon arrival as a refugee from Iraq. Although he had limited English ability, he quickly found a job working in kitchen cabinetry repair at Marjan Stone making minimum wage. ***Having had experience as a truck driver in Iraq, Houssam wanted to re-enter this profession, so he was referred to the Career Development Program.*** Staff helped him research truck training schools, register for the best option, and obtain a \$2,500 loan from IRC to pay for school.

He very quickly completed the program, as he already knew much of the technical aspects of driving a truck. After passing the exam he considered starting his own trucking business. He continued to work at Marjan Stone to save up some money and in October 2010, Career Development staff referred him to the IRC's Microenterprise Program.

IRC's Microenterprise staff provided *Houssam* with assistance in starting a business. He developed a business plan and secured a loan of \$15,000 through the IRC's internal revolving loan fund to purchase a truck and trailer to start his business. Staff then helped *Houssam* secure the required licenses and permits to operate a trucking business. Being properly licensed as a trucking business requires nine different federal, state, and local licenses and permits. Over a period of four months IRC assisted *Houssam* with this extensive licensing process. ***In March of 2011, Houssam finally received all the licenses required and purchased the truck and trailer. Just three weeks into operations Houssam has already generated more than \$4,000 in sales. He is already looking to expand his business by hiring a driver, and has started to save money to purchase a second truck.***

In March of 2009, *Houssam* was unemployed, spoke little English, and was struggling. In under two years, he has made incredible headway towards earning a living wage and rebuilding his life – and a large part of his success can be directly traced back to the San Diego Women's Foundation.





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