
Women of the World

Annual Report & Statement of Grant Impact

Fiscal Year January 2015 - December 2015



Our Mission:

Helping refugee women achieve self-reliance, a voice in the community, and empowering economic success.



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Letter from the Executive Director

2015 was Women of the World's most successful and most challenging year to date. This past year saw increased international focus on the refugee crisis in the Middle East and Europe, a toxic national political landscape for both Mexican and Muslim immigrants, and a police shooting of a refugee youth in Salt Lake City that further stirred the national 'Black Lives Matter' sentiments. **Women of the World was able to meet this need for community education, dialogue, and economic structural support yielding significant impact to the lives of refugee women and the community as a whole.**



Women of the World serves as a linchpin for refugee service in Salt Lake City by:

1. **Primarily serving women:** empowering the whole family
2. **Customizing service:** offering boutique assistance to overcome bureaucratic roadblocks
3. **Creating & partnering in building capacity,** ensuring women reach self-reliance

The impact we have will be measured in the indicators of self-reliance. How many of our ladies are getting careers? Advanced educations? Starting their own businesses? Owning their own homes? I am extremely excited about our strategic, metric-driven direction that parallels that of Salt Lake County's "Pay for Performance." Data collection, analysis, and reporting will be a big part of WoW's strategic AND tactical decision-making in 2016.

With a client base that constantly seeks its counsel and a community invigorated to help, Women of the World has started to *cross the chasm* from a startup non-profit to a service and solution force for refugees and immigrants. In October 2015, we began renting office space in South Salt Lake City, staffing it with three dedicated staff personnel at over 60 hours per week, along with our many volunteers. Our outreach into the community has been equally as positive as we are nearing our 3,000th Facebook follower, have a monthly presence in the local media, and were awarded the Soroptimist Ruby Award for Women's Excellence.

Our development achievements have been equally impressive. We were able to contract with a grant writer and received grants from Ally Bank, the Sorenson Legacy Foundation, and the George S. and Dolores Dore Eccles Foundation. We have set a challenging development goal for 2016 to ensure we accomplish all that our ladies need from us.

In our sixth year of service to our new neighbors, we have been graced with births and saddened by losses in our community. Many more of our ladies move on to new and exciting things, but our door is always open. The culture that has organically arisen at Women of the World ***leans in and never takes no for an answer.*** We are compassionate, empathetic, offer tough love, and create pragmatic program roadmaps *all in the same afternoon*. I am proud of the organization and the courageous and resilient women that it serves.

Without the Board of Directors, the organization would not be the creative and vibrant place that it has grown into and I am extraordinarily grateful for their direction and encouragement. In her leadership role as the Chairwoman, Kimberli Haywood, is exceptionally committed and has helped grow the organization from a startup into a necessary component of refugees' contribution into our community. Abby and Maya, the programmatic staff of Women of the World are two of the most heartfelt and intelligent people you could ever hope to meet and will fill amazing roles in the communities they are in for years to come. Our Creative Director and my husband puts in a lot of the time behind the scenes to make it all come together. Thank you all for making this dream come true for me and *my ladies*.

Sincerely,

Samira Harnish

Samira Harnish
Executive Director
Women of the World

Program Accomplishments

CUSTOMIZED SERVICE

Over 900 hours spent with 270 clients in customized service.

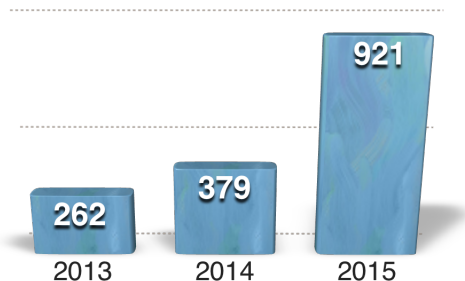
Client hours and appointments nearly **tripled** over 2014.

Greatest amount of Customized Service Time spent in assisting with **Social Program Assistance (22.7%)**, then **Employment (11.6%)**, and followed by **New Client Intake (11.2%)**.

58 partner organizations were contacted to assist in developing solutions for our clients.

Three programmatic staff members worked consistently throughout the year assisting clients.

Hours Spent With Clients



ECONOMIC EMPOWERMENT

Helped our ladies **develop five new businesses** in 2015.

Partnered in **developing new employment options** for women including home health care for disabled family members, airport staff, hotel and restaurant staff, retail sales, and medical/dental assistance.

WoW uniquely partners with LDS Humanitarian and Deseret Industries to both place women into their openings and is called upon to improve their employment after one year.

Reduced costs and balanced budgets for our clients by assisting with housing and utilities cost reductions, childcare needs, healthcare costs reductions, and donating food, clothing, and hygiene products.



Your youthful energy and commitment to quickly completing the necessary steps of learning English, finding a job, and enrolling in college is only matched by the quality with which you do all three. You remind us that women can work hard, achieve the most elevated heights, and make it look easy and beautiful.

— 2015 Holiday Celebration Award to Ms. Tamara al -Saray

PRACTICAL ENGLISH & EDUCATION

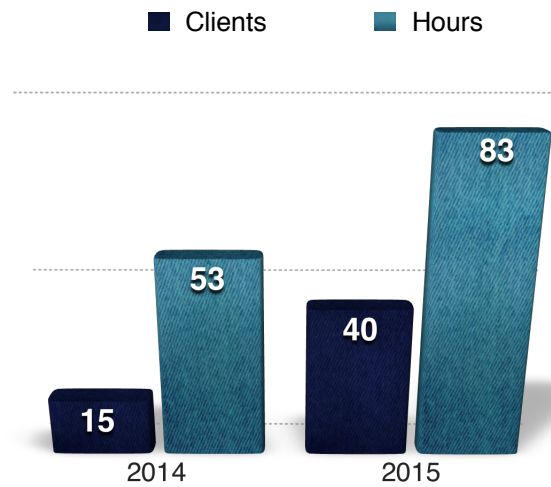
Over 730 hours of English tutoring conducted by Women of the World volunteers.

Assisted our ladies to attend higher education institutions including: the University of Utah (2), Salt Lake Dental School (1), Salt Lake Community College (5), and the School of Applied Technology (1). Had two Masters Degree Graduations by Women of the World clients from the University of Utah this year.

Educated **ten women** in civics all of whom achieved **United States Citizenship**.

Women of the World's staff and volunteers did over **1300 hours of home visits** in 2015. Home visits educate our ladies about their mail, household chores, and give them an opportunity to speak English conversationally.

Clients Seeking Education Assistance & No. Hours Spent (English Tutoring Not Included)



Did you know?

English proficiency is the single most important self-help device for refugee women in the United States. Studies further show that across the spectrum of immigrants and refugees, more women than men are unable to speak any English.

— Center on Budget and Policy Priorities



Practical English Class at WoW Office



Meet Your New Neighbors - Community Education

Client Recognition and Achievement

Each year at our Holiday Celebration, WoW welcomes the community to share in the celebration of refugee women's success. These awards not only recognize excellence, but also **drive others in the community to achieve what these role models have achieved**. This year, the First Lady of Salt Lake County, Julie McAdams, hosted the event and had these words to say:

You now are part of America's story – where many different people who sought freedom and safety made the necessary sacrifices to come and start a new life.

Utah is very fortunate to have you as part of our community. We have a lot to learn from each other. Be yourself. Put your head up. Teach us about you and where you came from and how you got here. We welcome you and we are so happy for you to be part of the fabric of our community.

— Julie McAdams

A Sampling of Our Ladies' Achievements

Four women who are the 1st generation in their family to go to college

Four women in English courses, college courses, and working full-time

A deaf woman driving her health care options to ensure she hears again

A woman that left an abusive life of indentured servitude to start a new life with her son

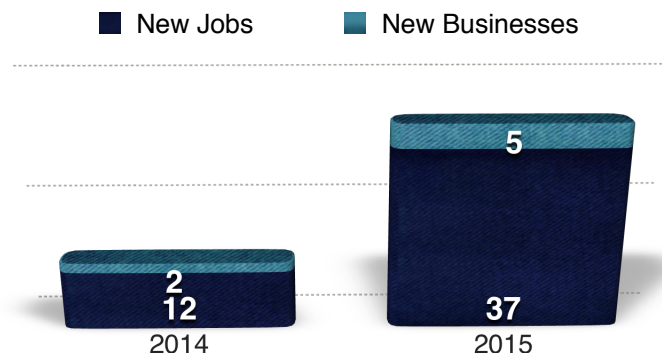
A mother working to fill every role for her young children whose father was murdered in front of their eyes

A sister that has selflessly taken on the role of breadwinner to keep her younger brothers and sisters off assistance

Our clients are becoming self-reliant through education, employment, and entrepreneurship. Women of the World constantly reinforces the positive example of those that are progressing in their literacy, education, and careers.



New Jobs and New Businesses Started in Our Community



Engaging the Community

Women of the World continues to develop both the **individual relationships** of refugees and **native community members** through volunteerism while also **setting a welcoming narrative** of **neighborliness** through speeches, events, and media appearances.

Narrative of 'Our New Neighbors'

Women of the World's goals are to empower refugee women to self-sufficiency and instill in her a service ethic. In other words, we want to give them a voice and build their skills so they pay it forward.

Neighbors helping neighbors, that's what makes Utah great... neighbors helping neighbors, no matter how long you've been here, or where you came from. I encourage all of you to be a friend to a refugee woman.

— Samira Harnish

WoW's narrative of an inclusive community that succeeds because of its diversity and creativity is taking hold. In 2015, we have been fortunate to be as featured speakers or media guests at:

| | | |
|-------------------------------------|-------------------------------------|--|
| Women of the Mountains Speaker | KSL Radio Cultural Connections | Documentary Short Award Winner at the Workman Film Festival |
| Heart of the Community Stories Blog | Inside the Story on KUTV | |
| | KSL TV's Follow Your Passion series | Women Who Inspire series article on 3Plus.com |
| Bud Bailey Community Center | | |



Tag Cloud formed from the text of a Women of the World speech

Women of the World’s signature events each year, the Fashion Show on International Women’s Day, our Mother’s Day celebration, and our Holiday Awards Banquet further serve to bring the community to a greater appreciation of the fashions, shared experience of motherhood, and successes of our refugee ladies.

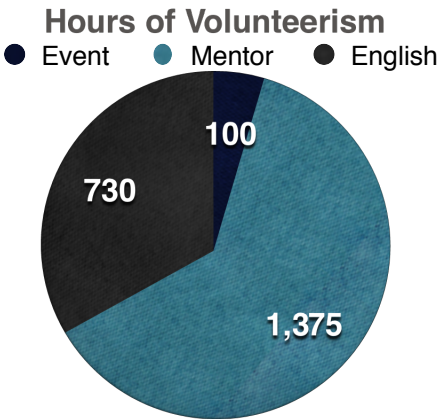


Volunteerism

Volunteerism plays a crucial role in developing our ladies’ self-confidence, English skills, and networks. Furthermore, it introduces a curious and caring population of community members to a culture, cuisine, and family life that is new to them but that carries a much longer historical set of rituals and practices.

Women of the World’s process for accepting volunteers includes a background check that both protects the client and solidifies the commitment of our volunteers. At the end of 2015, we had the following volunteer core.

| INTEREST: | | 65 Applicants | |
|-----------|--------------------------------|--|---------------------------|
| ACTIVE: | 25 Mentors Active With Clients | 6 Practical English Classroom Teachers | 4 Event “Only” Volunteers |



I have been meeting with H- every week. I think it's going well, it is a little hard to tell. We haven't been sitting and working formally on English for awhile. Our communication is almost all written and gesture. She asks me for what she needs-like how to use the self checkout line at stores, check balance at an ATM, I helped her get her phone fixed, things like that. I took her up to the mountains one day that she was very sad, and we walked around Silver Lake and had a picnic. We've hung out at the mall. She always thanks me and seems genuinely glad to see me. However, I have never gotten a smile out of her, not a single one.

I know she is still quite unhappy. She met with staff from California yesterday (Tuesday) for information on her hearing loss, and asked me to pray for her. I haven't heard the results. I still really wish she was open to learning sign language, it would be so easy for her. I can see she is extremely intelligent and would pick it up so quickly.

Has there been any progress on her moving to the apartment building with other Arabic speakers?

— This communication from one of our volunteers shows the level of not only friendship and concern, but also creative solution design and practical English assistance that our volunteers bring to our ladies.



This year, Women of the World, lost one of its own, Azhar Marwan. Azhar started as a client and became one of our most dedicated volunteers.

Azhar's smile and kindness is unforgettable and the Women of the World family will miss her deep commitment to our ladies.

Converting Activities into Impact

Women of the World is committed to converting our programmatic activities into impactful outcomes. For this year's strategic planning session, WoW audited its logic model and data collection plan to ensure activities were represented both in measurable outputs and impactful outcomes for our ladies and the community.

| Objective | Category | Activity | Output | Outcomes |
|---|-------------------|---|--|---|
| Economic empowerment of refugee women and their families | Education | FAFSA | # of registrants, grads # & \$ of scholarships-others \$ direct assistance-wow #TOEFEL applications, grads hrs in education development | Time-to-career # continuation to grad school Time-to-profession matched to home country employment |
| | | College Application | | |
| | | Scholarship Application Assistance | | |
| | | books/testing assistance | | |
| | | certificates/ongoing training research | | |
| | Employment | Partnerships w/ companies | # of applications, jobs started avg starting salary avg time-to-first raise/promotion # of advocacy cases (by cause) case hrs in advocacy cases (by cause) case hrs in employment development | % >18yoa of family employed time-to-career time-to-positive family budget |
| | | Job search | | |
| | | resume and interview training | | |
| | | Applications | | |
| | | Advocacy (pay, termination, harassment) | | |
| | Entrepreneurship | Partnership w/ startup incubators | # applicants, businesses started avg time-to-breakeven \$ spent on startup clients (receipts) case hrs in business development | success rate (1,3,5 yrs) time-to-positive family budget earnings/child care hours lost (i.e normalizing against PT or FT employment) |
| | | Business Plan assistance | | |
| | | Promotion | | |
| | | Customer (for events, etc) | | |
| Custom service to ensure health & social benefits are efficient & effective | Social Safety Net | immigration | hrs advocacy # new citizens \$ fees avoided # social security changes \$ disabled funding \$ nondisabled relieved | opportunity costs avoided % homeowners refugee voter registration |
| | | housing | | |
| | | food stamps / food bank | | |
| | | social security / disability | | |
| | Health | PTSD/mental | # appointments attended, scheduled # medicare applicants maintained # specialist appointments \$ medical expense reduction hrs of home care enabled | opportunity costs avoided % SSI (decreasing) acceleration of hours involved in community/family/work |
| | | Dental | | |
| | | Medical (Chronic, Acute, Terminal) | | |
| Participatory Practical English skills developed to enable all roles of American life | English | home tutoring | # clients tutored/taught hrs tutoring, teaching | # to next English level |
| | | classroom teaching | | |
| | | curriculum development | | |
| | | material development | | |
| | | testing given | | |

Our data collection plan was designed for easy of use for appointments and classes and outcome development in surveys. Our database and client relationship management software was designed and is being maintained by a volunteer committed to helping improve the decision-making of the organization and enabling positive outcomes for our ladies.

Women of the World is committed to data integrity and has received a Silver Rating from Guidestar.



Partnering With Other Refugee Agencies

WoW is committed to partnering with other refugee service organizations in Salt Lake City to ensure the best outcomes for our new neighbors. Our custom approach is often responsible for designing the most effective and efficient solution to refugee women's issues but the resources and expertise best used inside the execution-phase is often with our partners. As you can see from the below *heat map* of service hours spent in partnership with the various organizations, WoW utilizes both a tremendous breadth and depth in ensuring the issues we manage reach the best and most timely solution utilizing the best expertise.



At UHHR our primary focus is to provide a holistic approach to emotional and physical healing. We partner with WOW to ensure that our clients are able to move forward and build a new life in Utah. WOW is an excellent partner. They are dedicated to helping refugee women overcome the significant barriers that can impede their success. WOW works tirelessly to ensure that refugee women move forward and build capacity in English language, education, and employment. This is done while also offering opportunities for women to increase their own self-reliance through service work. I know that Women of the World's team works tirelessly to develop personalized solutions to help our mutual clients overcome their individual barriers to success and healing.

— Dr. Mara Rabin, Medical Director, Utah Health & Human Rights



Partnering with the Utah Food Bank

Financial Report

| Women of the World - Financial Reports | | |
|--|-----------------|-----------------|
| | 2014 | 2015 |
| Income | | |
| Foundations/Private Grants | \$2,548 | \$39,500 |
| Public Donations | \$18,235 | \$21,950 |
| Total Income | \$20,783 | \$61,450 |
| Expenses | | |
| Administrative | | |
| Dues & Subscriptions | \$516 | \$465 |
| Insurance | \$0 | \$3,193 |
| Taxes & Licenses | \$49 | \$716 |
| Total Administrative | \$565 | \$4,373 |
| Fundraising | | |
| Fundraising Event Expense | \$0 | \$956 |
| Grant Writing | \$0 | \$3,234 |
| Total Fundraising | \$0 | \$4,190 |
| Self Sufficiency Program | | |
| Program Expenses | \$1,173 | \$5,917 |
| Payroll | | |
| Case Manager | \$2,560 | \$7,208 |
| Executive Director | \$0 | \$5,544 |
| Payroll Fees | \$0 | \$331 |
| Volunteer Coordinator | \$0 | \$2,058 |
| Total Payroll | \$2,560 | \$15,140 |
| Outreach | \$1,207 | \$321 |
| Rent | \$0 | \$2,200 |
| Utilities | \$0 | \$1,251 |
| Total Self Sufficiency Program | \$4,940 | \$24,829 |
| Total Expenses | \$5,505 | \$33,393 |
| Ongoing Coverage | \$15,278 | \$28,057 |

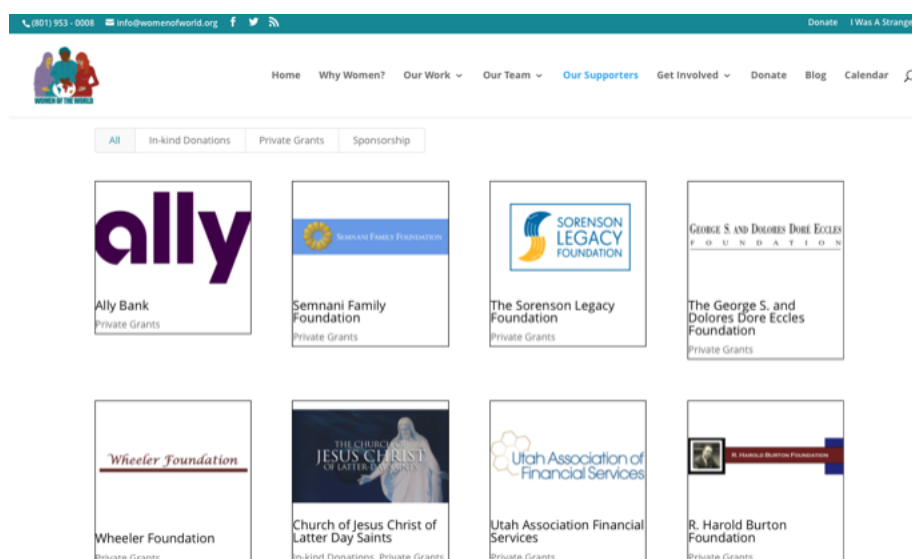
Major Contributors

Women of the World is funded out of the benevolence of private foundations, corporations, and individuals. Below are a few of those that fund the ongoing programmatic and administrative needs of serving refugees. Women of the World understands its fiduciary responsibility to strategically develop programs that yield impactful outputs and accurately reporting them to our funders.

| | |
|---|--|
| Sorenson Legacy Foundation \$15,000 | |
| Ally Bank \$12,000 | George S. & Delores Dore Eccles Foundation \$10,000 |
| Utah Association of Financial Services \$5,000 | Protocol Officers Association \$3,000 |
| Harman International \$3,000 | Burton Foundation \$1,000 |

Women of the World is grateful for the support of its business sponsors that have given in-kind donations in support of fundraising events and silent auctions. Please support these local businesses and organizations as they have been important to the growth and support of our new refugee neighbors.

All of our supporters can be found on our webpage at <http://womenofworld.org/supporters-of-women-refugees/>



Board of Directors

Kimberli Haywood (Chairwoman)
CRA Administrator — Ally Bank

Beverly Cooper
Political Director (retired) — Planned Parenthood of Utah

Lauren Barrette
Program Officer — Utah Council for Citizen Diplomacy

Laura Milliken Gray
Attorney — Laura Milliken Gray, PC

Mary Dixon
Journalist — KUED 7 Public Television

Samira Harnish
Founder — Women of the World

Key Staff Personnel

Samira Harnish is passionate about ensuring refugee women are self-reliant! Because of her perseverance out of an arranged marriage and into a senior engineering role in a male dominated engineering culture, even before she founded her refugee service non-profit Women of the World in 2009, Samira was a dedicated volunteer to women's causes like Meal's on Wheels, Women in Engineering, and cancer survivor support at numerous hospitals.

With Women of the World (WoW), Samira has been able to increase her impact, serving hundreds of refugee women fleeing violence in countries like Iraq, Afghanistan, Congo, Somalia, and Burma to name a few. The women that WoW serves have gotten advanced educations, continued to be promoted within their companies, formed their own small businesses, and even returned back to their home countries to teach some of the lessons that Women of the World had taught them. Samira's life-saving efforts truly have a global reach.

Samira has led Women of the World to be recognized and funded as the preeminent women's refugee service organization in Utah. She has raised tens of thousands of dollars in funds, spoken at venues like the Utah Hunger Banquet, the Bennion Center, and was awarded the Enlightened 50 award by the Utah Community Foundation. Women of the World was awarded the 2014 Salt Lake City Human Rights Award for its efforts in customized refugee service and advocacy. She is the proud mother of five, nana for her two beautiful granddaughters, and the wife of advisory board member Justin Harnish.



Abby Bossart graduated with a Bachelor of Arts in Spanish Literature from Occidental College in Los Angeles, CA. Raised by parents who greatly emphasized the value of travel and exposure to different cultures, Abby was fortunate enough to be able to visit many different countries as she was growing up with her family. Her dedication to giving back to the community fueled her interest in volunteering with Utah Health and Human Rights' Women's Group in Salt Lake City.

At Occidental College she volunteered with Great Strides, an organization dedicated to empowering girls through sports by promoting healthy eating and lifestyle habits. During her junior year at Occidental College, Abby spent a semester studying in Granada, Spain. After her semester ended, she spent the summer in Ghana with a physician assistant student group from the University of Utah where she learned firsthand about certain pressing global health issues.



Abby is interested in pursuing a career in the healthcare field hoping to combine a Masters in Public Health with a medical degree. She thoroughly enjoys volunteering as a medical interpreter at Maliheh Free Clinic and is very pleased to be able to work with Women of the World as a Case Manager.

Abby enjoys being able to advocate for refugee women, give them a strong voice, and see them grow into independent and powerful women. Abby plans to apply to medical school next year and hopefully use her clinical skills and past experiences to better the healthcare system for all.

Maya Arellanes was born and raised in Southern California. She moved to the San Francisco Bay Area for college where she attended a four-year institution, Notre Dame de Namur University. A full time student-athlete, she graduated in 2015 with a Bachelor of Arts in Psychology and minors in English and Criminal Justice. Maya moved to Salt Lake City in the summer of 2015 and has since made herself at home. She is currently working as a part-time Case Worker at Women of the World and a part-time Youth Mentor at another non-profit organization. She is passionate about the work that she does and believes that everyone deserves to have their story told. Maya plans on attending graduate school in the near future and will work towards her Master of Social Work. With her MSW, she would like to continue to work with low-income, at-risk populations with a direct emphasis on child and family services.



Maya loves reading, being outside in the sunshine, and good company.

Thank You



On behalf of our ladies that have benefitted from our programs, thank you for caring about us and our progress toward self-reliance. Thank you for providing this solution provider that helps us improve ourselves and learn how to create better futures for our families. We promise to fulfill our role in Utah, improving the community through our diversity & hard work.