

# Multicultural Community Resource Center 2013 Annual Report



A Message from our Board President

The board of directors presided over key changes at the Multicultural Community Resource Center in 2013. Most notably, we welcomed the leadership of Joanna Cherpak, who succeeded Joel Tuzynski's distinguished decade of leadership at the agency. We place in Joanna our trust in continued growth of the agency as well as quality service to the clients it serves and the Erie community as a whole. Immigration has always played a role in the city of Erie and Northwestern Pennsylvania as a whole. Each day we live among the buildings, neighborhoods, and institutions they built as they pursued individual and collective advancement. We expect today's immigrants to have a similar impact contributing and helping to establish a way forward for the Erie community in what will be an increasingly globalized world. While today's immigrants differ from those of the past in terms of geographic origin, one sees evidence each day of similar intangibles - a strong work ethic, selflessness, and a vision that extends well into the future. These are the same traits the board, management, staff, and volunteers of the Multicultural Community Resource Center bring to our important mission each day. One that is to the benefit of our clients and the Erie community as a whole.

Richard W. Perhacs, Esquire  
Governing Board President



A Message from our Executive Director

Perhaps you have driven by our campus on East 10<sup>th</sup> Street many times but never stopped. Or, perhaps you don't visit the neighborhood often. I'd like to invite you to look through our 2013 Annual Report to get a sense of the activities that happen at the Multicultural Community Resource Center, a place where the world connects with Erie. You'll find in this report a range of active social service programs that empower New Americans from five continents to contribute socially and economically to the overall well-being of the Erie community. Inside you'll find more than 700 clients served in our employment and case management services, more than 800 clients served through our Immigration services, and more than 150 receiving ESL courses among many other highlights. This year I took the reins of MCRC after ten years of dedicated service by former executive director Joel Tuzynski. I invite you to not only read about the scope of our offerings at MCRC but to stop and visit our campus and see our corner of Erie -- one that is vibrant, dynamic, and diverse. Some of our staff fondly call this the "mini United Nations" because one sees many faces from many different countries at one time.

Joanna R. Cherpak  
Executive Director

# Programs & Services

## Education

- \* English as a Second Language & Instruction
- \* Served 275 Students from 27 countries
- \* 3 levels of classes range from beginning to advanced
- \* Average Age : 42
- \* Provided Employment classes to 175 students
- \* Provided Life Skills Classes to 220 adult students
- \* 41% of Students demonstrated increased score on assessments
- \* 48% of students gained employment
- \* 65% of students maintained employment
- \* 67% of students became a US citizen
- \* 50% of students passes the GED® Exam

## Language Services

- \* Interpretation in legal settings, medical facilities and social service agencies
- \* Translation of documents
- \* 10 major language groups served
- \* 24-hour services
- \* Over 4,800 Oral interpretations and 107 written translations provided

## Immigration & Naturalization

- \* Immigration counseling with completion and filing of routine immigration paperwork
- \* Participation in naturalization ceremonies
- \* Served over 620 individuals including 132 green card & 141 naturalizations



## Daycare

- \* DPW Certified daycare for children 6 weeks up to 13 years old, including infants, toddlers, and after-school elementary age students. STAR level 2
- \* Tutoring program offered for school age children
- \* Transportation is eligible for parents and children
- \* 92 students served of over 13 different ethnic groups with 8 different ethnic groups on staff



## Refugee Social Services

- \* These refugees are in US less than 5 years
- \* Over 700 individuals received Case Management
- \* Services provided both in home and in agency
- \* Referral point for outside services and programs
- \* Served over 93 individuals needing Special Case Management
- \* 105 Students took Driving Simulation Classes
- \* 80 Students completed Driving Simulation Classes
- \* 45 Students obtained their Driver's license
- \* 95 Students attended Health Education Classes
- \* 12 Students attended Home Buying Seminar

# Programs & Services con't

## Erie Targeted Assistance Program (TAP)

- \* Provided training to 50 individuals
- \* Subsidized employment for 15 individuals
- \* Placed 30 individuals into employment
- \* Had 15 individuals obtain their driver's license

## Student Liaison

- \* Provides behavioral support, tutoring, and college prep for Latino and Nepali populations in Erie City School District

## Drug and Alcohol Education/Outreach

- \* Support groups, counseling referrals, emergency food
- \* Fee for Service
- \* Served 33 unduplicated individuals

## Truancy Prevention and C.A.R.E.

- \* Total of referrals to Truancy - 50
- \* Total of Caseload for Truancy - 48
- \* Total of referrals for Care - 6
- \* Total of CARE Caseload - 9
- \* Total of participants in Student Workshops - 26
- \* Total of participants for the Parent Workshops : 166

## Diversity Training & Consulting

- \* Provided training on various cultural topics to over 970 participants in the Erie Community

## Elderly Refugee Program

- \* 54 participants Aged 60 & over from Bhutan, Iraq, Kurdistan and Congo
- \* Classes in ESL, Life Skills, Healthy Literacy, Civics and Community Integration.

## Employment Services

- \* Job counseling, resume development, job search, and job placement and referral
- \* Placed over 300 individuals in employment
- \* Language services are provided when needed
- \* Employment preparation classes and specific job training programs

## Senior Citizen Outreach Program

- \* Counseling and case management for Latino seniors
- \* 43 unduplicated clients served

## John E. Horan Garden Apartments Learning Center

- \* Employment Assessment, Job Placement, Job Preparation, Career Development, Skills Development
- \* GED Classes, ESL Classes, Adult Tutoring, College Preparation, Computer Literacy
- \* Casework Support, Social Activities



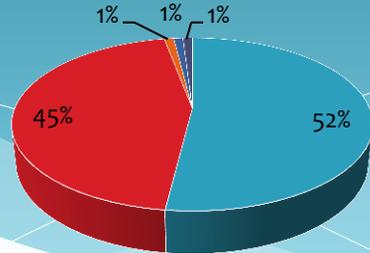
# Funding/Financials

The Multicultural Community Resource Center is funded by a number of sources that include:

- \* Office of Children & Youth
- \* Erie Co. Office of Drug & Alcohol Abuse
- \* John E. Horan Garden Apartments
- \* United Way of Erie County
- \* School District of the City of Erie
- \* PA Department of Education
- \* PA DPW – Refugee Social Services
- \* Targeted Assisted Program
- \* City of Erie Community Development Block Grant
- \* Erie Insurance Group
- \* Hispanic Federation
- \* GECAC Aging Program
- \* Northwest Savings Bank
- \* CCIS of Erie County
- \* Erie Community Foundation
- \* UPMC Hamot
- \* United Way of Allegheny County
- \* United Way of Metro Dallas
- \* United Way of Rhode Island
- \* The Robert & Kathleen Frenzel Fund of the ECF
- \* Mosaico Employment Services
- \* Fee for service

## Total Income

□ Grants ■ Fee for Service ■ Rent □ Contributions ■ Other

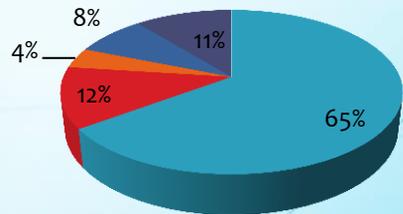


**Total Income: \$2,356,522.00**

Grants	(52%)
Fee for Services	(45%)
Rent	(1%)
Contributions	(1%)
Other	(1%)

## Total Expenses

■ Salaries ■ Operating Expenses  
 ■ Benefits ■ Payroll Taxes  
 ■ Miscellaneous



**Total Expenses: \$2,352,939.00**

Salaries	(65%)
Operating Expenses	(12%)
Benefits	(4%)
Payroll Taxes	(8%)
Miscellaneous	(11%)

# Mosaico Employment Services Inc.



**MOSAICO**  
EMPLOYMENT SERVICES, INC.

**MOSAICO**  
**Employment Services**  
**814-464-0970**

MOSAICO Employment Services, Inc. is a totally-owned, for-profit subsidiary of the Multicultural Community Resource Center. MOSAICO is incorporated as an employment agency focusing on providing temporary-to-permanent job placement services to limited English proficient clients who speak English as their second language. MOSAICO is designed to foster long-term relationships with employers by supplying qualified, motivated employees while providing language and cultural diversity supportive services to our Associates.

MOSAICO's services are targeted to promote client self-sufficiency and to improve economic position and social well-being. We provide job placement, on-the-job language assistance, workplace support, and employment counseling. Our goal is to meet the needs of both employers and employees while advancing the mission of MCRC: to help the Hispanic and other ethnic minorities we serve to experience acceptance, respect, independence, and self-sufficiency in our community.

On average Mosaico had 50 employees placed during any given work week and has had 200 unduplicated placements.

# MCRC Board of Directors and Administration

## Board of Directors

### Executive Committee

**Richard Perhacs, Esquire– President**  
**Michael Burns, Esquire– Vice-President**  
**Nadia Havard, Esquire– Secretary**  
**Donald Nicholson - Treasurer**

### Board Members:

**Alicia DiBacco**  
**Luvennise Gamble**  
**Aimee Hagerty**  
**Abdul Osman**  
**Frank Rodriguez**  
**Ramakrishnan Sundaram**  
**Rebecca Briody (Emeritus)**

## Senior Management Team

**Joanna R. Cherpak**  
**Executive Director**

**Paul J. Jericho**  
**Associate Director – Programs**

**Srđan Ninković**  
**Assistant Director – Operations**

**Deborah K. Pazmiño**  
**Director of Language Services & Immigration**

**Anna Tischenko**  
**Director of Refugee Services**

# Vision/Mission

**PROUDLY SERVING THE NEEDS OF THE  
HISPANIC AND REFUGEE COMMUNITIES  
SINCE 1975**

## **Vision:**

Hispanic and other ethnic minorities will experience acceptance, respect, independence, and self-sufficiency in our community.

## **Mission:**

To facilitate the educational, social, political, and economic progress of the communities we serve. We will work to break down cultural barriers due to language, appearance, or ethnic traditions. We will actively promote and advocate the development, empowerment, and advancement of all people while preserving their cultural identity. We will work to educate the community to value diversity.

## **Agency History**

On April 29, 1975, The Hispanic American Council was incorporated as a nonprofit organization. The Council was first located at the Spanish Apostolate, an Erie Diocesan Mission Office at 611 West 17<sup>th</sup> Street. The Council started with no administrative funds and operated with volunteers and two paid staff. In September of 2009, the organization's name was changed to the Multicultural Community Resource Center to more accurately reflect the diverse and ever-increasing population served. Today the Multicultural Community Resource Center employs more than 50 individuals and is located in the old Penn Schoolhouse at 554 East 10th Street in Erie. Since the building was erected in 1880, it is gradually being refurbished to its original architectural prominence as a center of learning in Erie.

The Multicultural Community Resource Center provides a variety of educational and employment programs to the Immigrant and Refugee populations in Erie in a customer focused manner. The service needs of the clients are of prime importance. All services promote client self-sufficiency and improved economic, physical and/or social wellbeing.



Donations in care of the  
Multicultural Community Resource  
Center are always accepted and  
most appreciated. Please call  
(814) 455-0212 for more information  
or mail to:

Multicultural Community

Resource Center

Attn: Executive Director

554 East 10th Street

Erie, PA 16503

Or

Donate online at

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

Providing Hope and Opportunity for the ESL Community  
COMMUNITY RESOURCE CENTER  
MULTICULTURAL



**Multicultural Community  
Resource Center  
554 East 10th Street  
Erie, PA 16503**

**Ph: 814.455.0212**

**Fax 814.453.2363**

**Office Hours: Mon. - Fri., 8:30 am - 4:30 pm**

**[www.multiculturalcrc.org](http://www.multiculturalcrc.org)**