



# Annual Report

## 2018– 2019

Proudly  
Serving  
the Needs of  
the Hispanic  
and Refugee  
Communities  
since 1975!

# MULTICULTURAL COMMUNITY RESOURCE CENTER

554 East 10th St  
Erie, PA 16503  
814.455.0212 ph  
814.453.2363 fax

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

# How You Can Help!

Donations in care of the Multicultural Community Resource Center are always welcome and most appreciated.

Please visit our website [www.mcrcerie.org](http://www.mcrcerie.org) or call 814.422.0212 for more information.

**Donations may also be mailed to:**

Multicultural Community Resource Center  
Attn: Executive Director  
554 East 10th Street  
Erie, PA 16503

## INSIDE THIS REPORT:

Executive Messages	Pages 2-3
Programs & Services	Pages 4-10
Funding & Financials	Page 11-13
MOSAICO	Page 14-15
Fundraising Events	Page 16-18
Vision & Mission	Page 19-20
Board of Directors & Administration	Page 21
How You Can Help	Page 22



# Board of Directors & Administration

## ***Executive Committee***

Michael Burns  
*President*

Alice Edwards, PhD  
*Vice-President*

Donald Nicholson  
*Secretary*

## ***Board Members***

Rebecca Briody  
John Blakeslee  
Elizabeth Edwards  
Seph Kumer  
Meera Kumar  
James Kurre, PhD  
Julio Quezada  
Robert Zaruta, Esq

## ***Administration***

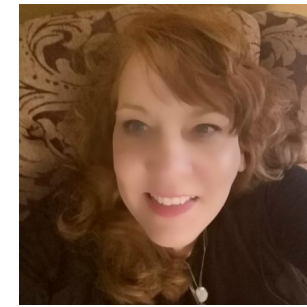
Joanna R. Cherpak  
*Executive Director*

Paul J. Jericho  
*Associate Director—  
Programs*

Srđan Ninković  
*Associate Director—  
Operations*

Anna Tischenko  
*Director of Refugee  
Services*

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



### A Message From Joanna Cherpak, Our Executive Director

For immigrants and refugees, the past year has been difficult indeed. The impact from the on-going fallout due to Hurricane Maria in Puerto Rico, the limited number of arriving refugees, as well as never-ending worldwide conflicts has been felt throughout the agency.

The staff and Board at MCRC remain strong in our commitment to meet the needs of our clients. We are moving forward by: securing new funding to support programs for the Latino population; increasing the variety of activities available on campus for refugees; providing educational experiences and employment to help clients in community integration; and interfacing with the entire Erie community to educate local residents about those we serve.

Please, take a few moments to see what we have accomplished in the past year. As we move toward our 45<sup>th</sup> anniversary, we are proud to say we continue to provide hope and opportunity for the ESL community, and with your support, will do so for many more to come!



### A Message From Michael Burns, Our Board President

2020 will mark MCRC's 45<sup>th</sup> year of service to Erie and the surrounding area. In that time, the dedicated staff have assisted thousands of immigrants and refugees to build a better life. From humble beginnings supporting the Spanish speaking population with case management and interpretation, the agency has grown. Its services and capacity now cover education from Pre-K to GED attainment, employment search, case management, immigration support, interpretation and translation, and community integration-just to name a few! I am extremely proud to continue serving as Board President for MCRC, as its Board, staff and clientele work daily to help each other reach their goals!



## Vision & Mission

### 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 17th 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 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.



# 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.

# Programs & Services

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

**2018**

- Total of referrals to Truancy - 59
- Total of Caseload for Truancy - 90
- Total of referrals for CARE - 3
- Total of CARE Caseload - 9
- Total of participants in Student Workshops - 65

**2019**

- Total of referrals to Truancy - 49
- Total of Caseload for Truancy - 80
- Total of referrals for CARE - 6
- Total of CARE Caseload - 15
- Total of participants in Student Workshops - 50



**Language Services**

- Interpretation in legal settings, medical facilities and social service agencies
- Interpretations were completed in the following languages: Spanish, Arabic, Russian, Bosnian, Somali, French, Tigrinya, Nepali, Swahili, Burmese, Karen and Ukrainian

**2018**

- 5505 Interpretations were invoiced
- 90 written translations of documents

**2019**

- 4136 Interpretations were invoiced
- 88 written translations of documents

# Programs & Services

## Immigration & Naturalization

Have one accredited Representative and two other part-time individuals who assist with immigration and are working toward accreditation

### 2018

- Total Unduplicated Clients - 1123
- Adult Naturalization applications (N-400)- 339
- Naturalization Certificates for minor children (N-600)- 66
- Relative Petitions (I-130, I-730 and I-129F)- 53
- We filled out fee waiver requests (I-912) for 367 clients.
  - \* Although many immigration forms require payment of high fees to USCIS, there are some forms, such as naturalization or renewal of green cards, that allow fee waivers for clients who earn under the poverty guidelines.

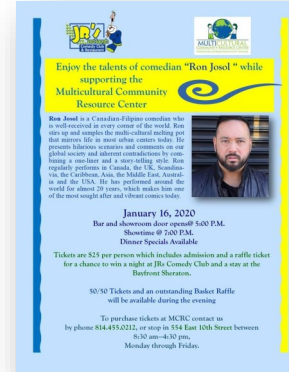
### 2019

- Total Unduplicated Clients - 906
- Adult Naturalization applications - 346
- Naturalization Certificates for minor children - 78
- Relative Petitions - 66
- Fee waiver requests -431



# Fundraising & Events

## 2020



## Comedy Night

A fundraiser was held at Junior's Last Laugh Comedy Club on 1.16.2020. It raised \$1,300.

## Upcoming 2020



## Golf Tournament

The 9<sup>th</sup> Annual Hitting The Cultural Links Golf Tournament will be held at Lake Shore Country Club on 09.10.2020.

# Fundraising & Events

2019



## Golf Tournament

The 8<sup>th</sup> Annual Hitting The Cultural Links Golf Tournament  
09.5.19 raised \$26,000.



## Trivia Competition

MCRCHitting The Cultural Links Trivia Night at the Casino  
04.04.19 raised \$4,600.



## Highmark Walk

Highmark Walk for A Healthy Community  
06.01.19 raised \$2,500.

# Programs & Services

## Latino Drug and Alcohol Program

Support groups, referrals, interpretation & case management  
2018—Served 75 unduplicated individuals  
2019—Served 89 unduplicated individuals

## Latino Services: Aging Program

Case management, interpretations, and referrals for Latino seniors  
2018— Served 71 unduplicated clients  
2019—Served 73 unduplicated clients



## Elderly Refugee Program

Classes in ESL, Life Skills, Civics, Citizenship and Community Integration

### 2018

- 33 participants aged 55 & over from Bhutan, Syria and Congo
- 3 participants gained US Citizenship

### 2019

- 27 participants aged 55 & over from Bhutan, the Congo, Burma, and Iraq
- 2 participants gained US Citizenship

# Programs & Services

## Employment Services

- Job counseling, resume development, job search, job placement and referral
- Interpretation and translation services available for clients and employers in Arabic, Somali, Nepali, Russian, French, Swahili and Karen
- Employment preparation classes and specific job training programs
- Strong partner relationships with many local employers and temp placement agencies



## John E. Horan Garden Apartments Learning Center 2018

- 37 unduplicated students attended classes (GED and/or ESL) at JEHGA Learning Center
- 40 clients placed through the Employment Program

## 2019

- 48 unduplicated students attended classes (GED and/or ESL) at JEHGA Learning Center
- 29 clients placed through the Employment Program
- 24 clients completed a community program with JEHGA support

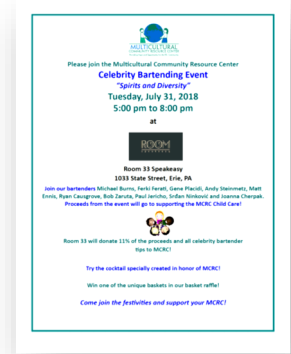
# Fundraising & Events

2018



## Golf Tournament

The 7<sup>th</sup> Annual Hitting The Cultural Links Golf Tournament 09.6.18 raised \$23,000.



## Room 33 Fundraiser

MCRC held a celebrity bartending fundraiser at Room 33 on 07.31.18. It raised \$1386.36.



## Highmark Walk

Highmark Walk for A Healthy Community 06.02.18 raised \$2,500.



## Comedy Night

A fundraiser was held at Junior's Last Laugh Comedy Club on 11.15.18. It raised \$2800. 16

# MOSAICO

## 2017

- 166 unduplicated employees placed

## 2018

- 132 unduplicated employees placed

## Contact Us

814 464-0970

[www.mosaicoerie.com](http://www.mosaicoerie.com)

In 2017 and 2018, MOSAICO employed individuals in the following industries:

- Various companies in the plastics manufacturing industry (injection molding)
- Food manufacturing
- Clerical (document scanning)
- Cleaning and laundry companies
- Shipping and receiving

# Programs & Services

## Refugee Social Services

### 2018

- Provided case management to 246 individuals less than 5 years in America
- 152 refugees were placed into full and part-time employment
- 196 clients have been enrolled in employment services
- 92 students have been served in the RSS Program
- 25 students successfully completed driving simulator classes
- 20 clients received their Learner's Permit
- 20 clients obtained their Driver's License
- 10 clients attended the Sign Language Class

### 2019

- Provided case management to 168 individuals less than 5 years in America
- 104 refugees were placed into full and part-time employment
- 136 clients have been enrolled in employment services
- 67 students have been served in the RSS Program
- 107 attended ESL or Civics, 10 clients gained their citizenship
- 10 clients received their Learner's Permit
- 7 clients attended the Sign Language Class



# Programs & Services

## Child Care

- DHS certified child care center for children 6 weeks through 12 years
- Before and After School Care and transportation provided for children K-6
- Attained STAR 3 out of 4 ranking for state quality initiative program
- Current enrollment is 74 children, comprised of full-time and part-time schedules

Total number of languages is eight & total number of staff is 15

1 Masters in Education Leadership/ BS Elementary Education

2 BS Elementary Education Degrees/ Special Education/ Early Childhood

3 CDA Credited Teachers

10 Teachers working towards CDA/ Participating in Professional Development opportunities

- Nutritious meals and snacks prepared on-site



# MOSAICO

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.

## MOSAICO

### EMPLOYMENT SERVICES, INC.

Open the door to workplace diversity



554 East 10th Street

Erie, PA 16503

P: 814.464.0970

F: 814.453.2363

# Funding & Financials

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

- Early Learning Resource Center
- Erie Bank
- Erie County Department of Human Services
- Erie Community Foundation
- Erie County Department of Health
- Erie County Office of Drug & Alcohol Abuse
- Fee for service
- GECAC Aging Program
- GECAC TANF Youth Program
- Jim & Gail Kurre
- Jim & Sandy Globa
- John E. Horan Garden Apartments (Housing Authority of the City of Erie)
- Keystone Stars
- Mosaico Employment Services
- Neighborhood Resource Organization
- Office of Children & Youth
- PA DPW – Refugee Social Services
- PA Department of Education
- Public Housing Family Self-Sufficiency Program (Housing Authority of the City of Erie)
- Robert & Kathleen Frenzel Fund of the ECF
- School District of the City of Erie
- Steve & Mary Forgenie
- United Way of Allegheny County
- United Way of Erie County

# Programs & Services

## Family Support Program

Started in 2018 through the Office of Children and Youth services to provide extra support to families. FSP provides transportation and care for the children as parents and family work towards self-sufficiency.

In its first year, FSP worked with 7 families including 13 children



## Diversity Training & Consulting

The Diversity Training and Consulting program conducted workshops for the following:

### 2018

- Staff of the Erie School District:
  - ◊ Joanna Connell—31
  - ◊ East Middle—30
- Erie Department of Health—60

### 2019

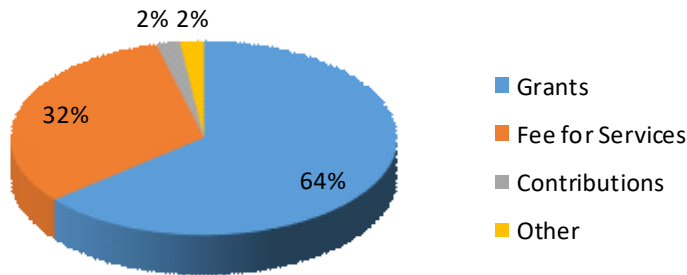
- Staff of the Erie School District:
  - ◊ Wilson Middle—53
- Office of Children and Youth Staff—25 + 31 + 26
- Boys and Girls Club Students—40
- Creative Learning Students—32
- YMCA Students—23

# Funding & Financials

**2018**

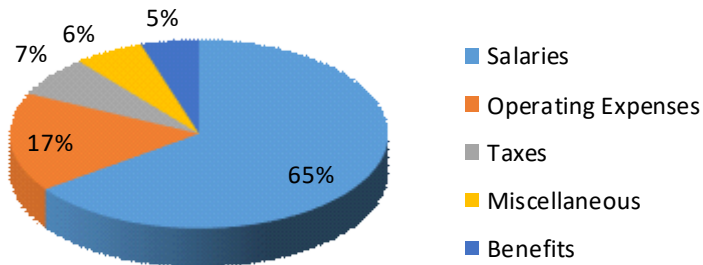
## Total Income

**\$2,514,842**



## Total Expenses

**\$2,326,423**

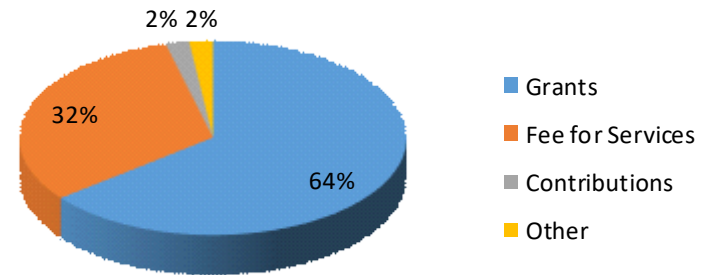


# Funding & Financials

**2019**

## Total Income

**\$2,126,728**



## Total Expenses

**\$1,922,965**

