This year IRCO proudly celebrated 40 years of building new beginnings for refugee and immigrant families in Oregon. Started in 1976 by a group of Vietnamese, Laotian and Cambodian refugees committed to helping other newly arrived families rebuild their lives in Portland, IRCO is still one of the first stops for immigrants and refugees. IRCO’s original office was a small house in the Hollywood District, and today we have grown to four primary sites—IRCO Main, Africa House, Asian Family Center and our District Senior Center—with more than 150 culturally and linguistically specific programs.

Core Employment Services: We are where the community is. Quickly responding to the increasing number of refugees residing outside of the Portland metropolitan area, we have extended our employment services to Marion and Washington counties.

SUN Service System: We significantly expanded our Schools Uniting Neighborhoods (SUN) services to become a core provider of SUN Community Schools and both Region 3 and culturally specific services for African immigrant and refugee, Asian Pacific Islander and Slavic families.

Slavic Network of Oregon: We worked with the Slavic Network of Oregon—which grew out of the Slavic Coalition of Oregon, created in 2000—to secure funding from private and public funding sources to open a community room at our IRCO Main Office to provide culturally and linguistically specific services for Slavic families.

International Language Bank: We were extremely successful this year—not only in providing core interpretation and translation in more than 150 languages for the increasingly diverse populations living in Oregon, but also producing a 65% growth in revenue which goes directly to supporting IRCO’s programs.

After four decades, IRCO’s core mission—to promote the integration of refugees, immigrants and the community at large into a self-sufficient, healthy and inclusive multi-ethnic society—remains the same. And now it is more important than ever. In 40 years, we have made Portland a different place, a city that welcomes newcomers and supports them as they join our community, overcome barriers and build new beginnings.

Lee Po Cha, Executive Director
Trinh Tran, Board President
The Indochinese Cultural and Service Center (ICSC) is created to help newly arrived refugee families adjust to American society and find jobs in Portland.

ICSC merges with the Southeast Asian Refugee Federation to form the International Refugee Center of Oregon, which becomes the sole service provider of employment services and job training for all newly arrived refugees.

International Language Bank launches to provide interpretation and translation to a diversifying Portland.

IRCO Asian Family Center is established as our first culturally and linguistically specific one-stop service location.

Slavic community leadership organizes to create a coalition that becomes the Slavic Network of Oregon in 2010.

We purchase our Main Office on Glisan Street and change our name to Immigrant and Refugee Community Organization to reflect our growing programs that extend beyond refugees to serve all communities.

IRCO Africa House is created by African leaders to serve the increasingly diverse African immigrant and refugee community.

We establish a Healthcare Skills Training Room at our Main Office and celebrate 40 years of building new beginnings—growing to serve more than 30,000 community members each year.
We celebrated our 10th anniversary this year! In 2006, Africa House opened its doors with only four employees—and now we have a staff of 37. Our multicultural team represents 17 ethnicities and speaks 10 languages, serving individuals from 22 ethnic and cultural backgrounds each year.

90% of parents in our gang prevention and outreach programs report increased engagement with and understanding of local law enforcement.

80% of individuals in our rental assistance programs kept their housing.

growing strong together
In 2016, we expanded to fill the bottom floor of our center to make room for our growing culturally specific programming, like our multicultural youth library, evaluation team and additional staff to support Asian Pacific Islander (API) families. We’ve also grown to serve all communities through stabilization programs like housing and energy assistance.

100% of gang affected youth in our prevention and outreach programs had no school suspensions

150 community members were served through our mobile housing program

45% were API families
6,182 families accessed ENERGY ASSISTANCE to help pay their bills or were supported through HOUSING STABILITY SERVICES.

390 individuals received DOMESTIC VIOLENCE INTERVENTION through case management, interpretation and resource connections. 100% created safety plans. 80% received housing advocacy.

600 families regularly accessed fresh food every week at our culturally responsive SCHOOL-BASED FOOD PANTRIES.
“We came here with empty hands. It was very stressful, the pressure of caring for a family of four.”

When Thai and Mui immigrated to Portland from Vietnam in 2001 with their oldest son and a baby on the way, IRCO was one of their first stops. They learned how to ride the bus and started English classes. Thai got a job as a machine operator, and Mui worked part-time at a restaurant once their two children were in school.

But the stress returned when their third child, Jack, was born three months early, weighing just over one pound, and Mui had to leave her job to care for him. An IRCO Home Visitor started coming weekly to provide emotional support, sign them up for Social Security benefits and the Women, Infants and Children program, connect them to energy assistance to help pay their bills, and teach the parents about childhood development. “Now I know what to expect and how to help him learn at each stage,” Mui says. Jack, almost 2 years old now, is happy and healthy.

“Now we feel as comfortable as we did in Vietnam. This is our second home. We’re able to deal with new challenges.”
We empower youth to thrive in school and in life

1,500 students participated in our YOUTH ACADEMIC SUCCESS programs
- 85% attended 90% or more of school days
- 85% of high school participants obtained a degree or certificate

7,765 students engaged in our SCHOOLS UNITING NEIGHBORHOODS programming, which improves family stability and ensures kids have the support they need to succeed

2,275 youth at risk of gang activity were reached through our GANG PREVENTION AND OUTREACH programs
“I know if I have any problem, IRCO will help me.”

Every Tuesday, Mangali comes to IRCO to socialize with other refugee elders. While her husband plays cards with his friends, she exercises with hers. She also attends the elders ESL class at Africa House every week and is in one of our U.S. citizenship classes. Originally from Bhutan, after 20 years in a Nepali refugee camp (where two of her seven children were born), Mangali and her large family resettled in Portland in 2011. “It was like being born again because everything was new for me,” she says. IRCO family empowerment workshops taught her how to navigate American culture. Our employment programs helped her adult children find jobs. We connected her son-in-law to our American Sign Language class, and when her family struggled to pay their bills, we provided energy assistance.

Mangali recently lost her oldest daughter to cancer, when her grandson was only 7 months old. IRCO’s family programs have provided support and resources as Mangali perseveres, cares for her grandson and resolves family conflict.

“IRCO is a friend when you are in trouble.”
Every week 150 newly arrived refugees and immigrants engage in JOB READINESS TRAINING at IRCO’s Main Office and our Tigard site.

“...This class made me want to be a Certified Nursing Assistant. It showed me that I could do that job. I will make more money to take care of my five children.”

4,462 job seekers received EMPLOYMENT COACHING, VOCATIONAL TRAINING, JOB PLACEMENT, and/or RETENTION SERVICES.

973 youth were placed in WORK EXPERIENCES to develop professional skills and references, working 175,140 hours. 30 were HIRED from their internships.

EMPLOYMENT & TRAINING developing opportunities
29 small business owners started or expanded businesses.

265 refugees and immigrants opened savings accounts to reach their goals—buying a car or a home, paying for education or starting/expanding a business.

36 newly arrived refugees received training and coaching to start home-based childcare businesses.

89% operate their own business.

“Yadanar is a Burmese word for respectful. All people are respected in my store.”

Born in Burma, Amir spent 22 years trying to build a life in Malaysia, but government officials repeatedly robbed his business and he was separated from his family. When he came to Portland as a refugee in 2014, his first job was cashiering at a 7-Eleven. “But I had a lot of business experience,” he says. “I wanted to be my own boss.” In 2016 he started his own grocery store, which he named Yadanar Halal Market because he wanted it to be a friendly place for the diverse cultures in his neighborhood.

But the first six months were challenging. “90% of my customers are refugees, but I could not accept food stamps so my business was really struggling.” IRCO helped Amir with the technical aspects of owning a business in the U.S., including setting up an EBT machine so his customers could pay with food stamps. Now he is operating a welcoming store with familiar foods to his community—and his business is growing.

“I tell my friends who are refugees: If you need help, go to IRCO. They will help you with anything.”
WE PRIORITIZE health and safety
664 community members accessed affordable healthcare through HEALTH INSURANCE ENROLLMENT

WE STRENGTHEN capacities of smaller community organizations
1,178 individuals received CULTURALLY SPECIFIC CASE MANAGEMENT, activities, outreach, workshops and resource referrals

WE MOBILIZE communities of color
117 community advocates were trained to take action through our culturally specific LEADERSHIP DEVELOPMENT PROGRAMS

COMMUNITY DEVELOPMENT
empowering & educating
31,922
COMMUNITY MEMBERS SERVED IN 2016

11,413
YOUTH

9,170
FAMILY

7,811
EMPLOYMENT & TRAINING

1,124
SENIORS

1,093
CHILDREN

981
COMMUNITY DEVELOPMENT

330
ECONOMIC DEVELOPMENT

clients served by ethnicity

Asian & Pacific Islander 23%
Hispanic/Latino 14%
African Immigrant & Refugee 12%
Slavic/Eastern European 6%
Middle Eastern 5%
Native American 3%
Multiracial 1%
Mainstream 34%
Other 2%
### Statement of Financial Position

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>Total Assets</td>
<td>7,374,246</td>
<td>8,149,909</td>
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<tr>
<td>Total Liabilities</td>
<td>1,951,788</td>
<td>1,847,516</td>
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<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>$5,422,458</strong></td>
<td><strong>$6,302,393</strong></td>
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### Statement of Revenues, Support and Expenses

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<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td><strong>TOTAL REVENUES AND SUPPORT</strong></td>
<td><strong>$15,557,589</strong></td>
<td><strong>$18,003,569</strong></td>
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<tr>
<td><strong>EXPENSES</strong></td>
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<tr>
<td>Program Services</td>
<td>13,944,426</td>
<td>15,573,327</td>
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<td>Management and General</td>
<td>1,433,717</td>
<td>1,452,126</td>
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<td>Fundraising</td>
<td>72,282</td>
<td>98,181</td>
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<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$15,450,425</strong></td>
<td><strong>$17,123,634</strong></td>
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<td>Increase in net assets</td>
<td>107,164</td>
<td>879,935</td>
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<tr>
<td>Net assets at beginning of year</td>
<td>5,315,294</td>
<td>5,422,458</td>
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<tr>
<td>Net assets at end of year</td>
<td>5,422,458</td>
<td>6,302,393</td>
</tr>
</tbody>
</table>

**20,505 Hours** **714 Active Volunteers**
THANK YOU TO OUR SUPPORTERS

Meyer Memorial Trust
Mt. Hood Community College
Multnomah County Dept. of Community Justice
Multnomah County Dept. of County Human Services
Multnomah County Health Department
Multnomah County Joint Office of Homeless Services
Multnomah Education Service District
National Indian Child Welfare Association
NAYA Family Center
The Nature Conservancy
Neighborhood Partnerships
Northwest Health Foundation
Oregon Community Foundation
Oregon Community Health Workers Association
Oregon Food Bank
Oregon Public Health Institute
Partners for a Hunger Free Oregon
Portland Children’s Levy
Portland Development Commission
Portland Public Schools
Portland State University
Providence Health & Services

Asian Pacific American Network of Oregon
Chess for Success
City of Beaverton
City of Portland Office of Neighborhood Involvement
City of Portland Office of Youth Violence Prevention
City of Portland Parks and Recreation
City of Portland Special Projects
Coalition of Communities of Color
The Collins Foundation
The Coon Family Foundation
David Douglas School District
Gray Family Foundation
Health Share of Oregon
Home Forward
“I Have a Dream” Foundation
J.P. Morgan Chase & Co.

Refugee Disability Benefits of Oregon
Reynolds School District
State of Oregon Dept. of Consumer and Business Services
State of Oregon Dept. of Human Services
State of Oregon Dept. of Justice
State of Oregon Dept. of Education
Trail Blazers Foundation
TriMet
United Way of the Columbia-Willamette
U.S. Department of Education
U.S. Department of Health and Human Services
Workforce Investment Council of Clackamas County
Worksystems, Inc.

PHOTO CREDIT AND THANKS TO:
Catherine Conkey, Douglas McClay, Jessica Smith, Katie Zerzan
IRCO’s mission is to promote the integration of refugees, immigrants and the community at large into a self-sufficient, healthy and inclusive multi-ethnic society.