

The Refugee Center Online

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THE REFUGEE CENTER online

ANNUAL REPORT

FY 2013

The Refugee Center Online is an interactive, multi-language website that provides resettled refugees with educational opportunities and general information about American society, and connects refugees with services, programs, and organizations in their new communities.

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To Our Stakeholders

Dear Friends of the Refugee Center Online:

Thank you to our stakeholders for all of your support in 2013. The Refugee Center Online (RCO) expanded in 2013 from a static website into a fully interactive online education and community center. The RCO received national 501(c)3 status in February. Since that time, the RCO has focused on becoming a strong organization capable of achieving our goal of facilitating successful refugee resettlement transitions.

As part of our commitment to building a mission-driven organization, the RCO focused on developing our board and engaging both our new and our long-term volunteers in the organization. RCO board members both offered and received professional development trainings, including marketing, social networking, and cultural competency. RCO volunteers all now receive ongoing training, including an initial web-based refugee resettlement training module. Each RCO intern is paired with a board mentor to help them achieve their own goals throughout their internship period.

One of the RCO's key values is to respect refugees' existing knowledge and experience. As part of this commitment, RCO continued to reach out to refugees across the US as we developed programs to ensure our online center aligns with the needs of those we aim to serve. For example, when developing our online citizenship preparation course, RCO first took time to speak with refugees about barriers they faced to becoming US citizens, and then incorporated that feedback into our course design.

The RCO held our first-ever fundraising event, an E-Auction that was both fun and successful. The RCO received donated items from 28 different organizations and individuals. Many of our E-Auction items were created by organizations that work directly with refugees, including beautiful handmade crafts, jewelry, and art. Several hundred bidders participated in the E-Auction, which raised nearly \$4,000.

RCO is at an exciting stage: as an organization, we are now ready to serve refugees across the US, especially those in nontraditional resettlement locations and those with limited access to traditional services like primary caretakers of young children. As we begin to offer our programs to those in need, we will also work to document our successes and outcomes.

The distance we have come in the past two years is possible due to things. First, the unending generosity of our many donors, volunteers, and supporters, without whom this organization would not exist. Second, the ongoing courage and strength of those refugees that were not just resettled in the US, but through their own resilience, have made the US their home. It is with sincere appreciation and admiration that we end 2013.

In Thanks,

Jessica Marks, Director
January 20, 2014



Mission, Vision, and Values

MISSION

RCO facilitates successful resettlement transitions by strengthening access to resources and helping refugees build community through shared knowledge.



VISION

The Refugee Center Online envisions a world of peace and justice in which refugee resettlement is unnecessary. Until that day, the Refugee Center Online (RCO) envisions a resettlement process in which communities celebrate refugees and the stories and cultural traditions they carry, and in which refugees feel empowered to lead fulfilling, dignified lives. RCO envisions refugees who have full and open access to knowledge and resources.

VALUES

The Refugee Center Online values diversity, education, inclusiveness, and collaboration. RCO respects and celebrates refugees' wealth of knowledge and experience.



Financial Statements

STATEMENT OF FINANCIAL POSITION

- Liabilities: \$0
- Financial Statement: RCO made strides towards achieving our goal of becoming a financially sustainable organization. RCO achieved 100% Board Giving in 2013.

STATEMENT OF COMPREHENSIVE INCOME (EXPENSES AND REVENUE)

- Expenses: \$2,482.26
- Revenue: \$9,793.27
- Current Cash: \$7,786.01

FY 2013 BUDGETS: REVENUE AND EXPENSES

RCO Budget: Expenses	
Jan. 2013-Dec. 2013	
Operating Total	\$2,397.26
Communications and Technology	\$1,248.68
Administrative	\$471.16
Fundraising and Events	\$677.42
Membership and Taxes	\$85.00
Montana Nonprofit Association	\$35.00
State Taxes	\$50.00
Total Expenditures	\$2,482.26

RCO Budget: Revenue	
Jan. 2013-Dec. 2013	
Donations	\$5,290.35
Individual	\$3,027.95
Board	\$1,116.00
Online	\$1,146.40
Foundations	\$1,000.00
Rotary	\$1,000.00
E-Auction	\$3,437.92
Bidders	\$3,437.92
Events	\$65.00
Film Screening	\$65.00
Total Revenue	\$9,793.27
Plus FY 2012 Balance (\$475)	\$10,268.27
Cash (Minus Expenses)	\$7,786.01

RCO Highlights

ORGANIZATION HIGHLIGHTS

*9,087 Refugee Center Online visitors

*Received 501(c)3 non-profit status

*Developed free online citizenship preparation course for refugees

*Created education, healthcare, and American culture content

*Developed a "My State" section which will provide resource manuals for refugees in non-traditional and traditional resettlement locations across the US

*Researched local refugee histories in 16 communities across the US

*Hosted first-ever E-Auction, which included over 28 item donors and hundreds of bidders

*Expanded our board to nine members, three of whom are resettled refugees, including our new board chair, Tej Mishra

*One of our board members, Wilmot Collins, spoke at the State Department on World Refugee Day and serves on the UNHCR Refugee Congress

*Held a film-screening and celebration for World Refugee Day, the first of its kind in Helena, Montana

VOLUNTEER HIGHLIGHTS

*Utilized 2,026 volunteer hours for: content development, web development, photographs, research, social networking, translations and organizational development

*Partnered with pro-bono Community Development Coordinator, Sarah Gaither, who is helping the RCO build relationships with existing resettlement organizations

*Hosted eight outstanding interns. One intern wrote of her time at RCO: "By far, the most organized and comprehensive internship I have ever been involved in, major props to the Refugee Center Online"

LOOKING AHEAD

RCO has five focus areas for FY 2014:

- 1) Increase our site members through targeted outreach to refugees across the US
- 2) Continue to build a strong, mission-driven organization focused on helping refugees gain the skills they need to have successful resettlement transitions
- 3) Expand our current translations to include key refugee languages not easily available online
- 4) Build an online GED preparation course and expand our "My State" resource profiles
- 5) Work towards becoming a financially sustainable organization

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