



SPRING  
INSTITUTE  
*For Intercultural Learning*

ANNUAL  
REPORT  
2018



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**DEAR FRIENDS OF SPRING INSTITUTE,**

On behalf of our staff and Board of Directors, we are pleased to share with you this report on the impact of our programs and services, as well as a snapshot of our financial position in 2018. In 2018, Spring Institute was pleased to work alongside stakeholders from all sectors to make progress in achieving its strategic vision of transforming the Greater Denver region into a nationally recognized welcoming community. In 2018, with funding from the City and County of Denver and private foundations, Denver’s Legal Defense Fund began providing free legal services to immigrants and asylum seekers in danger of facing deportation proceedings. Spring Institute was able to provide free interpretation and translation services to nonprofits and attorneys in concert with the fund, thanks to generous funding from the Rose Community Foundation. In Aurora, the city moved forward with a new language access plan, which went into effect in 2019. Spring Institute is proud to also serve as an official provider of translation and interpretation services to allow more of Aurora’s residents to become more engaged with their government. At the state level, the Refugee Action Coalition of Colorado, in which Spring Institute is an active member, took the lead on a bill that was signed into law in May 2019 enshrining into law the role of the state in resettling and integrating refugees.

In 2018, Spring Institute provided direct program or service support to over 1,000 immigrants and refugees. We helped over 500 adult learners improve their English skills, apply for citizenship, pass a high school equivalency exam, or gain credentials to attain employment as a bilingual paraprofessional in one of our public school systems. We served over 200 immigrant and refugee families in accessing healthcare, improving health literacy and accessing early childhood education. We trained 77 individuals in medical interpretation and helped 97% of them pass an exam to become certified as a medical interpreter on the first try. We provided over \$15,000 in scholarships to internationally trained nurses to pay for evaluations and exams to help them become re-licensed; and we helped 12 individuals obtain healthcare jobs as nurses, medical assistants, dentals assistants and pharmacy technicians, including four doctors who matched to residencies.

At a time when political rhetoric and policies at the national level present unprecedented challenges to our newcomer community, we are proud of living in and contributing to a community that shows immigrants and refugees that they are welcome. Thank you for supporting our work.

Sincerely,



Paula Schriefer - President/CEO



Cary Baird - Board Chair

## PROGRAM IMPACT IN 2018

### ADULT EDUCATION

Whether it's learning English, obtaining a high school equivalency (GED), or earning credentials to work as a paraprofessional, Spring Institute offers affordable and convenient classes across the Denver metro area.

**50% MADE LEVEL GAINS**

**500 STUDENTS**

Over 500 students were served at 13 locations, including public schools, libraries, nonprofits, and businesses.

Nearly 50% of pre-/post-tested students increased one or more language levels on a standardized assessment.

Approximately 70 students were assisted in preparing for naturalization to become a U.S. citizen.

27 Paraprofessional Pathways students passed exams required to apply for positions, and 9 were offered positions as paraprofessionals.

### COLORADO WELCOME BACK

Spring Institute provides individualized training and resources to help internationally trained medical professionals re-establish healthcare careers in Colorado.

**\$20.22**  
PER HOUR

**\$15,000 IN SCHOLARSHIPS**



CWB participants attained an average salary of \$20.22/hour, which allows these individuals to earn livable and sustainable wages.

24 nurses were awarded a total of \$15,000 in scholarships to help pay for education evaluations, board exam prep courses, study materials and more.

12 CWB participants obtained the following healthcare jobs: medical residency positions, nurses, research coordinators, medical assistants, dental assistants, and more.



**OVER**

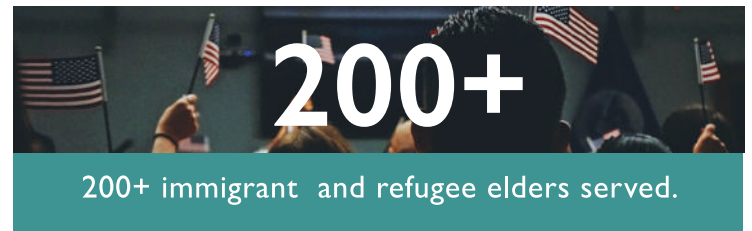
**1000** IMMIGRANTS AND  
REFUGEES SERVED



## PROGRAM IMPACT IN 2018

### PROJECT SHINE

Navigating our complex healthcare system and understanding common health risks are particularly challenging for elderly immigrants and refugees. Project SHINE provides them with health literacy training and patient navigation services.



82 seniors completed a Matter of Balance six-week course on preventing falls and decreasing fears of falling.

2 weekly community walks have started in the Denver Metro Area with over 150 walkers and 50 walking more than one time a week.

15 medical students and residents did one month rotations and put in more than 450 hours connecting refugees and immigrants to health care and resources that will improve their health.

### READY TOTS

Ready Tots is a community-based learning program for immigrant and refugee children and their parents. The program focuses on the social and emotional development of children ages newborn to four.



95% of parents report exercising with their children outside of class.

100% of participants reported an increased water intake and 75% reported a decrease in sugary beverages provided to their children following a 6-week activity designed to track and encourage at-home water consumption.

100% of participants have shown improvement in healthy eating and exercise habits.



*Photos (left to right): Ready Tots family, Students in paraprofessional class*

## PROGRAM IMPACT IN 2018

### THE INTERPRETER NETWORK

The Interpreter Network helps organizations and businesses effectively communicate with and serve non-English speaking clients, patients, and customers in over 120 languages.



**16,459**  
APPOINTMENTS

Over 16,459 interpretation appointments scheduled in over 100 languages.

Written translation of documents totaling over 350,000 words.

77 participants completed a 40-hour Bridging the Gap training for medical interpretation.

97% of students passed the exam to become certified as a medical interpreter on the first try.

### THE SPRING CAFÉ

The Spring Café and Catering serves as a learning center, providing immigrants and refugees a head start on their careers through on-the-job training in customer service, food preparation, catering, and barista skills.



**88%**  
SUCCESS

Eight refugees/immigrants (from Afghanistan, Belarus, Iraq, Israel, Rwanda, Tanzania, and Vietnam) were employed by The Spring Café over the course of the year and received on-the-job training.

88% success rate in getting new jobs above minimum wage or enrolling in additional education.

### THE INTERCULTURAL TRAINING & CONSULTING PROGRAM

Companies with greater workforce diversity and inclusion have higher profits and increased innovation. We are committed to helping clients build their cultural competence and foster productive inclusion within their organizations.



**1,650**  
PARTICIPANTS

Training and consulting services provided to 15 organizations with a total of 1,650 participants including University Faculty Members, School Teachers, Mental Health Providers, and Law Enforcement Officers.

95% of our clients would recommend our training and consulting programs to other organizations.



### FACES OF SPRING

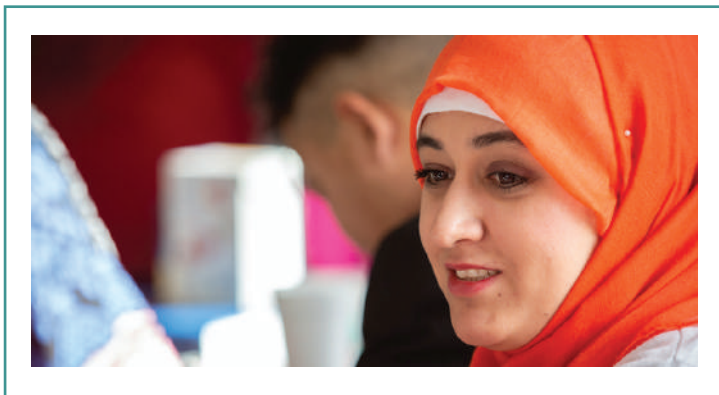
**Inna Kolesnikova** moved to the United States from Belarus (former Soviet Union) with her family in February 2016. When asked if she lived in any states other than Colorado, she exclaimed, “No, we came straight to Denver. We had several trips to other states and always came back home - to Denver!” Inna learned about Spring Institute through Facebook, from the instructor of our Hospitality WorkStyles class, and she decided to register for the class even though she felt her English

was at an “elementary level.” Shortly after completing the program, Inna was hired by The Spring Café. When asked about herself, she said: “I am very grateful to the Spring Institute. Two years of work flew like one day. I was surrounded by a large family. Work has never been a burden to me. Every day I received new skills in the language and also learned new skills - barista.



**Kazhal Mahmood** moved to Colorado from the Kurdish Region in Northern Iraq in December 2016. She has a Bachelor Degree in Education and was a high school and middle school teacher in her home country, so she was interested in establishing a career in the education sector here in her new home. She found out about Spring Institute’s Paraprofessional classes through Lutheran Family Services, which helped her resettle here in Colorado, and she began her classes in September 2018. At the end of the three-month class, her teacher, Allison Needham, helped her and the other students update their resumes and apply for paraprofessional positions. Kazhal was invited to a job interview by Denver Public Schools and, after a second successful interview, was hired to start working as a

paraprofessional at High Tech Elementary School in the Stapleton neighborhood. Kazhal will be assisting teachers and students with special needs when she begins her new job in the fall of 2019.

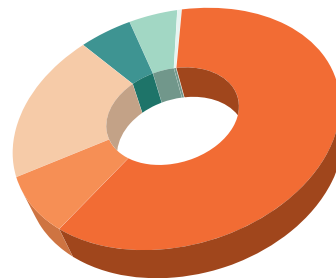


*Photos (left from top): Inna Kolesnikova, Allison Needham and Kazhal Mahmood, Bridging the Gap interpretation students, The Spring Café staff*

## FINANCIAL REPORT

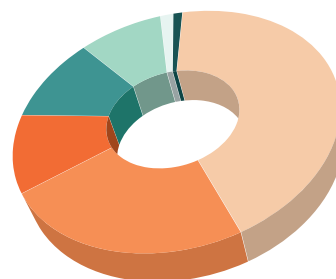
### REVENUES

● Program Income	\$1,273,616
● Government	\$182,698
● Contributions	\$425,186
● In-Kind Contributions	\$124,929
● The Spring Café	\$113,555
● Other	\$10,542
<b>TOTAL</b>	<b>\$2,130,526</b>



### EXPENSES

● The Interpreter Network	\$918,613
● Adult Education	\$504,081
● Integration Services	\$235,668
● General & Admin	\$235,623
● The Spring Café	\$196,717
● Fundraising	\$29,960
● Other	\$24,304
<b>TOTAL</b>	<b>\$2,144,966</b>



Current Assets		\$697,217
Property & Equipment		\$58,746
Liabilities		\$119,014

### MAJOR DONORS

Anschutz Foundation	The Denver Foundation
Buell Foundation	Katz Amsterdam Foundation
Caring for Colorado Foundation	Kenneth King Foundation
Colorado Clinical & Translational Sciences Institute	Laura Jane Musser Fund
Chevron Corporation	Migration Policy Institute/Kellogg Foundation
Colorado Department of Education	Mindsource
Colorado Department of Human Services, Refugee Services Program	Roots and Branches Foundation
The Colorado Health Foundation	Rose Community Foundation
	Sam S. Bloom Foundation

## BOARD OF DIRECTORS

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Policy, Government & Public Affairs Field Representative;  
Chevron Mid-Continent Business Unit

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Former Adult Education Director (Retired),  
Colorado Department of Education

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Data Analyst, Unison Housing Partners

Maria Soto, Secretary  
English Language Acquisition Instructor, Spring Institute

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Lead Recruiter, HealthONE

Thomas Schilling, Board Member  
Communications Consultant/Retired Journalist

Paula Schriefer, Board Member  
President & Chief Executive Officer, Spring Institute

Marschall Smith, Board Member  
Executive Director, Interstate Medical Licensure  
Compact Commission

Kenneth So, Board Member  
Financial/Banking Consultant (Retired)

## SPRING INSTITUTE STAFF

Paula Schriefer  
President & Chief Executive Officer

Cynthia DeLarber  
Chief Operating Officer

Brandy Kramer  
Program Manager, Project SHINE/Ready Tots

Carrie Miller  
Program Manager, Colorado Welcome Back

Nelicia Miranda-Troup  
Manager, The Spring Café

Tiffany Pippin  
Program Manager, Adult Education

Alexandra Soto  
Program Manager, The Interpreter Network

Maria Velasco  
Program Manager, Intercultural Training &  
Consulting

Khatira Amn  
ECE Advocacy Associate

Claire Bagazonzya  
Interpretation & Training Coordinator

Heidi Brown  
Ready Tots Coordinator

Abby Harms  
Translation & Interpretation Coordinator

Amin Hussaini  
Administrative Assistant

Allison Needham  
Program Coordinator, Adult Education

Muawia Obeid  
Career Development Navigation Assistant

Hanae Ogura  
Bookkeeper

Julie Rotenberg  
Volunteer Coordinator

Linda Weston  
Baking & Food Production Assistant

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