



2024

# Annual Report



**SPRING**  
INSTITUTE  
*For Intercultural Learning*



## Dear Friends,

As summarized in this annual report, 2024 was another busy and impactful year for Spring Institute and our partners who are working together to build a thriving intercultural community through learning, language access, and advocacy. With multifaceted, intersectional programs and services engaging highly diverse immigrants, refugees, and our allies across the welcoming community, Spring Institute worked hard to advance our mission throughout the year. Here are just a few highlights:

### Learning

- Supported over 400 adult learners representing 30 linguistic groups in accessing English language acquisition and digital skills classes
- Served 66 families with 69 children through 1,500 Home Instruction for Parents of Preschool Youngsters (HIPHY) home visits promoting family literacy and school readiness
- Assisted families representing 20+ diverse language groups in enrolling 180+ children in preschool & kindergarten

### Language access

- Provided nearly 11,000 interpretation appointments in 50+ languages and facilitated written translation of documents totaling approximately 300,000 words
- Trained 42 medical interpreters in the 40-hour Bridging the Gap course
- Contributed to research to improve language access at state agencies through interviews and surveys of 5 geographically diverse community-based organizations and their service populations

### Advocacy

- Led the Colorado Language Access Coalition in championing legislation improving language access at the legislature and bolstering licensing resources for Spanish-speaking child care providers
- Won competitive funding through The Colorado Health Foundation to launch a new advocacy coalition focused on immigrant and refugee mental health

On top of these accomplishments, we were delighted to honor a decade of Spring Intercultural Champions and celebrate ten years of Paula's ongoing dedication to the organization at the 10<sup>th</sup> Spring Intercultural Champion Awards in October, garnering a feature on Kyle Clark's *Word of Thanks* segment on 9News. Read on for more examples of the powerful impact of our programmatic partnerships and intercultural fellowship.

While 2024 ended with a presidential election promising to usher in painful challenges for our staff and program participants, we at Spring Institute remain committed to a Colorado that is welcoming to international newcomers. Together, we will continue to embrace and collectively benefit from cultural vibrancy, linguistic diversity, and intercultural collaboration. As always, thank you for your solidarity and support.

Sincerely,



Natalia Devlin  
Board Chair



Paula Schriefer  
President & CEO

## Adult Education & Career Pathways

- Served 400+ learners representing 30 linguistic groups in partnership with 4 other organizations and with assistance from 10 volunteers. 74% of learners who post-tested made measurable improvements in their English proficiency.
- Supported more than 110 diverse refugees, asylum seekers, and humanitarian parolees through English language and digital skills training
- Added 4 new locations, doubling English and digital skills class offerings
- Coached 135+ immigrants and refugees in 1-1 sessions furthering career pathways in healthcare and education, including 4 internationally trained physicians who obtained ECFMG certification required to apply to U.S. medical residency programs
- Awarded nearly \$69,500 in financial assistance to coaching participants pursuing training programs, required language and board assessments, evaluations of international degrees, language courses, background checks, and essential technology for study and employment



## Communications & Advocacy

- Led the Colorado Language Access Coalition in championing bills improving language access at the legislature and bolstering licensing resources child care providers
- Won competitive funding through The Colorado Health Foundation to launch the Coalition on Refugee & Immigrant Mental Health
- Awarded 8 higher education scholarships to immigrant and refugee young adults through the Ma Kaing Scholarship Fund
- Convened quarterly Policy Advisory Committee meetings, which included 12 community members representing immigrant and refugee perspectives from 10 diverse countries of origin
- Contributed to research to improve language access at state agencies through interviews and surveys of 5 geographically diverse community-based organizations and community members who are speakers of Amharic, Burmese, Dari, and Spanish

# Early Childhood Education



- Served 66 families with 69 children through 1,500 Home Instruction for Parents of Preschool Youngsters (HIPPO) home visits promoting family literacy and school readiness
- Engaged multigenerational HIPPO families in their primary languages of Amharic, Burmese, Dari, Oromo, Pashto, Somali, & Swahili
- Piloted a new summer curriculum with 12 families
- 100% of HIPPO parents reported confidence that the program prepared their kids for school and 95% would recommend the program to others
- Home Visitor Fatema Zamani, who engages families in Dari and Pashto, was recognized by Parent Possible as the 2024 *Bernice Frieder HIPPO Home Visitor of the Year*



# Youth Programs

- Created a new referral process for youth service providers to connect their clients with case management services and expanded program reach to include participants at a shelter facility for unhoused, primarily migrant families
- Provided 230 hours of personalized summer school and nearly 300 hours of recreational summer programming including hiking, camping, bug catching, and archery as well as additional opportunities for rock climbing, swimming lessons, and a running club where over a dozen kids completed a 5k race
- Facilitated summer camp attendance for over 50 youth through partnerships with Stanley British Primary School, the Denver Zoo, and the Denver Museum of Nature & Science
- Opened a Community Bike Library based at Boston P-8 School
- Youth Advisory Board led a community safety evaluation in the area of New Freedom Park and established a corresponding safety plan being implemented in collaboration with the Denver Police Department



# Cultural Resource Navigation

- Provided navigation services and resource connections to 725 Limited English Proficient (LEP) hospitalized UCHealth patients across 3 facilities and 200+ LEP patients from 9 outpatient clinics
- Linked 690 hospital patients to primary care after discharge
- Expanded services to UCHealth in Colorado Springs
- Reached over 3,700 individuals with educational and preventive information about COVID-19 and other illnesses
- Distributed over 26,000 home COVID-19 test kits and 30,000 masks for adults and children
- Supported families representing 20+ diverse language groups in enrolling 180+ children in preschool & kindergarten



- Facilitated 200+ applications for public benefits like UPK, CCCAP, Head Start, SNAP, Medicaid, & WIC
- In December, launched Community Wins program to support families served by the Office of Refugee Resettlement in accessing vital public services and family resources, assembling a diverse team with fluency in 8 languages

## The Interpreter Network

- Delivered interpretation and translation services to 100+ organizations, including nonprofits, healthcare institutions, government agencies, law firms, and businesses
- Provided nearly 11,000 interpretation appointments in 50+ languages and facilitated written translation of documents totaling approximately 300,000 words
- Trained 42 participants in the 40-hour Bridging the Gap (BTG) course for medical interpretation with a 100% rate of passage on the final exam to obtain a nationally-recognized Certificate of Completion
- Provided 160 hours of online and in-person training to interpreters and service providers in Colorado and New Mexico

## Headlines

Find all media coverage of Spring Institute linked at [SpringInstitute.org/news](https://SpringInstitute.org/news)



# 2024 Highlights

## March / April

Spring Institute staff participated in numerous conferences and professional development opportunities throughout the year such as the Welcoming Interactive (April), the Parent Possible Home Visiting Conference (April), & the Coalition on Adult Basic Education Conference (March).



## May / June

Staff participated in a May 2024 team building retreat facilitated by Point b(e) Strategies.



Adult Education & Career Pathways and the Home Instruction for Parents of Preschool Youngsters (HIPPI) Home Visiting programs recognized 2024 graduates.



The Youth Advisory Board created an informational video and presented their neighborhood safety assessment project at the East Colfax Quarterly Safety Meeting.

Watch videos on our [YouTube channel](#)

# July / August



Staff relaxed at our annual summer picnic.



Gov. Jared Polis visited Denver Health to learn more about the Colorado Works for International Physicians (CO-WIP) program.

# September / October

Youth and neighbors welcomed the grand opening of the Community Bike Library located at Boston P-8 School.



*“What I appreciate most about this program is its commitment to helping individuals like myself succeed. The sense of community and the resources available to us make a significant difference. I would definitely recommend the CWB program to others in similar situations; it is a lifeline for many seeking to rebuild their careers in a new country.”*

- from David's remarks at the 10<sup>th</sup> Spring Intercultural Champion Awards

We celebrated a decade of Spring Intercultural Champions and Paula Schriefer's tenure with event emcee Kyle Clark, who featured Spring Institute in his *Word of Thanks* segment on 9NEWS.

Colorado Welcome Back: Oral Health participant, Russian dentist David Kevorkov, delivered inspiring remarks and expressed special appreciation for Career Coach Jenny Jessup.

# December

Staff and Board members gathered for an end-of-year celebration.



# Major Donors in 2024

## \$100,000 and above

Caring for Denver  
Colorado Dept. of Education - Adult Education & Literacy Act Grant Program  
Colorado Dept. of Human Services - Maternal, Infant, & Early Childhood Home Visiting Program  
Colorado Dept. of Human Services - Refugee Services Program  
Colorado Dept. of Public Health & Environment  
Colorado Dept. of Human Services - Refugee Services Program  
The Colorado Health Foundation  
Denver Health & Hospital Authority  
Gateway II Fund of The Denver Foundation  
University of Colorado Health (UCHealth)

## \$50,000 and above

Buell Foundation  
Colorado Dept. of Human Services - Tony Grampsas Youth Services Program  
Colorado Dept. of Public Health & Environment  
Colorado Workforce Development Council  
The Denver Foundation  
Denver Dept. of Public Health & Environment  
Gary Community Ventures  
Parent Possible - Denver Preschool Program  
Rose Community Foundation

## \$25,000 and above

Aurora Public Schools  
Colorado Dept. of Early Childhood  
Daniels Fund  
Delta Dental of Colorado Foundation

## \$10,000 and above

Anschutz Family Foundation  
Anschutz Foundation  
Chevron  
Colorado Immigrant Rights Coalition  
Migration Policy Institute

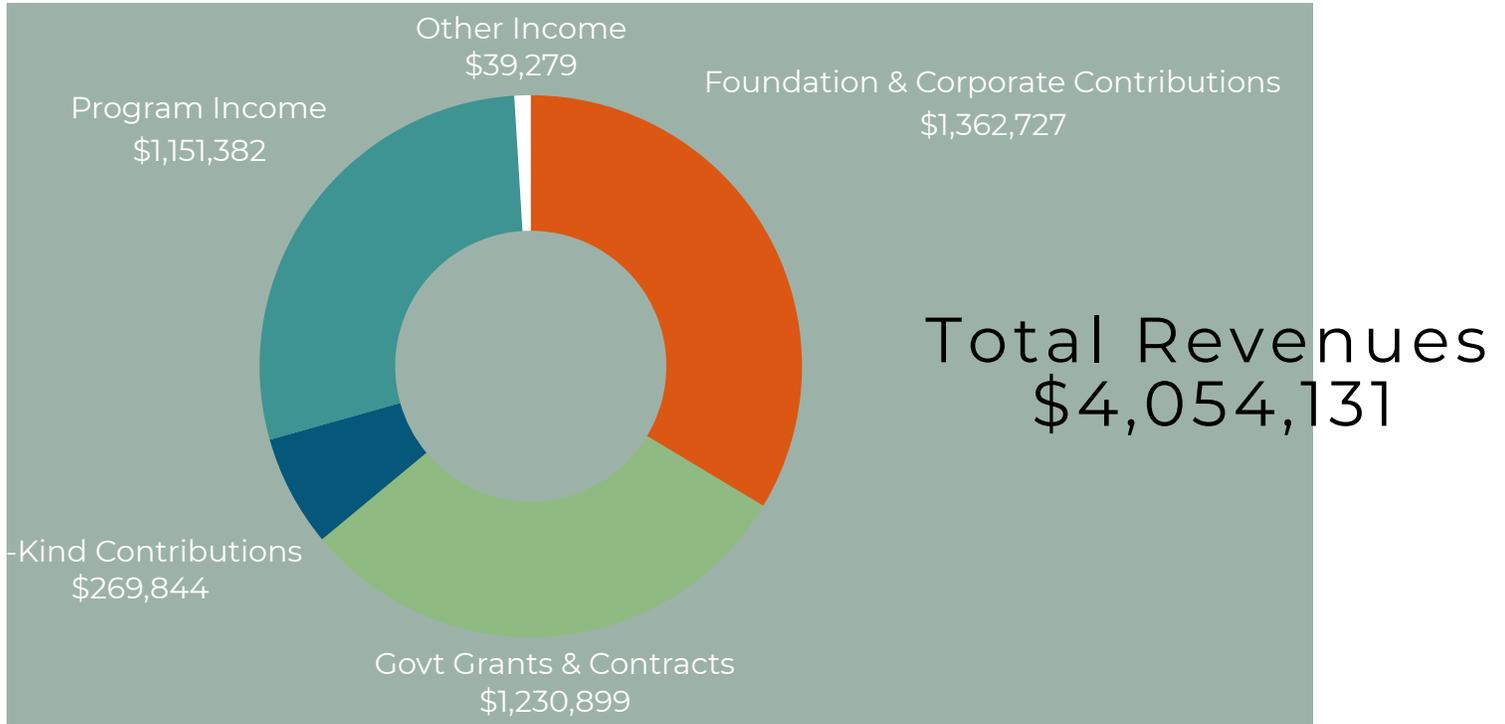
## \$5,000 and above

Sam S. Bloom Foundation  
Denver Economic Development & Opportunity  
Edward Jones



*Board Member Donya Khoshnam and colleagues presented Spring Institute with a contribution in support of the new Community WINS navigation program (December)*

# Financial Report for 2024

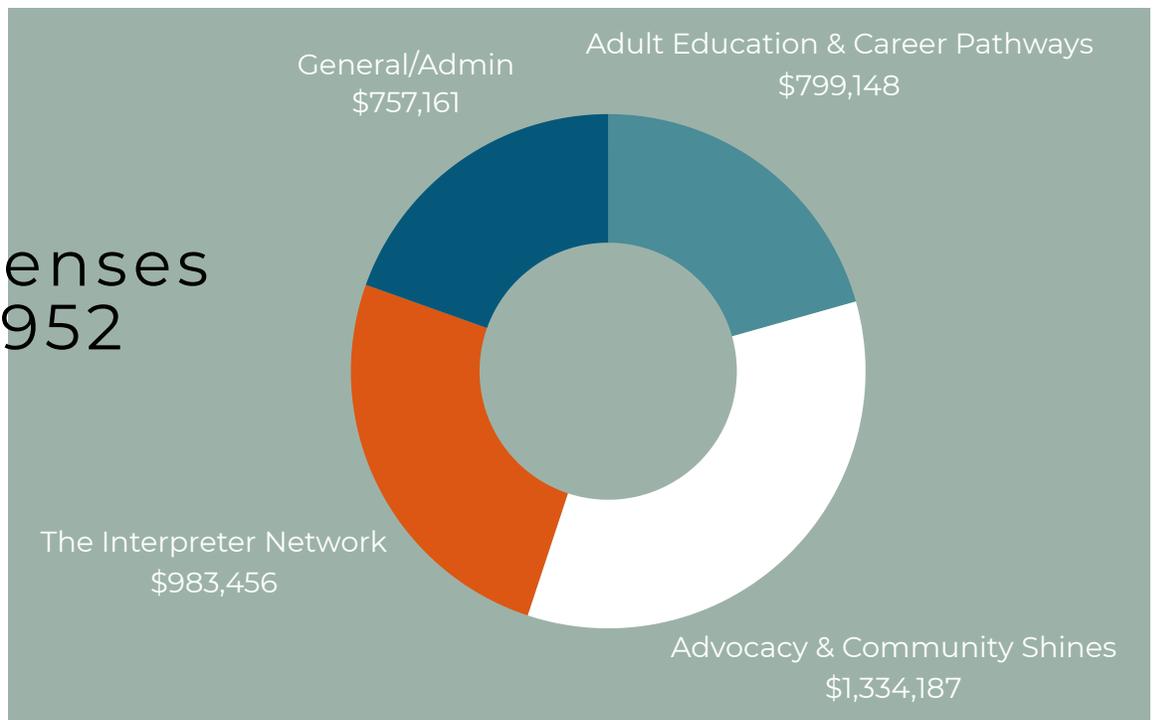


Assets  
\$1,991,012

Liabilities  
\$347,725

Net Assets  
\$1,643,287

Total Expenses  
\$3,873,952



# Staff\*

## Senior Management & Administration

Paula Schriefer, President & Chief Executive Officer  
Rita Harding, Chief Operating Officer  
Alexandra Neira, Director of Programs  
Hanae Ogura, Accounting & Human Resources Manager  
Amy Lujan, Administrative Assistant



## Adult Education & Career Pathways

Allie Needham, Senior Program Manager  
Jocelyne Bisimwa, Lead Instructor  
Diana Chiriboga-Flor, Curriculum & Instructional Design Coordinator  
Nerea Gourlaouen, Lead Instructor  
Bea Hussainzada, Cultural Navigator  
Jenny Jessup, Career Coach  
Vanessa Lupercio, CO-WIP IMG Assistance Program Coordinator & Career Coach  
Pejmon Pourriahi, Program Coordinator  
Vanessa Travieso, CWB Nursing Program Coordinator & Career Coach



## Communications & Advocacy

Amanda Bent, Director of Communications & Advocacy  
Khatira Amn, Senior Policy Advocate for Early Childhood  
Kate Greuel, Policy Advocate

## Community Shines - Integration Programming & Cultural Resource Navigation

Tessa Nelson, Early Childhood & Youth Programs Manager  
Darmian De la Cruz Mayo, Cultural Navigation Manager  
Melanie Collier, HIPPY Coordinator  
Emma Miles, Case Management Clinician  
Jackeline Herrera Merlos, Community Youth Program Coordinator  
Hellen Nalunkuma, Registered Nurse Navigator  
Mulah Pwae, Early Childhood Resource Specialist  
Veronica Chicaiza Redin, Navigation Coordinator



## The Interpreter Network

Frida García, Senior Program Manager  
Jennifer Drager, Interpretation & Training Coordinator  
Benjamin Gibbons, Interpretation Coordinator  
Eunsol Kim, Interpretation Coordinator  
Ozzy Muñoz, Interpretation Coordinator



\*The names of some staff are unlisted due to safety and privacy concerns in the current political climate. In addition, more than 150 unlisted part time or hourly staff, contractors, and volunteers are an integral part of Spring Institute.

# Board of Directors

## Officers

Natalia Devlin, Chair  
Language and Immigrant Services Coordinator  
Arapahoe Library District

Maria Soto, Vice-Chair & Secretary  
English Language Acquisition Instructor  
The Learning Source

Victor Chen, Treasurer  
Local Government Finance and Research Analyst  
Colorado Department of Local Affairs



*Current Board Chair Natalia Devlin & Treasurer Victor Chen at the 10<sup>th</sup> Spring Intercultural Champion Awards (October)*

## Members

Katy Arreola  
Operations Manager  
Koloma Inc.

Gabrielle Cardwell  
Senior Account Manager  
Rocky Mountain Public Media

Elizabeth Garner  
Former Colorado State Demographer (Ret.)

Nick Gonzalez  
Production Supervisor  
Chevron

Donya Khoshnam  
Assistant Vice President, Branch Manager  
Huntington Bank

Julie Selsberg  
Attorney, Medical-Legal Partnership  
Children's Hospital Colorado

Mathieu Seton  
French language teacher  
Denver Public Schools

Sara Stern  
Director of Admission & Summer Program  
Stanley British Primary School



*Outgoing Board Chair Margaret Kirkpatrick was honored at the end of her term (December)*

**Together, we are continuing to build a thriving intercultural community through learning, language access, and advocacy.**

**Thank you!**



**(303) 863-0188**



**1373 Grant Street, Denver, CO 80203**



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



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