The Workforce Program successfully adapted to virtual counsel as well as developed significant capacity for crisis response and relief in the community. During 2020, the ETSS Workforce Program provided services ranging from case management to ESOL, employability support efforts, financial literacy and more. The Workforce Program strives to connect immigrants and refugees with the skills, services and support they need to live healthy and self-reliant lives in Central Ohio.

**IMPACT 2020**

- **249** Jobseekers Assisted
- **900** Services Provided
- **$15.32** Average Pay Rate
**OUR IMPACT**

- **COVID-19**
  - PPE Giveaway - 40 families received PPE and fresh produce
  - Distributed hand soap, sanitizers, and masks for more than 80 families (over 600 individuals)
  - Forwarded 11 families emergency assistance applications
  - Spoke to over 300 individuals about symptoms and awareness
- **Census 2020 & Voting Information**
  - 180 individuals assisted to participate in election.
  - 300 individuals contacted about Census
  - Assisted 35 families in completing online Census

- **Health and Wellness**
  - Mammogram screenings for 16 women

- **Basic Computer Skills**
  - 15 Trainings

- **Video Outreach**
  - 8,610 total views
  - Topics: COVID-19, Hospital Visits, Mask Use, Stimulus Information, Student Loans, Eviction and Utilities, and more.
  - Languages: Amharic, Arabic, French, Kinyarwanda, Lingala, Macedonian, Nepali, Somali, Swahili, Tigrinya, Twi.

- **Collaboration**
  - Weekly online Zoom Meetings addressing COVID-19
  - Improved RSS and city client file system with virtual platform.

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