

PUBLIC FUNDERS, CORPORATE AND COMMUNITY PARTNERS



- AACS
- Accelerated Laboratory Logistics
- ADAMH of Franklin County
- Adult Advocacy Center
- Advocating Opportunity
- AEP
- Alpha Kappa Alpha Sorority, Inc
- Ann Sherry Foundation
- ASHA Ray
- BCCO (Arogya Wellness Project)
- BRAVO/Equitas
- Buckeye Ranch
- Can You Dig It
- Capital University
- Celebrate One
- Chase Bank
- Children's Defense Fund
- Chipotle
- CMH
- Columbus Blue Jackets
- Columbus City Schools
- Columbus Foundation
- Columbus Gives Back
- Columbus Jewish Foundation
- Columbus Literacy Council
- Columbus Recreation & Parks
- Columbus Public Health
- Columbus Symphony
- Community for New Direction
- CORRC
- COSI
- CoverMyMeds LLC
- CPH-Free Clinic
- Crane Group
- CRIS
- Delaware County Foundation
- DWAVE
- Egan Rayan Funeral services
- ENACT
- Fifth Third Bank
- Franklin County Children's Services
- Franklin County Department of Job and Family Services
- Franklin County Homeland Security
- Franklin County Suicide Prevention Coalition
- Girls on the Run
- GOFBCI & ODJFS
- Grange Insurance
- Harry C. Moores Foundation
- Headsup
- Healthcare Collaborative of Greater Columbus
- Heart of Ohio Family Health Center
- Homeport
- Human Services Chamber
- Huntington National Bank
- In Christy's Shoes
- I Know I Can
- Independent Property Management
- Ingram White Castle Foundation
- Inprem Holistic Community Resource Center
- Inspired Education
- Kinnect
- LASC (Legal Aid)
- Licking Heights Local School District
- Liberians in Columbus, Inc.
- Local Matters
- Lower Lights Christian Health Center
- LSS Choices
- Lutheran Immigration and Refugee Services
- Maize Road Baptist Church
- Maryhaven
- Momentum Fund of United Philanthropy Forum
- NALA
- Nationwide Children's Foundation
- Net Care
- New American Community Information Center
- North Community Counseling Center
- Ohio Capital Corporation for Housing
- Ohio Capital Impact Corporation
- Ohio Department of Public Safety-Anti Trafficking
- Ohio Office of Criminal Justice Services (OCJS)
- Ohio Living Westminster Thurber Spiritual Committee
- Ohio University
- OSU College of Public Health
- OSU Fisher College
- OSU School of Social Work
- OSU Wexner Medical Center
- P4S
- Park National Bank
- Pickerington Local Schools
- PNC
- Primary One Health
- Prince of Peace Lutheran Church of Columbus
- Prince of Peace Lutheran Church of Dublin
- Real Eyes
- Real World/Real Money
- Resident Resource Network
- Reynoldsburg City Schools
- Seeds of Caring
- She has a Name
- Somali Senior and Family Center
- Suicide Prevention Foundation
- Syntero Care Counseling
- Tariq Tarey
- TechCorp
- The Heritage Apartments
- The Links
- The Ohio Children's Trust Fund
- The Ohio Domestic Violence Network (ODVN)
- The Ohio State University
- The Robert Weiler Company
- The Salvation Army
- Thomas C Hays & Mary Ann Hays Family Trust
- TJX Foundation
- Transit Arts
- United Way of Central Ohio
- US-Together
- Vedic Welfare Society
- WIC
- Zomi Christian Church



1060 Mount Vernon Ave
Columbus, OH 43203
614-252-5362

ethiotss.org
[@ethiotss](https://twitter.com/ethiotss)
[@etss_ohio](https://www.instagram.com/etss_ohio)
[facebook.com/EthiopianTewahedoSocialServices](https://www.facebook.com/EthiopianTewahedoSocialServices)



Impact Report 2021

ETSS

**TEWAHEDO
TOGETHER AS ONE.**

23,000+ Individuals Served

Our Strategy

Through hard work and effective strategy, ETSS has increased its effectiveness and expanded both its services to and awareness of New Americans in Central Ohio and beyond. As the agency strives to accomplish the goals outlined in the strategic plan, ETSS also recognizes the new capabilities and horizons discovered as a result to successfully meeting the challenges of the COVID-19 pandemic and the creative, adaptive, and forward-thinking concepts and actions to address those issues.

Many of the tools utilized will continue to be part of the workday models and efforts. Technology, and both the solutions and answers it can provide, will assist in the office (onsite or home), the classroom and communicating with families, schools, and employers. The extraordinary generosity of the private and public sectors has helped build an even stronger network of support for the ETSS mission and clients. These relationships will continue to build throughout Central Ohio, regionally, nationally and through Project Africa, globally.



RIDA PROGRAM

The RIDA (Refugee Individual Development Account) program offers life changing incentives for financial education through a match grant that helps individuals purchase their own car or home, start a microbusiness, or continue their education.

Accounts Opened:

11	12	12
Home	Vehicle	Microbusiness

Our 2021 Goals

The holistic perspective of the work undertaken by ETSS and the inclusive and diverse philosophy of the agency will allow for the growth and build upon past success to expand into future programs and services for underserved populations. We will continue to expand and share our expertise in training areas (capacity, trauma, and culture) as well as strengthen and share our programming collaboratively throughout Central Ohio and beyond.

3 To provide adult education, employability training, job search and placement assistance, and career advancement assistance with the goal of creating self-sufficiency and economic stability.

4 To employ community navigators/advocates who will educate and support families' health and safety with evidenced-base practices grounded in social supports theory and socioecological determinants of health (task shifting model).

5 To strengthen ETSS both in its infrastructure and resources to be more effective and efficient to carry out its mission.

BILINGUAL LIASON

"I will fight every day so that my families realize that they are not alone, so that they realize that they matter, and that their voice is heard. I understand their culture, I understand their fears, and that is why my mission is for them to be independent and realize how capable they are." -Veronica, Bilingual Liaison for families who speak Spanish

"This is the first time anyone has called and talked in my language" - Mother, Mai Mai speaking community



FAMILY ENGAGEMENT

FEP started late in 2020 partnering with CCS. Within the first 2 months of program, EL student attendance increased by 27% and the program was featured in Columbus Dispatch in January 2021. The FEP service has also expanded to Pickerington Local School District close to the end of 2021 and developed program in alignment with the school district.

227 new parent portals



1 To facilitate the access of social services, equity, stability, and advocacy to New Americans through community participation, services coordination, community capacity building, cultural pride, and education.

2 To support immigrant, refugee, and low-income families, focusing on development of the whole child in a safe environment by providing academic support, Social Emotional Learning, health and wellness, cultural enrichment, and professional development.



VACCINE CLINICS

ETSS Hosted multiple Vaccine Clinics and provided information and opportunity to receive the vaccine. Staff reached out to the community in linguistically appropriate ways, informing people about the virus and vaccines, combating misinforming, and offering resources to testing and vaccinations, all in the communities we serve and in the languages our clients speak.

1,190 vaccinations assisted



EVERYDAY HEROES AWARD

"And knowing all that Ram endured in a refugee camp, knowing his background, it doesn't surprise me at all that he gets so invested. I am so blessed having such a generous and giving person to help us. He is my North Star."

-Columbus Dispatch quote on ETSS's Ram Upreti. Ram placed first in the Everyday Heroes competition.

RESETTLEMENT

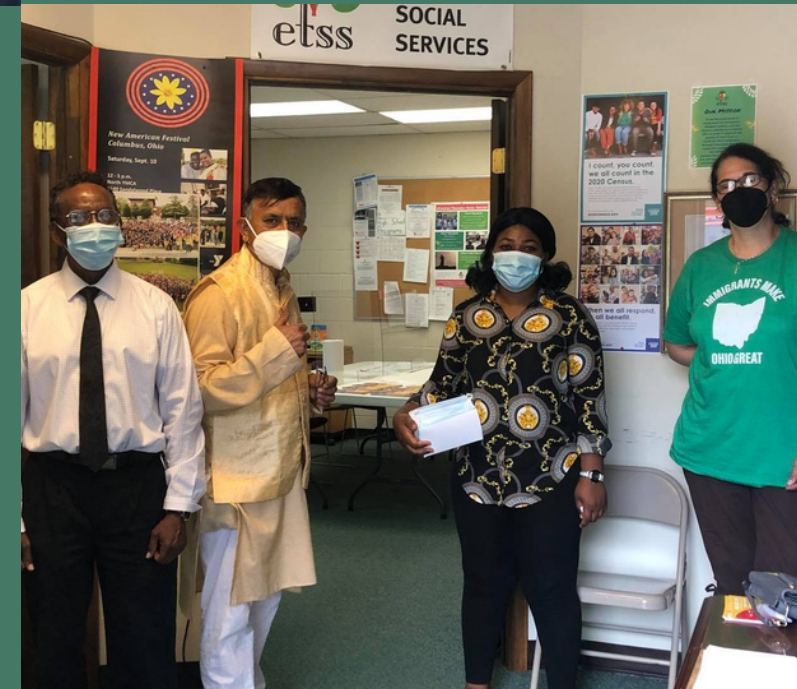
ETSS, through partnership with Lutheran Immigration and Refugee Service, made its debut as a Central Ohio Resettlement Agency welcoming up to 75 individuals that had been displaced by the situation in Afghanistan.

64 individuals settled



ADVANCEMENT

Advancement successfully wrote 48 grants in 2021, expanding the diversity of our funding sources. 775 Donors supported campaigns and events, a 78% contribution rate. Donors over \$100 increased by 48%. We expanded social media outreach and advocacy, including a 107% increase in Facebook activity. 312 people attended the 2021 Virtual Evening Of Promise. ETSS was recognized during United for Impact for most individual donors and our social media campaign.



BUILDING CAPACITY

Through ongoing support from the Momentum Fund, Advancement worked with 5 grassroots organizations to meet the needs of the communities they serve. Through the intersectionality of all capacity building programming at ETSS, adults and youth developed skills that have lead to greater self-sufficiency and successful outcomes.

21% Increase in Funding
113 Employees



CRISIS COUNSELING

The tremendous outreach provided resulted in the ADAMH Board of Franklin County's 2021 Extraordinary Mile Award for the Ohio Care Team of Franklin County (ETSS, CND, and NCR)

ADAMH's 2021
Extraordinary Mile
Award



Over the past months, all of us have faced many unknowns, experienced extraordinary alliances and compassion. We have also witnessed unprecedented change and growing movements toward greater social equity. ETSS has always believed---in fact is built upon---the concept of TEWAHEDO, to come to together as one, and to recognize and honor the other through namaste... We know that these two ideas, recognizing both the individual and the community, bring us closer to equity for all.

Our impact

ADULT SERVICES

PROGRAMS	DETAILS	OUTCOME
Workforce Development Program	The ETSS Workforce Program includes a variety of programs aimed to help new arrivals develop the skills they need to become self-sufficient. Workforce rapidly adapted to virtual platforms to maintain essential programming such as the RIDA program, ESOL classes, and job placement, job skills training.	<ul style="list-style-type: none"> • 201 visitors to North Site • 18,744 Contacted for Vaccine Clinic • Mammogram screening for 15 women • 24,276 total Social Media Impression • 27 RIDA Accounts Opened (Home, Vehicle, Microbusiness) • 48 Clients Placed in Jobs • 6 clients received citizenship • 52 ESOL Students
Family Care Program	Collaborated with CHOICES to assist survivors with Stable Housing. Partners with The Center for Family Safety & Healing. Expanded Sole Shop to help more ETSS clients. Provided training of Human Trafficking and Domestic Violence to over 400 community members	<ul style="list-style-type: none"> • 71 Primary Survivors assisted • 150 Secondary Survivors Assisted • 1,762 Services Provided <ul style="list-style-type: none"> ◦ FC:VAWA 242 ◦ OCJS:VAWA 230 ◦ OAG:VOCA 1,005 ◦ Salvation Army 261
Mental Health Community Navigator Program	Hosted multiple resource and job fairs in addition to an insurance enrollment event and assisting with vaccine clinics. Presented to the community leaders during Bhutanese Nepali Women's Health discussion	<ul style="list-style-type: none"> • Total outreach of 13,031 • 74 HUB referrals • 19 different countries served • 28 Referred to CelebrateONE
Crisis Counseling/Community Navigator Program	ADAMH of Franklin County's 2021 Extraordinary Mile Award. ETSS Advocacy resulted in FEMA and SAMSHA to consider their race/ethnicity categories. Ohio Health advocated for program in Spanish language newspaper La Megnanaota	<ul style="list-style-type: none"> • 3 Community Initiatives that reached 30,312 people • 24,463 serviced through CCP • 9,832 Outreach by FCPH Health Literacy Navigators • 11,202 Outreached for Child Tax Credit • 31 assisted using CTC portal or filing Taxes • 11 approved to receive Child Tax Credit
OhioKAN	First statewide partnership for ETSS in partnership with Kinnect and ODJFS. Serving 5 counties. developed action plans include: Social Supports, Legal Supports, Outreach and ambassador Work, Childcare Supports	<ul style="list-style-type: none"> • 201 families assisted • 49 trainings attended

Our impact

YOUTH PROGRAMS

ETSS Youth programs served over 1147 youth through afterschool, summer and youth summit without service interruption through the COVID-19 pandemic. We held the 2021 Youth Summit at each of our eight sites on August 6th with estimated attendance of 300 youth. The theme for the Youth Summit was Summer Olympics. This was a time where our students could display their talents and work collaboratively with their peers. We were fortunate to welcome partners to visit including our adult department, Transit Art, Seeds of Caring, and We Amplify Voices.

PROGRAM	DETAILS	OUTCOME
2020-2021 Afterschool Program	January- May 2021 operated at 8 After-School Virtual Sites, 4 In-Person Learning Extension centers, and continues to support students and their families with remote learning	<ul style="list-style-type: none"> • Total Enrollment 414 • LEC 94 • VASP 320
2021 Summer Learning Program	Themed youth summit with Stories from Around the World . 8 Sites throughout Franklin County to help prevent summer learning loss	<ul style="list-style-type: none"> • Served 286 students • Held annual Youth Summit with community partners
2021-2022 Afterschool Program	Operated at 10 different sites. Started 2 additional sites in Licking Heights in partnership with Licking Heights Local Schools	<ul style="list-style-type: none"> • Served 342 students • 2 New Sites
Healthy Transitions	New to the organization in 2021, The ETSS Healthy Transitions Program supports students ages 13-15. Services include referral for academic tutoring, assistance with high school planning, and career exploration.	<ul style="list-style-type: none"> • 36 students enrolled
Achieve More and Prosper (AMP)	Implemented Incentive Program for the first time: students receive financial incentives for maintaining and improving GPA, graduating from high school, completing certification programs.	<ul style="list-style-type: none"> • 76 Enrolled • 86.36% student diplomas • 6 Robotic Arm certifications • 5 STNA training • 11 Summer Work Experience • 10 Rise UO certification
Reach Higher (FCCS)	Program funded by FCCS to provide academic support to middle and high School students	<ul style="list-style-type: none"> • 45 students enrolled • 4 students graduated High School • 6 Students earned 4.0 or higher GPA