



Friends, in 2019, we saw a significant growth in the number of volunteers and donors who supported us. Together we worked to create a global, culturally rich community, where more language barriers were removed and more visitors welcomed.

With much gratitude, 

Patricia Grote, Executive Director

Amazing Things Donors Made Possible

Volunteers



Welcomed 80 new volunteers across all of our program areas.

Citizen Diplomacy Summit



Hosted a Citizen Diplomacy summit with Iowa Sister States.

Housing Interpretation Hotline



Calls to Housing Interpretation Hotline more than doubled in 2019.

Community Outreach



Participated in cultural education events: World Refugee Day, State Capitol Grounds, and the Des Moines Art Center.

Passport to Prosperity




Honored individuals from India, Mexico, El Salvador, and Sudan.

Increase in International Visitors



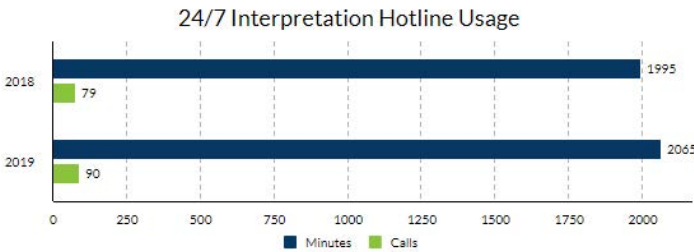
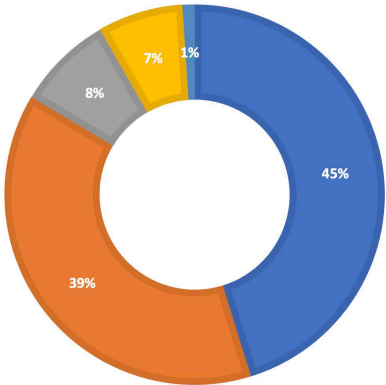
Increased number of international visitor delegates by 13%.

Removing Language Barriers

- Iowa ELL Academy:**
- 159 unique participants.
  - 27 Iowa organizations represented
  - 57% of participants have attended more than one workshop
- English Language Classes:**
- We served 75 students
  - 95% of the students were refugees
  - 87% were women
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- 30% increase in Literacy levels in 1 semester
  - 1,422 hours of student attendance.

2260 In-Person Interpretation Appointments by Category:

- Health: 1022
- Human Services: 867
- Schools: 184
- Legal: 164
- Corporations: 23



Most Requested Languages for Interpretation

- |            |              |            |            |
|------------|--------------|------------|------------|
| Amharic    | French       | Kunama     | Somali     |
| Arabic     | German       | Laotian    | Spanish    |
| Bosnian    | Hindi        | Mandarin   | Swahili    |
| Burmese    | Japanese     | Nepali     | Telugu     |
| Cambodian  | Karen        | Nuer       | Thai       |
| Chin Hakha | Kinyamulenge | Portuguese | Tigrinya   |
| Chin Mizo  | Kinyarwanda  | Punjabi    | Ukrainian  |
| Croatian   | Kirundi      | Russian    | Urdu       |
| Dinka      | Korean       | Serbian    | Vietnamese |

Creating Global Ties

Exchanges through the International Visitor Leadership Program and Open World Leadership

- 93 countries represented
- 229 international leaders
- 3588 hours of volunteer engagement to help international visitors experience Iowa's hospitality, cuisine, and culture
- \$93,769 in federal funding infused into Iowa's economy, generating \$548,676 of economic impact.

