



Annual Report

2023

GLOBAL
NEIGHBORHOOD

Global Neighborhood At A Glance

OUR MISSION

To provide pathways to employment for our neighbors who came here as refugees.

Global Neighborhood is a non-profit social enterprise providing job training, English classes, and permanent employment opportunities resulting in economic mobility for refugees in Spokane. We are dedicated to empowering refugees with the tools, skills, and support necessary to break cycles of poverty and dependence on limited government assistance.



PROGRAMS

Job Readiness Program: cohorts of refugees seeking the next step in their professional development.

Permanent Employment: With over 25 refugees on staff, Global Neighborhood provides a welcoming space to work and grow.

English Classes: Free to program participants and qualifying refugees. Language classes focus on workplace English.

From The Executive Director

When I think about what constitutes success at Global Neighborhood, two things stand out to me as important: impact and sustainability. What I have learned over my past 17 years at Global Neighborhood is that a lot of things can feel like a success, but upon further investigation, they often don't turn out to have accomplished anything that had a lasting impact. Likewise, I've learned there can be successes we celebrate, but the victory seems shallow because we know that it is unlikely that we could replicate that success again.

When I reflect back on what we accomplished as an organization in 2023, I am proud because I see successes that are having a real impact on the lives of refugees in Spokane, and I am excited because I know that we accomplished them in ways that are sustainable and poised to scale up in the future.

We have a lot of momentum coming out of 2023, and as we move forward into 2024, our team is focused on one thing: replacing refugee unemployment with economic mobility. It is a lofty goal, but one worth fighting for. I hope that you will continue to partner with us until we make it a reality.

**Brent Hendricks,
Executive Director**



2023 Highlights

Successes in 2023 include:

- A record year at Global Neighborhood Thrift & Vintage. Our first full year in our expanded space, and our team put all our new square footage to good use.
- Those record sales translated into a record number of dollars being paid out to refugee employees: over \$600,000.
- Starting up our own English Language program, building out a classroom, and hiring two full time ESL teachers to train our staff and other refugees workplace-focused English.
- Building the framework for a new Job Readiness Program, setting the stage for paid training, wrap-around support, and job placement for program graduates in our new cohort model.
- Important behind-the-scenes capacity building that has made us more financially sustainable, equipped with better governance, and with a clearer focus on our mission.

8

Countries represented
in Job Readiness
Program

34

Students in
English Class after
only 3 months

35

Total countries
represented on staff

67%

Staff are former
refugees

1.4M

pounds of recycling
diverted from landfill

74

Refugees served
across programs

73%

Program participants
were women

69%

Positive or Neutral
JRP Exits

25

Former Refugee
Employees (FT/PT)

\$602,923

Wages and benefits paid to refugees in 2023

“I like working here and my team. I also love English classes are now here at work.” - Hawa, Production Lead



We couldn't have done it without your generous support.

"2023 was my biggest year of change. I started as Home Goods Supervisor and now I'm the JRP Supervisor. Global Neighborhood gives people like me a chance. I love working here. They believed in me and have helped me see my future and now I can see my kids future too."

- **Bietlehem,**
JRP Supervisor



Thank you to all our donors and volunteers.

895

individual donations



“I can’t imagine where I’d work without Global Neighborhood.” Habiba, Production Lead

What's Next?



At this stage of our growth, we are launching a bold impact goal: Refugee unemployment will be replaced by economic mobility within our lifetime.

Our new model for economic mobility is to leverage three activities which we believe will result in transformational change for our program participants. This model has been developed through the experience of our staff as well as our research from Measuring Mobility from Poverty, a collaboration of Stanford University, the US Partnership on Mobility from Poverty, and the Urban Institute (2018).

The Job Readiness Program is also getting an overhaul as we switch to a cohort model to better support participants.



New Goals

Impact Statement

Refugee unemployment will be replaced with economic mobility in our lifetime.

1 Power/Autonomy

70% of participants will report an increased sense of autonomy over their future career plans.

A personal sense of control over one's circumstances, or self-agency, has proven to correlate to economic mobility. Some call this a "growth mindset" or "grit." At Global Neighborhood, we nurture refugees' power and autonomy through all aspects of our programming.

2 Social Capital

85% of participants will build their professional network.

Social capital is a web of relationships with economic benefits. Research has shown that social capital is a more critical factor in determining future economic growth than one's previous work experience or education. We are building refugee social capital with programming that facilitates interaction between US professionals and refugees, building their professional network.

3 Earning Power

65% of participants will increase their earning power.

Our effort to increase earning power includes all activities that build a refugee's capacity to earn more money through future employment. This includes facilitating industry-recognized certifications, supporting enrollment in educational opportunities, and providing English language training.



“I have a job, that is why I am happy. I like that every morning I come to work and we welcome each other as friends.” Vita, Home Goods & Vintage Curator

Acknowledgements

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Brick West Brewing
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City of Spokane
Kalispel Tribe and Northern Quest
Resort & Casino
ORIA
Live Local INW
REDF
Umpqua Bank
United Way Spokane
WA State Department of Commerce
Washington Women's Foundation

Thank you to our Board

Betty Gilchrist | Board Chair
Traci Bemis
Iveth Canalades Kuhn | Treasurer
Anni Glogovac
Andrey Muzychenko
Derrick Oliver



Thank you to all the individuals, foundations, and business partners that generously supported us in 2023. Your commitment to our mission to provide pathways to employment for our neighbors who came here as refugees has helped increase economic mobility to refugees in our community and beyond.

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