



# 2024 ANNUAL REPORT



**BUILDING  
COMMUNITY,  
TRANSFORMING  
LIVES**



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**Support Monarch Today!**

**SUPPORT  
MONARCH:**



# INTRODUCTION

Strengthening immigrant and refugee communities through equitable access to transformative services.



## 22 Unique Languages Spoken on Staff:

- Albanian
- Arabic
- Bosnian
- Croatian
- Dari
- English
- Farsi
- French
- German
- Kirundi
- Mandarin
- Pashai
- Pashto
- Punjabi
- Russian
- Serbian
- Spanish
- Swahili
- Taiwanese
- Ukrainian
- Urdu
- Vietnamese

19

Mental Health Therapists



14

Case Managers



3,258

Clients Served



# MONARCH

IMMIGRANT SERVICES



## WE REBRANDED!

On March 30, 2024, Bilingual International Assistant Services became Monarch Immigrant Services! With significant help from Filament, Weber Shandwick, and Blake Eastwood Creative, staff united around the new name and identity focused on a monarch butterfly and The Gateway Arch.

Monarch butterflies are migratory, traveling thousands of miles on their journeys in order to survive. In terms of humans, some choose to relocate, but for many others, relocation is a necessity. These journeys are essential for finding and maintaining a safe habitat, ensuring a healthy and safe place to call home. Immigrants embark on transformative journeys, navigating challenges with courage and determination, and ultimately enrich the tapestry of our communities. The Gateway Arch - itself a symbol of migration - in our new logo, foregrounds St. Louis as the safe landing spot and new home for our clients. And our multilingual, professional team is here to help these newcomers overcome any barriers in their new home.



## WE MOVED!

We moved! After over a decade on Macklind Ave., Monarch now occupies the 7th floor of the historic Chouteau Building (4030 Chouteau Ave.) at the eastern edge of The Grove. This new space has provided more offices for our growing staff and additional space to meet with clients. We relocated our St. Louis International Senior Center to Dutchtown.



# ST. LOUIS PARTNERSHIP FOR SURVIVORS OF TORTURE / CARE ACCESS FOR NEW AMERICANS

For almost two decades, this unique Partnership has provided holistic, trauma-informed support to individuals and families struggling to heal and rebuild in St. Louis. Housed at Monarch since 2016, an integrated team of therapists, case workers, attorneys, and psychiatrists works collaboratively to propel clients toward their treatment goals. This program improves clients' ability to regulate emotions, decrease trauma symptoms, anxiety, and depression, while increasing interpersonal connection, communication skills, and emotional wellbeing.

This program offers flexible mental health therapy options (in-home, virtual, in-office), a psychiatric clinic, healthcare and benefits navigation, connection to primary medical care, immigration legal assistance, and community connection.

579

Clients Served



### Staff supporting this team:

- 10 Mental Health Therapists
- 2 Immigration Attorneys
- 5 Case Workers
- 2 Psychiatrists

57

Countries Represented



## STEPS TO BETTER HEALTH

Our **Steps to Better Health** program integrates traditional counseling and health coaching for a comprehensive care approach for people struggling with comorbid physical and mental health conditions. In a newly established partnership with the St. Louis City Bureau of Behavioral Health, the program continues to help racial and ethnic minority participants achieve and sustain health goals. Using Cognitive Behavioral Therapy and health coaching to improve lifestyle habits, STEPS staff work closely with physicians in underserved communities with high rates of metabolic syndrome and related challenges.

The STEPS program has a **client success rate of 73%** and includes outcomes such as increased social engagement, diabetes management skills, emotional health and wellbeing, and decreased health anxiety.

# YOUTH SERVICES

**The Children & Youth Mental Health Team** (formerly Project Safe Space) provides school-centered, trauma-focused mental health services to immigrant and refugee children and youth in St. Louis City and County. Drawing on evidence-based practices such as EMDR and DBT, our therapists also integrate developmentally appropriate approaches like art, play, and movement. Our staff is specially equipped to collaborate with clients, families, and school partners to provide holistic support to the clients served under this program across **26 schools** in seven school districts including St. Louis Public Schools. Monarch partners with area school districts and their faculty to provide consultation, presentations, and training for serving immigrant and refugee families in a more culturally-responsive, trauma-informed manner.

**885** Hours of individual therapy

**103** Hours of group therapy

**14** Sessions (avg.) per child

**41** Families directly assisted through case management

## NEW PARTNERSHIP

### Children & Youth Mental Health/Afghan Services Team Collaboration

- Psychoeducation and family-strengthening groups for newly resettled Afghan families
- Hospitality inspired by Afghan traditions to build trust and celebrate cultural strengths
- Transportation and childcare provided
- Age-specific interventions with aligned goals across age groups



# AFGHAN SERVICES

When Afghanistan fell in 2021, evacuated Afghan service personnel began arriving in St. Louis, requiring an all-hands-on-deck response from the local service infrastructure. In February 2023, Monarch secured a federal award – **Services to Afghan Survivors Impacted by Combat (SASIC)** – to help these families meet basic needs, acclimate, and address therapeutic and practical goals.

Under the leadership of Coordinator Haroon Safi, the Afghan-led and –staffed SASIC team has served 385 clients in its first year of operation and quickly become a go-to resource for the recently arrived Afghan community.

- Community informed – guided by a diverse Afghan Community Advisory Board
- Community engaged – parenting skills and therapy groups
- Community focused - intensive case management focused on large families
- Community wellness - recreational Afghan volleyball and cricket leagues
- Community safety - presentations on substance use, interactions with law enforcement



The program has worked to reduce cultural stigma around mental health services, which has increased enrollments and grown demand for psychiatric services, as needed. Given the significant levels of trauma and PTSD in this population, this is an important step.

# SENIOR ENGAGEMENT & SOCIAL SERVICES

After 22 years, we remain true to our roots as an agency specially equipped to meet the needs of foreign-born seniors. Whether through customized assistance with securing US Citizenship, help navigating complex systems of health care and insurance, or our first-in-the-state multicultural senior center, Monarch helps foreign-born seniors maintain their quality of life and age in place in the community.

**Senior engagement staff are multilingual and provide regular case management, care coordination, and benefits assistance to ensure that seniors have all the supports to which they are legally entitled.**



## ST. LOUIS INTERNATIONAL SENIOR CENTER

Monarch's senior center (formerly Macklind International) hosts over 200 senior participants annually who meet weekly on their designated day. The center recently purchased a second shuttle bus and is looking forward to meeting the demand of additional participants asking to attend!



transportation



case management



culturally appropriate meals



health education



interpersonal connection



games



field trips



festivals



birthdays



## NATURALIZATION PROGRAM

We work with eligible seniors who are home-bound, medically vulnerable, and/or unable to benefit from classroom instruction to become US citizens. Case workers and attorneys work with clients to file the necessary documentation for naturalization, after which **we provide one-on-one, in-home tutoring** to teach basic civics and U.S. history, as well as English language reading and writing. Although the task can seem daunting, our success rate is exceptionally high, and our clients are often astounded at their own accomplishment. In the last fiscal year, the program served 250 naturalization senior clients statewide!

# DIRECT LEGAL ASSISTANCE

In 2023, Monarch created a new Department of Legal Services under Director of Legal Services Mario Camere, Esq. to address the pressing community need for affordable and appropriate immigration law assistance. The Legal Services team plays an integral role in advancing our mission by offering high-quality immigration services to unrepresented and underserved communities. With two attorneys and a growing cohort of Department of Justice Accredited Representatives, **the legal team provided low-to-no cost legal assistance to 420 clients last year (410 were able to be served free of charge).**

## Specialized, client-focused immigration services:

- Citizenship
- Family Reunification
- Asylum
- Adjustment of Status



We provide comprehensive support to ensure our clients feel secure and protected throughout their legal journey. Our staff attorneys expertly handle complicated, time- and labor-intensive asylum claims. Showing dedication to addressing the needs of the community, we help clients maintain access to essential benefits and social services post-naturalization. Additionally, our family reunification services offer an invaluable opportunity for clients to reconnect with loved ones, often after extended periods of separation.

Our trauma-informed legal team closely collaborates with area partners to coordinate and provide direct, critical immigration support to reduce the number of families that need professional legal assistance but may be unable to afford costly private services.

**420**

**Clients Served**



**18**

**Asylum Approvals for evacuated Afghan service personnel**



**103**


**Clients achieved US citizenship**






# LANGUAGE ACCESS

With professional interpretation and translation solutions in over 50 primary languages, our State of Missouri–contracted Language Services department is the motor for the agency’s services to immigrants and refugees. The agency also uses this service to generate revenue from external partners to sustain and expand client services. Professionally trained interpreters provide both telephonic and in-person verbal interpretation, along with certified written translations and audiovisual transcription services, catering to a wide range of linguistic needs.

**1,876** Unique Clients Served 

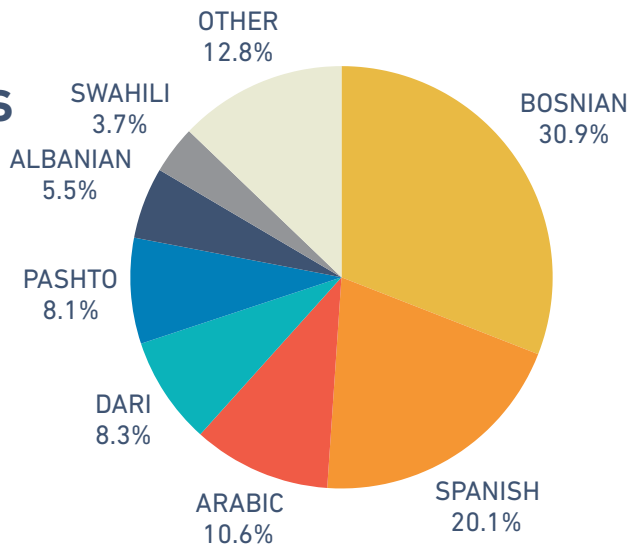
**97** Local Interpreters 

**124** External Partner MOUs 

**Major Translation Partners:**

- Crown Center for Senior Living
- United 4 Children
- Washington University Immigration Law Clinic
- Missouri 988
- Health Literacy Media
- Addiction Policy Forum

## MOST REQUESTED LANGUAGES



## IMPACT

Employment agencies such as Employment Staffing Group and Labor Finders recognize the importance of supporting Limited English Proficient (LEP) individuals in their job search and career development. Through their partnership with Monarch, they’ve engaged in interpretation services to assist LEP individuals with various aspects of the employment process such as job applications and interview preparation. By providing interpretation services, employment agencies help make the job market more inclusive.

**This support helps LEP individuals:**

- Overcome language barriers
- Enhance job-seeking experience
- Improve chances of successful employment outcomes

**HELP MONARCH:**



# FINANCIALS & FUNDING

## CRITICAL SUPPORTERS

The Bellwether Foundation	Office of Refugee Resettlement
Charless Foundation	The Saigh Foundation
City of St. Louis Department of Health	St. Louis Area Agency on Aging
Dana Brown Charitable Trust	St. Louis City Senior Fund
Deaconess Foundation/CHC	St. Louis County Children's Service Fund
Episcopal Presbyterian Health Trust	St. Louis Mental Health Board
Lutheran Foundation of St. Louis	St. Louis Welcome Fund
Marillac Mission Fund	Trio Foundation of St. Louis
Missouri Dept of Health and Sr. Services	United Way of Greater St. Louis
Missouri Foundation for Health	The Will Flores Fund
Missouri SHIP (State Health Insurance Program)	

*...and our valued private donors and supporters!*

	FY24 UNAUDITED	FY23 (990)	FY22 (990)
<b>REVENUE</b>	\$2,606,191	\$2,079,134	\$1,904,211
Service Revenue	\$379,658	\$328,867	\$249,294
Events/Donations	\$25,541	\$32,516	\$25,695
Grants	\$2,167,342	\$1,657,047	\$1,571,687
<b>EXPENSES</b>	\$2,484,938	\$2,179,609	\$1,861,554
Administrative	\$388,380	\$316,537	\$275,772
Fundraising	\$12,419	\$7,858	\$1,959
Program Services	\$2,084,139	\$1,855,214	\$1,583,823
Net Income	\$121,253	-\$100,475	\$42,657



## BOARD OF DIRECTORS

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## EXECUTIVE TEAM

Jason Baker, Executive Director  
Alicia Delaney-Clayton, Assistant Director

Shimaa Badawy, Director, Social Services  
Mario Camere, Director, Legal Services  
Abby Cedano Jimenez, Program Coordinator, St. Louis  
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Kim Osmanagic, Director, Wellness Programs  
Liz Ricks, Director, Children & Youth Mental Health  
Haroon Safi, Program Coordinator, SASIC  
Ellen Sherman, Volunteer Coordinator



# Support Monarch Today!

## SUPPORT THE ST. LOUIS IMMIGRANT & REFUGEE COMMUNITY

Monarch needs your support to sustain vital programs like those shared throughout this report. You can make a meaningful difference at Monarch by volunteering your time or donating. Your support truly matters!

### VOLUNTEER OPPORTUNITIES

Senior Center



Citizenship Tutoring



Reception Desk



Outreach Events



Board of Directors



Monarch Ambassadors



Interested? Email us at [connect@monarchstl.org](mailto:connect@monarchstl.org)

### WAYS TO GIVE

Your donation to Monarch directly funds impactful mental health, legal, and social services in the St. Louis community. Here's how you can support our work!



Online

Check

Planned Gift

Gift of Stock

IRA

Mutual Funds

Donor-Advised Funds

Reach out to [connect@monarchstl.org](mailto:connect@monarchstl.org) for more information!

**4030 Chouteau Ave, Suite 700  
St. Louis, MO 63110  
(314) 645-7800**