Funder: Islamic Relief Foundation
Client: [Redacted]
Year: 2023
Opportunity Title: USA Domestic Grant
Amount: $70,000

Organization Profile

Legal Name of Organization: ███████
IRS 501(c)(3) Tax Identification Number: ███████
IRS 501(c)(3) Determination Letter

Applicant Street Address
We are not able to utilize PO Box addresses on contracts.
████████ does not maintain a physical location. All mail should be directed to our P.O. Box. For the purposes of this application we may use the physical address of our Executive Director:
██████

Organization Website: ███████
Social Media Link 1: ██████
Social Media Link 2: ██████
Social Media Link 3: ██████

Number of Full Time Staff: 4
Number of Part Time Staff: 5

Number of Current Board Members: 10
How often does the board of directors meet?
Weekly/Monthly/Every Other Month/Quarterly/Semi-Annually/Annually
Quarterly

Are board meeting minutes documented? Yes

Does the applying organization have policies that govern the documentation, storage, and access to board meeting minutes? Yes/No

No

Any other comments regarding the board of directors and board meeting minutes? (250 words max)
n/a

Number of Active Volunteers
Any registered volunteer who has volunteered at least once in the last 13 months is considered active.
10

Organization Mission Statement (250 words max)
██████ uses technology to connect immigrant communities with the information and resources they need to thrive.

Population Served (250 words max)
Briefly describe the populations your organization serves through its programming.
In the last 12 months, over 2.8 million people have turned to ██████ for trustworthy, multilingual information and tools to improve the integration experience into the U.S. While ██████'s content and services are open to all, our primary audiences are immigrants facing barriers to integration including those who are survivors of forced migration, individuals with insecure status and/or other risk factors including lack of English language skills, limited first language literacy and limited time in the country.

Currently over 72% of visitors to our main information platform are using our resources in a language other than English. While Spanish and Arabic are the two largest language groups, significant numbers of visitors access resources in the additional current languages of Chinese, Dari/Persian, French, Pashto, Russian, Ukrainian and Vietnamese. The majority of people coming to our site are finding us organically - meaning they are searching for something, usually in a non-English language, and find it on ██████. We also depend on a broad national network of immigrant and refugee service providers, libraries, municipalities and adult education institutions that regularly share our resources.

In the most recent large-scale survey of students enrolled in our Online Classroom program, we found that students lived in every U.S. state and originated from over 50 country around the world, the majority from regions with heightened risk factors (e.g. forced migrants, populations with low educational/civic attainment after migration, etc.) A large majority of students in the classroom are women.

Brief Description of Organizations Services/ Programmatic Activities (600 words max)

Who We Are
██████ is a national 501(c)(3) nonprofit that uses technology to connect immigrant communities in the U.S. with the information and resources they need to thrive. Our free website content, online classroom, and mobile app helped over 2.8 million newcomers in the last year access critical information and services related to settling in the U.S., including free online courses to prepare for the GED and citizenship exams. We are the largest nonprofit multilingual online information and education platform for refugees and immigrants in the U.S.

█████ was founded in 2011 in response to the demand for trustworthy information by an increasingly mobile-dependent refugee population in the U.S. What began as a small volunteer-run website has expanded to include 1,000+ translated essential articles about settling in the U.S., a free online classroom, and a national service finder app.

What We Do

█████'s work is grounded in a commitment to language justice, prioritizing not only high-quality translations, but also accessible, plain language content that is responsive to the needs of the immigrant community. Our **website** serves as a field guide for new immigrants that provides concise, multilingual information and resources addressing newcomers' most urgent needs. Our articles include clear guides and best practices for immigrants and refugees seeking employment, healthcare, education, and citizenship.

We also offer a free self-paced **online classroom** supporting over 40,000 students each year working toward educational advancement and citizenship. These unique GED high school equivalency and civics courses have been developed specifically for English language learners. Finally, the █████ app, developed in partnership with the UN High Commissioner for Refugees, connects immigrants to 6,000+ trusted local services, from legal services to ESL classes and Halal butchers, in 200+ communities across the country. Our content, programs, and services are offered in multiple languages including Spanish, Arabic, French, Chinese, Vietnamese, Dari, Pashto, and Ukrainian.

Organizational Staff Chart Template

If the applying organization does not have an existing organizational chart, one can be created using online tools such as Lucid Chart
Org chart

Organizational Sources of Revenue

Sources of Revenue	Percentages (should add up to 100)	Optional Notes
Private Contributions	5%	
Corporate Giving		
Institutional Grants	95%	To see a list of our institutional funders, visit █████.
Government Grants		
Endowment Income		
Other		

Annual reports, videos, other media attachments [ATTACHMENT]
Attach up to 5 files

2022 Impact Report
Video: Citizenship

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Finance and Administration

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Does the applicant collect personally identifiable information (PII) data?
Personally identifiable information, or PII, is any data that could potentially be used to identify a particular person. Examples include a full name, Social Security number, driver's license number, bank account number, passport number, and email address.
Yes/No
Yes

If yes, please describe the policies for handling PII. (500 words max)
Our main website does not collect PII. Our online classroom collects email addresses to be used for log-in purposes. These email addresses are encrypted and stored in the wordpress database and are deleted after 1 year of inactivity. We use the WordFence plugin as WordPress level Firewall for protection against malware, sequel injections, and other exploits. We are using CloudFlare DNS to protect against DoS attacks and using New Relic to monitor site performance behavior.

Does the applicant have a written data protection policy?
A Data Protection Policy is a statement that sets out how an organization protects all its data.
Yes/No
Yes

Please upload the most recent external financial review or audit, if available.
2021 Audit

Is the applicant willing and able to accept gifts in kind when available?
IRUSA may occasionally receive items such as toys, non-perishable food, etc. for distribution. If the applicant selects 'Yes', IRUSA may contact the applicant to coordinate delivery of the gifts in kind for distribution.
Yes/No
No

Grant Check Mailing Address
Provide the mailing address for check delivery. Please note, a signature for delivery is required.
█████████

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Survey Questions

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The following questions are for statistical purposes only, and have no impact on the outcome of the application

Does the applicant currently employ a licensed social worker? Yes/No No
Does the applicant have a written leadership succession plan? Yes/No No
Does the applicant have a written 5-year strategic plan? Yes/No

2023 DOMESTIC GRANT APPLICATION

Sector Descriptions:

Refugee and Immigrant Services *grants address and meet the various needs of refugees and immigrants in the United States. Grant partners should implement programs that promote self-sufficiency and resilience within these specific communities. Programs can range from English translation services to workforce development classes. The grant-funded program should dignify newcomers as they adjust and integrate into their new lives in the United States.*

Organization Profile

501(c)(3) Determination Letter

Copy of Financial Policies and Procedures [ATTACHMENT]
Attach up to 10 files.
Policies and procedures

Please upload 2 Letters of Support [ATTACHMENT]
A Letter of Support is a document used to validate your organization's credibility and is written by another organization/funder/community leader. This letter implies that another organization/funder/community leader believes your organization has merit and can successfully implement the proposed project. If you have previously provided IRUSA with Letters of Support in older applications, please feel free to upload that in this section. The Letters of Support should not be dated prior to 2020.
Letters of Support

Proposed Project Profile

Introduction
Please provide a brief history of your organization, including a short description of the organization's operational capacity, i.e. its ability to successfully complete a project in your proposed project's sector.

██████ is now in its 12th year of delivering trustworthy, relevant informational materials and educational programming. The organization was founded in 2011 as a small volunteer-led initiative seeking to support newly arriving refugees, originally under the name ██████. In 2016, the

organization began to attract funding and was able to hire professional staff. It has since grown dramatically in both scope and scale, serving over 10,000 people every day with translated resources to support a diverse range of integration goals.

██████'s model is built around being responsive and scalable, allowing for a relatively small staff team to steer its continued growth. Over the last three years, important steps have been taken to strengthen the organization's foundation. In 2020, ████████ relaunched under a new name (to better reflect the diversity of its audience) and with a completely redesigned and rebuilt site that greatly improved front end navigation and back end flexibility in developing and sharing content. The following year, the organization underwent a full security audit to ensure its safety and sustainability. Last year began the process of rebuilding the existing online classroom on a new learning management system aimed at increasing capacity to scale and increase customization and engagement in response to student needs.

One of ████████'s founding values is that it is guided by the communities it serves. In day to day work, this means that the organization prioritizes representation of individuals with lived migration experience in board and staff roles, engages regularly with a network of immigrant and refugee advisors, collaborates with on the ground service and advocacy organizations across the country, and implements a wide variety of feedback mechanisms within its programming. This commitment is essentially to ensuring that organizational resources are used efficiently and effectively in ways that align with the priorities of immigrants themselves.

Proposed Project Name
Name of the project you are seeking funds for. Also please include the year in the project title.
Immigrant and Refugee Resource Translation Project, 2023-24

Proposed Project Budget Template [ATTACHMENT]
Note: IRUSA allows up to 15% of grant funds requested to be used for administrative costs. Under special circumstances, a higher percentage may be approved. If the applicant requires a larger percentage to be allocated for operational and administrative costs, please include the percentage in the budget with justification. Please download the template to a computer and upload the completed version.
Project Budget

Total Amount Requested for Proposed Project
Total amount request should match the Proposed Project Budget template amount.
$70,000

Proposed Project Period
The estimated timeframe for the project to be completed.
9/1/23 - 8/31/24

Geography Served by Proposed Project

Provide a list of all the cities where the applicant intends to provide services.
Nationwide

Proposed Project Description (2,000 words max)
Provide a detailed description of the proposed project, its objectives and the expected results. Clearly distinguish the various levels of the project, i.e. activities, outputs, outcomes, and expected impact. Please also include a brief description of the team structure required to carry out the project. If there are other key partners involved in the proposed project, please provide their names, details and describe how they are involved. Please ensure to include as much detail as possible from project initiation to project closing. Also use this space to highlight any of the other 3 additional sectors you believe your project incorporates, other than your primary sector.

The Immigrant and Refugee Resource Translation Project is a one-year translation project that will expand access to multilingual web resources for marginalized immigrants & refugees in the U.S. Our primary goal is to eliminate language-related barriers to critical resources and information for immigrants and refugees. Project outreach will focus on immigrants and refugees facing high levels of isolation due to factors such as legal status, literacy level, language abilities, location, age, disability, and forced migration.

The project will take place between September 1, 2023 and August 31, 2024, with a goal of expanding access to translated content and services for marginalized immigrants and refugees in the U.S. during that period. In total, we aim to serve 1 million immigrants and refugees through our newly translated content and services, with specific targets to provide 500,000 immigrants and refugees with policy explainers in their native language, connect 50,000 immigrants and refugees to local services through expanded language support in the ▇▇▇▇▇▇ app, and enroll 15,000 immigrants and refugees in our new Spanish-language GED preparation course.

To this end, our Content team (Director of Content and Communications, Community Programs and Translations Manager, and Bilingual Content Producer) will collaborate with our Technology and Outreach teams, as well as contracted translators and translation partners, to achieve the following outputs:

1. At least 30 informational resources will be translated into Kiswahili and Haitian-Creole.
2. At least 6 new resources and 12 updates to current resources will be translated into Arabic, Chinese, Dari/Persian, French, Pashto, Russian, Spanish, Ukrainian, and Vietnamese.
3. Four GED courses (one for each subject), totalling 85+ lessons will be fully translated into Spanish.
4. 3 new languages will be added to the ▇▇▇▇▇▇ app interface.

The entire project will be supervised by the Executive Director, who will provide operational, programmatic, and strategic oversight. Our Content, Outreach, and Technology teams will collaboratively lead translation and localization efforts. The key staff member connecting these

departments is ████████, our Community Programs and Translations Manager. She will be the primary point of contact with all translation partners and will also ensure seamless coordination between translation staff and developers on all three platforms (website, online classroom, and service finder app). Additionally, she will work with our Outreach team to execute targeted outreach strategies and ensure that our newly translated resources can be found by those that most need them. She will also provide direct translation services in Arabic.

Our technology team will also play a critical role in ensuring that all aspects of the localization process run smoothly on the site, in the classroom, and in the app. They will build and maintain systems that are accessible to both users as well as non-technical staff entering translated content.

To ensure project success, we will partner with Clear Global (formerly Translators Without Borders) and Communications Essentials to source professional translators in the targeted languages. ████████ uses multiple types of translation services - vetted volunteer translators through Clear Global, both professional and volunteer translation reviewers, paid direct professional translation for fast turn around and hard to source languages, internal staff translation. This multi-layered approach is essential for managing the very large scale of translation work that ████████ puts out, allowing for rapid turnaround when needed, critical review for new languages, and, importantly, cost efficiency to ensure long term sustainability.

Additionally, we will rely on partnerships with on-the-ground service provider networks to raise awareness of our multilingual resources within marginalized immigrant and refugee communities, as well as to gain essential insight on their evolving needs and priorities. We will leverage these networks through our membership and participation in national immigrant and refugee coalitions such as the U.S.-Mexico Border Alliance (75 local organization representatives) and Refugee Council USA (32 national organization members).

During the first two months of the project (September - October 2023), we will focus on gathering feedback from on-the-ground providers and individuals from target communities to ensure plans for priority languages for translation remain relevant and to gain further insight into the content priorities of these populations. Throughout the grant period, we will coordinate with translation partners to complete and integrate the translated information and resources, in addition to implementing a full round of quality assurance and debugging tests on the new translations. This portion of the project will also include translating visual and audio materials to the new languages for the Online Classroom, as well as translating the FindHello interface into new languages.

As new translated resources are released, (November 2023 - August 2024), ████████ will implement a diverse outreach strategy to ensure that the resources developed reach the intended audiences. ████████ makes use of targeted marketing methods including (first language) SEO, multilingual digital ads, and a robust social media presence (with a combined following of over 48,000) to increase awareness of its resources. ████████'s outreach team maintains an engaged email campaign list of over 1300 service providers

and more than 400 journalists. For the launch of a new language, ▓▓▓▓▓ will focus on local community centers, news outlets, and social media groups of those who speak the language. ▓▓▓▓ relies on its established connections with partners and immigrant-serving communities, such as Refugee Council USA and The International Rescue Committee (IRC)'s SwitchboardTA, to disseminate its announcements.

Executive Summary for Proposed Project
Please describe the proposed project's aim and strategic objectives in 3 to 5 sentences.

The Immigrant and Refugee Resource Translation Project is a one-year translation project that will expand access to multilingual web resources for marginalized immigrants & refugees in the U.S. Our primary goal is to eliminate language-related barriers to critical resources and information for immigrants and refugees, focusing on communities facing high levels of isolation due to factors such as legal status, literacy level, language abilities, location, age, disability, and forced migration. The project will expand access to multilingual resources on our website and in our online classroom and app, serving at least one million marginalized immigrants & refugees in the grant period. Translation efforts will include languages widely used amongst populations experiencing forced migration, including Arabic, Dari, Haitian-Creole, Kiswahili, Pashto, Spanish, and Ukrainian.

Rationale Behind The Project
Please explain the rationale behind the proposed project and what issues in your community this project addresses. Why is your organization well placed to carry out this project?

In 2022, the backlog of cases pending in U.S. immigration courts reached an all-time high of more than 2 million cases, with an average wait time of 5 years for a hearing, including for migrants seeking asylum or other emergency humanitarian relief. With southern border crossings reaching record levels and a surge in refugees fleeing armed conflicts, natural disasters, and other humanitarian crises, the refugee and immigrant service infrastructure in the U.S. has never been stretched so thin. While immigrants have historically relied on traditional, in-person service providers for information and resources to aid with resettlement and integration, the scale of the current migration crisis drastically increases the need for accessible virtual services that provide assistance to immigrants and refugees in multiple languages.

Additionally, for most immigrants and refugees, language access has an immense impact on their ability to successfully seek legal aid, health and human services, and civic integration resources. Those with limited English proficiency (LEP) often face significantly higher rates of discrimination, deportation, and isolation upon arriving in the U.S. In addition to encountering rampant misinformation, LEP immigrants and refugees are often forced to navigate complex policies and seek technical assistance entirely in English. Although sector-specific data is limited, the internet as a whole reflects a severe lack of language diversity; just 10 languages account for nearly 90% of the top 10 million websites, and 50% of all internet content is in English. Immigrants and refugees in the U.S. are in urgent need of reliable, multilingual

information and resources that provide equitable access to basic health and human services, education, and pathways to citizenship.

██████ uses scalable internet and mobile technology to eliminate barriers to information and services for immigrants and refugees in the U.S. Our content and curricula are provided in simple, straightforward language accompanied by high quality, human translations. We also strive to provide the most relevant and up-to-date information amid shifting policies and global patterns of migration. To this end, we work with a coalition of local and national partners to diversify, localize, and elevate the quality of the information and services we provide.

██████ is now in its 12th year of delivering trustworthy, relevant informational materials and educational programming to immigrants and refugees in the U.S. We are the largest nonprofit multilingual online information and education platform for refugees and immigrants in the U.S., and are a critical resource for LEP immigrants and refugees. For instance, we offer the only free non-English online preparation course for the GED exam. Our model is built on responsiveness and scalability, allowing for a relatively small team to steer its continued growth. We are unique in the wider field of immigration services in that we operate a fully virtual platform that is designed to be accessed directly by immigrants and refugees themselves.

Our work is guided by the communities we serve. We believe that newcomers themselves are their own best advocates, and more than half of our board members are resettled refugees or first- and second-generation immigrants. Our programs were developed by and are continually guided by community input, including ██████'s Technical Advisory Council of refugees and immigrants, many of whom work directly with other newcomers. With this knowledge and expertise, we have built a track record of providing trustworthy translated resources and using effective, targeted outreach to ensure that the resources reach their intended audiences.

Proposed Project Planning Sheet [ATTACHMENT]
Please complete the proposed project planning sheet, by clicking the link and downloading the document to your computer. Once completed, upload the completed/saved document.
Project Planning Sheet

What risks were identified during the planning phase for this project and how will they be mitigated? (Please identify at least 3 risks) (1,000 words max)
Please identify the risk, and then describe the potential effect on the project if that certain risk were to occur. Assign a number for the probability that the potential risk will occur on a scale from 1 (low probability) to 5 (high probability) and please assign a number for the impact that the potential risk would have on the project from 1 (low impact) to 5 (high impact). (For example: What if a key staff member leaves, other funding sources fail, etc.)

Risk	Description & Mitigation	Probability	Impact
Language needs change dramatically	Global events could shift the demand for certain languages and/or content. This	4	3

	would require a rapid shift in resources and focus away from other projects in process. **Mitigation**: We experienced this both in 2021 and 2022 with the evacuation of Afghanistan and the war in Ukraine. We were able to swiftly respond to put together information hubs and scale up translation in new languages for those populations. We maintain back-up translation partners and a broad network of contacts in the direct service community on the ground who can provide insight and direction to respond effectively to new populations. We are also in the process of working through information architecture adjustments to ensure we are prepared should such an event occur. When this happens, non-urgent translation and content processes may be delayed.		
Translations manager leaves	The Translations Manager will be the key staff person engaged in this project. Her expertise as it relates to procurement, localization, and quality control is very high. Training a new staff person to replace her would be challenging. **Mitigation**: All other members of the Content and Communications team have access to in-depth process documentation and undergo cross-training in order to step in if needed. In the event of a vacancy, the organization would temporarily increase the hours of the Bilingual Content Producer to take on additional tasks while searching for a replacement for this position. The process of getting new translated resources live and quality tested would be slowed but not stopped.	2	3
Website translation support plug-in stops being supported	The current online information hub and classroom depend on a plug-in to manage on-page and string translations. The plug-in connects each translated version of a resource to the others rather than each translation being its own	1	5

	independent resource (e.g. a PDF linked from the English page). This allows for full engagement in the platform in each language. Given the massive scale of our translation work, this support is essential. **Mitigation**: If the WPML plugin were to be no longer supported, ██████ would depend on its backup documentation. First, we would ensure that our backup translations are fully up to date and accurate before disabling the plug-in. We would conduct additional research and testing to choose the best replacement product and would then need to re-enter 1000+ translations using the new plugin. We would most likely have to take translation functionality temporarily offline while working through the migration.		

Key Beneficiary Target Population

Briefly describe the target population of the proposed project. Please identify key vulnerability factors for this group. Provide the rationale of why and how the target population was chosen. (Reminder that IRUSA's mission seeks to provides relief and development in a dignified manner regardless of gender, race, or religion, and works to empower individuals in their communities and give them a voice in the world.)

While our content and services are available to any person regardless of legal status and/or location, the Resource Translation Project will primarily serve refugees and immigrants in the U.S. marginalized by limited English proficiency. In particular, the project will increase multilingual access to essential information and resources for populations experiencing forced migration due to factors such as civil war, political instability, and/or natural disasters. These groups include immigrants and refugees from the Northern Triangle countries of El Salvador, Guatemala, and Honduras, as well as those from Afghanistan, Haiti, Ukraine, the Democratic Republic of the Congo, and others.

Demand for refugee and immigrant services in the U.S. is at an all-time high as a result of multiple global humanitarian crises in recent months and years. However, the current service and information infrastructure is severely lacking in language diversity, and recent reports by research institutions such as the Center for American Progress and the Migration Policy Institute have noted extreme disparities in the treatment of English-proficient and non-English-proficient refugees and immigrants. Furthermore, the lack of virtual services and resources poses further challenges to many refugees and immigrants with conflicting work schedules, caregiving responsibilities, and limited transportation options. Individuals living in rural areas are particularly impacted by these factors.

The Resource Translation Project will focus on mitigating the gaps in language access that afflict the groups mentioned above. Additionally, the project will have a broader focus of developing resources and executing outreach strategies that reach other immigrant and refugee groups who are otherwise isolated by age, gender identity, legal status, disability status, location, etc.

Estimated Number of Beneficiaries to be Served
Estimated number of people that will benefit from the services being proposed.

1 million immigrants and refugees will access ███████'s newly-translated resources during the 1 year grant period.

Monitoring, Evaluation, and Learning [ATTACHMENT]
Please share the Monitoring, Evaluation, and Learning plan for the proposed project. Please include how at least 3 project objectives (indicators) will be met at the end of the project. Briefly explain how your project will deliver and track those project objectives (indicators). How will your organization overcome foreseeable challenges (e.g. staff turnaround, lack of funding) and issues with the overall implementation and quality of your project?
Monitoring, Evaluation, and Learning Plan