



WOW. WE JUST FINISHED THE FIFTH FULL YEAR AS A COMMUNITY THAT ONCE AGAIN WELCOMES PEOPLE WHO ARRIVE HERE IN MISSOULA AS REFUGEES. This fifth year has been SIGNIFICANT, to say the least. It was a year where we all still lived with the uncertainty of COVID but were also buoyed by a beautiful spring, summer, and fall spent outdoors connecting with friends and loved ones.

It was a year where refugee arrival numbers thankfully rose with a new administration and then heartbreakingly rose again with the devastating fall of Kabul. It was a year that finally marked the opportunity of Citizenship for the first few families that came to Missoula five years ago as well as marking Soft Landing's first crack at laying down a solid strategic plan looking at the next five years.

We served more people in more ways. We grew. We celebrated. We cried. We gathered ourselves even closer together. We lived and problem-solved in the moment while we built solid ground that will hold us up for years.

And through this all were our new neighbors, patiently guiding us and showing us the way. They offered us a hand to walk with them through experiences that are not our own but that ultimately teach us what it means to be a welcoming community.

In love and gratitude,

by ofle

Mary Poole, EXECUTIVE DIRECTOR

MISSION & VISION

In 2021 we spent time revising our mission, vision, and values with our board, staff, clients, community partners, and volunteers. We're excited to share them with you.

mibbion: Soft Landing Missoula partners with our community to provide supportive services and welcome for refugees and immigrants in Missoula, working together to create a home where new neighbors can integrate and thrive.





COMMUNITY: We build meaningful and diverse relationships to foster a healthy community.

equity: We treat all people with dignity and opportunity while honoring unique needs and experiences.

CREATIVITY: We are courageous and curious, and value partnerships that result in creative and transformative solutions.

kindness: We are kind, caring, humble, and generous.

trust: We gain trust by being responsive, reliable, honest and willing to listen and learn.

joy: We create space for joy, hope, healing, and resilience.



2021 brought great hope about the possibilities and opportunities that come with rebuilding the United States' refugee resettlement program.

The Missoula community helped welcome 80 individuals through the International Rescue Committee (IRC) in 2021.

Additionally, Missoula was selected as a resettlement site for Afghan evacuees fleeing their home country, a validation of the beautiful journey this community has embarked on over the last five years. Soft Landing is honored to help the roughly 100 Afghans who began arriving to Missoula in October transition to their new home.

OUR COMMUNITY

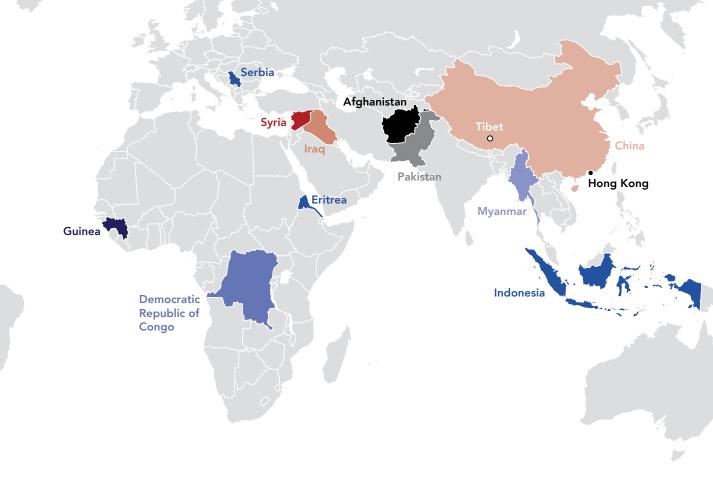
Soft Landing Missoula worked with more than 300 refugees and immigrants in 2021.

New neighbors who came to
Missoula as refugees or immigrants
from Afghanistan, China, Colombia,
the Democratic Republic of Congo,
Eritrea, Guinea, Hong Kong, Indonesia,
Iraq, Jamaica, Mexico, Myanmar, Pakistan,
Serbia, Syria, and Tibet participated in our
programs, helped us share food and stories,
and guided us on our board.

Mexico

Colombia

Jamaica





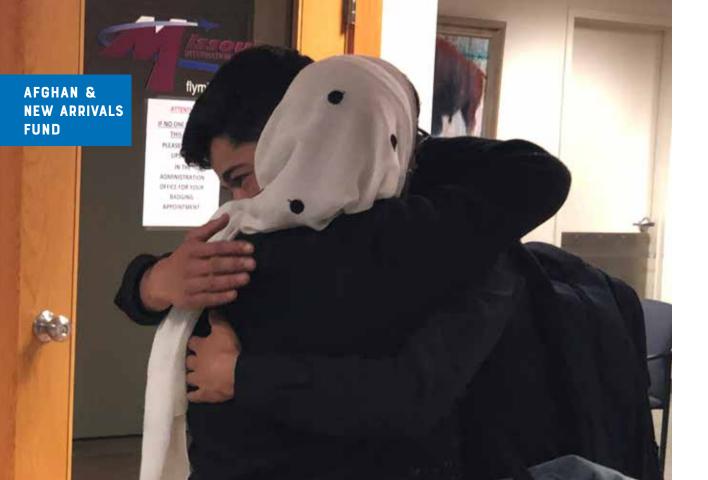
The Community Resource Center is a safe, welcoming place where new neighbors can come for one-on-one support and access to community resources. It is the hub for other Soft Landing programs featured in this report and is home to an emergency food pantry and a household donations room. Soft Landing continued to serve as a valuable COVID-19 resource throughout 2021.

909 TOURS OF DIRECT-SERVICE WITH CLIENTS during 1,153 client visits at the Community Resource Center.

1,267 *Uibit* with partners, volunteers and community members.

22 County RECEIVED tablets, laptops, and tech-support for virtual education.

65 *individuals* **volunteered 1,553 HOURS** of their time to help support activities of the Community Resource Center.



After the fall of Kabul on August 15, 2021 and the United States' decision to welcome thousands of Afghan evacuees into the country, Missoula stepped up to be a part of this welcome.

Soft Landing raised \$36,500 from 256 donors over a period of a few weeks to establish the Afghan & New Arrivals Fund. This fund was created to respond to newcomers' immediate needs for food (especially culturally significant food), items for homes, seasonal and work clothing, and more.

- Soft Landing Missoula used \$25,000 of this fund to create a Housing Assistance Fund in partnership with the International Rescue Committee to help with Missoula's high housing costs.
- Between September–December \$1,477 of this fund was used to purchase food and clothing, translate DMV materials, host community-building events and a cooking class at the Missoula Food Bank & Community Center.
- 34 Afghans who arrived during the last guarter were impacted by this fund.

toward independence. The ability to drive opens up employment, housing, and other opportunities for newcomers. Soft Landing offers driver's education classes to help prepare for the written exam. Soft Landing also helps schedule appointments with the DMV and supports clients in navigating all aspects of obtaining a driver's license and owning/operating a vehicle.

- **32** CLIENTS ATTENDED Soft Landing's driver's education classes.
- 11 BECAME licensed drivers
- 2 families RECEIVED CARS donated from community members.
- 3 UOLUNTEERS SPENT MORE THAN 100 HOURS supporting new drivers.

ADULT SUPPORT & EDUCATION: Soft Landing pairs new residents with community volunteers and local organizations for friendship and help in pursuing interests and achieving goals. This mentorship helps new neighbors feel connected and thrive in their new community.

63 Cients were paired with 39 volunteers for mentorship in: English tutoring, citizenship, outdoor adventures, driving practice, photography, story telling, studying for professional certifications, film making, and computer classes.

144 CLIENTS WERE CONNECTED WITH LOCAL MEAT from independent farmers and landowners in Western Montana.

40 families RECEIVED SUPPORT in community gardening and securing local produce through Garden City Harvest, Missoula Grain and Vegetable Co., and Tower Road Gardens

Now that clients are approaching five years in Missoula, a growing number are ready to prepare for an exciting milestone: becoming U.S. citizens! This year, Soft Landing began partnering with the Lifelong Learning Center to provide additional support in studying for the citizenship exam.

CONNECTED 5 INDIVIDUALS
WITH MENTORSHIP SUPPORT

for studying for their citizenship exam.

created study packets

with all the information clients need to understand the process for becoming a US Citizen, distributed to 11 INDIVIDUALS.

Soft Landing connects youth to activities and experiences in and around Missoula, providing opportunities to have fun and access all that western Montana has to offer.

EXPERIENCES FOR YOUTH

67 your PARTICIPATED IN 35 OUTINGS AND ACTIVITIES during the year. In addition to skiing and ice skating in the colder months, summer highlights included overnight trips to Camp Paxson and Yellowstone National Park, mountain biking, hiking, and whitewater rafting with Montana River Guides.

10 Summertime Craft rights
provided a creative outlet for 44 YOUTH.



ACADEMIC MENTORING & HIGHER ED First-generation youth often face unique challenges on their educational path and have adult-sized burdens placed upon them as children. To support them, Soft Landing offers academic mentoring. Soft Landing also engages high-school graduates and GED/HiSet earners in exploring options for higher and alternative education programs.

70 MIDDLE AND HIGH SCHOOL Students participated in after school academic mentoring and summer programming.

22 ELEMENTARY Students received one-on-one academic tutoring.



5 HIGH SCHOOL GRAduates

10 Students ENROLLED
IN COLLEGE received one-on-one mentoring and tutor support.

18 youth Participated in Higher Education and Career Exploration OPPORTUNITIES through mentoring and College 101, financial aid workshops, and college campus tours.

182 VOLUNTEERS CONTRIBUTED 2,781 HOURS TO HELPING RUN

ALL EDUCATIONAL, RECREATIONAL AND SOCIAL YOUTH PROGRAM ACTIVITIES.

UNITED WE EAT



United We Eat offers opportunities for refugees and immigrants to introduce Missoula to their rich and flavorful cooking traditions that serve as a cultural bridge. This is also a way for chef's earn supplemental income that helps them build a life here in Missoula.

\$46,059 WENT TO
UNITED WE EAT
CHEFS—that's 1/3 of
all revenue for the program!

24 Refugee & immigrant chefs participated.

37 WEEKS of United We Eat @home to-go meals, serving 5,817 meals.

7 VIRTUAL COOKING CLASSES. 4 dessert sales.

39 volunteers contributed
1,716 HOURS to United We Eat.





Soft Landing is committed to promoting a better understanding of refugees, immigrants, the resettlement process, and in hosting opportunities to celebrate the contributions refugees and immigrants make in our community.

16 COMMUNITY CONVERSATIONS reaching 500 Montanans of all ages.

HOSTED A SUMMER SERIES of 4 well-attended outdoor gatherings to build community among the families we work with, starting with World Refugee Day in June.

Welcoming week IN SEPTEMBER celebrated the coming together of cultures in Missoula with 6 community events, including Soft Landing's first refugee and immigrant storytelling project—Stories of Home.

STRATEGIC PLAN

2021 marked five years of providing a "soft landing" for individuals and families who come to our community as refugees and immigrants.

Since Soft Landing Missoula helped restart refugee resettlement five years ago, it has worked to be flexible, adaptable and creative in the ways it addresses evolving needs faced by community members.

We have big dreams, and we expect to welcome even more new neighbors in the future. With that, we invested considerable energy into creating our first strategic plan.

Using input from clients, volunteers, community partners, board members, and staff, we identified four goals to work toward in the coming years and strategies to achieve them. We are thrilled to share a glimpse of this plan with you!





GOAL 1: Provide supportive services for refugees and immigrants

Soft Landing will offer a range of supportive services for refugees and immigrants designed to help them meet needs and achieve goals. Building on existing services—such as the Community Resource Center, youth activities and culinary programs—Soft Landing Missoula will continue to identify and develop how it can best serve the community.

GOAL 2: Strengthen and support partnerships

Soft Landing will maintain and strengthen collaborative relationships with community partners to ensure that, by working together, newly-arrived and longer-term residents can reach their goals.



GOAL 3: Offer community education and engagement

Soft Landing will provide cultural, social, and educational opportunities for Missoulians and Montanans to connect with and be informed about refugees and immigrants. It will also advocate and work with decision makers on national, state, and local issues affecting refugees and immigrants, specifically those in Missoula.

GOAL 4: Build organizational sustainability

Soft Landing will establish itself as a Missoula organization that is here for the long haul by ensuring financial sustainability and exploring steps to attain our own 501(c)3 status; assessing options for a Community Resource Center space that can better accommodate a growing community of refugees and immigrants; supporting board governance and leadership; and being a desirable workplace for staff.

FINANCIALS

income \$655,204

• Individual Donations: 48%

• United We Eat Sales: 20%

• Foundation Grants: 26%

• Federal Grants: 3%

Business Donations: 3%

expenses \$571,056

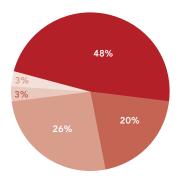
• Core Mission Support: 26%

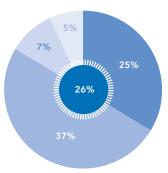
 Community Resource Center / Afghan & New Arrivals Fund: 25%

United We Eat: 37%

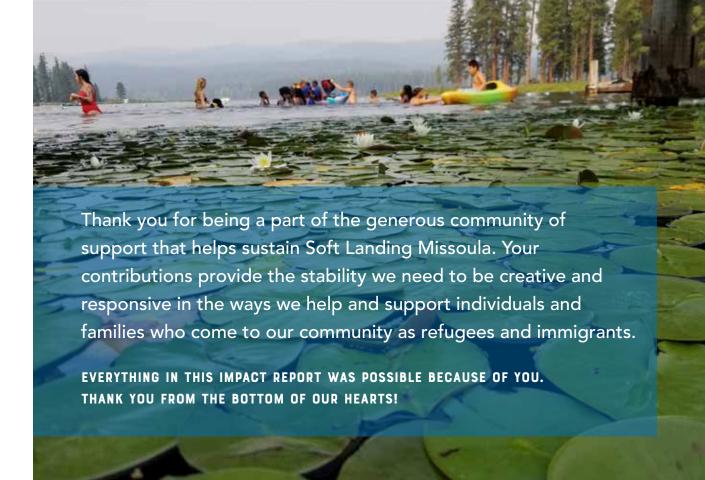
Youth Programming: 7%

Community Outreach & Education: 5%





Soft Landing Missoula is fiscally sponsored by Social & Environmental Entrepreneurs, a 501 c 3 non-profit that provides administrative, fiscal, and programmatic oversight for projects like ours.





SOFT LANDING MISSOULA STAFF

Mary Poole, EXECUTIVE DIRECTOR & CO-FOUNDER
Molly Cottrell, DEPUTY DIRECTOR & CO-FOUNDER
Greta Bates, FAMILY RESOURCE MANAGER & CO-FOUNDER
Maria Netzloff, DONOR ENGAGEMENT & IMPACT DIRECTOR
Heather Molloy, FAMILY RESOURCE CENTER COORDINATOR
Beth Baker, UNITED WE EAT PROGRAM MANAGER
Katie Kirwan, UNITED WE EAT KITCHEN MANAGER
Rozan Shbib, UNITED WE EAT KITCHEN ASSISTANT
Katie VanCleave, ADMINISTRATIVE ASSISTANT
Natalia Boise, MTCC AMERICORPS TEAM LEADER 2020-2021 &
YOUTH PROGRAM SPECIALIST

Nora Gibbons, AMERICORPS TEAM MEMBER
Lorraine Gardner, SUMMER AMERICORPS TEAM MEMBER
Hellie Badaruddin, SUMMER AMERICORPS TEAM MEMBER

BOARD OF DIRECTORS 2021

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Rev. Daniel Disch, ATONEMENT LUTHERAN CHURCH
Tenzin Lhaze, MISSOULA COUNTY FAIRGROUNDS
Samira Mirzad, SOFTWARE ENGINEER & Mohammad
Faisal Akrami, IT PROFESSIONAL (SERVED AS A TEAM)

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