ARRIVED

2025 IMPACT REPORT

“I came here to survive. What I didn’t expect was to find a community that would help me start living.

LEONEL *from Guatemala*

What Carried Us Through

Dear Friends,

We hear a lot these days about the 'moment.' Rising to it. Pushing through it. Waiting for it to pass. But for immigrants and their families, this year has not been a moment. It has been twelve months of unrelenting fear, loss, and harm. For the clients we serve, this year has proven they are still not safe.

And yet, when I look back on this extraordinarily difficult year, what I remember most is not the hardship, but the people who carried us through. I am inspired by our staff, who show up every day with their full selves, even when the work hits close to home. I am grateful for our board, whose steadfast guidance helps us navigate shifting headwinds. I am moved by our donors, whose generosity reflects who they are and their hope for change. And I am humbled by our clients, whose determination to keep moving forward endures despite the obstacles before them.

This year also marks the beginning of a new season, as AsylumWorks becomes **Arrived**. What began in 2016 has since weathered startup uncertainty, a global pandemic, polarized politics, and an ever-shifting immigration landscape. Through it all, we have done more than endure. We have built a trusted organization that pairs a bold vision with an innovative service model proven to move immigrants and their families forward. Our new name reflects that ambition, but our approach, our people, and our purpose remain the same.

The work ahead feels both timely and timeless. So does the need to build a world where everyone, regardless of language, origin, or background, can fully contribute to the communities where they live, work, and learn. Thank you for helping us arrive at this threshold, and for being part of what comes next.

Sincerely,

Joan Hodges-Wu, MA, MSW
Founder & Executive Director

Mission, Vision, & Values

Our Why

The National Capital Area is home to one of the most culturally diverse regions in America. Approximately 1.5 million residents, representing 25% of the region's population, identify as foreign-born. Immigrants bring real, lasting potential to our community. Realizing that potential, however, is getting harder. The systems built to help refugees and immigrants succeed have not kept pace with a changing world. When this happens, the loss is felt across the entire region. Founded in 2016, Arrived's specialized services are proven to address this gap.

Mission & Vision

Arrived partners with immigrants and their families to create pathways to safety, stability, and opportunity.

Arrived envisions a world where all people, regardless of origin, language, or background, can fully contribute to the communities where they live, work, and learn.

Values

Courage ▸ We are willing to take risks and challenge convention.

Collaboration ▸ We work across teams and disciplines to achieve shared goals.

Radical Hospitality ▸ We believe that welcome fosters belonging.

Empowerment ▸ We invest in others and equip them to succeed.

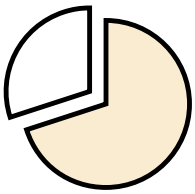
What Sets Us Apart

Integrated by design

Arrived brings interdisciplinary services together to deliver coordinated, whole-person care.

Culturally and linguistically appropriate

Our services are delivered in the languages and cultural contexts of the people we serve.



Informed by lived experience

Nearly 70% of our direct service staff are on-the-job training program graduates, mostly former clients.

Evidence-based

Rigorous independent evaluation confirms that our services measurably improve our clients' lives.

"Back in Afghanistan, I was an independent woman. When I got to the U.S., I didn't know what to do. Arrived was the first organization that took me by the hand and showed me the way forward."

NABILA *from Afghanistan*

A New Name for the Path Ahead

AsylumWorks is now Arrived.

For the past nine years, AsylumWorks has grown alongside the communities we serve — expanding our reach, deepening our services, and supporting a widening range of individuals and families navigating the U.S. immigration system. As we marked this milestone, we decided we needed a name that better reflected the diversity of our clients and what our services help them to achieve.

Why Arrived?

Arrived is a word that belongs to the people we serve and the many paths they travel. It honors the courage it took to get here and holds space for everything yet to be achieved. Because arriving somewhere new is not the end of a journey. It is the beginning of the next one.

Why Now?

During a time of profound change and uncertainty, Arrived is more than just a name; it is a declaration. We know who we are, what we stand for, and who we stand with.

Arrived. And just getting started.

When you arrive, you feel right at home. You feel at ease, confident, understood, accepted, and well supported. 'Arrived' is truly an appropriate name for this great organization. You couldn't find anything better."

LYDIE *Former client and current Arrived Ambassador*

Our Impact

Arrived served a record number of clients in 2025. Behind each number is an individual supported by a team that helps them believe in their own capacity to succeed.

In 2025, Arrived partnered with...

754 immigrants

including **342** children

from **47** countries

to address health and wellness, economic mobility, and immigration legal needs.

317

individuals and families received therapeutic case management to better care for themselves and their families.

277

immigrants received legal education and representation so that they can understand their rights and protect their futures.

187

job seekers received tailored career coaching to secure living-wage employment that provides for them and their families.

Our services help clients move forward in the areas that matter most to them.

91%
of clients say they can find housing that meets their needs

91%
of clients say they have met more people they can ask for help

93%
of clients say they know how to see a doctor when they're sick

91%
of clients say they are better able to work with their attorney

88%
of clients say they feel less afraid and more hopeful

94%
of clients say they know how to find a job that pays a good wage

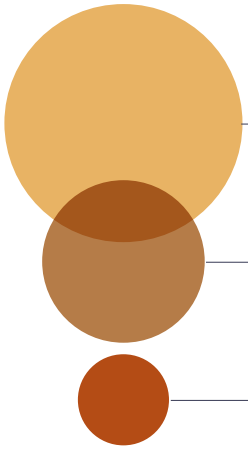
"When I first came to this country, even leaving my home felt impossible—fear stopped me at the door. Today, I am leaving this program with so much courage. Now I am ready to face all challenges."

SEYDOU *from Chad*

Who We Serve

The clients we serve reflect our region's diversity. Our services are available to individuals and families living in Maryland, Washington, D.C. and Northern Virginia, regardless of country or language.

Country of Origin



49% *from* **ASIA**

35% *from* **AFRICA**

11% *from* **CENTRAL AMERICA & THE CARIBBEAN**

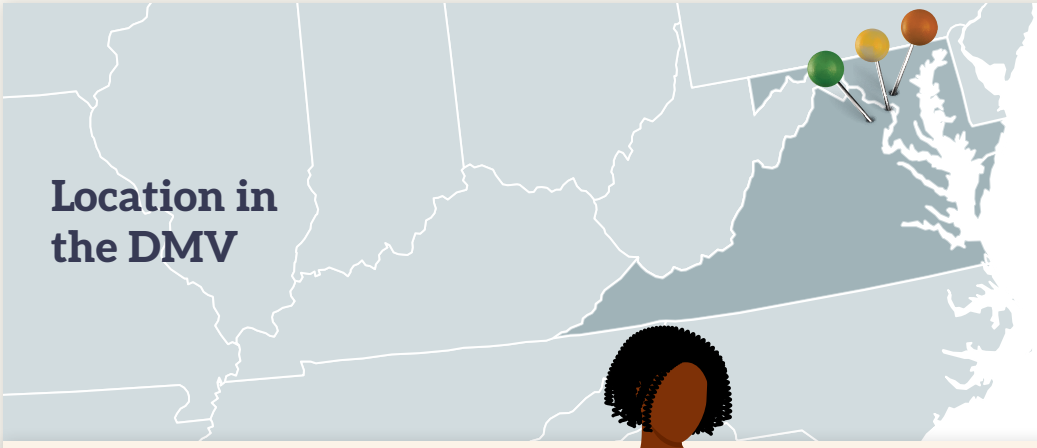
3% *from* **SOUTH AMERICA**

1% *from* **EUROPE**

1% *from* **OCEANIA**

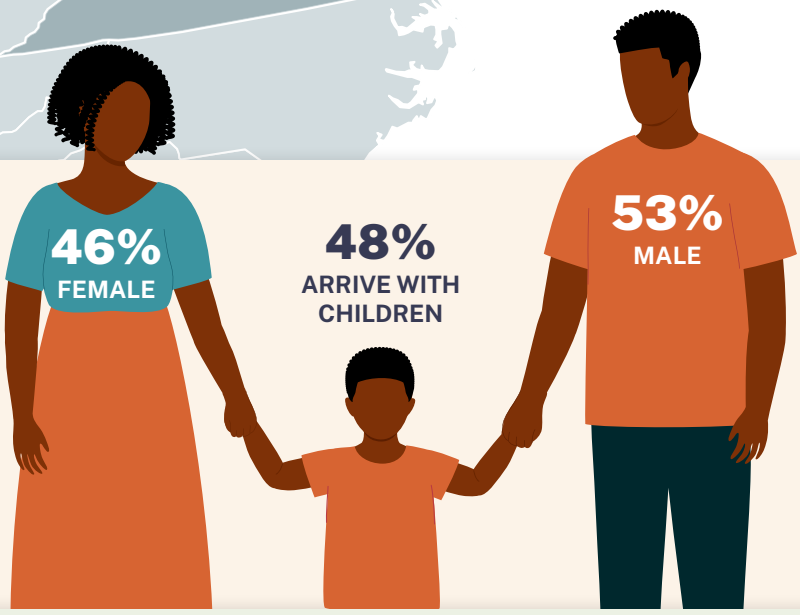
The most common countries of origin are: **AFGHANISTAN, ETHIOPIA,** and **HAITI.**

Location in the DMV



43% *in* **MD**
18% *in* **DC**
39% *in* **VA**

Gender & Family Structure



Skills & Expertise

Our clients bring an abundance of strengths, skills, and drive.

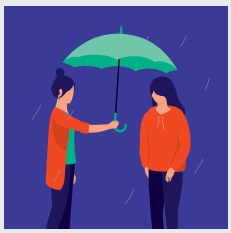
More than two-thirds arrive with university degrees.

We work with doctors, lawyers, computer scientists, and accountants. We also serve farmers, caregivers, tradespeople and students. Every one of them arrives with something to contribute.

Top Three Client Needs

Employment

Immigration Legal Services



Mental Health Support

Tested by Researchers, Trusted by Clients

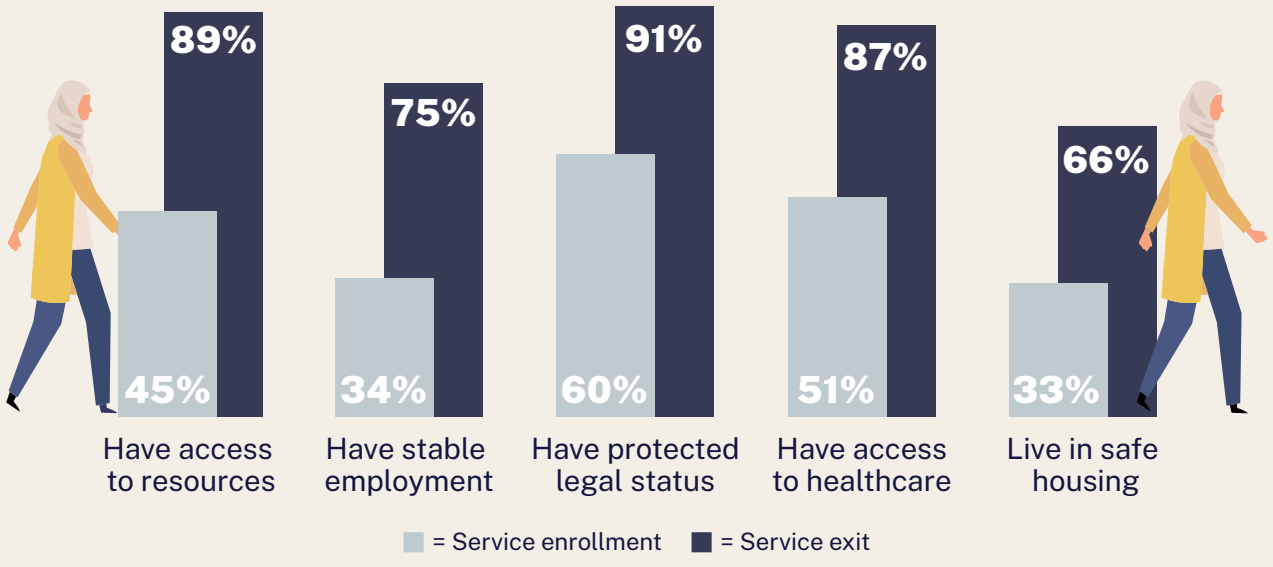
Immigrants deserve services proven to move them forward — which is why we hold ourselves to the highest standards of excellence.

To test our theory of change, we commissioned Global Collective, an independent evaluation firm, to review three years of client outcomes across all core service areas. Their analysis drew on 300 client case files and confirmed that Arrived's integrated, culturally responsive service model delivers real, measurable results that change lives.

Here's how it works...

The Challenge	Our Response	The Outcome
The systems built to help immigrants and refugees succeed have not kept pace with a changing world.	Arrived delivers integrated health, legal, and employment services to address the interconnected needs newcomers face.	Individuals and families are better able to access the safety, stability, and opportunity they need to fully contribute to their new communities.

The evidence is clear: clients are in a stronger position than when they arrived.



How We Do It

Arrived's specialized services address the web of interconnected challenges that hold clients back.

Health & Wellness

Services to Promote Safety, Health & Wellness

Rebuilding a safe and healthy life depends on having the right support, and the knowledge to navigate unfamiliar systems. Therapeutic case managers provide care coordination, psychoeducation support, and peer counseling to help clients access primary care, dental care, mental health care and meet their basic needs.

Over 96% of clients report good or improved mental health after receiving services.

Economic Mobility

Services to Achieve Financial Self-Sufficiency

Financial independence starts with living-wage employment, but immigrant job seekers face unique barriers. Arrived provides one-on-one job consultation and career coaching to help job seekers prepare for, find, and keep good jobs, regardless of language, work experience, or education.

After working with Arrived, more than twice as many clients report earning enough money to meet their basic needs.

Legal Navigation

Services to Secure Legal Protection

U.S. immigration law is highly complex, constantly changing, and difficult to understand. Arrived's credentialed staff provide legal education, limited-scope legal services, and referrals to trusted legal partners — equipping clients to navigate complex immigration processes with clarity and confidence.

Between intake and exit, the proportion of clients with protected legal status rises from 60% to 91%.

"It wasn't easy for [my client] to walk into a room with a stranger and open up about the most difficult moments of his life. But he did, and I will never take that for granted."

ARRIVED THERAPEUTIC CASE MANAGER

Investing in Lived Experience

Before the Fellowship Program had a name, there was Etsegenet.

A licensed attorney from Ethiopia, Etsegenet had devoted her career to human rights law, until speaking out against the government forced her to flee. Starting over in a new country meant starting from the beginning. **"It felt like I had to forget everything I had back home and completely start again. It was devastating."** she recalls.

Etsegenet first came to Arrived in 2018 as a job seeker, and was surprised to find both the career development and emotional support she needed to rebuild her life. Inspired by the services she received, she stayed involved as a volunteer. In 2020, she joined the Health and Wellness team in a part-time capacity, even though she didn't have formal social work training. Etsegenet embraced her new role, bringing curiosity, a willingness to learn, and sound judgment. In 2022, Etsegenet was awarded a full scholarship for displaced people from Columbia University in New York to pursue her Master of Social Work degree.

Today, Etsegenet is a licensed clinical social worker and a Clinical Lead for Arrived's Health and Wellness team.

Etsegenet's path also inspired what has now become Arrived's **Fellowship Program**—an innovative on-the-job training initiative that develops former clients into skilled helping professionals. Fellows are hired for one year as full-time, salaried employees. They receive intensive training and weekly supervision from licensed staff. Today, nearly 70% of Arrived's direct service staff are fellowship alumni, including several senior staff. In 2023, the U.S. Office of Refugee Resettlement recognized Arrived's program as a national best practice.

For clients, receiving services from staff with lived experience means something beyond professional support. Fellows are living proof that the road ahead has been traveled before, and that safety, stability, and opportunity are within reach.

"When I work with my community, I'm able to give back. It's more than a job to me—it's a calling."

ETSEGENET K.
Arrived Licensed Clinical Social Worker

Finding Her Footing: Fasika's Story

Fasika has a dream to open her own food cart. But dreaming feels impossible when you can't feed your children.

A single mother of two, Fasika arrived in the U.S. with hope but little else — no job, no income, and no support system. A new friend helped her find an apartment, but she didn't know how she would keep it. She needed work, but with no money for childcare, her options felt narrow. Then she learned about Arrived.

Arrived helped Fasika imagine what a good life could look like, then worked with her to name her needs, goals, and priorities. Fasika enrolled in a culinary training program to build her skills, and her career coach worked alongside her to strengthen her resume, prepare for interviews, and navigate the job search. Arrived provided cash assistance to help her feed and care for her children while she worked toward employment. When life felt scary and overwhelming, staff reminded her of everything she had already accomplished and Fasika kept going.

After completing her certification and months of job applications, Fasika landed a restaurant job with hours that worked around her children's school schedule — a steady job that lets her be there for them at the end of every day.

With stability under her feet and a roof over her head, Fasika is setting her sights on opening a food cart one day. Six months ago, Fasika couldn't think beyond survival. Now she is building a future she can be proud of, for herself and her children.

> *"Thank you for your encouragement, guidance, and consistent presence throughout this journey. Knowing I could call or text you for support meant a lot to me. I feel much more confident about my future, thanks to Arrived."*
>
> FASIKA *from Ethiopia*

Seeding Community Connection

A driver's license can be the difference between reaching a job, a clinic, and your child's school — or being stuck. When Simon, an Arrived client, set out to take his driver's test, David, his Good Neighbor, spent a couple of hours a week in the passenger seat helping him practice. This support helped him gain a measure of independence that ripples through the rest of his life:

"Dear Brother David, Thanks to your brotherly kindness and support in helping me practice driving, I took my driving test today and passed. I am incredibly grateful to you for standing by my side, helping me, and encouraging me during this difficult time in my life."

— SIMON FROM ETHIOPIA

For Good Neighbors like David, the connection goes both ways:

"I was genuinely surprised to find out how much a simple phone call, a small piece of advice or simply sharing a lunch meant to my new 'neighbor.' It feels really good to be helpful."

— DAVID FROM WASHINGTON, D.C.

This year, Arrived launched the **Good Neighbor Network**, which pairs local residents with Arrived clients to provide informal, practical, one-on-one support that complements the professional services our staff provide. From neighborhood walks to holiday meals, English practice over coffee to an encouraging text before a big interview, Good Neighbors make daily life a little easier, and help Arrived clients put down the roots they need to thrive.

Matches are made thoughtfully, based on location, language, and the client's specific needs. Since launching the pilot in Fall 2025 with more than a dozen pairs across the DMV, we are ready to scale this initiative to give more of our clients access to this critical community support.

Board & Leadership

Board of Directors

Cindy Hallberlin, J.D.
Chair

Stephen Cox, MA
Vice Chair

Timothy Aluise, J.D.
Treasurer

Sally Miller, J.D.
Secretary

Joan Hodges-Wu, MA, LGSW
Principle Salaried Executive Officer

Tiffany Lung, MBA
Member

Ty Cobb, J.D.
Member

Richard Koffman, Esq.
Member

Ken Scott, Esq.
Member

Alice Nappy
Member

Robert Kelly, J.D.
Member

Rebecca Maxwell, Esq.
Member

Hilary Ingraham
Member

Anonymous
Member

Anonymous
Member

Community Advisory Board

Arrived receives additional guidance from our **community advisory board** composed of former clients.

Lima A.
Member from Afghanistan

Noha S
Member from Egypt

Fisseha A.
Member from Ethiopia

Eyob S.
Member from Ethiopia

Anonymous
Member from Niger

Anonymous
Member from Afghanistan

New Member Spotlight

Rebecca Maxwell, Esq.

Rebecca serves as Senior Counsel and Vice President for Immigration at Jetr Global, an advisory firm that helps sports and entertainment organizations, athletes, leagues, federations, and governments navigate international immigration and global mobility. Previously, she spent 12 years with the U.S. Department of Justice (DOJ) and U.S. Citizenship and Immigration Services (USCIS), most recently serving as Senior Advisor to the Deputy Director of USCIS and Chief of USCIS' Administrative Appeals Office. She provided counsel on a wide range of emergent issues related to immigration law and shaped myriad regulatory and policy-based agendas.

"Arrived embodies values that have guided my career: ensuring that individuals fleeing violence and persecution are treated with dignity, compassion, and humanity. I became involved because I believe deeply in its holistic approach to helping immigrants not only find safety, but also rebuild their lives with stability, opportunity, and hope. Serving alongside this remarkable organization has been deeply rewarding."

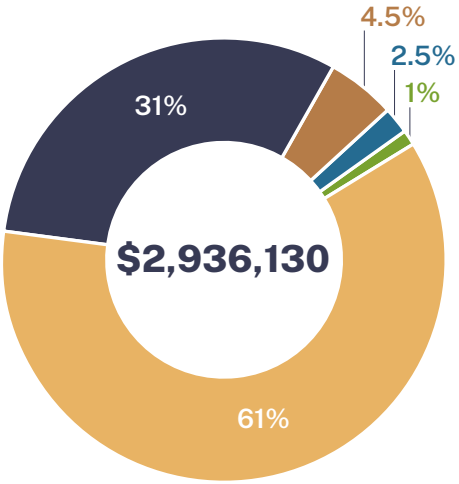
Robert Kelly, J.D.

Robert is a corporate and securities lawyer with more than three decades of experience in counseling Boards of Directors and C suite executives. He has served in senior legal roles in the healthcare and entertainment industries. Prior to retirement, he served as general counsel of an online streaming platform.

"I feel so fortunate to be associated with Arrived. It is truly inspirational to see the positive and meaningful difference that the team is making every day as they help immigrants improve their lives and provide safety and security for their families."

Financial Sustainability

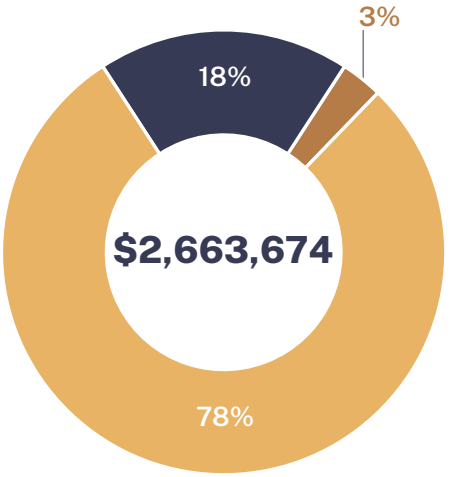
Fiscal Year 2025



Income

- Government Grants | **$1,798,416**
- Contributions | **$905,435**
- In Kind Contributions | **$135,222**
- Contracts | **$77,719**
- Interest and Dividends | **$19,320**

Our work is made possible through the generous support of individual and institutional partners. In FY 2025, 190 unique individuals and 14 foundations, corporations, and religious organizations gave to move our mission forward.



Expenses

- Program | **$2,084,121**
- Operations/Management | **$489,689**
- Fundraising | **$89,864**

Nearly 80 cents of every dollar goes toward direct services that empower immigrants and their families to create pathways to safety, stability, and opportunity.

Join Us in Building Tomorrow Together | *Ways to Give*

Give with a DAF

Many people prefer to give from their assets, stocks, IRAs, or donor-advised funds, because doing so can offer significant tax savings.

EIN: 81-3205931

Give Online

Give with a Check

Prefer to give by check?
Please make checks payable to *Arrived* and mail them to:

Arrived
1718 Connecticut Ave NW
Suite 300
Washington, DC 20009

FOR MORE INFORMATION ▸ **development@arrived-together.org**

This work reminds me every day why I'm here: to be a path forward for someone. I am where I am today because many people helped me, and now is my turn to pay it forward.

ARRIVED DONOR

arrived-together.org