Improving immigrant lives through English education and uniting communities across cultures.

Annual Report
For Fiscal Year 7/1/2017 - 6/30/2018

Providing training, resources and English language education to create meaningful connections, build cultural understanding and inspire confidence.

Intercambio.org
The Intercambio Way

• Providing affordable engaging English classes for adults in both one-on-one and group environments.

• Promoting a welcoming spirit that encourages people to feel courageous to join our work, safe to be themselves, and enthusiastic to gain new perspectives.

• Engaging passionate and well-trained volunteers using our practical curriculum and resources.

• Creating and facilitating meaningful new connections across cultures.

• Unleashing people’s full potential to communicate, participate, and excel.
Thanks to your support, for the past 18 years we have grown and improved our programs locally, while spreading our mission and model to hundreds of communities throughout the country. This past year we did a lot of listening and dug into our deeper purpose as an organization. While teaching English is the core of what we do, how we do this work is what unleashes the potential of individuals and our community.

Teaching English the “Intercambio way” creates new, meaningful relationships that open doors to:

- **Connections**: For our students, it’s practical English language skills to connect with their local community. For our volunteers, it’s being able to engage with immigrants living nearby in a meaningful way.

- **Cultural Understanding**: When students, teachers and community members deepen their connections, there can be appreciation of our differences. The initiative to gain cultural understanding is part of what strengthens communities.

- **Confidence**: Stepping out of one’s comfort zone to engage with people from a different background can be challenging. We enable students and volunteers to grow their confidence in this and many other ways.

At Intercambio, our English learners and teachers create change while achieving personal goals. The ripple effect of this change impacts generations. This is an example of what is possible in our world and what Intercambio aspires to see. Thank you for joining us on our amazing journey!

---

Lee Shainis  
Executive Director

---

**Gabriela & Anne-Marie’s Story**

"Intercambio changed my life. For sure!"  
Gabriela, Intercambio student

See how Intercambio has changed Gabriela and Anne-Marie’s lives at [Intercambio.org/Gabriela](http://Intercambio.org/Gabriela)

Gabriela with her two daughters and her volunteer teacher, Anne-Marie
Connections

Intercambio does more than provide an instructor; we provide a well-trained, friendly volunteer teacher who wants to see their student(s) succeed.

No digital app or online program can provide the real-life support of a caring volunteer teacher. Whether it’s coaching them on how to interact at parent-teacher conferences or knowing someone believes in them, the volunteer is there. At the same time, broadening the volunteer’s world by sharing their life and experiences of being an immigrant. The education and sense of feeling welcome goes both ways!

*BOULDER COUNTY TRENDS 2017-2019
If we were to stop classes, I wouldn’t just have a hole in my schedule, I’d have a hole in my heart.

Steve, Intercambio volunteer teacher

Federico feels like he is more a part of his community since studying English with Intercambio. Before coming to Intercambio to learn English he says, “...I was nervous. I didn’t want to go out. Now I’m excited that I can communicate. I overcame the fear and now I’m making friends.”

Doing something new and unknown can be scary for many people. At first, Steve was hesitant to teach with Intercambio. “I was nervous about the commitment. I thought I had more important things to do.” Now he’s happy he did it: “...if we were to stop classes, I wouldn’t just have a hole in my schedule, I’d have a hole in my heart.”
Cultural Understanding

- Enjoying a cup of homemade tea, Nepalese style.
- Going to the public library and getting a library card for the first time.

These are just two of the things that volunteers and students do together as they learn about each other’s cultures. Learning English is more than learning the words; it’s understanding subtle cultural aspects such as what “on time” means and how to greet people from a different culture.

AFTER VOLUNTEERING WITH US.

91% of our volunteers have gained a better understanding of immigrant experiences & challenges

OUR STUDENTS

9 out of 10 Intercambio students are involved in their child’s education

4 out of 5 students completed at least one class term
Maria and Laura have worked together on English language acquisition for the past three years.

Maria is originally from Guatemala and K’iche’ is her native language. Prior to working with Intercambio, Maria felt isolated by her inability to communicate. “When I worked at a restaurant, all the people spoke English and Spanish. I didn’t understand. It was a bad feeling.”

Laura was drawn to working with Intercambio after she retired, so she could interact with people from other cultures. Maria has given her a valuable perspective on what it’s like to move to a new country and learn a new culture. “I thoroughly enjoy our friendship and our time together,” says Laura.
Confidence

For English learners confidence starts when they gather up the courage to contact Intercambio and enroll in classes. Their confidence builds as they begin to incorporate the new vocabulary they’ve learned into their everyday life. For volunteers, it’s the moment they decide to commit to learning more about the program and take the training. It continues to that first moment of contact with their student(s). The confidence gained by stepping out of one’s comfort zone is allowing many in our community to unleash their full potential.

91% feel supported to teach well

41% earned more money after class

102 Intercambio students achieved their US Citizenship last year
Intercambio touches lives in many different ways.

Through her experience with Intercambio, Ashlei discovered an interest in teaching. As a result, she’s decided to start a new career as a teacher!

Liliana’s professional prospects are improving, too, thanks to her experiences with Intercambio. Before, she was nervous talking in English with clients at the salon where she works. “Now I can have a connection with my clients, and I have more clients!”

Now I can have a connection with my clients, and I have more clients!

Liliana, Intercambio student
Since 2013, Intercambio has taken our sustainable model and resources on the road, guiding a variety of English language program partners across the country.

Today, we work with over 600 partners using our curriculum, supplemental resources, training, and program expertise.

A National Impact

English students from Su Casa in Tennessee using Intercambio’s curriculum
In 2017, Su Casa Family Ministries in Memphis, Tennessee began using Intercambio materials for their curriculum. Michael Phillips, the Director of Su Casa says, “We offer a safe place where connections can be made.” Su Casa offers two programs: adult English classes and early childhood care. Both programs are in high demand. 220 students are enrolled in this semester’s English classes, with another 125 students on the waitlist. It is their largest waitlist ever.

Su Casa chose to work with Intercambio because our vision and resources align with theirs. “Our main focus is creating a point of connectivity with quality outcomes for students,” says Michael. Su Casa also appreciates the online training for their teachers, “We learn from several webinars a year. Intercambio does a great job reminding us that learning English is a process – it’s more than just the books,” explains Michael. “They understand that a volunteer may or may not have any teaching experience and they provide easy ways to teach, as well as to be a friend to our students.”

Like Intercambio’s Boulder County program, Su Casa builds community. Michael says, “Many of our students come to us to learn English – they need better jobs, better communication skills, to be better engaged, so they have to improve their English. They get a sense of community; they make connections.” We are proud to provide essential tools and training to assist Su Casa and 600 similar organizations throughout the U.S.
This year’s accomplishments were only possible because of the generosity of our donors. Thank you!

Adrianna Abarca
Elke Adler & Jim Callanan
Suzy Ageton
Chris Alaimo & Laura Deluca
Kim Allegretti & Jim Galloway
Nancy Allen
Donald Alspaugh
Brooke Alt & William Huffer
Lynn Altschuler & Gary Guber
Yelena Alvarez-McCoy
Sue Anderson
Emily Andrews & Brian Ross
Scott & Dee Andrews
Elsa Angrist
Matt Appelbaum & Joni Teter
Brad Armstrong & Julie Dolin
Liz Armstrong
Cathy & William G. Arnold
Daniel Arrowood
Cynda & Marcel Arsenault
Emily Ashley
Judith Auer & George Lawrence
Peter Aweida
Sue & Mark Bailhache
Tony & Beverly Baker
Claudia Baker
William Baker
Donna & Dan Barela
Barbara & Jack Beasley
Anne Becher & Joseph Richey
Ingrid Becher
Susan Becker & James Beall
KC Becker & Miles Kunkel
Tate Behning & Paola Osma
Barbara Behrendt
Catherine Belaski
Bill & Mary Benedict
Terry Benjamin & Catherine Duke
Amy Beringer & John Grubb
Karen Bernardi
Erik Bernstein
Libby & Dennis Berry
Nancy & William Berry
Virginia Betty
Angela Bevacqua
Stuart Bindeman
David Black
Eric Blank
Rachel Bloombaum & Scott Hamilton
Mary Blue
Paula & Christopher Blum
Janis Bohan
Carolyn & Jim Bondarovich
Bruce Borowsky & Jenny Doyle
Beth & Don Bowman
Sally & Sandy Bracken
Brandon Brairdy
Jim & Judy Brantz
Jennifer Braun & Jody Shevins
Toni & Daniel Brennand
Joan Brett
Steve Brinkman
Terry & Amy Britton
David & Eleanor Brode
Jane Brooks
Carolyn & Joel Buck-Gengler
Micheline Burger
Jim Bull & Erin Mulligan
Leigh Bush
Jim Butterworth & Sallie Smith
Sonia & Jeffrey Call
Rosemary Campbell
Becky Campbell
Becky Campbell-Howe & Jim Howe
Joel & Renie Cantrick
Lucy & Tom Carey
Cindy Carlisle
Brian Carlson
Erika & Jeremy Carlson
Jared Carlson
Cynthia & Daniel Carpenter
Barbara Catbagan
Dan & Robin Catlin
Shelly Catterson
Sandra Cave
Leanne & Javier Chacon
Linda Chameroy
Deborah Chandler & Arnold Schaeffer
Edgar Chavarria & Guillermina Perez
Donald Chavez
Daphne Chellos & Bruce Swinehart
Carin Chow & Tom Boasberg
Kate Christensen & Ethan Andrews
Tom Christoffel & Anne Guifoile
Zachary Clark
Nancy Clarke & John Accardi
Alan Cogen
Sara-Jane Cohen
Cathy Cohn & Gilad Gordon
Richard Collins & Judy Reid
Susan Connelly
Linda Conte & Peter Bryant
Janice Cooper
Popsy Copeland & Lawrence (Bear) Carlson
Susan Corbett & Steve Kremm
Maye Cordero
Luciana Cordova

Linda Cornett
Virginia Corsi
Suzanne Crawford
Carolyn Cutler
Sarah Cyganiak
Tamra Dalle Molle
Kevin J. Daly
Kathy & Kon Damas
Jill Darrah
Kathy & Tom Davinroy
Tessa & Alan Davis
Eithne & Ray Davis
Dan Dayley
Marcio De Sousa & Maren Waldman
Suzanne DeAtley
Kim & Ethan Decker
Meca Delgado
Patty & Jose Delgado
Pam Dennis & Jim Semborski
Dawn Dennison & Tom Plant
Jenny & Stephen Desmond
Jody Dickson
Steve Dickson
Kip Dickson
Felicia Dillard
Mary Dineen & Sue Masterson
Clay & Helen Douglas
Paul Dreyer
Frank & Jean Dubofsky
Sandy & Gale Dunlap
Deborah & Dennis Dupuis
Philip Durian
Virginia & Todd Dutkin
Carol Dwyer

INDIVIDUAL DONORS
INDIVIDUAL DONORS

Dianne Ladd & Bruce Holland
Joy Laesecke
Lois & Richard LaFond
Jane Lahman
Susan LaHoda
Laura Lambrecht
Paul & Pam Lander
Debbie Lane & Steve Szabo
Karen Larson
Conrad & Loran Lattes
Kristin Laubach
Shelley & Peter Lawton
Cassidy & John Leeburg
Dean & Becky Leffingwell
Nancy Leibig
Judith Lemberger
Christine Lemieux
Thomas Lemieux
Joey & Alaine Lerner
Jonathan & Lyndsay Lev
Roberta Levin
Anthony Levy
Mike Lichter
Deborah Lieberman & Jonathan Friedman
Susan Litt
Kendal Lyon
Rachel Lyons
Larry MacDonnell
Sabina Mackay
Jim Maguire
Erena Maj & Bobby Pelz
Caroline Malde
Deborah Malden & Michael Donovan
Michael Maloy
Liz Marr & John Price
Michele & Bill Marshall
Ryan & Wynn Martens
Dave Marvin
Christina McAlpin
Deepa & Edward McCauley
Caroline & Jon McClung
Jane McConnell & TJ Heyman
Claire McCorrison
John McCorvie
Jennifer McCulloch
Donald & Barbara McKee
Matt McKinney & Colleen Carnes
Marc & Beth McKinney
Karen McKinney
Lisa Michot & Ayad Ismael
John Milanski
Tom & Barbara Miller
Ellen Miller-Brown
Jane & Ralph Milliff
Jim & Doyen Mitchell
Jerrold Mitchell
Laurie Mittenhal
Jonathan Moore
April Moore Radoff
Susan Moran & Tom McKinnon
Bob Morehouse & Noel Maye
Axson & Bryan Morgan
Randy & Terry Dekalb Morgan
Shannon Morgan
Pat & Stefanie Moriarty
Bronwyn Morrissey
Jane Morton Sovndal
Jonathan Munro
Nicole Murad & Micah Rothstein
Jim & Diane Murphy
Joan Nagel
Niraj Naik & Hetal Mehta
Betty Naughton
Grant Nelson
William Nelson
Rivvy Neshama & John Wilcockson
Margi Ness
Joyce Neville
Jessica Neville
Timothy Nichols
Philip Nicholson & Elizabeth Markham
Noelle Nicholson
Pat Nielsen & Merle Northrop
Rebecca & Mark Nikkel
Josh Nims & Esther Brown
Phoebe Norton
German & Isabela Nunez
Jean Nuttall
Akane Ogren
Martha Olson & Fred Batman
Mike & Wilma Ormsbee
Susan Osborne
Robert Palaiich & Greta Maloney
Mindy Pantiel
Jane Patrick & Barry Schacht
Eric Patterson
Robert Pauley
Cynthia & Kenneth Payne
Kayla & Ben Pearlman
Mary & Gary Pearson
Gordon & Pamela Pedrow
Lizette Peña
Pamela Penfold
Deolandra & Ramon Perez
Evan Perkins
Dee J. Perry
Jim Petri
Darcy Phillips
Penny Platnick
Roger & Jill Pomainville
Betty & Dale Porter
Margaret Porter
Dan & Tara Powers
Nancy Printz
John Puchalski
Susan Purdy
Joellen & Scott Raderstorf
Brandy Ray
Dave & Susan Read
Mark Read
Carlos Real & Ana Sanchez
Cathy Regan & Drew Smith
Vicki Rhea
Laurie Rhoads & Patrick Mulcahy
Judy Richtel
John Ricotta
Susan & Paul Riederer
Karla Rikansrud & Diane Wild
Bev Robinson
Marcia Rodney
Maria Rodriguez
Pete Rogge
David Rome
Cynthia & Dave Rosengren
Kira Ross
Audrey & Jim Rothschild
Julie Rothschild
Josh Rothschild
Steve Roush
Woody Rubin & Lauren Jost
Roger & Karen Rubin
Ami Sadler
Gil & Sherry Saenz
Edwina (Salazar) Waldrip
Myra Salzer
Fred Samborski
Sue Sandson
Garry Sanfacon &
Nancy Goldaper
Juan Saucedo
Ann & Jim Scarboro
Jean Schab
Suan Schnell

Hope Steffens-Nett & Bert Nett
Wendy Stein hacker
Dorothea & Robert Steinke
Barbara Steinmetz
Maria Stepanyan
Clare Stocker &
Chester Dreiman

Dan Tate
John & Molly Tayer
John & Barbara Taylor
Becky Thomas & John Pitlick
Dan & Barbara Thomas
Maria Thomas-Ruzic
Alan Thompson
John & Amy Thornbury
Debi & Mike Tidquist
Elisha & Rei Tilton
Barbara & Tom Trager
Joshua Trager
Mare Trevathan
Elyn Tromey
Elizabeth Upper
Minna Vallentine
Jessica Vanden Hogen
Tamar Van-Vliet
Mary Ellen & Thom Vernon
Alison & Guy Vigers
Bobbi & Tom Vischi
Gary Waggoner
Tor Wagner
Steve Wagoner
Maren Waldman
Priscilla & James Walker
Judy Wallace
Anne Walter
Beth Ward
Judy & Jim Warner
Richard & Lucy Warner
Samuel Weaver
Carmela Weber &
Dave Secunda
Ann & Gary Wederspahn

Bernie Weichsel
Anna Weisberg & Ben Begleiter
Cate & Steven Werner
Pete Wernick
Rebecca & Rick White
Rich Wildau & Sharon McClew
Dorothy R. & Vick Williams
Suzanne Williams
Ann Williams
Suzy Williamson
Mary Ann Wilner
Richard Wilshusen &
Virginia Pool
Gene Wilson & Sandra
Keist-Wilson
Cherie & Steve Wilson
Cindy & Jeff Wolcot
Julie Wolf
Mary Wolff
Nicky Wolman & David Fulker
Ruth Wright
Kelly & John Wyatt
Virginia Yanez
Katy & Bob Yates
Carolyn Young
Sandy Younghans &
Rick Shepard
David Younghans
Marvin Yudkovitz
Steve Zakelj
Janice Zelazo
Pam Zola

Karla Scholfield
Mike Schwartz
Mary Steffens Schweitzer
Theresa Scott
Lisa Seaman
Anne Selikov
Deborah Senkier &
Joel Greenberg
Set Set
Lee & Marcela Shainis
Ingrid & Dennis Shea
Erin Shea-Bower & Sean Bower
Joe Shepard
Janet & Dave Shikles
Linda Shoemaker & Steve Brett
Gerald Sloat
Lyn Simuns
Linda Smith & Larry Dressler
Scot & Eileen Smith
Tom & Judy Smith
Lesley Smith
Marcie Smith
Christy & Doug Speirn-Smith
Jane & John Spencer
Beverly & Lee Springer
Mimi & Joe Spruiell
Boulder County - Housing & Human Services
City of Boulder - Human Services Fund
City of Longmont - Community Services Fund
City and County of Broomfield
City of Louisville - Nonprofit Grant Program
City of Lafayette - One Lafayette Fund

Anschutz Family Foundation
April Fund
Argosy Foundation
AV Hunter Trust, Inc
Broomfield Community Foundation
Collins Foundation
Community Foundation Serving Boulder County
Community Trust
CSU - Global Campus
Denver Foundation
Fred & Jean Allegretti Foundation
Jacques M. Littlefield Foundation
Jared Polis Foundation Gift Fund
The Jay and Rose Phillips Family Foundation of Colorado
Kathryn Conway Preyer Charitable Lead Unitrust
Level 3 Communications
Longmont Community Foundation
Live & Give Longmont Fund
Norris Family Fund
Ken and Cathy Winter Family Field of Interest Fund
Dutkin Family Fund
Louis & Harold Price Foundation
Marbrook Foundation
Nathan B. and Florence R. Burt Foundation
Oreg Foundation
Ray Lanyon Fund
Red Empress Foundation
Rose Community Foundation
Sam Bloom Foundation
Schocken Foundation
Steffens Foundation
Vernon Library Supplies
Wells Fargo Community Affairs

Alliance Data
American Express
Autodesk Foundation
Bernardi Group
Boulder Community Health
Boulder County Healthy Youth Alliance Center Copy
Centro Latin Kitchen
Corden Pharma
Daily Camera
Entravision
Eye Care Center of Northern Colorado
First Bank
Fox20 WOCO-TV
Handyman Hub
Hazel’s Beverage World
KGNU
Kingsbery CPAs
KO | Koenig, Oelsner, Taylor, Schoenfeld & Gaddis PC
Left Hand Brewing Company
Medtronic
Meyers Aesthetic Center
Mountain Sun Pub and Brewery
Murad & Murad, P.C.
Oskar Blues
Qualcomm
Sam’s Club
Sancho’s Authentic Mexican Restaurant
Suerte
The Gourmet Kitchen
The Ritz
Times Call
TransLingua
Travelers Community Connections Program
Vertiba
Visit Longmont
Webroot Software
YMCA of Boulder Valley

Thank You
Board

Carmela Weber (Chair)
Matt McKinney (Vice Chair)
Nicole Murad (Secretary)
John Ricotta (Treasurer)
Terry Britton
Patty Delgado
Virginia Dutkin
Jim Hooton
Amanda Linsenmeyer
Deepa McCauley
James Mitchell
Laurie Mittenthal
Basho Mosko
Jonathan Munro
Joyce Neville
Stephanie Wilson
Sandy Younghans

Lee Shainis, Executive Director and Co-Founder
Emily Ashley, Data Entry Assistant
Claudia Baker, Development Manager
Becky Campbell-Howe, Director of Operations
Erika Carlson, Grants Manager
Leanne Chacón, Home Volunteer Manager
Alma Chávez, Longmont Program Coordinator
Maye Cordero, Marketing & Communications Manager
Jenny Desmond, Director of Development
Rachel Fuchs, Director of Programs
Norma Fuentes, Longmont Program Manager
Gina Garcia, East County Program Manager
Gracie Freeman, Group Volunteer Manager
Debbie Goldman, Teacher Trainer
Geoffrey Miller, Lafayette Program Coordinator
Raquel Habib, Community Intake Manager
Sarah James, National Program Manager
David Olivares, Graphic Design Assistant
Marcie Smith, Director of National Program
Chanel Rodríguez, Boulder Program Manager
*Our annual year-end position shows that our expenses exceeded our revenues. Last year (2016-17), we recorded a large revenue surplus. Some of this surplus was due to donor pledges, which were recorded in 2016-17 but received and spent in 2017-18. We are also spending some of that surplus on curriculum development, which is being capitalized and will be amortized over 3 years starting in 2018-19. For our full audited financials and IRS Form 990, please visit Intercambio.org.
WAYS TO ENGAGE WITH US

Ask your workplace about Matching Donations.

Add Intercambio to your will. Leave a Legacy. Intercambio.org/donate

Join the Scholarship Club at Intercambio.org/donate

Participate in a one-time volunteering opportunity. Intercambio.org/conversation

Attend a New Volunteer Teacher Info Session. No need to speak any language other than English to teach! Intercambio.org/events

Like us on Facebook. Join our online community of over 6,000 followers. Facebook.com/IntercambioUC
We are grateful for the incredible supporters, volunteers and students that are creating a world where people communicate and connect across cultures.

For more information about volunteering or donating, visit Intercambio.org