

How we welcome refugees and immigrants

Our work touches the lives of immigrants and refugees in Baltimore from the moment they arrive at the airport, helping them find meaningful careers and welcoming communities. Accompanying New Americans on their journey is part of what we call “the long welcome,” which nurtures community support and recognizes the incredible impact of immigrants and refugees in our city and beyond.



Global Refuge is a nonprofit serving newcomers seeking safety, support, and a share in the American dream. We have been a leader in resettlement for 85 years, dedicated to supporting immigrants, asylum seekers, and refugees through advocacy, care, and empowerment to restore a sense of home.

We provide a warm welcome and a firm footing for newcomers.

Reception and Placement

Global Refuge is one of 10 national agencies that partners with the U.S. government to resettle newly arriving refugees. When a refugee first arrives at the airport, they are greeted by Global Refuge staff and brought to a home or apartment that has been prepared for them in advance – stocked with modest furniture, culturally familiar foods, and all the basic amenities of an American home.

Over the next few months, case managers support the individual or family in learning to navigate their new community. Adults are enrolled in English-language classes, children are enrolled in school, and Global Refuge partners direct newcomers to community resources. They are introduced to new neighbors and church and community groups who provide lasting support and companionship for years to come.

Case Management Pilot Program

Global Refuge provides case management services to non-citizens enrolled in alternatives to detention programs. Services are tailored to individual needs and include mental health care, human trafficking screening, legal information and referrals, and connections with other community-based services, as well as repatriation support.

New American Lending

We help empower refugees and immigrants on their journey towards financial independence. We offer personal and business loans that would usually be very difficult for refugees, immigrants, and asylum seekers to obtain. The goal of New American Lending is to increase access to the resources and financial tools New Americans need to take control of their economic futures and contribute to the financial strength of our communities.

Mental Health Services

Our licensed multilingual clinicians understand the refugee and immigrant experience and are well-versed in trauma-centered, culturally sensitive, and empowering care that supports individuals and families as they begin their new lives in the United States. Through one-on-one therapy, we address a wide range of mental health challenges, such as post-traumatic stress disorder, anxiety, and depression.

Ukrainian Humanitarian Parole Program

We help Ukrainian Humanitarian Parolees start new lives in Baltimore – assisting with food stamps, school support for children, employment services, English language courses, health insurance, and more.

Cuban Haitian Entrants Program

Our services help Cuban and Haitian refugees determine their eligibility for cash assistance, medical assistance, job training and placement, English-language training, and other services offered through the Office of Refugee Resettlement.



Volunteer

Every day, our community of volunteers dedicate their time to welcoming new neighbors to Baltimore. **Get involved!**

Contact Deanna Bracken at deanna.bracken@globalrefuge.org



Partner

Our work of welcome would not be possible without the support of our community and corporate partners. **Join us!**

Contact Kevin Meadowcroft at kevin.meadowcroft@globalrefuge.org



Visit

Global Refuge
Baltimore Welcome Center
947 Fell St.
Baltimore, MD 21231

Phone/WhatsApp: 443 365 0472

“They gave me all the help and resources I’ve needed.”

Ana Rosa (pictured on front),
Venezuela, resettled by
Global Refuge