



**UNITED COMMUNITY
FAMILY SERVICES**

Chaldean American Ladies of Charity

Empowering people in need



2019 ANNUAL REPORT



*Empower.
Include.
Advocate.*





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CORE PURPOSE

*To provide programs that guide,
support and empower individuals to achieve
self-sufficiency with dignity & hope.*

AGENCY VISION

*To be recognized as the community leader
in transitioning those in need to self-sufficiency.*

BRAND PROMISE

*We promise to be dedicated advocates for our clients,
always ensuring that your support is helping them
on their path to self-sufficiency.*

MESSAGE FROM THE BOARD CHAIR



Dear UCFS Community:

In September of 2019, it was my great honor that I began my term as Chair of the Board of Directors for United Community Family Services/Chaldean American Ladies of Charity (UCFS). It has been a very exciting time to be in a leadership role with UCFS. Ideas imagined years ago have gained momentum, and there has been growth in every area of the organization: educational programs, staff, and most importantly, services to the community.

UCFS has much in which to take pride since our first days. We are continuing the work our founders envisioned for us. We are celebrating our 59th year as a non-profit, and we are very proud to be the oldest Chaldean organization around! We want to continue to empower individuals and families to be self-sufficient and productive members of society. A description of each of our programs is detailed in this Annual Report, and I hope you will take the time to read about all the good work this organization does, year in and year out.

We will soon be launching our Immigrant and Refugee Leadership Program: training individuals to become the next generation of leaders in the community. With this program, we hope to inspire and equip a new generation of leadership, in which women and men serve, and actively participate in the cultural, political and civic life within our community.

We are also excited to announce the launch of our Women's Business Institute in 2020. This program promotes economic self-sufficiency, and reflects our commitment to empowering women working in any industry, to achieve their professional potential, by offering tools and support to grow their talents, and to contribute to the growth and development of their community.

UCFS is also a proud partner of the 2020 Census, and we will be in the community encouraging everyone to complete the once-a-decade Census application, the results of which are critically important for our community and our state, and determines almost every federal dollar Michigan receives.

UCFS has the exceptional bounty of opportunities found in the strengths of our board, staff, members and supporters. I believe that we have the vision of what we are capable of becoming as a charitable organization, and my goal as Board Chair is to keep us loyal to that vision.

I would like to thank the Board of UCFS, made up of an esteemed group of accomplished individuals, representing several distinct backgrounds. These amazing Board members provide input into the organization's mission and its processes, supporting our staff with a clear vision. I am proud to serve with them.

I would also like to thank UCFS staff for its dedication and commitment in providing quality services to those in need, day in and day out.

Most importantly, I would like to thank you, our supporters who put your faith in our mission and our work, each and every year.

Thank you for your commitment to UCFS, which I encourage you to sustain along this journey, by investing in the next decade of initiatives. Your backing will enable the strongest possible commitment to our 2020 vision. Thank you for joining us on the road to another 59 years. I have never been more confident and excited about what we can accomplish by working together toward our shared goal.

Sincerely,

Renee A. Yaldo



UCFS/CALC Programs

MISSION STATEMENT

The mission of UCFS/CALC is to provide programs that guide, support and empower individuals to achieve self-sufficiency with dignity and hope. UCFS is a welcoming place where individuals can access multiple services that will help them move toward economic success and self-sufficiency. By meeting the needs of our community, we help improve the health and well-being for thousands of individuals and families each year while building a healthier community for all.

MEETING BASIC NEEDS

For the families in the community who have nowhere else to turn, UCFS's Basic Needs Center is there to provide food, clothes and other vital necessities. The Basic Needs program meets the critical and emergency needs of families by providing free clothing, furniture, household items, personal care items, food, rent and utility assistance to keep families in their homes.

In 2019, the basic needs center served over 700 individuals and distributed the following items to families in need:

- 25 mattresses
- 33 cans of baby formula
- 38 coffee tables, end tables and small tables
- 42 baby items
- 56 sofas, love seats and accent chairs
- 66 dining tables, kitchen tables and chairs, and china cabinets
- 69 bedroom furniture pieces
- 101 small and large kitchen electric appliances, and miscellaneous small appliances
- 193 pairs of shoes
- 291 seasonal items and home décor
- 481 bath towels, bed linens, blankets and comforters
- 1,599 children, men and women's clothing items
- 2,306 kitchenware items (dishes, silverware, pots and pans, bowls, bake ware, glasses, etc.)



FINANCIAL ASSISTANCE

Clients may also apply for funds to alleviate emergency financial burdens paid directly to the source (landlord, utility company, etc.). The goal is to provide individuals with short term one-time financial support while helping them toward long term self-sufficiency. In 2019, UCFS provided \$24,724 in financial assistance to families for emergency needs.



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ALLEVIATING HUNGER

Hunger can cause both short-term and long-term effects on an individual's overall health, work performance, mood changes and children's academic performance. The United States Department of Agriculture (USDA) reports 1 in 8 households in the United States has difficulty providing enough food for all their members at some time during the year.

The UCFS Food Pantry is open to all who need food assistance. The pantry is stocked with food from a variety of sources, including Gleaners Food Bank, Forgotten Harvest, donations from local stores, and in-kind and cash donations from individuals and groups. Clients receive both perishable and non-perishable food items such as meats, milk, fresh fruits and vegetables, baked goods, canned goods, baby food and formula and culturally appropriate food items.

In 2019, the pantry assisted over 1,000 individuals and provided over 124,000 meals. UCFS always welcomes businesses and organizations to host a food drive to benefit the UCFS food pantry and the families suffering from food insecurity. Volunteers are also needed to assist in all aspects of the food pantry.

Please contact the UCFS office for information on how you can volunteer or help with Food Pantry donations.





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WORK READINESS AND JOB PLACEMENT

UCFS understands how important steady employment is for an individual's financial security. Our Work Readiness program supports our clients through their job search process by providing job placement assistance, interview skills training and career coaching. In partnership with Oakland and Macomb MI Works! & American Job Centers, we are committed to helping individuals apply for job opportunities that best suit their experience, education and skill set. Our dedicated resume writer assists clients with drafting professionally written resumes and seek online job applications that best fit their skills.

LIVE EMPOWERED

The goal of UCFS's Financial Empowerment program is to increase the capacity of low-income families to understand and manage their finances in order to improve their financial stability and future economic opportunities. Each week, UCFS provides on-site, free financial coaching for UCFS clients. An experienced financial coach provides one-on-one financial information education and counseling in the areas of reducing debt, increasing credit scores and setting financial goals.

INSPIRING EDUCATION



UCFS offers a variety of educational workshops and training seminars for families covering a range of topics providing them with the tools to set and achieve new goals for themselves. These educational offerings included

weekly English as a Second Language classes, Citizenship preparation courses, and creative arts and skills workshops. Classes are taught by experienced instructors on-site. Hundreds of individuals participated in these classes and workshops in 2019.

Our resource fairs held throughout the year drew thousands of individuals, providing them with valuable information from local agencies, organizations and vendors, educating families on resources offered in the community.

PATHWAYS TO SELF-SUFFICIENCY

Our Transition to Self Sufficiency (TTS) program provides naturalization and legal assistance, counseling services, and educational workshops to recently arrived refugees. Our dedicated case managers assist clients with setting goals to address immediate social and educational needs, attain a stable environment, develop employment skills, understand basic financial principles and promote seamless integration. In 2019, over 800 refugees were served through these programs.

BETTER HEALTH, STRONGER COMMUNITIES



Community-based health programs play a key role in disease prevention, injury, improving health and enhancing the quality of life. In partnership with Ascension Health, the UCFS held monthly workshops in 2019 on various topics throughout the community including maternal and infant health sessions, parenting classes, preventing illness, nutrition programs and other health topics.

STRONGER SENIORS



Elderly refugees often face a different set of challenges while adjusting to the culture of the United States. UCFS's older adult refugee program is designed to help elders stay active and live independently by providing direct services and social experiences which includes critical needs case management, referrals for aging services, assistance with benefits and citizenship issues, housing and home management assistance, coordination of limited transportation services, and interpretation and translation services. Over 300 elders were served in 2019.

UCFS's citizenship program assists clients to obtain U.S. citizenship. 45 elderly refugees were assisted in obtaining their U.S. citizenship in 2019.

NURTURING THE NEXT GENERATION

The UCFS's focus on youth development provides dynamic, out-of-school opportunities for children and young adolescents with meaningful opportunities to enrich themselves. These programs empower teens with the tools and opportunities needed to build a foundation of healthy behaviors, life skills and a sense of purpose while avoiding risky behaviors.



PROJECT ACHIEVEMENT – An after-school tutoring program for elementary and middle school students offering lessons on a variety of important issues, such as academic achievement, peer pressure, health and nutrition. 40 children were enrolled and attended this program in 2019.



SATURDAY DREAMS – A mentoring program that offers youth a safe and engaging environment, with access to positive adult role models, educational presentations and new recreational opportunities. These mentoring relationships have played an important role in nurturing and supporting youth experiences, facilitating acculturation, social integration and mitigating the challenges they face. Activities included field trips, sports day and guest speakers.



CHALDEAN ANGELS OF CHARITY – A youth-led volunteer program aimed at empowering and inspiring high school girls to perform charity in the community. The program helps young women develop leadership skills and realize that she can be an agent of change, both for herself and her community.



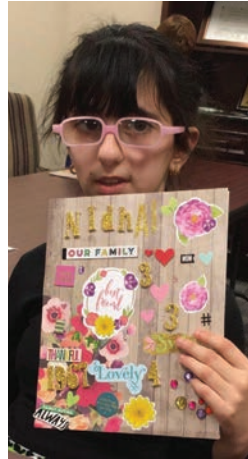
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THRIVE

UCFS's THRIVE program is centered on children with disabilities, focusing on building self-esteem, independence, skills and friendships. This program encourages children to be more creative by promoting extra curricular activities such as art, crafts, dance and music. Other services are also provided to these families such as resource guides, health and wellness tips and financial assistance. In 2019, 80 special needs children were supported in this program.



CHRISTMAS SHARING

In 2019, hundreds of individuals were assisted during the holiday season through our Annual Turkey Drive and Annual Christmas Family program. Gifts were distributed to over 210 children and adults, and turkey baskets were delivered to 192 families. Families in need were also assisted with vital necessities such as beds, clothing, winter coats and boots.



Adding Value Through Community Partners

We thank our 2019 partners who have helped us deliver valuable and quality services to the community:

- International Institute of Metropolitan Detroit
- Michigan DHHS Office of Refugee Services
- U.S. Office of Refugee Resettlement
- Community Foundation for Southeast Michigan
- CASA OU
- Oakland MI WORKS!
- Macomb MI WORKS!
- Area Agency on Aging 1-B
- Macomb Offices for Senior Services
- Gleaners Food Bank
- Forgotten Harvest
- Blue Cross Complete
- UnitedHealthCare
- Ascension Health/St. John Providence
- Honor Community Health
- Elder Law of Michigan
- Dallo Law (Jalal Dallo, Esq.)
- Chaldean Churches
- Help Iraq

The Value of Volunteers

Our board members and so many other volunteers have helped UCFS stay strong and build a solid foundation. The passion, support and involvement they give are valuable contributions to the success of UCFS. Each volunteer is a tremendous resource to UCFS.



- *Total Volunteer Hours: 19,000*
- *National Volunteer Value per hour determined annually by the Independent Sector: \$25.43/hour*
- *Value of UCFS Volunteers in 2019: \$483,170*

BOARD OF DIRECTORS



Renee Yaldo
Chair



Reem Sesi
Vice Chair



Lillian Shallal
Treasurer



Julie Garmo
Secretary



Marisa Abbo, D.O.



Lena Anton



Dalia Atisha



Nadia Atisha



Rita Foumia, CPA



LeeAnn Kirma



Pauline Mukhtar



Lisa Paulus



Nidhal Rassam

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EXECUTIVE LEADERSHIP



Jane Shallal
President & CEO



Clair Konja
*Director of Office
Management*



Arjan Kallou
*Program Operations
Director*

PROGRAM STAFF



Fadia Karmo
Case Manager



Raghad Gabbara
Social Worker



Diana George
Program Coordinator



Muroj Muhsen
Case Manager



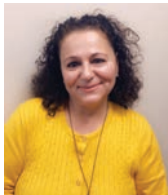
Michele Anderson
*Professional Resume
Writer*



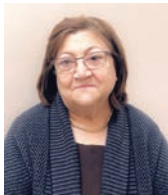
Sarmad Alzaei
*SHAREHOUSE
Coordinator*



Wijdan Fachou
*SHAREHOUSE
Coordinator*



Nada Eram
*SHAREHOUSE
Coordinator*



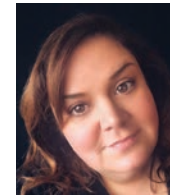
Ayad Sagman
Receptionist



Lisa Denha
Event Coordinator



Devon Zurawski
Bookkeeper



Teri Bazzi
Program Coordinator



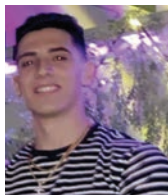
Emily Pattyn
Program Assistant



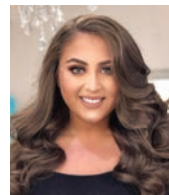
Amanda Zebel
Program Assistant



Melissa Krutsch
*Masters in Social
Work Intern*



Alex Yousif
Public Health Intern



Imeelda Altone
Public Health Intern



Verona Sibou
*Communications
Intern*



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