



# 2021 ANNUAL REPORT



*With Pride in the Past...*

*Confidence in the Present...*

*Hope for the Future.*



## 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

Sixty years ago, Chaldean American Ladies of Charity (CALC) was born when a small group of women pioneered an organization to help the poor, the sick, the elderly and provide emotional and economic support for new immigrants. Their mission was visionary for it is just as relevant today as it was in 1961. Our mission continues to inspire our leaders, members and supporters through decades of dedication to help thousands of families.

Many things have stayed the same for 60 years; we continue to help thousands of individuals each year by providing food and meeting basic needs of those who are struggling, and as new needs in the community arose, we expanded our services to meet those needs. We now have a robust program helping refugees and immigrants obtain U.S. citizenship, have increased our services to seniors and youth and recently changed our name to United Community Family Services to reflect our growing services to the community. We thank you for being part of our mission and vision.

Sincerely,

UCFS/CALC Board of Directors





## *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 of thousands of individuals and families each year while building a healthier community for all.

### **MEETING BASIC NEEDS**

For the families in our community who have nowhere else to turn, UCFS' 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 2021, UCFS distributed 9,996 basic need items to individuals and families in need.

### **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 2021, UCFS provided over \$27,500 in financial assistance to families for emergency needs.





## ALLEVIATING HUNGER

Hunger can cause both short-term and long-term effects on an individual's overall health, work performance, mood and children's academic performance. The United States Department of Agriculture (USDA) reports that 1 in 10 households in the United States were food insecure 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 2021, the pantry assisted over 1,000 individuals and provided over 173,500 meals.

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





## SENIORS

Elderly refugees often face a different set of challenges while adjusting to the culture of the United States. UCFS' older adult refugee program is designed to help elders stay active and live independently by providing direct services and social experiences, which include 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.



## CHRISTMAS SHARING

In 2021, hundreds of individuals were assisted during the holiday season through our Annual Turkey Drive and Annual Christmas Family Program. Gifts were distributed to over 175 children and adults, and turkey baskets were distributed to 244 families. Families in need were also assisted with vital necessities such as beds, clothing, winter coats and boots.





## BETTER HEALTH, STRONGER COMMUNITIES

Community-based health programs play a key role in disease and injury prevention, improving health and enhancing the quality of life. Hospitals can be an intimidating place for many, especially for new mothers-to-be dealing with a language barrier. The stress of this experience was exacerbated in the wake of the COVID-19 pandemic when hospitals were forced to implement policies that did not allow family to visit or accompany people to appointments. Through the UCFS Maternal Health program with Ascension Health, expecting and new mothers attended informational sessions twice monthly where they were provided information in their first language on keeping themselves and their little ones healthy, giving them the knowledge, tools, and confidence to care for their families.

We were also able to partner with Delta Dental to provide free dental cleaning to children and adults, as refugees often relocate multiple times before finally arriving in the U.S., making it difficult to keep up with dental care.



## THE NEXT GENERATION

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



## CITIZENSHIP PROGRAM

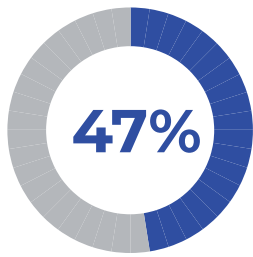
The Refugee Asylee Citizenship Program is designed to navigate lawful permanent residents of the United States through acculturation and naturalization. The agency offers a variety of services including, but not limited to, translations, interpretation, employment, financial, benefits assistance, food pantry and basic needs. The agency offers free English as a Second Language (ESL) courses, citizenship instruction and legal assistance in applying for naturalization. Program enrollees are educated on U.S. history and governance, receive interview preparation and more. These supportive services in combination with naturalization services provide the path to success in assimilation to obtain naturalization.



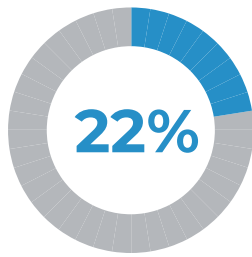


**REVENUE: \$1,284,941**

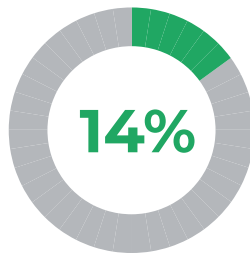
Who supports UCFS:



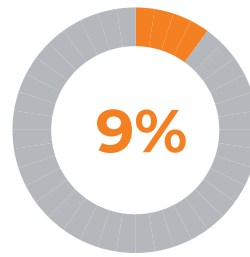
Individuals  
47.3%



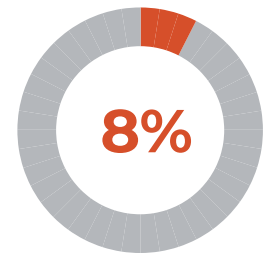
Government  
Grants  
21.6%



Corporations  
14.3%

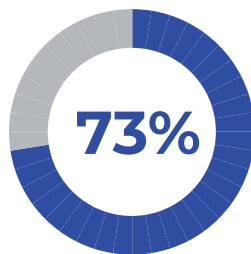


Other  
8.8%

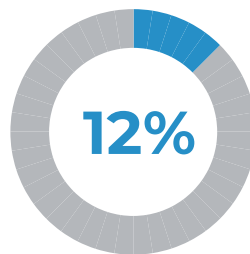


Foundations  
8%

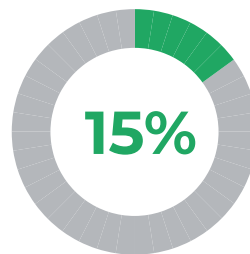
Where does your support go:



Programs  
72.8%



Management  
12.5%



Fundraising  
14.7%



# *Adding Value Through Community Partners*

**We thank our 2021 partners who have helped us deliver valuable and quality services to the community:**

- Chaldean Churches
- 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
- Gleaners Food Bank
- Forgotten Harvest
- Ascension Health/St. John Providence
- Elder Law of Michigan
- Dallo Law (Jalal Dallo, Esq.)
- Michigan United
- United Way for Southeast Michigan
- Bank of America

## *The Value of Volunteers*

At UCFS, volunteerism is crucial to our success. We utilize the help of volunteers for fundraising events, children, family, and elderly programs, bi-monthly food distributions, and more. In 2021, UCFS volunteer hours totaled 4,000. The Independent Sector valued a volunteer hour at \$28.54 for 2021. This means our volunteers added a dollar value of over \$114,160 with their time, energy, and efforts, but the true value of a volunteer is priceless.





## BOARD OF DIRECTORS

Renee Yaldo – *Chair*

LeeAnn Kirma – *Vice Chair*

Lillian Shallal – *Treasurer*

Julie Garmo – *Secretary*

Marisa Abbo, D.O.

Jeana Asmaro

Nadia Atisha

Lisa Denha

Vanessa Denha Garmo

Christine Jonna

Reem Sesi

## ADVISORY BOARD

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Chelsea Antoon  
Dalia Atisha  
Veronica Babbie  
Nicolette Dabish  
Karen Denha Esq.

Ban Farida  
Rita Foumia, CPA  
Rita Gatia  
Dima Hanna  
Linette Jibiraei  
Jill Kajy

Belinda Kakos D.O.  
Jacquelynn Kittel  
Pauline Mukhtar  
Tabitha Numan  
Janice Najor-Barringer

Cathy Odish  
Lisa Paulus  
Nidhal Rassam  
Janette Shallal, LMSW  
Joanne Yaldo

# Women Behind Our Mission

*The success of the Chaldean American Ladies of Charity always comes down to its people. Here are the leaders who have helped shape CALC over the years into the strong humanitarian organization it is today.*



## *CALC Presidents 60 Years: 1961–2021*



MARY DABISH  
1961-1962



MARGARETT SARAFI  
1962-1963, 1967-1969, 1973-1975,  
1977-1978, 1986-1988, 1994-1996



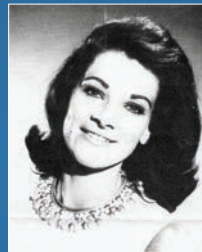
VICTORIA ATCHOO  
1963-1964



J. JULIA HAKIM  
1964-1966, 1978-1982,  
1990-1994



EDITH JOHN  
1966-1967



RUBY NAJOR HUHN  
1969-1970



FARIAL DICKOW  
1970-1971



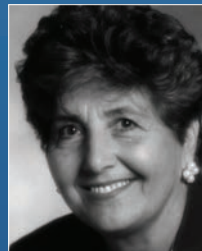
JOANE THOMAS  
1971-1973



MARGUERITE ESSHAKI  
1975-1976



AWATIF MISHO  
1976-1977



ROSEMARY ANTONE  
1982-1986, 1988-1990,  
1996-2000



JANE SHALLAL  
2000-2004



CLAIR KONJA  
2004-2008



SALLY NAJOR  
2008-2009



LEEANN KIRMA  
2009-2012, 2017-2019



GLORIA KASSA  
2012-2014



RITA FOUMIA  
2014-2017



RENEE VALDO  
2019-2021



**UNITED COMMUNITY  
FAMILY SERVICES**

*Chaldean American Ladies of Charity*

Empowering people in need

**2033 AUSTIN DR.**

**TROY, MI 48083-2231**

**(248) 528-0130**

**[WWW.UCFAMILYSERVICES.ORG](http://WWW.UCFAMILYSERVICES.ORG)**