



Hope in Action: Creating a Lasting Impact



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2024 IMPACT REPORT





CREATING A LASTING IMPACT

In 1961, the Chaldean American Ladies of Charity (CALC) was founded by 20 visionary women dedicated to uplifting community members facing hardship. Their commitment laid the foundation for an organization rooted in compassion, resilience, and service - a foundation that continues to drive our mission today. We are dedicated to providing programs that guide, support, and empower individuals to achieve self-sufficiency with dignity and hope. In 2016, our Board embraced the name United Community Family Services (UCFS) to better reflect our holistic approach to serving the community as a whole, ensuring that every individual has access to the resources needed to build a brighter future.

Celebrating 63 years of service, we are proud of the impact we have made in the community, the work it has taken to do so, and the foundation upon which our mission has been carefully and tirelessly built. The progress we have driven is marked by the dedication of our qualified staff, the commitment of our Board members, and the devotion of our volunteers and supporters.

With a foundation built on hope, we remain steadfast in our commitment to meaningful action - expanding our reach, deepening our impact, and creating lasting change for generations to come.

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

BUILDING PROGRESS ON A FOUNDATION OF HOPE



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EXECUTIVE BOARD MEMBERS**

- LeeAnn Kirma - Board Chair
- Lisa Denha - Vice Chair
- Lillian Shallal - Treasurer
- Julie Garmo - Secretary
- Marisa Abbo
- Amanda Alkatib
- Nadia Atisha
- Vanessa Denha
- Dunia Haddad
- Belinda Kakos
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A MESSAGE FROM LEADERSHIP

As we reflect on 2024, we are proud of the measurable progress United Community Family Services-Chaldean American Ladies of Charity (UCFS-CALC) has made. This year, we have strengthened our programs, expanded our reach, and taken meaningful action to address the evolving needs of our community.

Hope is powerful, but it is action that creates change. At UCFS-CALC, we go beyond envisioning a better future—we work every day to make it a reality. In 2024, we provided a record amount of healthy food through our Food Pantry, ensuring families have access to nutritious meals; we expanded our immigration services to support more individuals on their path to security and opportunity; and we launched our Barrier Removal and Employment Success program, equipping clients with the resources and skills needed to provide for themselves and their families.

For more than 63 years, UCFS-CALC has been a cornerstone of support in our community. **Behind every number in this report is a story of transformation**—of families overcoming hardship, of children gaining opportunities, and of individuals finding the support they need to thrive. These stories are made possible because of the support of our community, our dedicated staff, Board of Directors, volunteers, donors, and partners. Your belief in our mission is the driving force behind our ability to create a lasting impact.

We are excited for 2025 and will continue to do the work to uphold empowerment, dignity, and hope for all.

We invite you to stay connected with UCFS-CALC by volunteering, visiting us, or following our work online, on social media, and in our newsletter. We hope you will continue to be a part of the vital work we do and the impact we can have together for years to come.



Kristin Olmedo
President & CEO



LeeAnn Kirma
Board Chair

MEASURING OUR IMPACT

Over **12,000** people served in 2024



1,316

families served in the food pantry



467,008

meals provided through the food pantry



71,724

basic needs items distributed from the Sharehouse



39

refugees purchased vehicles through the Pathways to Prosperity Program



367

seniors provided social support services



489

rides provided for work and supportive services



88

children improved their reading scores and increased their physical activity in Project Achievement and Project Play On!



118

moms served in the Maternal Health Education Program





For three difficult years, Natalya experienced physical and mental abuse at the hands of her husband. When she found the courage to leave. In an instant, Natalya became the sole provider, caring for her young son and preparing for her unborn child alone. While she worked hard to do it all on her own, she recognized she needed a help to care for her family and get back on her feet.

Thanks to your support and generosity, Natalya found that helping hand at UCFS-CALC. She enrolled in our employment services program and obtained her laser hair removal certificate, was provided healthy nutritious meals for herself and her toddler through the food pantry, and received essential items to welcome her new baby into the world. With her new certification and greater stability, Natalya is now able to earn more to provide for her family, and her hope for a brighter future is restored.

THRIVING BEYOND THE CLASSROOM

Eight-year-old AnnaMaria loves fashion, the color blue, and exploring new ideas. But with her mother, Hanaa, working two jobs and few children in their apartment complex, she often felt isolated outside of school.



That changed when Hanaa discovered UCFS-CALC's afterschool tutoring program, Project Achievement (PA). Hoping to support her daughter's academic and social growth, she enrolled AnnaMaria right away.

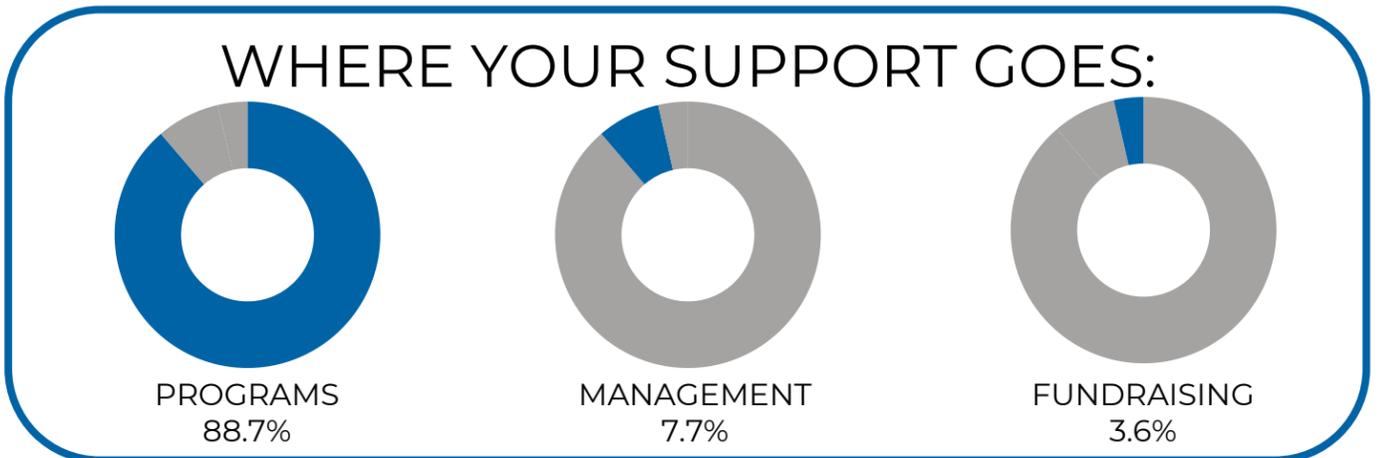
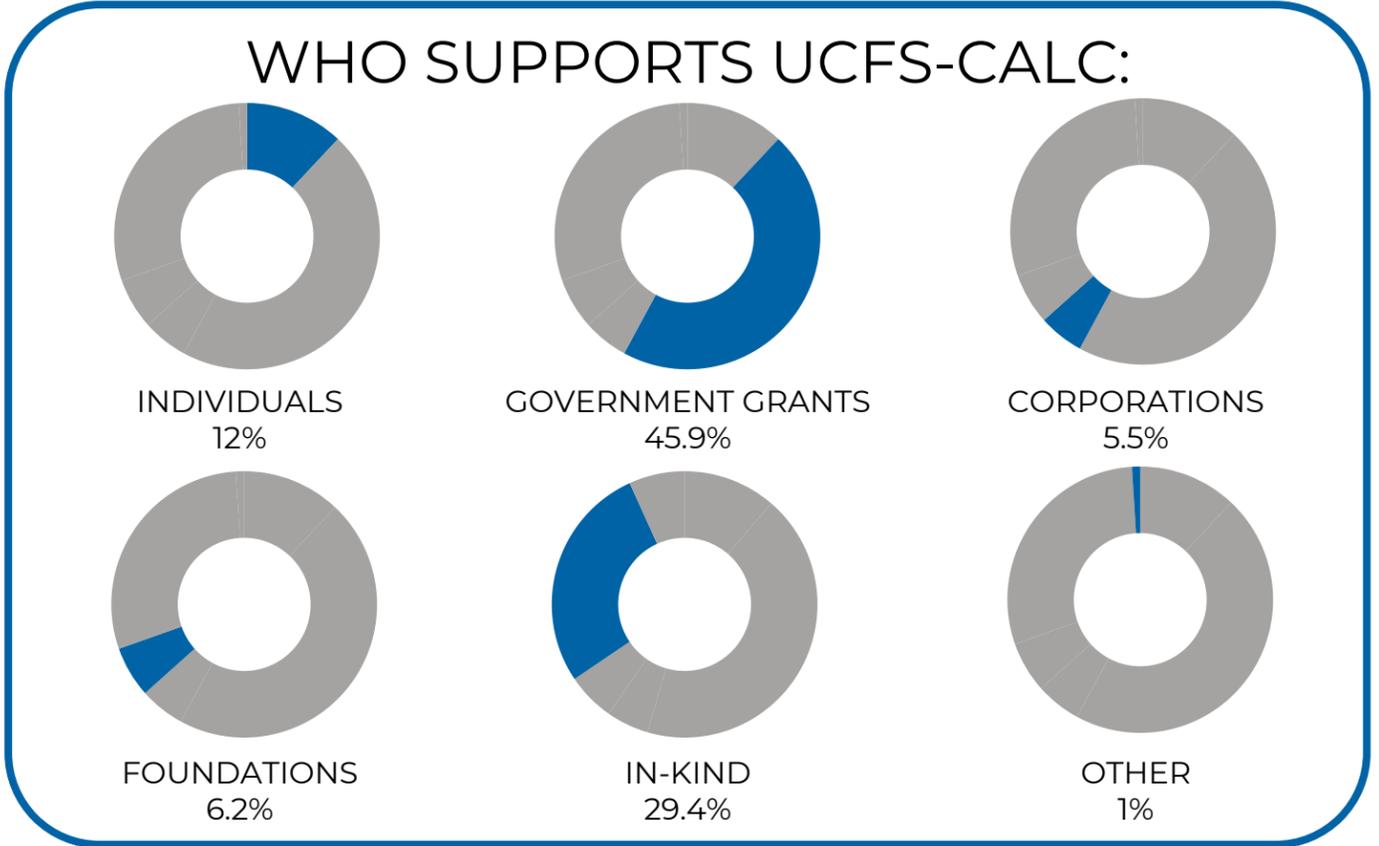
Since joining PA, AnnaMaria has blossomed. Once shy, she now confidently raises her hand, excels in reading, and eagerly participates in hands-on activities. Most importantly, she has built meaningful friendships, giving her the sense of connection she was missing.

Hanaa calls the transformation "life-changing", grateful that AnnaMaria has a safe, engaging place to learn and grow.

2024 FINANCIALS

We proudly present a transparent overview of UCFS-CALC's 2024 financial performance. Our community's generous support has enabled us to make a meaningful impact in our community and support our mission to provide programs that guide, support, and empower individuals to achieve self-sufficiency with dignity and hope.

REVENUE: \$3,688,891



PATHWAYS TO SELF-SUFFICIENCY

UCFS-CALC's **Sharehouse Basic Needs Center** collects and distributes new and gently-used items to families and individuals in need. These items are provided at no cost to our clients and include furniture, mattresses, kitchenware, clothing, personal care items, and much more. Items are sourced through basic needs drives, donated by supporters, or purchased with grant funding. In 2024, UCFS-CALC distributed 71,724 items from our Sharehouse and 126 families were provided with furniture.



The **SOAR Program**, which stands for Support, Opportunity, Access, & Resilience, provides just that. With resume preparation, job search, job placement, and recredentialing assistance, we help our clients obtain, keep, and enhance gainful employment. SOAR alleviates barriers such as childcare, auto repairs, basic needs assistance, and support for pursuing licenses and certifications. Career sampling and exploration opportunities are also available to get hands-on experience in a variety of fields so clients can make informed decisions on the career that would be the best fit for them prior to investing resources into pursuing a specific field.

Our **Elderly Refugee Program** is a collaborative effort between UCFS-CALC and AgeWays to combat social isolation, increase integration, and promote overall health and wellness for refugees ages 60 years and older. UCFS-CALC hosts monthly recreational and educational activities and puts elderly refugees on the path to U.S. Citizenship. In 2024, we have been able to support 367 seniors, giving them a greater sense of community.

UCFS-CALC's **Food Pantry** is stocked with food from a variety of sources, including Gleaners Community Food Bank, Forgotten Harvest, donations from local retailers, and items from food drives hosted by community partners. Clients receive a healthy balance of fresh produce, dairy products, lean meats, whole grains, non-perishables, and cultural staples. In 2024, the food pantry provided 560,410 pounds of food to 1,316 families - that's 467,008 meals!

UCFS-CALC's **Immigration Assistance Program** supports hundreds of immigrants, refugees, and asylees in adjusting their status every year - 237 in 2024. The agency offers assistance with a variety of immigration issues such as Greencard applications, work authorizations, naturalization, and more. Immigration assistance in combination with our wrap-around services chart the roadmap to integration and open many more doors to our clients on their path to self-sufficiency.

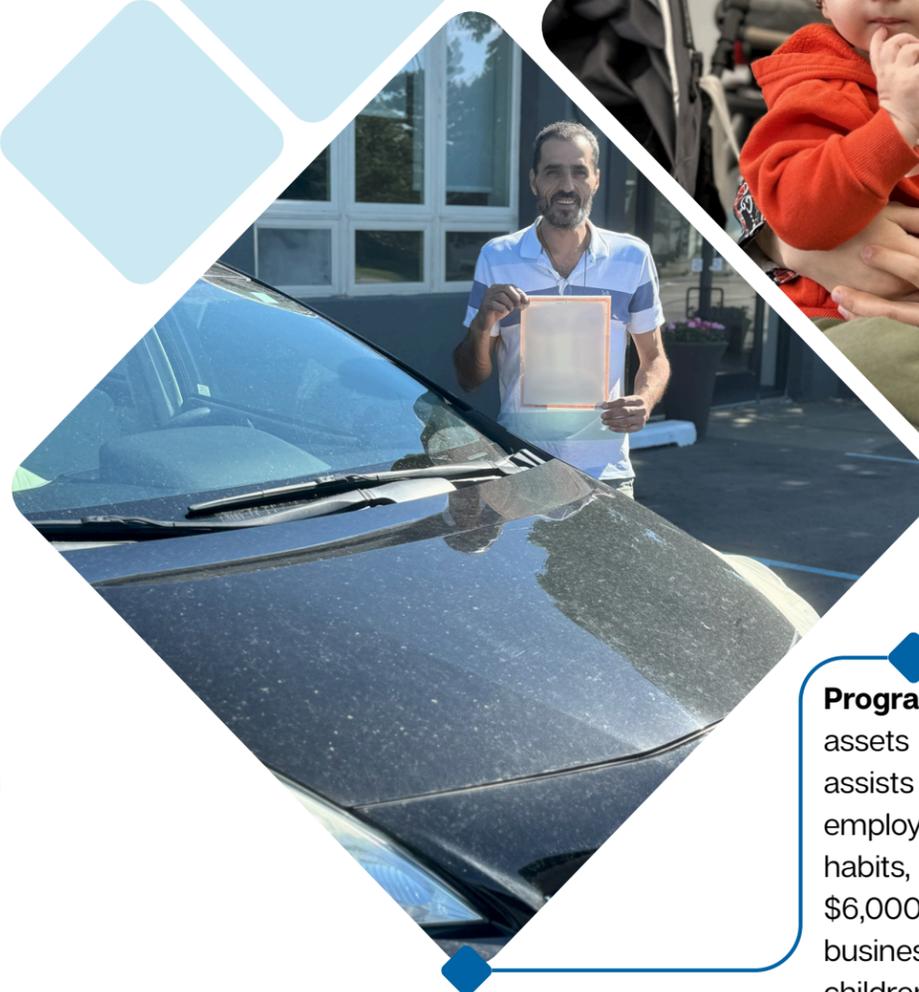


The **Maternal Health Education Program** provides interactive educational workshops on topics such as pre- and post-partum health and nutrition, labor and delivery prep and planning, breastfeeding and lactation, sleep training, early childhood development and milestones, and even CPR and Lamaze classes. In 2024, we empowered 118 mothers to improve their families' health.



UCFS-CALC's **Pathways to Prosperity Program (PPP)** supports refugees in building assets and reaching their financial goals. PPP assists clients with financial literacy, employment services, and healthy money habits, then matches the clients savings up to \$6,000 to invest in a home, a vehicle, a micro business, or education for themselves or their children. In 2024, we helped 39 people purchase vehicles and one client became a first-time homeowner!

Project Achievement and Project Play On! are youth development programs serving children coming from low- to moderate-income households. During the school year Project Achievement provides tutoring and reading assistance each week as well as a hands-on STEAM activity and dinner. During the summer our students participate in Project Play On!, a summer camp designed to help children stay health, active, and engaged during the summer break. These programs, partially funded by United Way of Southeast Michigan, improve academic performance, physical health, social skills and confidence, improving the child's overall well-being.





VOLUNTEERS IN ACTION

Volunteers have been the heart of UCFS-CALC since our founding more than 64 years ago. What began as a volunteer-led organization continues to thrive because of the generosity, compassion, and dedication of individuals who choose to give their time in service to others.

In 2024, 457 volunteers contributed over 2,215 hours across our programs and services. From distributing food in the Food Pantry, to sorting donations in the Sharehouse Basic Needs Center, tutoring youth in Project Achievement, supporting seasonal programs, and more. Our volunteers help make hope real for so many families every single day.

The Independent Sector has valued a volunteer hour at \$34.79 for 2024. This means UCFS-CALC's volunteers have added an estimated value of \$77,059.85 to the community, but to us, their generosity is priceless.

To learn more about how you can get involved, volunteer with us, or support our mission, visit our website at www.ucfamilyservices.org/get-involved/#volunteer.



We get to help out our local community and provide for them. I just love being there to help these families. A lot of people really need it, especially now.

-Lutfi Abu-Shanab, Volunteer

EXPANDING DIGNITY & IMPACT

The Sharehouse Overhaul Project

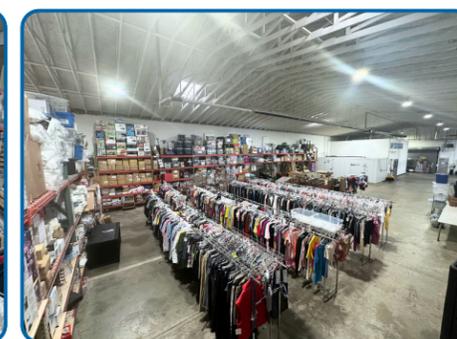
In 2024, UCFS-CALC completed a major overhaul of our Sharehouse Basic Needs Center to better meet the needs of a growing community. Funded by The Carls Foundation, the project focused on two core goals: increasing efficiency and enhancing client dignity.

The redesigned space now mirrors the feel of a department store, offering a welcoming and organized environment. Reconfigured shelving improved traffic flow and accessibility for both clients and volunteers. A dedicated group of volunteers made the transition possible by clearing out inventory and restocking the space.

A key upgrade was the addition of a pallet-loading walk-in cooler and freezer. These improvements significantly increased cold storage capacity and simplified logistics. Staff and volunteers can now load entire pallets directly into cold storage—reducing waste, preserving food quality, and streamlining distribution.

Within the first year, the impact is clear: operations run more smoothly, volunteers are more effective, and clients have a better, more dignified experience. We now serve 1,794 clients through the Sharehouse and more than 1,300 families in the food pantry - growth made possible by smart design and strong community support.

This project reflects the heart of our mission: to guide, support, and empower individuals toward self-sufficiency with dignity and hope. The Sharehouse Overhaul is a lasting investment in our capacity to serve and a powerful example of hope in action.



MEMBERSHIP THAT MATTERS

A YEAR OF COMMITMENT AND COMPASSION

Throughout 2024, UCFS-CALC Members have been the driving force behind meaningful, measurable change across all of our programs. With 299 committed Members raising \$57,127 in membership dues alone, this collective support has directly expanded our capacity to meet urgent needs and build long-term solutions for the families we serve. Membership at UCFS-CALC is more than a donation—it is a personal investment in the community.

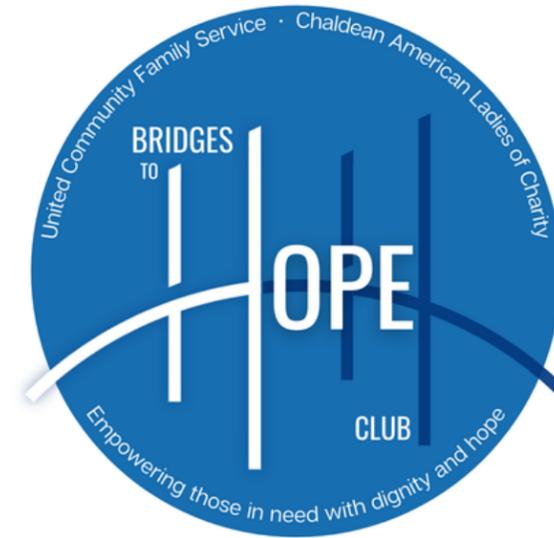
VALUES IN ACTION

Our Members choose to support the programs that matter most to them—whether providing food to hundreds of families through our food pantry, empowering women in the Maternal Health Education Program, tutoring youth, or funding joyful celebrations for our clients. Their support is not only strategic but deeply personal, felt in every stocked shelf, every classroom, and every community gathering. UCFS-CALC Members don't just fund programs—they fuel transformation. Their partnership helps ensure that essential resources are delivered with dignity and compassion, and that every client who walks through our doors is met with care and respect.

ENGAGED AND EMPOWERED

Members also enjoy opportunities to engage in our mission beyond financial support. From our Eggsceptional Easter Party to celebrating Christmas in Whoville, Members play an active role in our annual events, creating ripple effects of hope throughout the year. Their presence strengthens our community and deepens our impact.

As we reflect on 2024, we honor our Members not only for their generosity, but for the compassion, energy, and vision they bring to our work. They drive our mission—transforming commitment into change and care into lasting impact.



Our Bridges to Hope Club Donors are making an impact EVERY DAY!

- Amanda Alkatib
- Andrew Attisha
- Brandon Kassab
- Chanel Kejee
- Dennis and Shams Jaboro
- Dr. Dunya Atisha
- Dura Poota
- Faten and Ala Shuker
- Julie Zaremba

- Justin Yaldo
- Kristin Olmedo
- Lillian Shallal
- Lisa Paulus
- Marguerite Paulus
- Marisa Abbo
- Nadia Atisha
- Nida Simona
- Roger El Helou
- Sandra Beshany
- Susan Mansi
- Tara Thweny

Thank you for supporting UCFS-CALC the sustainable way!

**For just \$1 a day
YOU can make the difference**

Join our Bridges to Hope Club with an automatic monthly donation to give hope to our neighbors who need it most. Joining this meaningful initiative is an easy and sustainable way empower people with dignity and make an impact every day.

Join the club!



Scan the QR code to join with a monthly donation today