### 2017 By the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals in Need Served</td>
<td>8,800</td>
</tr>
<tr>
<td>Meals Distributed to Hungry Families</td>
<td>85,000</td>
</tr>
<tr>
<td>Items of Furniture and Household Articles</td>
<td>65,000</td>
</tr>
<tr>
<td>Items Distributed to Families in Need from UCFS Basic Needs Center</td>
<td>15,000</td>
</tr>
<tr>
<td>Hours Volunteered</td>
<td>15,000</td>
</tr>
<tr>
<td>Value of Hours Volunteered</td>
<td>$353,400</td>
</tr>
<tr>
<td>Aggregated Increased Income for those Assisted by Career and Job Placement Programs</td>
<td>1,324,008</td>
</tr>
<tr>
<td>Individuals Served in Health Care Programs</td>
<td>1,350</td>
</tr>
<tr>
<td>Individuals Attended Resource Fairs and Educational Workshops</td>
<td>3,200</td>
</tr>
<tr>
<td>Youth Served</td>
<td>400</td>
</tr>
</tbody>
</table>
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. Our integrated and comprehensive programs served over 8,800 individuals in 2017.

LETTER FROM OUR PRESIDENT & CEO

Inspiring individuals to make a difference in their communities and helping them become self-sufficient by providing them with the tools needed to succeed has been UCFS/CALC’s mission since its inception. Myself, the Board of Directors, staff and members are proud and honored to be part of the positive impact that this agency has made on many individuals and families who seek our services. We have a unique opportunity to help shape a successful future for the families we serve, and we work hard every day to make the most of our resources and partnerships in fulfilling our mission.

This year, as we celebrate 57 years of service, we mark another year of growth through program expansions and collaboration with many old and new partners. Such collaborations not only help in the agency expansion process but help us reach and deliver services to a far greater number of individuals in need. It is the agency’s core value that we never turn away anyone in need. Whether a client is requesting food, basic need items or social services, we strive to listen, assess all requests and provide the assistance needed. Here at UCFS/CALC our doors are open to help all of God’s children.

An exciting development at UCFS/CALC this past year, is that we implemented a new and unique intensive case management program utilizing a matrix system that delivers much needed outcomes and validates the impact of UCFS/CALC services on each client. Such programs strengthen our foundation on delivering the highest quality of services as well as help us build a vibrant and self-sufficient community in southeast Michigan.

Our success is the community’s success. We will remain committed to continuing our vast services and programs for the families who need us. With your ongoing support, UCFS is ready for the challenges and achievements ahead in 2018 as we continue with our primary focus of empowering families towards long-term economic self-sufficiency.

We are very grateful to all of our donors and friends for their unwavering support of our Mission.

Sincerely,

Zina Asmar Salem, PhD., M.A., LMFT, LP
UCFS/ CALC PROGRAMS

BASIC HUMAN NEEDS

UCFS understands that basic needs have a direct impact on the mental, emotional, physical health, wellness and holistic success of the families it serves. The UCFS Basic Needs program has provided critical necessities to the most vulnerable in our community for over 56 years. The Basic Needs Program addresses emergency needs of families in the form of free clothing, furniture, household items, personal care items, food, rent and utility assistance to keep families in their homes. Our Basic Needs Center relies primarily on people in the community to donate usable goods. What makes the Basic Needs Center so unique is that its volunteers are former clients who themselves now want to help others in similar situations. In 2017, the Basic Needs Center served over 1,300 individuals and included distribution of the following items to families in need:

- 174 Bedroom Sets
- 121 Sofas, Love Seats, Accent Chairs
- 92 Coffee Tables, end tables and small tables
- 234 Dining Tables, Kitchen Table and Chairs, and China Cabinets
- 179 Kitchen Small and Large Electric Appliances & Misc. Small Appliances
- 725 Bath Towels, Bed linens, Blankets, Comforters
- 4,255 Kitchenware Items (dishes, silverware, pots and pans, bowls, bakeware, glasses, etc.)
- 61 Baby Items
- 61 Cans of Baby Formula
- 330 Bags of Clothing and Shoes
- 8 Beds with Mattresses

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 short term one time financial support while helping individuals work towards long term self-sufficiency. In 2017, UCFS provided $11,000 in financial assistance for emergency needs.
WORKING TOGETHER TO END HUNGER

Concerned by issues of hunger and poverty in the community, UCFS and the Associated Food and Petroleum Dealers established the Food Pantry to help address the needs of those struggling to put food on their tables. The Pantry operates twice monthly and, in 2017, the Food Pantry Program assisted 1,124 individuals. Over 85,000 meals were provided last year to families facing hunger. The Food Pantry provides a high quality and healthy food selection to those in need. Clients receive items such as meats, milk, fresh fruit and vegetables, baked goods, along with canned fruits and vegetables, soup, pasta, tomato sauce, rice, milk, peanut butter, canned meat, baby food and formula and culturally appropriate foods like bulgur, beans, rice, etc. The pantry also stocks non-food items such as detergent, soap and personal hygiene items. Such contributions are made possible by the generosity of our donors. The pantry receives food from a variety of sources, including Forgotten Harvest, baked goods donations from local stores and restaurants, partner churches, and in-kind and cash donations from individuals and community groups. You can donate any time or volunteer to hold a food drive for the pantry. For a list of needed items, contact the UCFS offices.
REAL CHANGE

NAVIGATING THE JOURNEY TO SELF-SUFFICIENCY

Our compassionate staff aims to help many individuals and families in crisis to identify their current needs, assess their level of poverty and link them to resources that will break the cycle of poverty and crisis. Transition to Success is our unique program model that helps each client to set individual goals and objectives that create a path out of poverty through targeted services that focus on a family’s capabilities and raise hope by empowering them to overcome barriers to self-sufficiency. Our trained case managers support a client through each phase: basic needs (food, shelter and health care), immediate employment, literacy, education, skilled training and job placement, and other key components for self-sufficiency. Case Managers also provide access to various resources through assistance in the application process (UCFS helps enroll eligible clients in state financial and medical programs and services such as SNAP (food assistance), Medicaid/CHIP+ and TANF) and initiate needed community referrals. The case manager also assists with ensuring the client obtains the necessary tools to build financial and personal assets, and the training and education programs necessary to pursue higher levels of development. Clients are assessed periodically through special case management tools that document the clients’ progress towards self-sufficiency.

GETTING AHEAD

INSPIRING EDUCATION

UCFS offers a variety of educational classes to help provide individuals with the foundation they need to grow and create a path to a brighter future. In 2017, over 400 individuals benefited from educational classes and services that ranged from English as a Second Language Classes, Immigration Legal Services, Government & Civics Courses for Citizenship, and Basic Computer Skills and Training. Weekly classes are all taught by experienced instructors on site, through our partnership with International Institute of Metropolitan Detroit.

Other educational workshops held by UCFS in 2017 included Basic Handyman Skills, Setting Up An In-home Daycare, Assistance with Credential Evaluations, Licensing and Certifications, and Preparing for Employment Search. Over 95 individuals participated in these classes and workshops last year.
WORK READINESS AND JOB PLACEMENT

UCFS understands how important steady employment is for an individual’s financial security and sense of self-worth. Our staff is committed to helping such individuals in need search and apply for job opportunities that suit their experience. Our Work Readiness program provides “bundled” and integrated services that support and empower our clients through their job search process.

- Job Search Support
- Resume Writing
- Interview Skills Training
- Career Workshops
- Computer Classes
- Hiring Events
- Partner of MI Works! American Job Center

In 2017, through our employment program, 317 individuals received job coaching, job placement, money management and computer training skills. 148 individuals successfully completed the required number of training hours in our Career Readiness Workshops and 169 received one-on-one Career Development and Job Placement services where the client met with a Job Placement or Career Coach to receive coordinated services tailored to their specific needs and goals. The salary for individuals (who all began at $0) employed through the program aggregated a total of $1,324,008.00 in income for the year (some individuals started employment 3-5 months after the training program completion). Three individuals who participated in the program were finally able to afford purchasing a home and 12 individuals served in the program purchased cars.

OWN IT!

GAINING FINANCIAL EMPOWERMENT

Each week UCFS, with its local partner International Institute of Metropolitan Detroit provides free Financial Coaching on-site for UCFS clients. An experienced Financial Coach provides guidance to clients on ways to:

- Set a budget
- Reduce debt
- Increase credit scores
- Increase savings
- Gain financial confidence
- Set and reach personal goals

In 2017, forty-eight (48) individuals received Financial Literacy and Financial Empowerment services, with 83% of the clients obtaining improved credit scores through strategies developed by the client with the Financial Coach. Also, twenty-four (24) participants of the Financial Empowerment program collectively saved $27,038 through budget and debt management.
SERVICES FOR RECENTLY ARRIVED REFUGEES

UCFS serves a large refugee community in southeastern Michigan. The majority of these persecuted immigrants have fled religious persecution and other violence in the Middle East. These refugees face many challenges, as many were forced to leave their homeland without any of their financial or material assets. Most have been homeless or displaced for years in other countries before coming to the United States. Risk factors relating to this population include language and literacy barriers, high risk of exposure to trauma influencing their ability to integrate into a new culture, high and chronic stress, poverty, homelessness, depression and poor health. UCFS's Ethnic Community Self-Help Program (ECSHP) supports recently arrived refugees with critical services to assist them in becoming integrated members of American society. ECSHP facilitates cultural adjustment and integration, provides orientation and support to new and established refugees and connects newly arrived refugees to community resources. Program services are designed to assist refugees in obtaining the skills which are necessary for economic self-sufficiency, including monthly acculturation workshops, job training, employment services, professional refresher training and other recertification services; providing training in English and addressing other specific needs, such as health (including mental health) services, social services, educational and other services. In 2017, 480 refugees received case management and other services under the ECSH Program. Our Resource Fairs held throughout the year drew over 3,200 individuals and provided valuable information from local agencies, organizations and vendors so that refugees can learn more about resources in the community.
BETTER HEALTH, STRONGER COMMUNITIES

Educational and community-based health programs play a key role in preventing disease, injury, improving health and enhancing quality of life. With partners such as St. John Providence, United Healthcare, and Michigan Delta Dental Foundation, the UCFS held monthly workshops in 2017 on various health topics throughout the community. Educational and community-based programs encouraged and enhanced health and wellness by educating community members on topics such as:

- Chronic Diseases
- Maternal and Infant Health
- Oral Health
- Tobacco Use
- Nutrition

Uninsured low income families also received free dental care through the UCFS Big Smiles Program. A total of 1,350 individuals were served through our Health Programs in 2017.
HONORING THE ELDERLY

CONTINUING A TRADITION OF SERVICE TO SENIORS

Aging for seniors can be a complex experience and UCFS strives to change this stigma by helping them celebrate the joy of living by creating sustained and trusted relationships and support systems.

UCFS encourages seniors to be active and healthy through a host of support services from providing case management assistance in obtaining benefits, to providing transportation, education, companion services, protection against abuse and neglect, and linking clients to other community aging services. Over 300 older adults were served in UCFS Older Adult programs in 2017.

UCFS’s 2017 FEAST program (Friends Eating And Socializing Together) was a huge success. FEAST, a congregate meal program, offered seniors nutritious meals at local community restaurants and was designed to improve the dietary intakes of seniors and provide opportunities to form new friendships. 600 healthy meals were served in the FEAST program last year.

UCFS also offers critical services assisting clients to obtaining citizenship (Federal rules require refugees to become U.S. citizens within seven years or lose their benefits. When that happens, these seniors lose SSI benefits and eligibility for Medicaid, the health insurance program available to low income elderly). Sixty-three (63) elder clients have been assisted in obtaining their U.S. citizenship.
CARING FOR THOSE WITH SPECIAL NEEDS

UCFS’s unique approach brings together children and adults with special needs for fun and friendship and helps integrate them into the community. UCFS provides individuals with developmental and physical disabilities with specialized programs services that include case management, art, music and dance therapy classes and family recreational activities. Parents and siblings receive much needed respite and support in the program. Family support, resource guides, health and wellness tips, financial assistance, and other service resources are provided.
NURTURING THE NEXT GENERATION

In order for a community to grow and be vibrant, UCFS understands that developing youth, plays an integral role in any community. By ensuring that our youth have what is necessary to lead fulfilling lives, UCFS believes that it is enriching the community for generations to come. UCFS’s focus on youth development includes dynamic, out-of-school programs for children which provide them with meaningful opportunities to enrich themselves and help children grow in self-confidence, health and maturity. Each of the integrated components in our out-of-school programming is designed to provide a consistent, safe, stable, and stimulating environment for youth. UCFS youth programs for youth/teens include:

- **After-School Programming**, UCFS offers elementary and middle school students recreation and enrichment through homework tutors.

- **Saturday Dreams**, a mentoring program that offers youth a safe and engaging environment, with access to positive adult role models and educational presentations (healthy relationships, positive behavior) and new recreational opportunities.

- **Scholarship Program** – Underprivileged high school and college students have scholarship opportunities through the Nadia Arisha and Samir Paulus scholarship programs.

- **Chaldean Angels of Charity** – A youth led volunteer program that mobilizes high school girls to perform charity in the community. Charitable events for 2017 included volunteerism at UCFS Basic Needs Center and UCFS youth programs, Haven Domestic Violence Center, Gleaners Food Bank, Forgotten Harvest, and local Senior Citizen/Nursing facilities.

In 2017, UCFS helped to improve the perception and the day-to-day conditions for more than 400 children through these programs.
CHRISTMAS SHARING

Holidays are a special time of year at UCFS where many volunteers come together to provide a little extra blessing to local families during Thanksgiving and Christmas. Hundreds of families were assisted during the 2017 holiday season through our annual food and turkey drive and the UCFS Annual Christmas Family Program. Volunteers are the biggest asset during the holidays by helping to deliver special gifts to families, wrapping Christmas gifts, or sponsoring families during the holiday season. Generous community sponsors and donors fulfilled the needs of these families by not only purchasing new clothes, winter coats, boots, and toys but also, baby cribs, strollers and car seats for families that were expecting a new baby! A total of 300 children were provided toys to enjoy, as well as books and games in the family holiday programs.
THE VALUE OF VOLUNTEERS

Volunteers are one of the most important resource of UCFS. Without these volunteers, we would not be able to conduct programs, raise funds, or serve clients. UCFS thanks its Board members who serve as volunteers and so many others who have helped in one of our programs, raised funds, supported us financially or raised awareness of our work. We hope you will continue to lend us your time and talent in the years to come. A few hours of volunteering can make a huge difference by positively impacting the lives of others through care and service. Such simple acts of kindness set precedence and can shape the future of the community.

- Total Volunteer Hours: 15,000
- National Volunteer Value per hour determined annually by the Independent Sector: $23.56/hour
- Value of UCFS Volunteers in 2017: $353,400
The UCFS / CALC Legacy Circle

The UCFS / CALC Legacy Circle exists to build a continuous or permanent source of funding for providing a helping hand for families in need now and for the future. We invite you to become part of our Legacy Circle by starting a Donor Naming Fund.

Our Legacy Circle of supporters are truly champions in the fight against poverty, homelessness and hunger.

Nadia Atisha Education Fund
Samir Paulus Scholarship Fund
CASA OU – Special Needs Fund
John and Carmen Yonan Mattress Fund
Shamaya Kassab Widow and Orphans Fund
Hanna Kassab Emergency Relief Fund
Dr. Nathima Atchoo Chaldean Angels Fund
James Jonna Medical Relief Fund
Savaya Fund for Special Needs Families
Yvonne Nona Christmas Family Program Fund
Adnan Samona Emergency Relief and Food Pantry Fund
Saturday DR.E.A.M.S. Mentoring Fund
AFPD Food Pantry Fund
CALC receives a $50 St. Vincent DePaul gift card for each bin monthly. We have about 20 bins placed at local churches and Chaldean owned businesses. In-need families use the cards at local St. Vincent DePaul thrift stores for items not available at the CALC basic needs warehouse.

Donate your gently used clothes at one of the St. Vincent DePaul bins located at our local churches:

- MAR ADDAI
  CHALDEAN CATHOLIC CHURCH
  OAK PARK
- HOLY MARTYRS
  CHALDEAN CATHOLIC CHURCH
  STERLING HEIGHTS
- ST. GEORGE
  CHALDEAN CATHOLIC CHURCH
  SHELBY TOWNSHIP
- ST. JOSEPH
  CHALDEAN CATHOLIC CHURCH
  TROY
- ST. THOMAS
  CHALDEAN CATHOLIC CHURCH
  WEST BLOOMFIELD

When you shop on smile.amazon.com, select Chaldean American Ladies of Charity as your charitable organization and Amazon will donate 0.5% of the price of your eligible AmazonSmile purchases to support our programs.

INSTRUCTIONS:
1. Go to smile.amazon.com
2. Sign in with your current Amazon account or make a new account
3. Type “Chaldean American Ladies of Charity” into the “pick your own charitable organization” box.
4. Select the Chaldean American Ladies of Charity on the Next Screen.
5. Shop!
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FINANCIAL OVERVIEW

OPERATING REVENUE
- Individuals 9%
- Membership Dues 1%
- Grants 46%
- Special Events 37%
- Other 7%

OPERATING EXPENSES
- Programs 76%
- Fundraising & Development 10%
- General & Administrative 14%
CONTACT US

UNITED COMMUNITY FAMILY SERVICES
Chaldean American Ladies of Charity
Empowering people in need

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