



▪ 2019 ▪

RADIANT HANDS

Annual Report



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MESSAGE FROM THE DIRECTOR

For more than 14 years, Radiant Hands has been connecting people like you to Tampa's greatest needs, extending your compassion to thousands of suffering men, women, and children. Together, we have fought against the suffering that accompanies disasters, broken the cycle of extreme poverty in our community in the Tampa Bay Area, lifted the yoke of despair for those fleeing from violence and oppression, provided hope to refugees, immigrants, and displaced people right here at home.

As we look back on 2019, we are grateful for the support we received from you, our volunteers and donors, as we continue our commitment to helping others. Inside the pages that follow you will read about how your support of our sponsorship programs during these critical times has changed the lives of many families who lost the ability to be self-sufficient on their own. Your support has also changed the lives of our immigrant and newcomer children through tutoring and mentorship programs and school partnerships. You will learn how the skill development and business establishment program you supported for the past three years has paved the way for future success. It was an important year for the promotion and funding of our Radiant Kitchens business: the first refugee women's established business in Tampa. Radiant Kitchens is a pilot project for many to come and it represents for the newcomers and for our community the refugees' resiliency, success, and ability to contribute and pay back.

Radiant Hands received several gifts and a sizable grant from different generous organizations and partners. Islamic Relief USA has been and continues to have a tremendous impact on supporting many programs. It helped Radiant Hands to support the financial and medical needs of our families. We were able to partner with many dentists and doctors to sustain the health and wellbeing of our families. In addition, these grants have paved our way to equip our self-sufficiency programs.

MESSAGE FROM THE DIRECTOR

The Mercy USA grant has for three consecutive years supported the case management services at Radiant Hands. This represents the core of our quality services. Alhamdulillah, in 2019, Radiant Hands helped more people than ever before. Internal and external assessments reflect growing confidence in the constant quality of our work. Both grants have ramped up their response to protect vulnerable communities, from financial assistance to support sustainable development.

Sadly, as we sit down to write this letter, the COVID-19 pandemic has swept across the globe, and brought with it a new kind of pain, fear, and uncertainty; and yet, our mission remains unchanged. We are working tirelessly to serve, support, and care for the most vulnerable in new ways as they will be amongst the hardest hit as a result of this pandemic. Similarly, serving this past year has had challenges. In 2019, the U.S. policy drastically downsized our country's commitment to refugee resettlement. But in the midst of the pain and the struggle that we are all feeling right now, there is another truth - your ongoing support has allowed us to continue to extend our support to traumatized, hurting, and vulnerable people here in Tampa.

At this moment, helping the most vulnerable and safeguarding humanitarian actions are more important than ever. We need a strengthened and coordinated multi-stakeholder approach that mobilizes public and private institutional actors to bring expertise, political influence, and resources. For this, we depend on our donors and supporters: these extraordinary times require extraordinary solidarity.

These are challenging times and it is our duty to the families we serve to keep our ambition in step with the obstacles they face. We thank our supporters for making this critical work possible. To our potential supporters, we urge you to join us in this rewarding journey. The world has never needed you more.

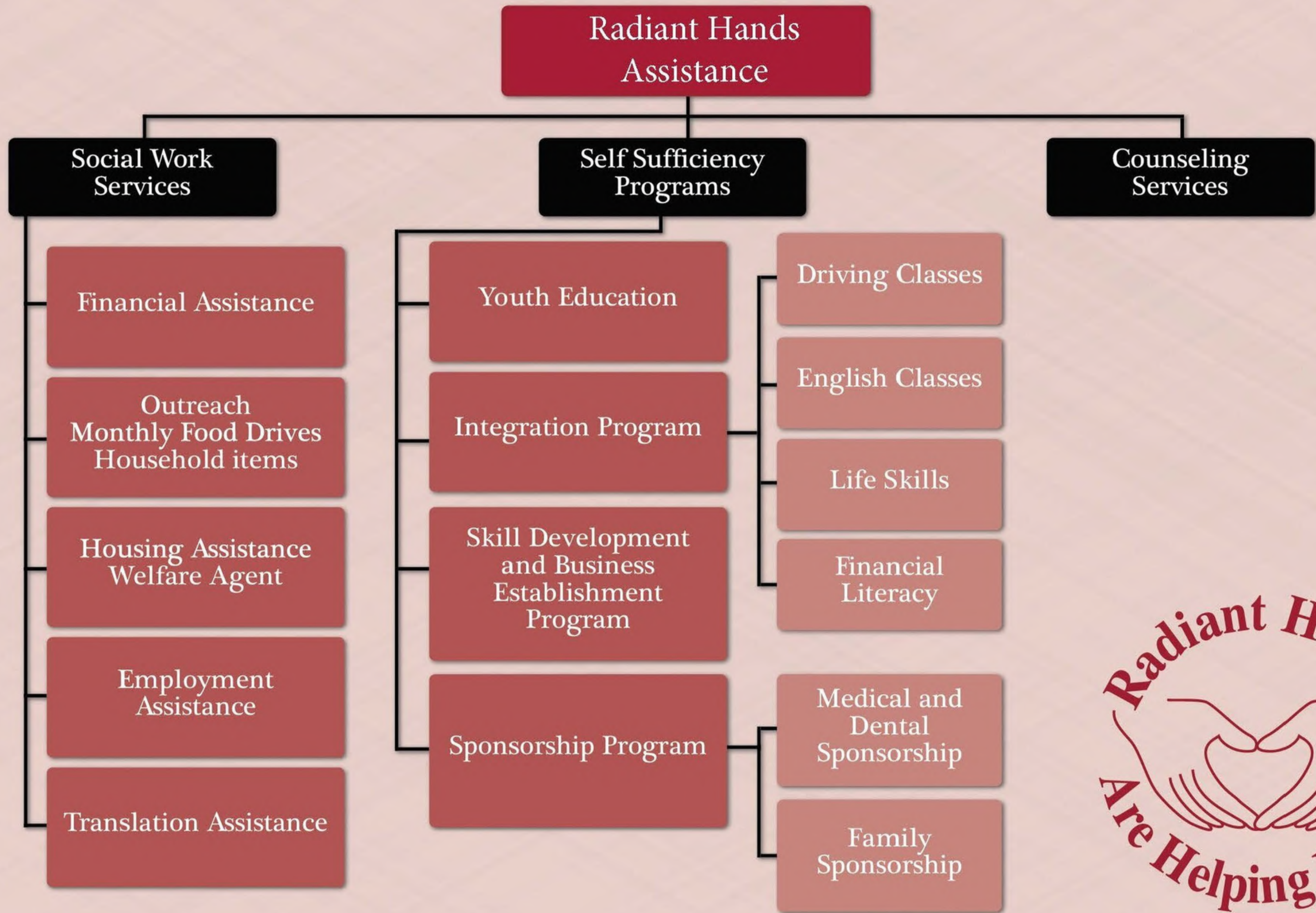
Sincerely,

Ghadir Kassab

Radiant Hands Director

Radiant Hands Assistance

The Radiant Hands Assistance chart outlines the different avenues in which Radiant Hands supports and uplifts the families of the Tampa Bay Area community. While Radiant Hands continues to provide social work services such as financial, housing, and employment assistance as well as outreach services, several programs have been designed as an added component in the service structure to represent Radiant Hands' long-term sustainable self-sufficiency plans. Radiant Hands has received tremendous support from its partner Islamic Relief USA who has provided financial assistance towards our rental, utilities, and dental support. The counseling services have remained an integral part of Radiant Hands' work and exemplify our mission.



SOLUTIONS TREE



FULL SELF-SUFFICIENCY

PROBLEMS TREE



LACK OF SELF-SUFFICIENCY



Radiant Hands Programs

Education



Radiant Hands has continued its educational mentorship by collaborating with Students Organize for Syria, a university organization which pairs tutors with students for tutoring on the weekends. The tutors also get the chance to develop personal bonds with the children. A survey was given out to students and tutors to assess the success of the program.

12 out of 22 students who took the survey gave a score of 5 for thinking they improved in school because of tutoring.

- 9/22 gave a score of 4 for thinking they improved in school because of tutoring.
- 15/22 gave a score of 5 for learning new information in tutoring
- 3/22 gave a score of 4 for learning new things in tutoring
- 19/22 gave a score of 5 for tutors and listened carefully to them
- 2/22 gave a score of 3 for tutors who listened carefully to them

20 tutors took the survey:

- 19/20 gave a score of 5 for the experience of being rewarding.
- 10/20 gave a score of 5 for believing they helped the students academically
- 8/20 gave a score of 4 for believing they helped the students academically



- The tutor results showed positive feedback, including optimism from the students, understanding the importance of mentorship, and the goodness of working with children and of teaching. One of the Radiant Hands' volunteers provided one-on-one tutoring for an adult lady (a refugee) pursuing her GED education.
- One of the nine students who attended the SAT/ACT preparation tutoring took the SAT and succeeded with a score that will guarantee 75% of the State's grants.

Skill Development & Business Establishment Programs



Radiant Kitchens

Radiant Kitchens achieved many new milestones in 2019. The Radiant Kitchen ladies underwent several trainings and integrational classes. Radiant Hands collaborated with Project Prosper for a financial literacy class followed by a Micro-Enterprise Business class to strengthen their knowledge of financial institutions, learning about checking and savings, protecting assets, finances, and understanding payroll. Another part of their professional training was made possible by a business owner who offered the Radiant Kitchens chefs access to her kitchen spanning several months. This business owner's space was dedicated to accommodating the ladies' catering business. She organized a "Taste the Food" event to celebrate their certified status. The Chamber of Commerce of Wesley Chapel also attended the ribbon-cutting ceremony to mark the beginning of their catering business.

Another project was in partnership with the University of South Florida's Department of Anthropology. A team of USF students gathered recipes and narratives from the Radiant Kitchen ladies for a cookbook to be put together in a recipe book.

Multiple organizations and officials have awarded their tremendous success. In October, the Radiant Kitchens' team received a commendation from the Tampa City Council with an award presented by Tampa City Councilman Luis Viera.

The Radiant Kitchens project is proudly implemented and sponsored by a grant from Islamic Relief USA. Islamic Relief has sponsored our business establishment program for refugees by providing financial support to buy major equipment that propelled them towards a more empowered and stable life.



RADIANT KITCHENS



Recipe Book 

Integration

Radiant Hands continued working on facilitating the process of integration by working with newly arriving families, partnering them with a volunteer, and communicating with them each week to provide food and/or household cleaning supplies. If additional needs were identified during these interactions, Radiant Hands responded with translators, transportation for appointments, and assistance with school registration. Radiant Hands aids numerous families for medical and school appointments and meetings.

Radiant Hands continued in providing the Financial Literacy class to a new group of refugees and non-refugees in collaboration with Project Prosper.

The second English Dialogue class took place and three ladies continued the class with an improved level of conversation.

Radiant Hands, several volunteers, and active lecturers planned for a women's camp for 2019. It included some games and interactive activities and began with some spiritual guidance. It was conducted weekly for two hours, covering different social and educational topics, such as:

- Driving permit class
- Obesity and overweight
- Anxiety problems
- Checking and savings (Project Prosper)
- Health and hygiene



Sponsorships



The various sponsorship programs have been strategically developed by Radiant Hands in order to best face the challenges presented to the most vulnerable in our communities. The main goal of these sponsorship programs is to help our community members gain access to means to become self sufficient, as well as provide the necessary amount of support needed during these families' critical times of strife.

Family Sponsorship:

Under the on-going assistance for families, Radiant Hands covers the basic expenses for seven families eligible for the on-going sponsorship program. Throughout 2019, the seven families were sponsored by our generous donors and sponsors,



Medical & Dental Care:

Radiant Hands continues to coordinate appointments for refugees for medical and dental care that is not covered by their Medicaid plans. Radiant Hands has also facilitated appointments and set up and provided transportation and translation for numerous doctor and dental appointments. In addition, Radiant Hands assisted families to receive dental treatment through the agreement with some dentists who provided at least a 50% discount. The remaining balance was sponsored by an Islamic Relief USA grant.

Counseling

In order to empower women and families to achieve independence and build a healthy life, the staff in the counseling department work diligently with families to provide much-needed services. We have provided counseling services to women, teens, and the elderly from diverse religious and ethnic backgrounds. Our counselors are trained in both individual and family therapy. As we continue to support our clients and their families, we also realize the importance of meeting the needs of the community at large. These services are available by appointment and our counselors work hard to meet the needs of all.



This year, we were able to host several workshops for our clients and the community at large. These interactive sessions were highly attended. Radiant Hands was pleased to have programs that were geared towards women's biological, environmental, and psychosocial challenges.

Our counseling services are supported from one of our longtime partner organizations, Mercy-USA. Radiant Hands is pleased to receive a grant from Mercy-USA for three years. Their generosity is greatly appreciated.



Awards & Media Coverage



Radiant Hands received a certificate of appreciation from Refugee and Migrant Women's Initiative, Inc. (RAMWI) in grateful recognition of Radiant Hands' continuous service and support.

Radiant Hands, represented by its Director, received a Certificate of Appreciation for the outstanding dedication and service to the Tampa Bay Refugee Task Force and the Refugee Committee.



The amazing ladies of Radiant Kitchens were awarded a "Making a World of Difference" award at the World Refugee Day celebration at Pinellas Technical College in St. Petersburg.



The Radiant Kitchens ladies also received a commendation from the Tampa City Council to honor and celebrate their new catering business.



Awards & Media Coverage

Radiant Hands' Director and Radiant Kitchens' coordinator were interviewed by the Tampa Bay Times for an [article](#) that was published in July. The reporter also interviewed the Radiant Kitchens staff and considered this project a big success in the refugee community. The article highlighted Radiant Hands' work in bringing these ladies together, organizing the catering business, empowering the ladies with proper certifications and trainings.



Radiant Hands was very honored to receive the Empowerment Award from our wonderful community partner, Project Prosper. We are very grateful for all their help in facilitating the financial literacy classes for many of our clients.

USF Mass Communications students covered the "[Feels Like Home](#)" Refugee Interfaith Thanksgiving. This was the second year for Radiant Hands to organize this event in collaboration with several faith based organizations, the Tampa Bay Refugee Task Force, and many community volunteers.



HILLSBOROUGH

Syrian refugees in Tampa combine their cooking skills to become financially self-sufficient



From left to right, Nisreen Abdulmajed, Jommana Berrem, and Samar Wahoud of Radiant Kitchen mix ingredients for sfeeha on Thursday, June 20, 2019 in Tampa. [ANGELIQUE HERRING | Times]

By [Divya Kumar](#)

Published Jul. 11, 2019

Outreach & Community Engagement



A beloved Radiant Hands Executive Committee Member, Sabahat Khan, coordinates monthly food drives for families. Packages contain non-perishable items, and throughout the year, meat is also distributed. We appreciate her efforts!

In addition, furniture, kitchenware, and other household supplies were collected and Radiant Hands keeps it in storage and distributes them as needed to all clients.

Additional close community partners to Radiant Hands are CAIR and Hyde Park United Methodist, and Palma Ceia Presbyterian Church. Together, Radiant initiated a hygiene and sanitation drive with items like laundry detergent, shampoo, toothbrushes, toothpaste, deodorant, toilet paper, spray cleaners, and dish soap.

An Interfaith Thanksgiving was hosted with the efforts of many faith-based organizations such as CAIR, Lutheran Services, Palma Ceia Presbyterian Church, Hyde Park United Methodist Church, The Presbytery of Tampa Bay, Congregation Beth Am, and the Tampa Bay Refugee Task Force alongside Radiant Hands. The event was filled with multicultural performances, speeches, food, and prayers in order to create a more welcoming environment for newcomers.



Outreach & Community Engagement



Radiant Hands partnered with the Muslim Women's Organization of Tampa Bay for a Toy Drive, a Shoe Drive, and received twenty \$50 Walmart gift cards from a generous donor handed out at the Eid Bazaar.

In collaboration with ICNA RELIEF and the support of the Muslim Women's Organization of Tampa Bay and the Muslim Girls Scouts, Radiant Hands distributed over 100 book-bags with all different kinds of stationeries for all grade levels during the back to school season.



Our Volunteers

Henrietta & Aziza Swellam

I just want to share with you why we like to help Radiant Hands. We feel so blessed that we have our home. We want to help those that have been forced out of their homes and come to a new country to start all over. May Allah (swt) continue to bless all of us and may we be able to keep helping others.



Noor Toukhly-Chehab

Volunteering at Radiant Hands and translating for refugees in Hillsborough County gave me a scope of the reality refugees are living. Without Radiant Hands' services, students are left to drown without the proper education they deserve. Families depend on RH services for survival & growth. Radiant Hands plays a vital role in the community, serving a noble cause everyone should be proud of and support.

Mariam ElSafty

Although I am not from the Tampa area, I was eager to work with an organization as incredible and impactful as Radiant Hands, and they welcomed me with open arms. I joined other UF and USF students in mentoring a few high school girls; what started off as a group of strangers turned into a group of girls dedicated to supporting and motivating one another each session. Not only did we provide SAT help, but we also all bonded over our shared passions for art, reading, movies, and more! Radiant hands pushed the bounds of service I was accustomed to and allowed me to contribute, even as a college student from another city. The relationship they've built with the community they serve is remarkable and reflects their dedication to long lasting aid. Everyone there has been incredibly kind to me and they have created a nourishing environment for me to grow as an advocate and organizer.



Our Volunteers

Ibraheem Badat

I began working with Radiant Hands during my last year of high school. I was involved in the monthly food distribution where we delivered groceries to refugee families in Tampa Bay. When I began college, I joined the club, Students Organize for Syria in order to further my involvement with Radiant Hands. I have been passionate about the work Radiant Hands does; from the weekly tutoring program to the food sale fundraisers with Radiant Kitchens. As I went through college I learned more about the organization and what makes it so successful and I hope to continue my involvement with Radiant Hands in the years to come.



Omar Bakdash

My experience at Radiant Hands was very humbling. I learned a lot about the condition that refugees are in when coming to this country. Volunteering at Radiant Hands and doing my best to help allowed me to feel that I was making a change and helping those in need. It was an experience that I feel everyone should take on.

Anonymous Volunteer

I am a student at the University of South Florida (USF) I was fortunate enough to do both volunteering and a Summer internship at Radiant Hands which I found to be one of the most humbling and rewarding experiences I have ever had in my life. I got to meet the refugee families as well as deliver food to families for the month of Ramadan. These are all experiences I will cherish for the rest of my life. Thank you Radiant Hands for giving me this amazing once in a lifetime opportunity!

Fundraising: 2019 Annual Banquet

In November, Radiant Hands hosted an annual banquet event for over 200 attendees. The event's theme was Unity since it perfectly captures the true essence of what Radiant Hands is all about. Radiant Kitchens catered the delicious appetizers, dinner, and dessert.

Several speakers, including Imam Junaid Khan, Tampa City Councilman Luis Viera, ICT Masjid Director Hatem Fariz, Spiritual Community Leader Raydanah Atfeh, and TMC Director Hassan Sultan shared heartfelt thoughts and inspiring messages.

Certificates were presented to several Radiant Hands' clients to celebrate their academic success in school or college. Additionally, many of our Executive Committee members including Miriam Ghabour, Mona Aref, and Mahsa Fatourechi were given plaques as tokens of appreciation for their tremendous efforts and all their hard work. Longtime community groups were also recognized.

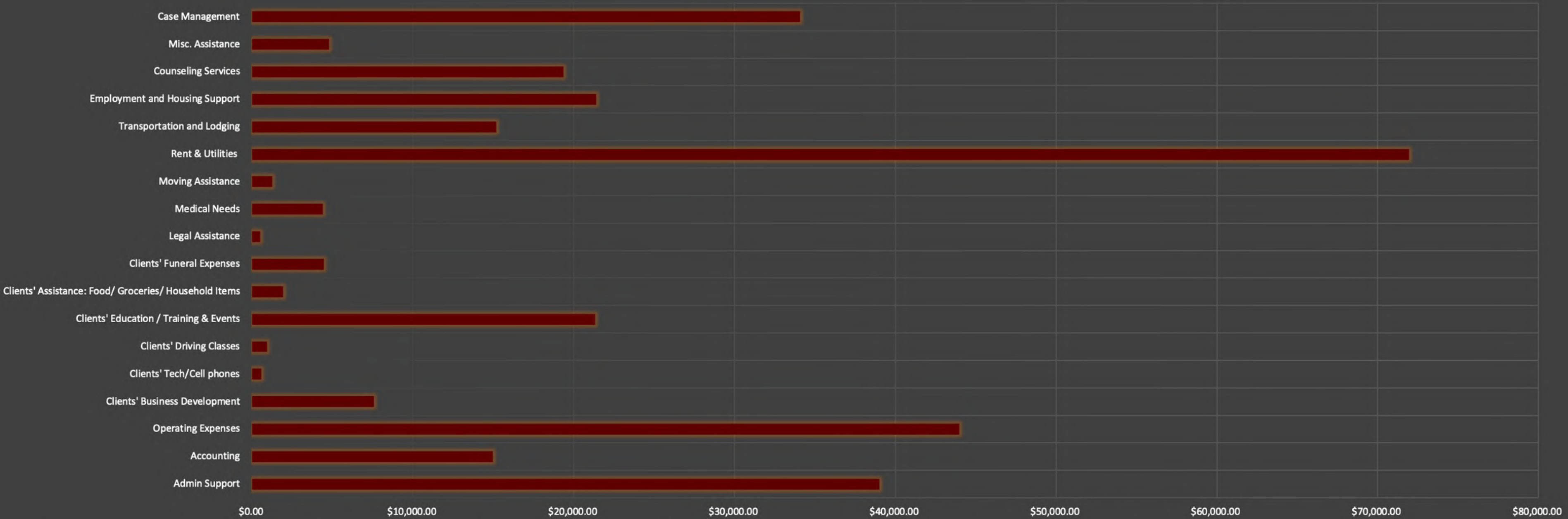


Fundraising: 2019 Annual Banquet



Financial Reports: 2019 Expense Report

Radiant Hands 2019 Expenses



Admin Support	Accounting	Operating Expenses	Clients' Business Development	Clients' Tech/Cell phones	Clients' Driving Classes	Clients' Education / Training & Events	Clients' Assistance: Food/ Groceries/ Household Items	Clients' Funeral Expenses	Legal Assistance	Medical Needs	Moving Assistance	Rent & Utilities	Transportation and Lodging	Employment and Housing Support	Counseling Services	Misc. Assistance	Case Management
\$38,959.52	\$14,921.53	\$43,919	\$7,528.43	\$523.95	\$863.15	\$21,270.06	1,880.15	4,395.00	440.02	4,325.29	1,184.66	71,922.73	15,139.86	21,351.00	19,305.27	4,729.42	34,032.02

Financial Reports: 2019 Income Report

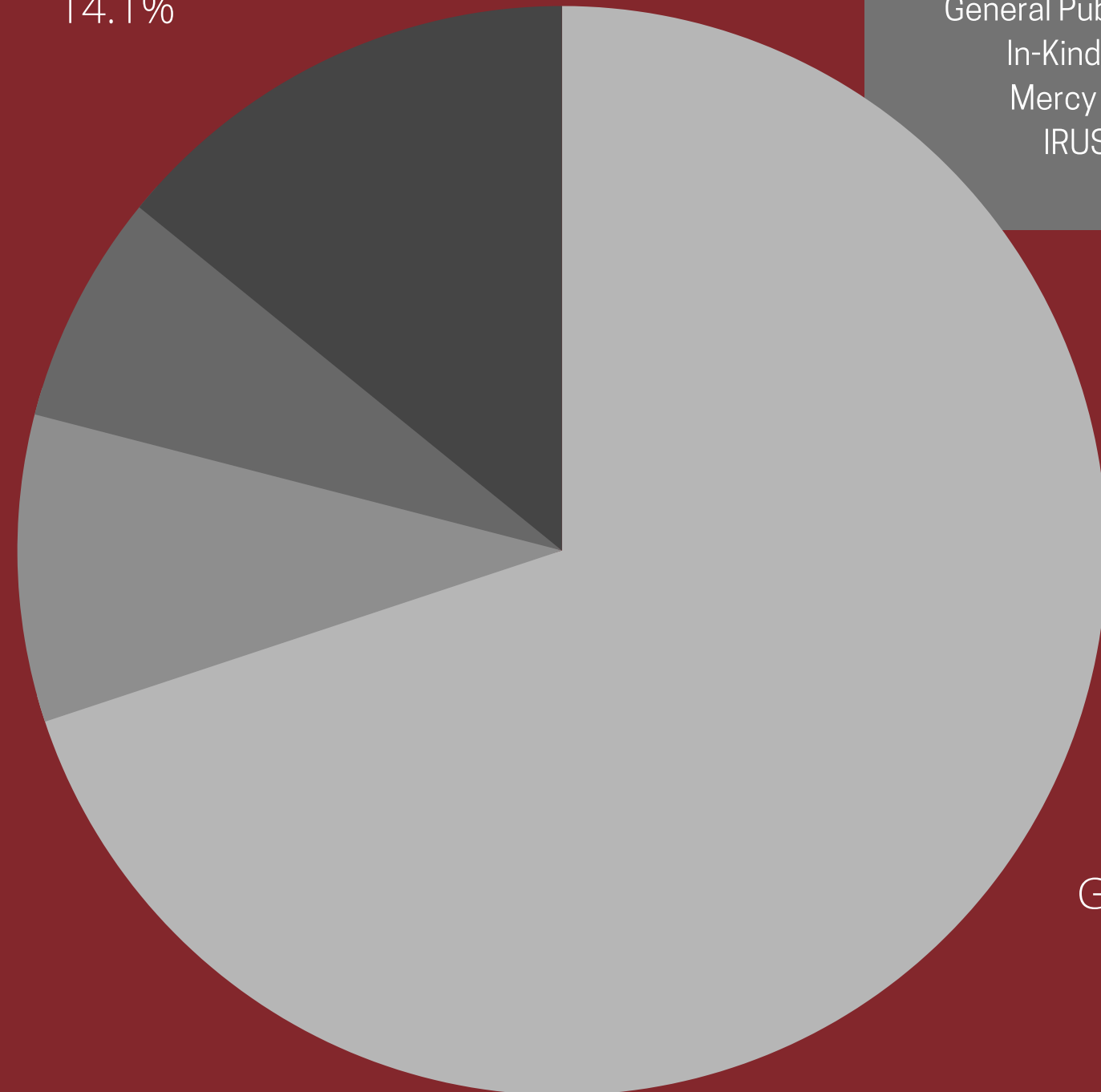


IRUSA Grant
6.8%

Mercy USA Grant
9.1%



In-Kind Donations
14.1%



Type of Donation	Amount	Percentage
General Public Assistance	\$255,760.17	69.9%
In-Kind Donations	\$51,744.66	14.1%
Mercy USA Grant	\$33,334	9.1%
IRUSA Grant	\$25,000	6.8%

General Public Assistance
69.9%

RADIANT HANDS' 2019 IMPACT



RADIANT HANDS' 2019 IMPACT

RENTAL AND
UTILITIES
ASSISTANCE



NUMBER OF
BENEFICIARIES
240

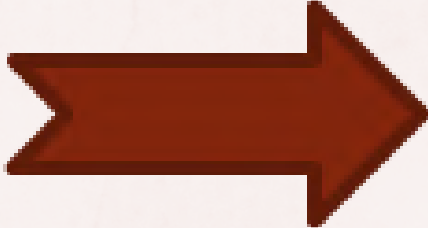


FINANCIAL
IMPACT
\$71,930

HOUSING
ASSISTANCE



NUMBER OF
BENEFICIARIES
63

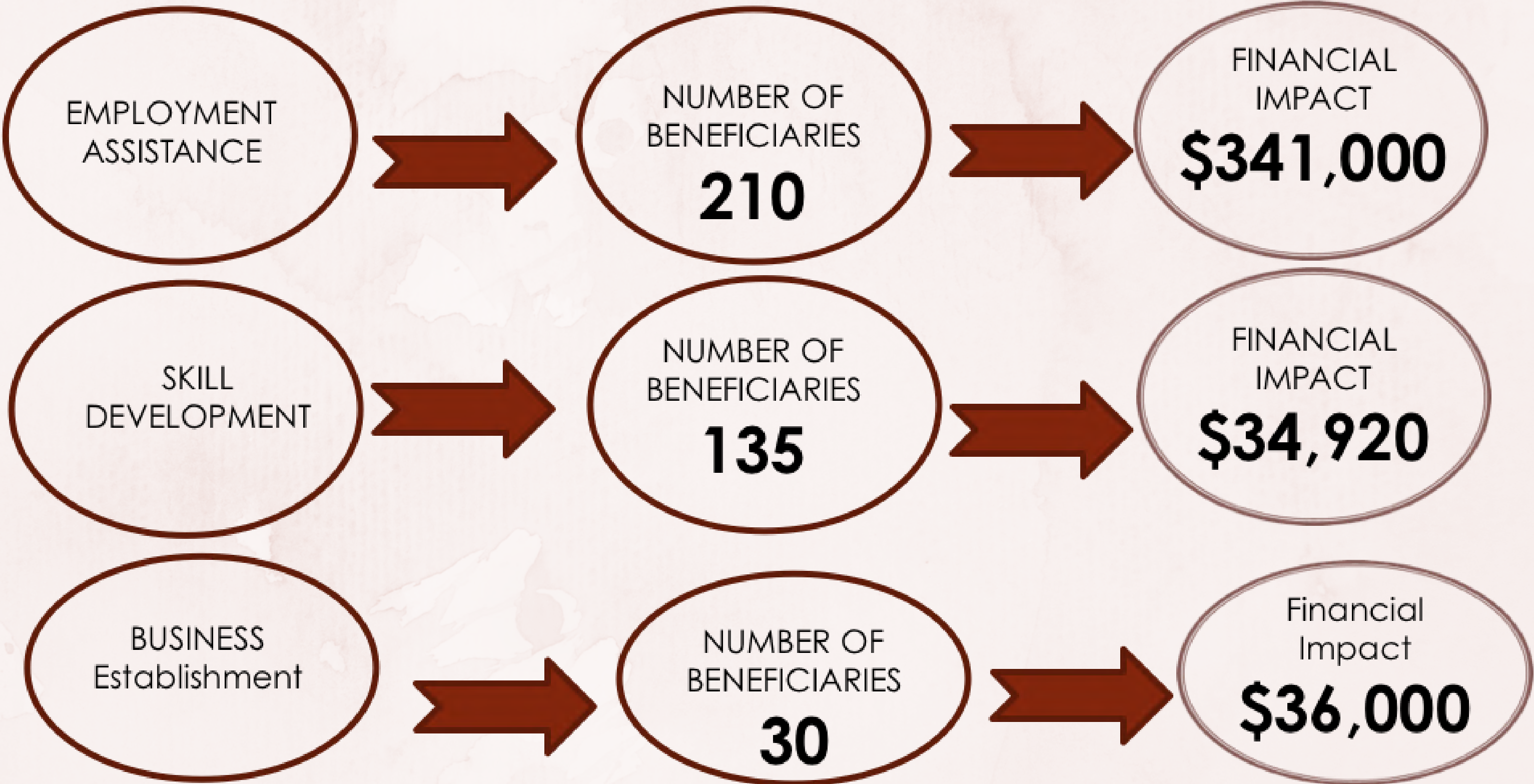


FINANCIAL
IMPACT
\$23,400

RADIANT HANDS' 2019 IMPACT



RADIANT HANDS' 2019 IMPACT



COLLABORATING ORGANIZATIONS



LUTHERAN SERVICES



FLORIDA



Radiant Hands Board

Magda Saleh

Osama Kayali

Adenike Akinyode

Lailah Abdul Rahim

Naima Abdullah

Amany Shalaby

Ameena Khan

Humera Hassan

Patricia Khan





SUPPORT RADIANT HANDS

TO DONATE:

- ONLINE PLEDGE FORM
- DONATE DIRECTLY ON OUR WEBSITE WWW.RADIANTHANDS.ORG
- OR BY MAILING A CHECK TO:
 - 13220 N. 56TH ST. TEMPLE TERRACE, FL 33617





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