

Radiant Hands Tampa

2017

Annual Report





CONTENTS

Message from the Director	3
Mission	4
Programs	5 - 6
Impact	7 - 8
Donation	9
Impact Story 1	10
Impact Story 2	11
Thought Leadership	12
Leaders in the Region	12 - 14
Education	14 - 15
Medical & Dental Assistance	16
Resources & Fiscal Management	17
Looking Forward	18
Donate & Volunteer	19



**Ghadir Kassab, Director
Radiant Hands, Inc**

Message from the Director

Dear Friends,

It is with great honor that I present to you Radiant Hands Tampa's Annual Report. From empowering women, families and refugees to protecting new neighbors and ensuring sustainable self-sufficiency, Radiant Hands is making a difference in the lives of others. This report highlights many notable achievements; it also highlights the continued progress we have made in the pursuit of improved assistance programs, education, and knowledge programs for hundreds of women and refugee families who are in need of emotional, spiritual, educational, and financial support.

2017 marked an incredibly active year for Radiant Hands. In addition to the many accomplishments featured in this report, I would like to highlight additional activities of which we are proud.

In the past year, while maintaining the ambitious mission of empowering women and families, we expanded the educational and self-dependency outreach portion of our mission with the initiation of tutoring programs, affiliation and collaboration with community organizations, resources mobilization, and the maximization of our volunteers' efficiency and effectiveness.

Building on the strength and trust developed over the years, we have helped our community with a financial amount double the amount of the previous year. A total of 105 families were welcomed, assisted and provided with all means of support to include food, furniture, and household items, in addition to employment, medical, legal, mental health, and counseling services and financial assistance. Of these families receiving assistance, 59 were refugee families who arrived in 2017.

As you read the report, I hope you will gain insight into the breadth and depth of our activities. As the director of Radiant Hands, I pledge to continue the quest for better programs and enhanced capacity on behalf of every woman and family impacted by obstacles keeping them from reaching full self-dependency. They deserve to see the promises of tomorrow become today's reality. The accomplishments over the past year and the work ahead depend on the support and contributions of our partners and community members. I am immensely grateful to those individuals and partners whose energy and support sustain us.

Thank you!

Ghadir Kassab

Mission

Our mission at Radiant Hands, Inc. is to empower women and families in the North-Central Florida region by providing them with spiritual, emotional, educational, and financial support with the goal of helping them to achieve independence in mind. In doing so, we hope to encourage and enable women and families to contribute individually and collectively in strengthening our community as a whole.



Programs

Counseling Services

Radiant Hands has a full-time counselor/social worker who offers counseling services for marriage, depression, and PTSD. The counseling services also identify the causes of employment difficulties, education and skills.

We also partner with local Muslim counselors, therapists and psychologists, in addition to working with different organizations who are specialized in mental health such as Chrysalis Health and Crisis Center, with special focus on children.



Integration Programs

Radiant Hands plays an essential role in the process of refugee integration. The integration process includes, but is not limited to, outreaching to provide food, household items, cleaning supplies, and hygiene kits. Radiant Hands has also organized specialized groups for different services to accommodate translation, transportation to/from appointments, scheduling medical appointments and legal paperwork. The integration program focuses on helping families to integrate in the society with the assistance of partner organizations.



Employment/Skills Training Program

Radiant Hands has a full-time employment and outreach case manager who assists clients find gainful employment, skills training, and financial literacy. Radiant Hands identifies businesses and employers that will hire clients, sets up interviews and assists with transportation for interviews. The case manager coaches the clients on the job interview process, work etiquette, salary negotiations and business attire.



Education Program

Radiant Hands pays a great deal of attention on education as a key in reaching self-sufficiency. Education is key for adults and their children, both secularly and Islamically. We collaborate with several organizations, schools and institutes to organize and provide tutoring, ESL classes, educational materials and orientation sessions. Radiant Hands has also succeeded in partnering with the Hillsborough County school system to help with in-school translation, communication and tutoring programs for refugee students.



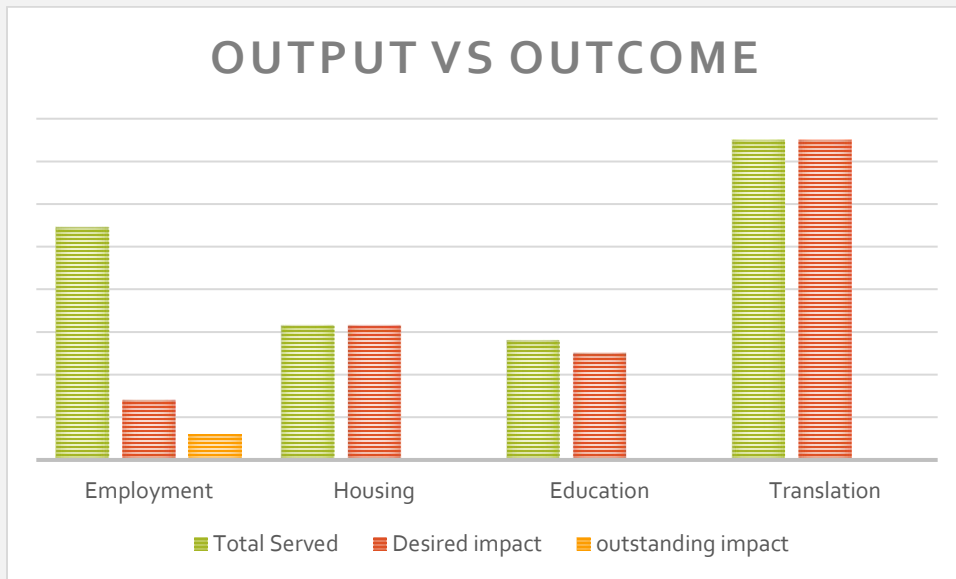
Financial Assistance

Radiant Hands provides financial assistance for rent, utilities, car registration and, occasionally, with insurance for refugee families. Rental assistance is a one-time assistance given to assist struggling families, women with children, the elderly and the infirm. Additional rental assistance is sometimes needed during force majeure circumstances or when families fail to succeed to maintain employment due to illness or lack of knowledge. Radiant Hands provides financial counseling coupled with planning for the future to identify and eradicate further dependence.

Program Impact

In 2017, Radiant Hands programs impacted many lives with a long-term vision, that was extended to as many families and households as possible. Radiant Hands was available to provide spiritual, emotional, financial, legal and daily life interaction support to assist these families and households attain a sustainable success and a long-term self-dependency.

Charts below covers various areas of Radiant Hands programs and it heights the program performance throughout 2017 year



Counseling Program has been very successful, and all participant moved through program and several attained the desired goals.



The illustration (above) shows the process for a participant moving through Counseling service.



Radiant Hands Impact



Highlight on 2017 Radiant Hands Services

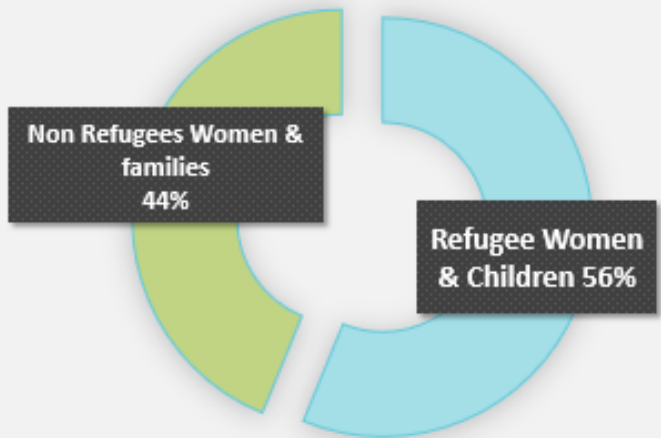
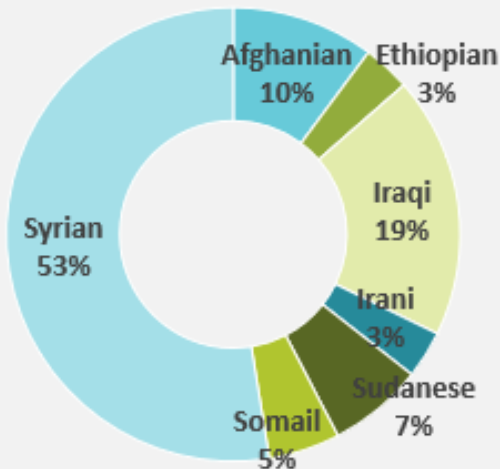
421 PEOPLE SERVED THIS YEAR

8 OUT OF 10 **Refugees** WERE EMPLOYED VIA RADIANT HANDS

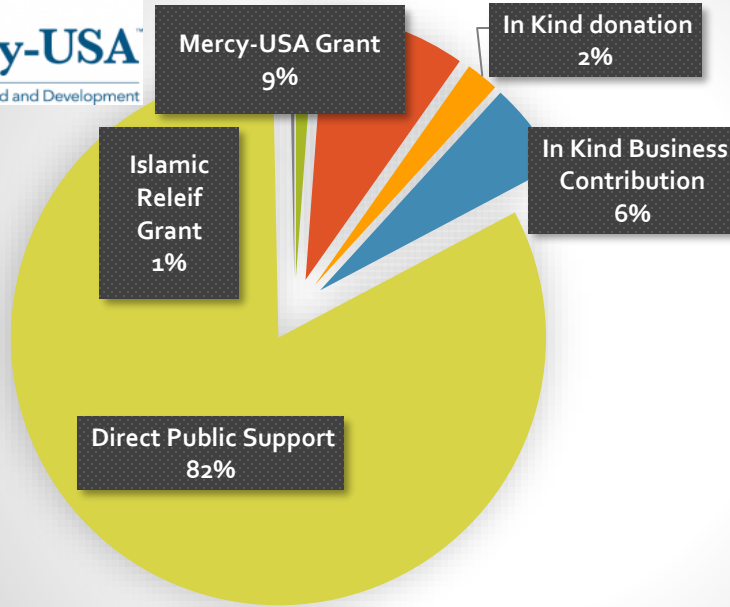


GENEROUS DONATIONS

2017 RH Populations



TYPES OF DONATIONS



- Islamic Relief Grant
- Mercy Grant
- In Kind donation
- In Kind Business Contribution
- Direct Public Support
- Other Type of Income

\$133,146 Rental and Utilities

\$78,805 Furniture, Food & other items

\$ 52,097 Transportation Assistance



Help Women & families in need to succeed
 Help Refugees to attain self sufficiency
 Help Radiant Hands in the coming
 Sponsorship Programs

Together our Community will Grow
 Stronger

Want to learn more or get
 more details? Link to it with
 your call-to-action below!

813-983-1700



www.radianthands.org

Refugee Program

Success Story

Each month, we see success stories within the refugee community. One of the stories is related to one of Syrian families who was very different from most of the other families that had been arriving. The father had degrees in Math and Physics and had been a college instructor in Damascus for 24 years; he also had a strong background in Arabic, Islamic Studies and Qur'an. His wife had completed a four-year program at an Islamic Studies/Quran institute in Damascus. Their oldest son, now 20 years old, had achieved the highest scores on his end-of-Gr. 9 Syrian national exams, just before the family escaped to Jordan.

Since the time this family arrived in USA, the father has reached a point where he now has a stable income working full-time in a promotional printing company, the eldest son is working full-time at an Amazon distributing center in the evenings and is attending Hillsborough Community College during the day; he is pursuing his degree Associate degree in Biomedical Sciences. The eldest daughter is studying for her GED, and the younger son has started his junior year in High School, where, so far, he has been performing well. A younger daughter started Gr. 7, and the youngest daughter, who is now in Kindergarten at one of the local Islamic schools is performing on par with her classmates. The mother has been working on strengthening her English and has gotten her driver's license.

Radiant Hands has been working with this family every step of the way, supporting their success. In order to ensure a sustainable financial stability in their life, Radiant Hands facilitated the purchase of a car for the working son in college and helped in paying his insurance. Radiant Hands has had the honor of celebrating their progress throughout the past year.



M AL Family
Entered Radiant Hands in 2016

M Al Family

M Al Family entered Radiant Hands in 2016. After assessing the family's needs, they were entered into several programs: employment, education, and financial assistance. Since that time, the Al family has been financially stable and has been attaining both educational and financial success.

Counseling Program

Another Woman Makes it to the Top and Succeeds

One of our strong ladies who Radiant Hands has proudly helped during 2017 is a beautiful young lady who moved back to USA with her infant daughter to meet her mother. During childhood, Lamia was separated from her Latin American mother, and she spent her childhood and youth in Syria and Egypt. In 2011, she found her mother on Facebook. The mother encouraged her to move to Tampa and promised her that she will have her in her house and take good care of her. Lamia moved to Tampa in 2016 to stay with her sister and then her mother who, unfortunately, did not fulfill her promise and decided to ask her to leave. Lamia was homeless and suffering from her knee due to a surgery she had in April 2017. She spent many nights with her daughter in her car and nights in shelters. In July 2017, Lamia approached Radiant Hands, and, immediately an action plan was put in place. The case manager applied for Lamia to stay at the ICNA transitional house, and she was immediately approved to move in. Under the employment segment of her Action plan, the case manager helped her update her resume, attend Job Fairs and email her resume to potential employers. Lamia was sent to trainings for her desired program, and she ended up completing two programs: the Zumba instructor training and the cosmetology program. In October 2017, Lamia had secured her first job, and, in December 2017, she finished her vocational training successfully. She was recently approved for a housing mortgage by the one of the local banks and is currently looking for her first house for her family with a plan to move out the ICNA house as soon as possible.

Lamia Waked-Homelessness to Homeowner

Lamia Waked first entered Radiant Hands in 2017. After assessing her needs, she was assisted with various education and job programs. Since that time, Lamia attained success and continues to strengthen her position in the community.



Lamia Waked
Entered Radiant Hands in 2017

Thought Leadership

Since October 2015, in addition to the work it does to empower women and families in the Tampa Bay Area, Radiant Hands Tampa has been working diligently to support refugee families arriving from Afghanistan, Somalia, Syria, Iraq, Sudan Ethiopia, Eritrea, Sri Lanka and Iran, to improve their chances of survival and self-sufficiency in their new home.

Our first objective is to fulfill as many basic needs for our clients as possible and to involve the Muslim community as much as possible. Attaining our main goal of families' self-sufficiency requires long-term strategic planning and long-term program implementation.

Since January 2017, when the new administration came into office in Washington, DC, the number of refugees coming to Tampa from Muslim and Arabic-speaking countries decreased greatly, with only six families arriving in Tampa Bay between September 1, 2017 - the date of the last Travel Ban – and December 31, 2017. With the decreased number of arrivals, Radiant Hands Tampa began re-focusing on more long-term goals for the refugee families to help ensure their self-sufficiency and success in the community.

Leaders in the Region



Radiant Hands has built long-term trust and partnership with nonprofit organizations and key institutions (business, local government, philanthropic, etc.) throughout Tampa Bay to increase knowledge, effectiveness and capacity for collective action with the focus on Education and Social Integration programs.

In 2017, Radiant Hands participated and initiated several events and always aimed at playing an integral and key role in these events.

- We the People Pot Luck Luncheon – March 5, 2017 – Over 150 people attended this event sponsored by Action Together Tampa Bay. The goal was to raise awareness of the refugee population and its needs.
- Referrals to Free Tax Service – March 2017
- Referrals to the Free Health Clinic – March 2017
- American Youth Academy Spring Carnival – March 11, 2017 – AYA donated 50 bracelets to the carnival. Radiant Hands collected funds to cover another 40 bracelets and to pay for lunch for all 90 refugee children who attended the event. Volunteers helped take children to and from the event.
- United We Stand Event – March 23, 2017 – Sponsored by the University of South Florida's student organization. Radiant Hands had a table set up with information about Radiant Hands, Volunteer Sign-up forms, and a Refugee Trivia Quiz.

- Radiant Hands sponsored tables at several events in Tampa: Mercy-USA Brunch; ICNA Dinner; etc.



- Radiant Hands' president went to the First Congregational United Church of Christ in Ocala, FL to present on the refugee situation in Tampa bay and offer suggestions on how the communities could support them.

- Radiant Hands assisted in the transportation of over 150 refugees to Wharton High School MSA who hosted a fund Day on April 8th, 2017.

- Radiant Hands was chosen by the Unitarian Universalist Church of Tampa as the Collections Recipient for April, May and June.

- In May, Radiant Hands held its second Eid Gift and Clothing Giveaway. Over 300 people (adults and children) benefited from the event.

- Radiant Hands collaborated with several organizations like Refugee and Migrant Women Initiative (RAMWI), MAS and resettlement agencies to attend, organize and support different events and activities to serve the needs of the refugees.

- Radiant Hands facilitated the distribution of Udhiya meat to over 100 refugee and needy families in time for Eid ul Adha.
- Radiant Hands collaborated with Muslim Women's Organization, the Muslim Girl Scouts and ICNA to provide over 150 new book bags with school supplies to refugee and needy children.
- Radiant Hands partnered with ICNA in April 2017 to open a small transitional home for homeless women.
- Radiant Hands participated in the annual Welcoming Week preparation and donated \$700 towards photographs of and frames for each refugee family. A special thank you letter was issued by the State of Florida Department of Children and Families for the tremendous support given by Radiant Hands. For this event, Radiant Hands also collected 150 Hygiene Packets from the LifePoint Church congregation and 150 Toothbrush/Toothpaste bags from one of our local collaborating Muslim dentists.



Education Outreach Activity

- Radiant Hands worked with PEER, a group of college students who provided tutoring and ESL classes for 24 refugee children and many of their mothers.
- Radiant Hands provided learners' permit classes in Arabic for Arabic-speaking clients at our office.
- Radiant Hands provided sessions for Foster/Adoptive orientation in March 2017 in partnership with the Department of Children and Family Services, Eckerd Kids. Six families attended these sessions. Of these, three families completed the full certification process.
- Radiant Hands collaborated & continues to collaborate with The Muslim Connection (TMC) to ensure that the refugee children receive an education in Arabic, Quran and Islamic Studies.
- Radiant Hands collaborated and continues to collaborate with Students Organized for Syria (SOS) in implementing a Big Brother/Big Sister-style program to the teenagers in one of the apartment complexes in Tampa.
- Another successful tutoring program was initiated: More than 26 USF Student/tutors signed up to work with Middle and High School students and are providing English, and Math every Saturday on an ongoing basis.



In December 2017, Radiant Hands was approved by the Hillsborough County Schools as an affiliated agency to provide Arabic translation and tutoring to refugees in the public-school system within the District.

Collaborating Organizations

Radiant has been proudly working and partnering with many organizations who contributed in the success in attaining RH goals and in the success of our community members. In 2017, RH partnered with CAIR, Love Has No Borders, Ikram, Dress for success, TMC, Chrysalis Charitie, ICT, Purposeful Life, and SOS in food distributions, employment, tutoring, education and counseling.



Radiant Hands collaborated and continues to collaborate with a group of individuals in Pinellas County led by a school teacher who volunteers to teach and assist the refugee population in Pinellas County. She, in turn, collaborates with agencies and volunteers in Pinellas County to help meet the refugees' needs.

Radiant Hands also collaborated with teachers (paid) and tutors (volunteer) in the community who provided English classes to refugee women and who provided homework tutoring for Middle and High School students. Radiant Hands assisted by paying the teachers, and by paying the drivers who transported the women from their apartment complexes to the classes held in the masjid. Radiant Hands also assisted by matching up tutors to Middle and High School students as well as adults for tutoring that took place in the homes.

The tutors and teachers are encouraged to incorporate social and Islamic etiquette into their lessons to help the refugees become more successful in their dealings with each other and with the community at large.



MEDICAL & DENTAL CARE

Radiant Hands coordinated appointments for refugees for Medical and Dental care not covered by their Medicaid plans. Radiant Hands also facilitated appointments, set up and provided transportation and translation for numerous doctor and dental appointments this month. Radiant Hands now has a network of dentists and physicians who willingly and gladly provide care to refugees free of charge or at significantly reduced rates.

Radiant Hands collaborated with the Muslim Medical Students organization at the University of South Florida to put together a manual of medical providers that will be in English and Arabic that could be shared with all of the refugee families.



MUSLIM STUDENT DOCTOR ASSOCIATION

TAMPA HEALTH DAY

9am-5pm
April 15th, 2017

REGISTRATION CLOSSES AT 1 PM

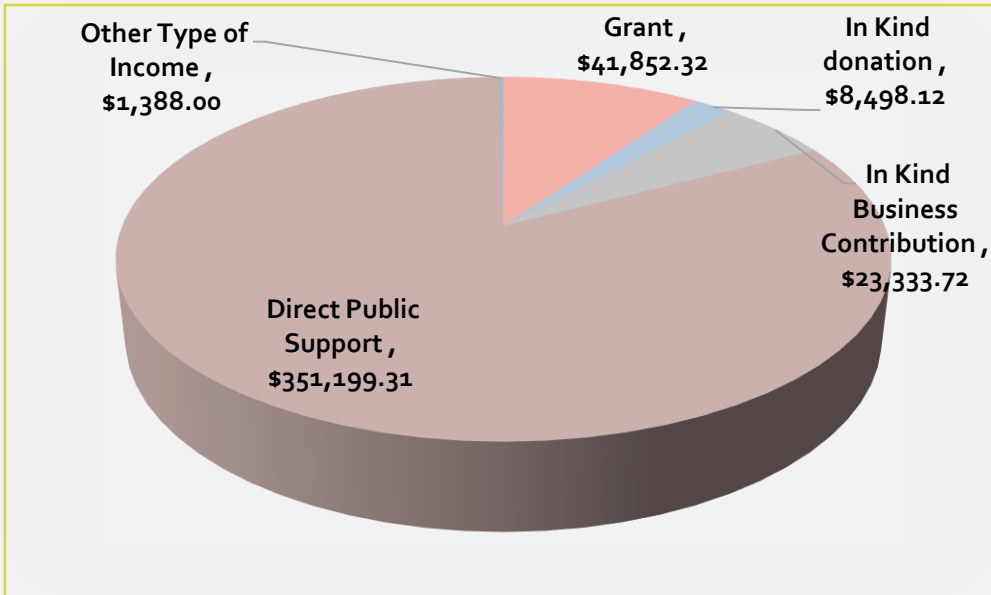
HEALTH SCREENINGS	VACCINATIONS
DENTAL SCREENINGS	HEALTH LESSONS
BLOOD SUGAR	BLOOD PRESSURE
CHOLESTEROL	VISION SCREENING

FREE HEALTH CHECK-UPS!
FREE FOOD!

7326 E Sligh Avenue, Tampa, FL, 33610
MUSLIM STUDENT DOCTOR ASSOCIATION
ISLAMIC SOCIETY OF TAMPA BAY
RED CRESCENT CLINIC
THE MUSLIM CONNECTION

Resources & Financial Management

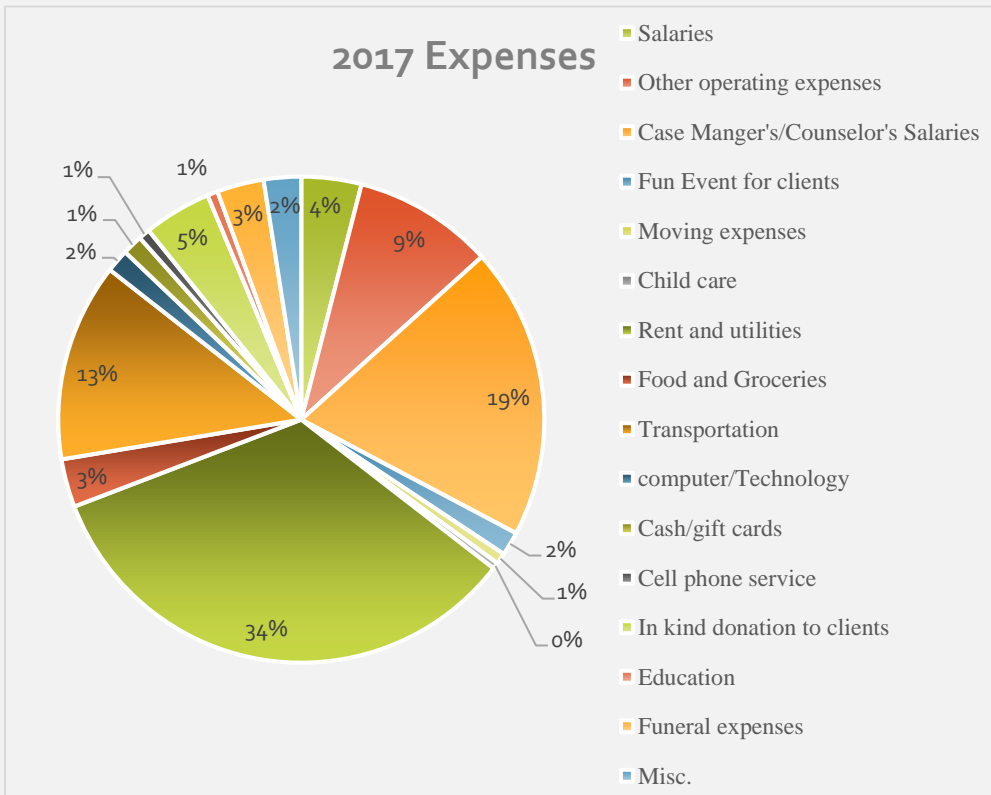
2017 Income Report



2017 Income

Grant	\$ 41,852.32
In Kind Donation	\$ 8,498.12
In Kind Business Contribution	\$ 23,333.72
Direct Public Support	\$351,199.31
Other Type of Income	\$ 1,388.00
Total	\$426,522.45

2017 Expense Report



2017 Expenses

Administrative Expenses

Salaries	\$ 15,785.09
Other operating expenses	\$ 36,834.30

Program Expenses

Case Manger's/Counselor's Salaries	\$ 76,748.45
Fun Event for clients	\$ 6,258.00
Moving expenses	\$ 2,910.00
Child care	\$ 1,658.00
Rent and utilities	\$133,146.00
Food and Groceries	\$ 12,670.00
Transportation	\$ 52,097.00
computer/Technology	\$ 6,055.00
Cash/gift cards	\$ 5,291.00
Cell phone service	\$ 2,983.00
In kind donation to clients	\$ 17,805.00
Education	\$ 2,745.00
Funeral expenses	\$ 12,305.00
Misc.	\$ 9,825.00

Looking Forward

We are very excited and looking forward to share with you our new plan for the coming year, 2018. Our new plan has an ambitious and expanded vision for a whole new phase for sustainable Full-Self Sufficiency to women, families and our new neighbors.

Executive Leadership



Magda Elkadi Saleh

President

Osama Kayali

Treasurer

Lailah Abdul Rahim

Board Member

Naima Abdullah

Secretary

Ameena Khan

Founder & Board Member

Humera Hassan

Board Member

18

Patricia Khan

Board Member

Amany Shalaby

Board Member

Adenike Akinyode

Board Member



We Need Your Help

Every Penny Matters

Throughout the years, your generosity and support have transformed the dreams and goals of our refugee community and of those who are in need into a reality.

Alhamdulillah, we have started a new phase in our refugees' resettlement and Muslim families' empowerment plans. Self-sufficiency, reliability, self-dependency and social integration is our motto for this new phase.

Radiant Hands is hoping that you will continue to help at this crucial time. We ask Allah, *subhanahu wa ta'ala*, to reward you with the best in this world and in the Hereafter.



The donation options are provided for your convenience using the links below:

A -[Pledge Online](#)

B -[Donate Directly Online](#) (Please pick Tampa-Zakat or Tampa General Fund).

You may also donate by mailing a check to:

Radiant Hands

[13250 N. 56th St., Suite 203B](#)

[Tampa, FL 33617](#)

Volunteer and Help Make a Difference

- Volunteer with our programs and send us an e-mail: Tampa@radianthands.org
- Volunteer around the office with phone calls and other tasks
- Volunteer in a different way: _____

Please visit our website <http://www.radianthands.org> to learn more or call us at 813.983.1700. Send this form by mail to our office at 13250 N56th St, Tampa, FL 33647

Name: _____ **Phone:** _____

Email: _____

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HYPERLINKS BELOW

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