



2020

RADIANT HANDS ANNUAL REPORT





TABLE OF CONTENTS

Message from the Director.....	4
Mission.....	5
Our Services.....	6
Fast Facts.....	7
COVID-19 Practices.....	8
Sponsorship Programs.....	9
Counseling.....	9
Radiant Kitchens.....	10
Community Engagement.....	11
Community Outreach.....	12
Education & Integration.....	13
Testimonial.....	14
Radiant Hands Received Grants.....	15
Media Gallery.....	16-17
Testimonial.....	18
Radiant Hands in the News.....	19
Our Partners.....	20
2020 Income Report.....	21
2020 Expenses Report.....	22
Radiant Hands' 2020 Impact.....	23
Support Radiant Hands.....	24

MESSAGE FROM THE DIRECTOR

Prophet Mohamed (peace be upon him) says, “none of you truly believes unless he loves for his brother what he loves for himself.”

عن أنس بن مالك رضي الله عنه أن النبي صلى الله عليه وسلم
قال: لا يؤمن أحدكم حتى يحب لأخيه ما يحب لنفسه

This is the ultimate and the best interpretation of Stronger Together. This is the time when we should all ask ourselves and specifically as a charity organization, how Allah (God) is calling us to serve. With the immense support of our community, Radiant Hands provides critical services for families in the Tampa Bay community.

Our services and operations have not changed this year and our staff is working to help families with food, rent, utilities, online applications, and referrals to all possible resources. It is very unfortunate that the amount of need is higher and the financial anxiety of these families is doubled with the COVID-19 pandemic. However, we are fortunate to have a very generous community that is keeping these families going and allowing Radiant Hands to continue servicing those who are in need. Thank you for all your support in the past years as well as your support at this time and we look forward to your support in the coming years.

Sincerely,

Ghadir Kassab

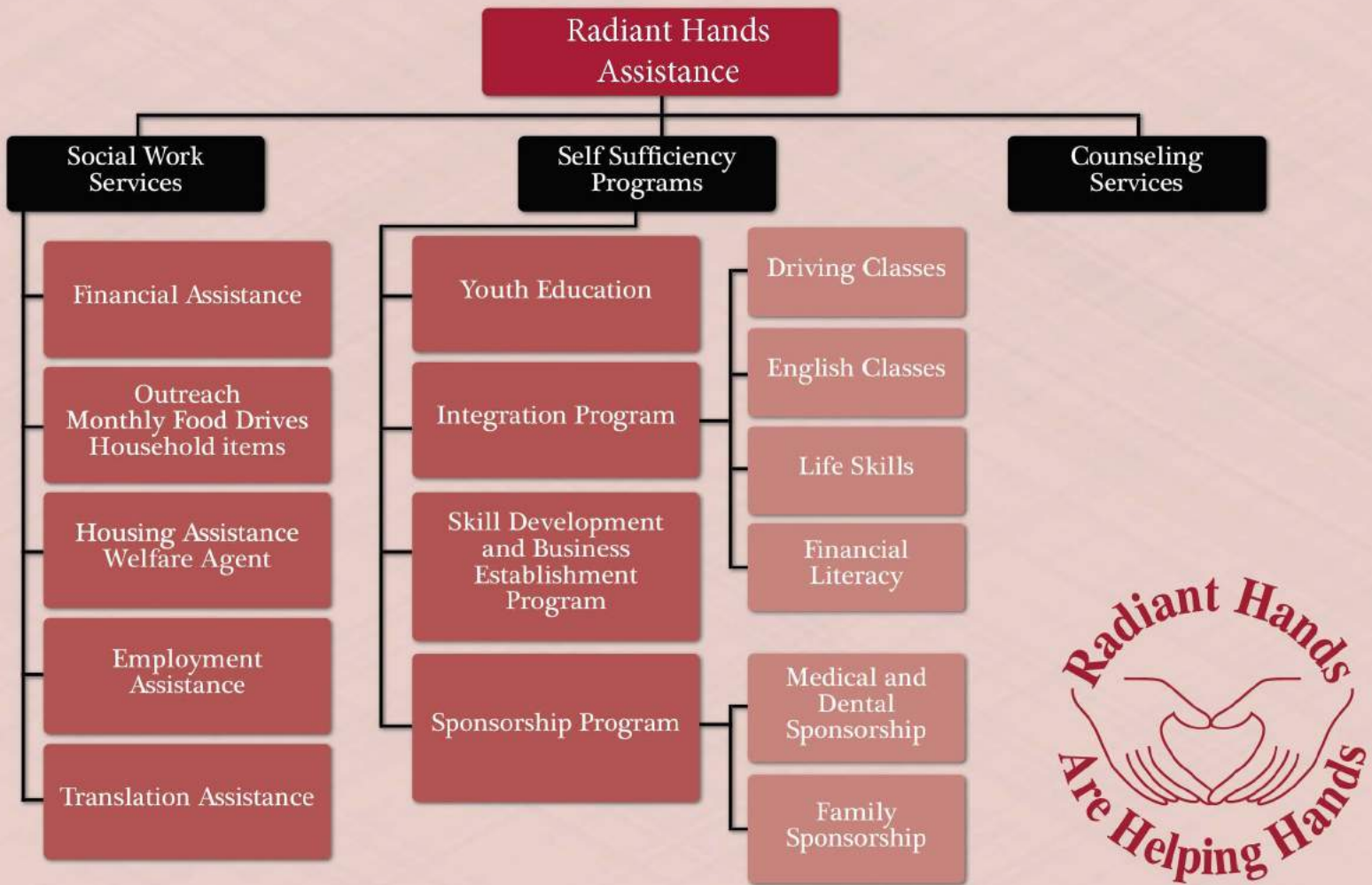
Radiant Hands Director

MISSION

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.



OUR SERVICES



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.

FAST FACTS

Throughout 2020, Radiant Hands supported the community in essentially every aspect of life. Because of the generous support of our community and our grant givers, Islamic Relief USA and Mercy USA, we were able to maximize our impact.



740+

Beneficiaries from rental financial support



250+

Beneficiaries actively benefiting from transportation support



1785+

Beneficiaries from household item distributions



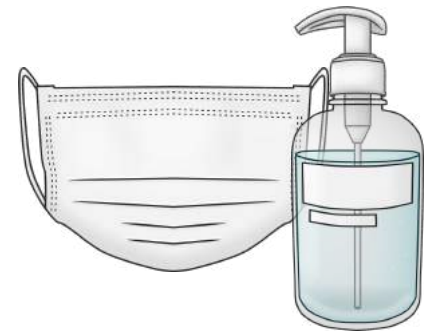
685+

Beneficiaries from food and grocery



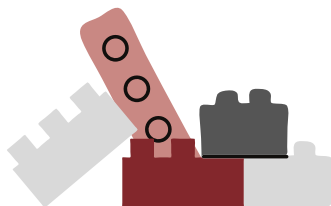
35+

Laptops or iPads gifted to students for e-learning



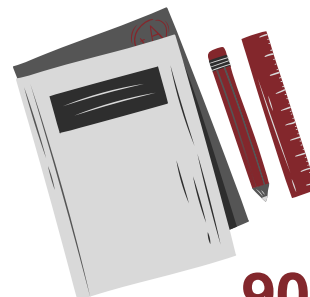
830+

Beneficiaries from safety kit distributions



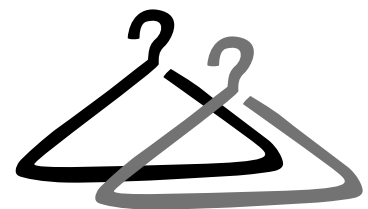
450+

Beneficiaries of toy distributions



900+

Beneficiaries from school supply and clothing distributions



Radiant Hands' target client base did not change throughout COVID-19. After assessing our resources, Radiant Hands altered its objectives to better support our families' emotional, physical, and financial wellbeing. Radiant Hands achieved this by translating essential CDC guidelines to families, changing the allocated budget to provide immediate financial assistance due to widespread job loss, and ensuring clients utilized all available government compensation by assisting in filing for unemployment. After assessing clients' new increasing needs due to COVID-19, the Radiant Hands staff developed individual three-month work plans for families.

Radiant Hands implemented all CDC guidelines in our office space, such as requiring masks, social distancing, sanitizing rooms, and scheduling a minimal amount of clients per day in addition to specific time slots for distributions.

With CDC restrictions, it was increasingly difficult for families to keep up with the rapid shift of services from in-person to online platforms. Many families lack multiple devices and strong internet connections. They do not possess specific technological skills, so it was difficult to obtain many of the necessary documents before granting assistance while minimizing any communication misunderstandings. However, our case managers never hesitated to stay on the phone to guide them step-by-step through several online applications and taught them how to upload documents.

All project planning was implemented over Zoom meetings. Case managers met clients virtually and obtained online the verification documents needed per our policy. PRFs were discussed and approved during financial assistance meetings. All payments were made directly on clients' behalf to vendors.

Many clients struggle with leading financially stable lives, especially since several clients lost their jobs or had their hours significantly reduced. Still, with our case managers' support and guidance, individuals filed for external grants or obtained new jobs altogether. Radiant Hands was delighted to help our clients secure jobs to get them one step closer to financial stability.

SPONSORSHIP PROGRAMS

Dental Sponsorship: Through a generous partnership, several dentists supported clients referred by Radiant Hands who either lost their health insurance or their insurance does not cover major dental needs. We currently have **33** beneficiaries under this program.

Family Sponsorship: With the generous support of our community members, basic monthly expenses are covered for families who cannot survive on their own. We currently have **40** beneficiaries under this program.

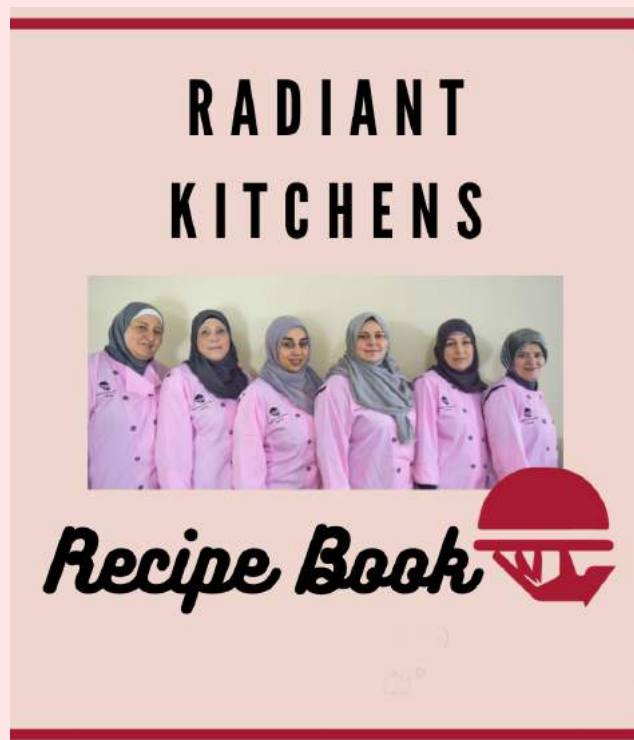
COUNSELING

Radiant Hands has been dedicated to providing counseling services for all clients, as well as facilitating mental wellness workshops and programming for the community at large. We are currently partnered with Florida TMS Clinic who generally see Radiant Hands' referred clients for free. While COVID-19 prevented in-person sessions, counselors saw clients remotely if requested.



RADIANT KITCHENS

Radiant Kitchens catered for the grand opening of a refugee clinic run by the University of South Florida.



Like all businesses, Radiant Kitchens was affected due to COVID-19. However, the Radiant Kitchen ladies continued to improve their skills by attending online financial literacy classes and business development classes. In addition, the ladies continued to perfect their dishes and add items to their menu, preparing to resume in the future.

The Radiant Kitchens Recipe Book is set to be published in 2021.

COMMUNITY ENGAGEMENT

Every year, on June 20, the globe comes together to honor World Refugee Day. Even in the midst of a global pandemic, Tampa Bay found a way to celebrate. On June 19, 2020, and under the title "World Refugee day 2020 Tampa Bay- Stories of Exile, Welcome, and Success," Radiant Hands, together with a group of nonprofit organizations who work with refugees along with representatives from various faith communities, organized a virtual WRD celebration where people could listen to the experiences of local refugees, learn about how they can get involved and hear the stories of perseverance and success.



<https://www.youtube.com/watch?v=OHVvrpzCb0g>



Bushra Al-Khawaja was interviewed about her success story.



Radiant Hands had a presentation with INTO @ USF talking about our initiatives and programs. Students got to showcase their art, and Radiant Kitchens had a tasty dessert prepared for the attendees

COMMUNITY OUTREACH



Radiant Hands collaborated with the Muslim Women's Organization - Tampa Bay for the annual toy drive. With your generous donations we were able to spread Eid cheer for children and their families.

<https://youtu.be/992aeasaT5s>



With the help of our community members and the ICNA Relief of Tampa Bay, we had the pleasure of distributing backpacks, school supplies, and clothes to several families.

EDUCATION & INTEGRATION

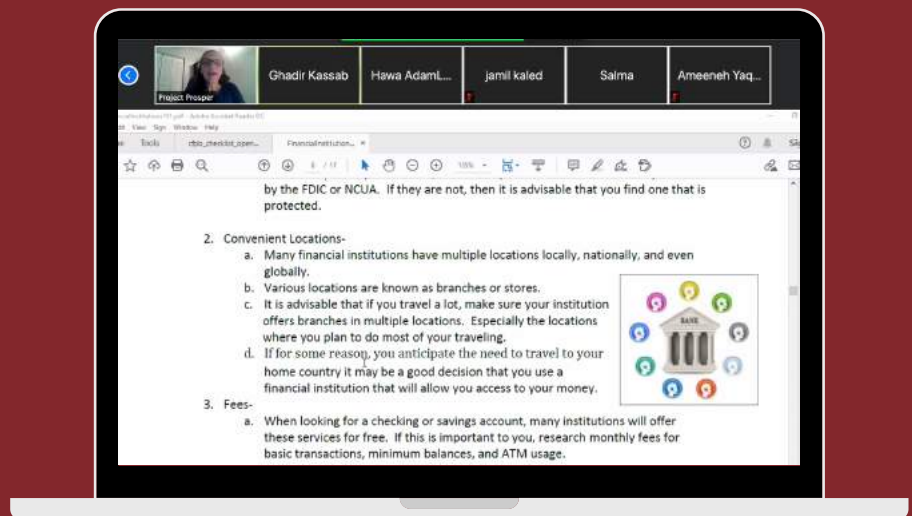
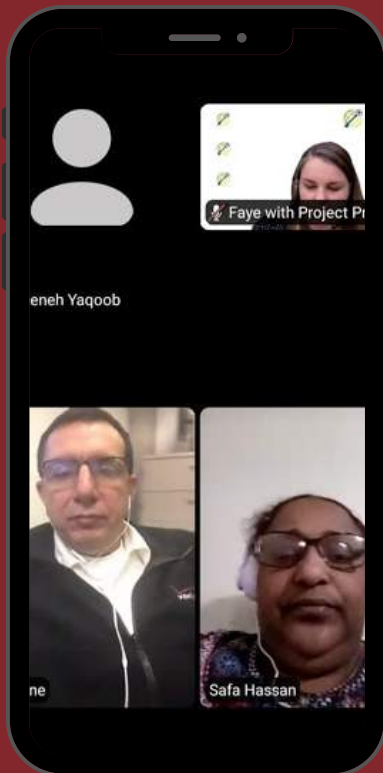
Students are encouraged to do their best by the tutors and are given incentives (gift cards) when they earn points for attending tutoring and answering quizzes on what they learned.

Our education program leader hosted several Zoom sessions with translation to teach families how to navigate their children's school websites and Canvas, to ensure parents could successfully monitor their children's grades from home.



Financial Literacy Training

Radiant Hands continued to facilitate online QuickBooks and financial literacy classes for clients. Overall, our Education programs had **105** beneficiaries.



A MIDDLE SCHOOL STUDENT

“

There is a lot of good and nice people who's helping me and my family. If they didn't help me or my family we wouldn't be strong like now.

”

RADIANT HANDS RECEIVED GRANTS

In support of Radiant Hands' mission and vision, and to further improve our programs, Radiant Hands received two grants from our partners, Islamic Relief USA and Mercy USA.

Radiant Hands has received a grant from Islamic Relief USA specifically to help during COVID-19. We are proud to have had such a great partnership with them for 3 years and still counting. Islamic Relief USA has been integral in aiding us to continue to fulfill our mission and vision. They have supported many of our projects with an overall impact that exceeds 2500 beneficiaries and many more projects to come. One of our most successful initiatives was their financial grant during COVID 19 which helped over 1300 beneficiaries and included safety kit distribution of hand sanitizers and masks.



<https://youtu.be/2Vi6pHtik50>



Mercy USA has continued to support Radiant Hands for its fourth year, providing funding for counseling and case management expenses.





MEDIA GALLERY



MIRIAM GHABOUR, VOLUNTEER

“

I feel very blessed to help and so grateful, too, when I put someone else before myself.

”

RADIANT HANDS IN THE NEWS

Refugees across Tampa Bay face added challenges during coronavirus

For survivors of war, famine or persecution, COVID-19 poses new hurdles in employment and access to services.



Radiant Hands was featured in the Tampa Bay Times for the work and initiatives taking place, and how families are struggling during COVID-19.

OUR PARTNERS



2020 INCOME REPORT



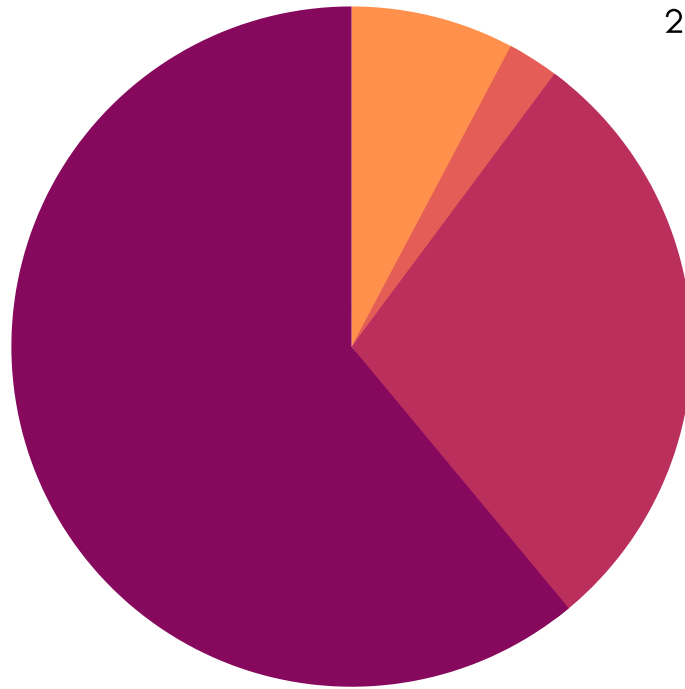
IRUSA Grant
7.8%

Mercy USA Grant
2.4%



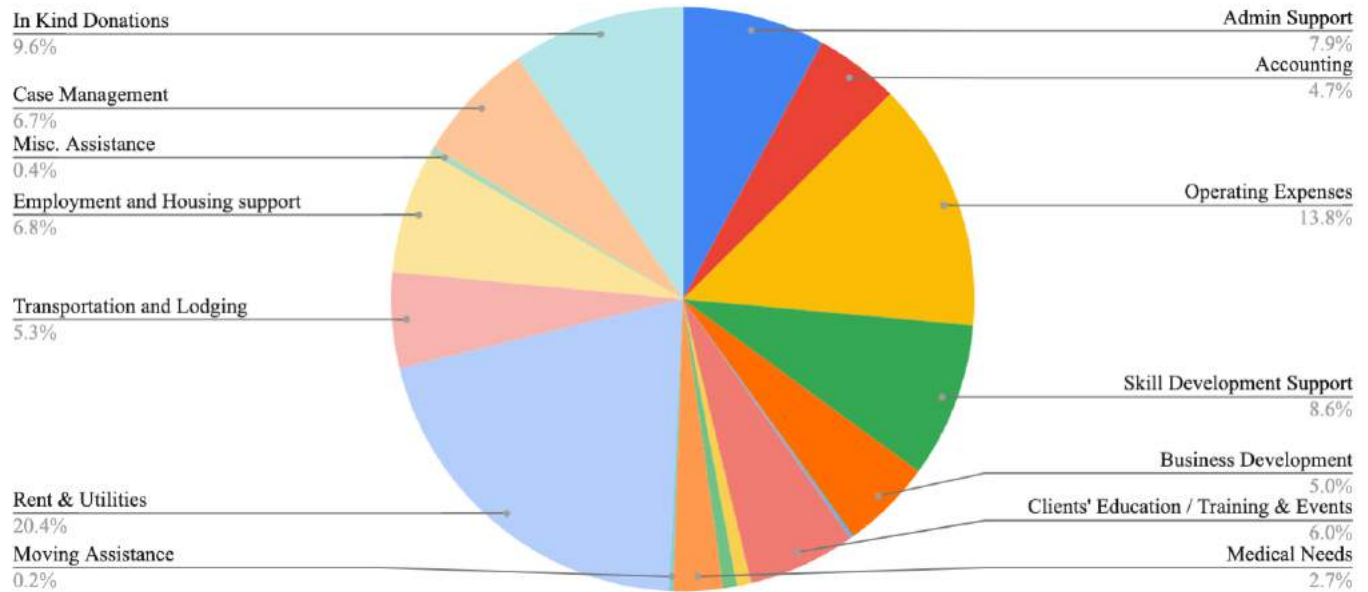
In Kind Donation
28.8%

Direct Public Support
61%



Direct Public Support	\$251,798.71
IRUSA Grant	\$32,000.00
Mercy USA Grant	\$9,999.00
In-Kind Donations	\$118,788.00

2020 EXPENSES REPORT



Admin Support	\$30,804.44
Accounting	\$18,115.05
Operating Expenses	\$53,761.00
Skill Development Support	\$33,404.68
Business Development	\$19,538.55
Tech/Cell phones	\$313.17
Children's Toys	\$474.88
Education/ Training & Events	\$23,242.64
Food/Groceries/Household Items	\$3,051.00
Funeral Expenses	\$3,000.00
Medical Needs	\$10,595.82
Moving Assistance	\$915.00
Rent & Utilities	\$79,376.92
Transportation and Lodging	\$20,615.71
Employment and housing support	\$26,524.46
Misc. Assistance	\$1,564.14
Case Management	\$26,025.13
In Kind donations	\$37,209.46

RADIANT HANDS' 2020 IMPACT

\$388,532 → **507** FAMILIES
SERVED

\$79,376.92



Rent & Utilities

\$19,538.55



**Client Business
Establishment**

\$23,242.64



**Education/
Training**

\$33,481



**Medical/ Transportation/
Household/
Communication/ Misc.**

\$34,032



**Counseling & Case
Management**

SUPPORT RADIANT HANDS

TO DONATE:

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





13220 N. 56th St.
Temple Terrace, FL 33617
(813)922-8889
www.radianthands.org