2021 ON THE FRONT LINES:

10,000 SERVED

ANNUAL REPORT 2021
WHO WE ARE

The Arab-American Family Support Center (AAFSC) is a non-profit, non-sectarian organization created in 1994 to provide culturally and linguistically competent, trauma-informed social services to low-income immigrants and refugees in New York City.

While our doors are open to all, over 27 years, we have developed expertise serving low-income Arab, Middle Eastern, Muslim, and South Asian (AMEMSA) immigrant populations. These communities must overcome poverty, discrimination, and trauma to thrive, yet face linguistic and cultural barriers to accessing services and support. Our staff speak 36 languages and counting – including Arabic, Bangla, French, Hindi, Nepali, Spanish, and Urdu – enabling us to serve populations that mainstream providers struggle to reach.

OUR PRIORITY AREAS

All of our priority areas – Prevent, Get Ready, Promote, and Communicate – are interlinked. We promote mental and physical well-being, prevent child abuse and gender-based violence, get families ready to lead productive lives, and communicate the needs of marginalized populations to partners and policymakers. We approach each interaction with safety, trust, collaboration, and mutual respect.
FROM OUR LEADERSHIP

Dear Friends,

As an essential service provider, the Arab-American Family Support Center (AAFSC) remains on the front lines with immigrant and refugee communities, facing the COVID-19 pandemic head-on. For vulnerable community members, the impact of this public health crisis is enduring and complex. In response to rising need, AAFSC has adapted swiftly to address the emerging challenges facing our communities – including food insecurity, housing instability, anxiety and depression, increased risk of domestic violence, and barriers to accessing health services. In these uncertain times, your support was integral to ensuring we could respond efficiently and effectively. We cannot thank you enough.

Thanks to you – our generous donors, volunteers, partners, and allies – AAFSC offers community-centered, culturally and linguistically competent services in 36 different languages. This year, we reached a remarkable milestone – providing intensive services to 10,000 community members across 13 locations in each borough of New York City, including three new locations in the Bronx, Queens, and Brooklyn. We introduced multiple initiatives, including a housing support unit and a COVID-19 vaccine outreach campaign, through which we helped secure appointments for 400 community members. Filling gaps in mainstream aid programs, AAFSC has distributed $500,000 in emergency financial assistance, and 100% of surveyed beneficiaries are housing secure one year after receiving support. We also launched the AAFSC Research Institute, a hub for research and evaluation that measures community needs, uplifts groups otherwise rendered invisible, and analyzes the impact of culturally and linguistically responsive initiatives. AAFSC remains committed to measuring both outputs and outcomes, ensuring we maximize contributions to operationalize our mission.

As we celebrate the resiliency of our communities, we recognize that AAFSC’s work is far from over. Looking into the future, we are working to address the systemic injustices that COVID-19 revealed, and which continue to present barriers for the recovery of immigrant and refugee communities. In the coming year, AAFSC will center gender equity, racial justice, immigrant rights, and transformative justice across all aspects of our work. We are committed to advancing equity, ending xenophobia, and nurturing healthy relationships. We hope you will join us as we fight to ensure the recovery from COVID-19 does not leave immigrant communities and other vulnerable populations behind.

Sincerely,

Rawaa Nancy Albilal
President and CEO

Naseem Haffar
Board Chair
OUR VISION

Our vision is more pressing today than ever: striving for a socially just society where all immigrants can fully partake as Americans. We pursue our vision across all priority areas and structure our activities around impact and outcomes.

OUR VALUES

Our shared values guide everything we do, and our programs are based on current and emerging needs of clients. As a learning organization, we utilize community feedback, program outcomes, focus groups, and surveys to improve current programming and develop new initiatives.
AAFSC offers services out of 13 physical locations and provides in-home case management to families in every neighborhood of New York City. First established in Brooklyn, AAFSC has expanded across the five boroughs in response to community needs. This past year, we welcomed clients to our new community centers in the Bronx and Queens and we are eager to open our Atlantic Avenue location in December 2021. Since 2017, we have offered services at NYC Family Justice Centers across all five boroughs. We are also a founding partner of the Khalil Gibran International Academy and co-locate at several NYC public schools as well as Maimonides Medical Center.
STAFF DIVERSITY

AAFSC’s staff are culturally and linguistically competent. We represent the communities we serve, and we understand and respect the nuances, traditions, customs, and religious practices of our clients. AAFSC’s staff are also trauma-informed and trained in community resiliency, which means we approach every interaction through a lens of safety, trustworthiness, peer support and an appreciation for cultural, historical, and gender differences.

36 languages spoken across the agency.

46% identify as an immigrant/refugee/asylee.

60% identify as the child of an immigrant/refugee/asylee.
CLIENT DIVERSITY

Although we have developed expertise in serving Arab, Middle Eastern, Muslim, and South Asian immigrant and refugee communities, our services are available to all across New York City. In fact, 71% of our clients were born outside of the U.S., coming from 168 countries of origin.

RACE & ETHNICITY

- Middle Eastern/North African: 35%
- Black/African American: 19%
- Latinx: 2%
- East Asian: 2%
- White/European: 11%
- South Asian: 13%
- Other: 3%

BOROUGH OF RESIDENCE

- Brooklyn: 47%
- Queens: 22%
- Manhattan: 10%
- Bronx: 8%
- Staten Island: 8%
- Outside NYC: 5%
2021 Impact

Promote

We promote mental and physical well-being, healthy relationships, and community wellness.

$500,000 of Emergency Relief Funds distributed during the COVID-19 pandemic

94% of SNAP recipients are food-secure a year after receiving our case management support

8,190 clients received mental health counseling, healthcare enrollment, food security assistance and legal services

1,247 mental health counseling sessions offered
Prevent
We prevent child abuse and gender-based violence, helping families develop tools for success.

2,646 family members receiving wrap-around support to ensure the safety of children

95% of parents feel that things are better for their family as a result of receiving AAFSC’s Preventive Services

4,147 clients assisted in overcoming conflict and abuse

1,862 survivors of domestic violence served
Get Ready
We prepare families to learn, work, and lead productive lives in their new communities.

2021 Impact

100% of students passed their citizenship interview and exam

3,517 adult and youth learners supported in acquiring new knowledge and skills

205% increase in Adult Readiness enrollment over the past year

540 caregivers & children enrolled in early childhood development support
Communicate
We amplify the voices of marginalized and under-resourced communities.

2021 Impact

65,000 community members engaged through outreach and public education initiatives

96% of families rated AAFSC helpful

5,750 individuals participated in voter and know-your-rights campaigns

400 individuals connected to a COVID-19 vaccine appointment
Starting all over again is a difficult task, but with constant encouragement and motivation from AAFSC’s team, I’m able to start from scratch. I’m picking up all the pieces and putting them together to make a new beginning for myself and my children. I’m thankful to AAFSC for being my shining armor and for the unconditional support and guidance that I have received. I’m positive that the days ahead will be brighter for me.

– Sadia Mira

CLIENT OF AAFSC’S WRAP-AROUND SERVICES

Ms. Mira first joined AAFSC in our Preventive Services program. Through our wrap-around service approach, Ms. Mira and her children have utilized our housing navigation services, safety planning, parenting classes, mental health counseling, and emergency financial assistance, enabling them to secure a fresh start.
In 2021, AAFSC launched our Research Institute to enhance knowledge about communities regularly rendered invisible. As a learning organization, we are committed to measuring our impact through both outputs and outcomes and utilizing culturally and linguistically appropriate evaluation practices to ensure we are generating tangible impact and responding to emerging community needs.

**RECENT PUBLICATIONS**

- Community Needs Assessment Report
- Literature Review: Examining the Impact of Domestic Violence on Caregivers and Children
- Caregiver–Child Bonding Circle Evaluation Report

To read the full suite of AAFSC Research Institute Publications, visit aafscny.org/our-impact
AAFSC is committed to leveraging funds to generate meaningful impact for our communities. Over the last several years, we have resolved to secure additional dollars and diversify our support to ensure the security and longevity of our essential services.
OUR BOARD OF DIRECTORS

Our Board of Directors is an essential part of the leadership team at AAFSC, providing mission-based leadership and strategic governance.

Rawaa Nancy Albilal
PRESIDENT AND CEO

Advisory Council Co-Chair, Mayor’s Office to End Domestic & Gender-Based Violence
Advisory Council Member, New York State Office of Victim Services (OVS)

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TWELVE LETTER FILMS

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Bobye List
NONPROFIT CONSULTANT
## OUR ADVISORY COUNCIL

Our Advisory Council is a group of professionals that provide philanthropic, partnership-building, and advisory support for our free programming.

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Ahmad Shaibani</td>
<td>NYC Emergency Management</td>
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<tr>
<td>Karim Babouder-Matta</td>
<td>Ford Foundation</td>
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<td>Kwame Fynn</td>
<td>Goldman Sachs</td>
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<td>Jenna Bhaloo</td>
<td>Pharmerit International</td>
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<td>Joseph Tadros</td>
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<td>Margaret Riordan</td>
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<td>Mona Hadidi</td>
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<td>Rachel Aicher</td>
<td>USAID</td>
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<tr>
<td>Kareema Whitfield</td>
<td>Professor of Social Work</td>
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<tr>
<td>Lauren Abunassar</td>
<td>New York University</td>
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<td>Faisal Hadi</td>
<td>JLL</td>
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## RESOURCE DEVELOPMENT COMMITTEE

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<th>Position</th>
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<tr>
<td>Roberta Baum</td>
<td>Chair</td>
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<td>Naseem Haffar</td>
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<td>Karen Tayeh</td>
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<td>Abigail Bedrick</td>
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<td>Mohamed El Beih</td>
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<td>Susan Restler</td>
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OUR PARTNERS

Alliance for Coney Island
APNA Community Center
Arab-American Association of New York
Asian American Federation
Brooklyn Public Library
Chayya CDC
Children of 1971
City’s First Readers
Coalition for Asian American Children and Families
New York City Department of Health and Mental Hygiene (DOHMH)
ICNA Relief
Make the Road
Mayor’s Office of Immigrant Affairs
Mayor’s Office to End Domestic and Gender Based Violence
Memorial Sloan Kettering
Muslim American Society
Muslim Community Network
New York City Health and Hospitals
New York Immigration Coalition
NYU Center for Asian American Studies
NYU Langone
Sakhi for South Asian Women
Sauti Yetu
United Neighborhood Houses
Violence Intervention Program
WomanKind
Women for Afghan Women
Yemeni American Merchants Association
OUR FUNDERS

AAFSC extends our sincere gratitude to all contributors. Without you, our work would not be possible.

1834 Project
All of Us Research Program
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Blackman Foundation
Brooklyn Borough President
Brooklyn Communities Collaborative
Brooklyn Community Foundation
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Child Welfare Fund
Department of Criminal Justice Services
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New York Community Trust
New York Women’s Foundation
No Kid Hungry
NYC Administration for Children’s Services
NYC Department of Cultural Affairs
NYC Department of Youth and Community Development
NYC Taskforce on Racial Inclusion and Equity
NYS Department of Health
NYS Office of Children and Family Services
NYS Office of Minority Health
NYS Office of Temporary and Disability Assistance
NYS Office of Victim Services
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Trinity Church Wall Street
UJA Federation of New York
Urban Institute
Van Ameringen
Venable Foundation
Violet Jabara Charitable Trust

Special thanks to our anonymous supporters and all individual donors whose gifts make a world of difference to the families AAFSC serves.
CONNECT WITH US

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At the Khalil Gibran International Academy
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NYC Family Justice Center, Bronx
198 East 161st St, Bronx, NY 10451 • 718–508–1222

NYC Family Justice Center, Brooklyn
350 Jay St, Brooklyn, NY 11201 • 718–250–5035

NYC Family Justice Center, Manhattan
80 Centre St, New York, NY 10013 • 212–602–2800

NYC Family Justice Center, Queens
126–02 82nd Ave, Kew Gardens, NY 11415 • 718–575–4500

NYC Family Justice Center, Staten Island
126 Stuyvesant Pl, Staten Island, NY 10301 • 718–697–4300
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