

20 20

Annual Report

ICGC SOCIAL SERVICES



ORG. PROFILE

Vision | Mission | Values | Focus Areas | Goals

CLIENT PROFILE

Diversity | Enrollments

PROGRAMS

Numbers | Partnerships | Grants | Feedback

WHAT'S NEXT

Problems | Road Blocks | Solutions

Organizational Profile

VISION | MISSION | VALUES



VISION

Improve the economic and social well-being of our region.

MISSION

Empower families towards financial independence, health, & wellness through supportive services, educational programs & strong partnerships.

VALUES

Empathy, Accountability, Creativity, Excellence, and Growth.



Organizational Profile

FOCUS AREAS | GOALS



FOCUS AREAS

Essential Needs

Employment

Education

Health & Wellness

GOALS

Branding

Partnerships

Grants

Programs

Strategic Planning

"Our strategy is to focus on immigrant integration through income, education, health & wellness."

Client Profile

DIVERSITY | ENROLLMENTS



Racial Diversity

Middle Eastern - 53%

African - 20%

White - 14%

African American - 9%

Asian/Other - 4%



Gender Diversity

Female - 62%

Male - 38%

Location

Butler County - 45%

Hamilton County - 45%

Warren County - 5%

Other - 5%



PROGRAM ENROLLMENT - 62%

SUCCESS@HOME - 27%

SUCCESS@WORK - 35%

**OUR GOAL FOR THESE
2 PROGRAMS IS TO INCREASE
ENROLLMENTS TO 80%
BY END OF 2022.**

2020

Program Overview

NOS. | PARTNERS | GRANTS | FEEDBACK



As the Novel Corona Virus rampaged the world and our nation,
the impact was felt close to home as well.
Many families lost their incomes due to job losses or health issues.
The need for essential services rose exponentially.

Food Pantry

We distributed 90,000 pounds of food to approx. 3000 people.
We also distributed 825 bags of hygiene items.
Of the families served, 1/2 were children/seniors.

Bills Assistance

We supported 265 households through rent & utility assistance of
over \$150,000, out of which 40% were single-income households.



20 20

Program Overview

NUMBERS | PARTNERSHIPS | GRANTS



350 service deliveries including referrals:

Govt. Benefit signups - 51%,

Clothing & HH items - 36%,

Medical - 34%,

Legal - 13%,

Housing - 9%,

Transportation & Childcare - 5%.



Transitioned from in-person learning to virtual learning

Tested many tools and resources to find the right fit.

20 students enrolled and studied online

2 students received their citizenship



60 clients provided 250 employment services

50+ resumes created

40 direct jobs placements

60% women and 25% single mothers

20 clients provided financial coaching

SUCCESS@HOME

Food, Hygiene, HH items,
Rent /Utility, Medical/Legal and
other referrals.

SUCCESS@LEARNING

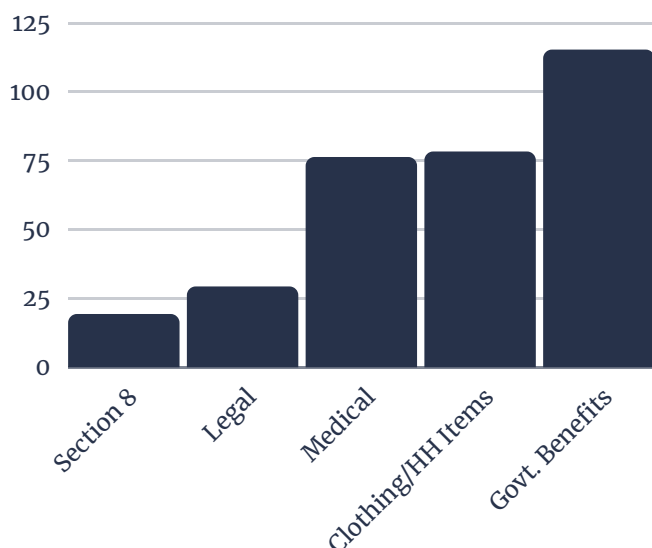
Adult ESL, Life Skills,
Civics & Citizenship.

SUCCESS@WORK

Resume, Job search &
Application, Interview,
Pre & Post Placement Support.

Success@Home

STABILITY | SAFETY | SUPPORT

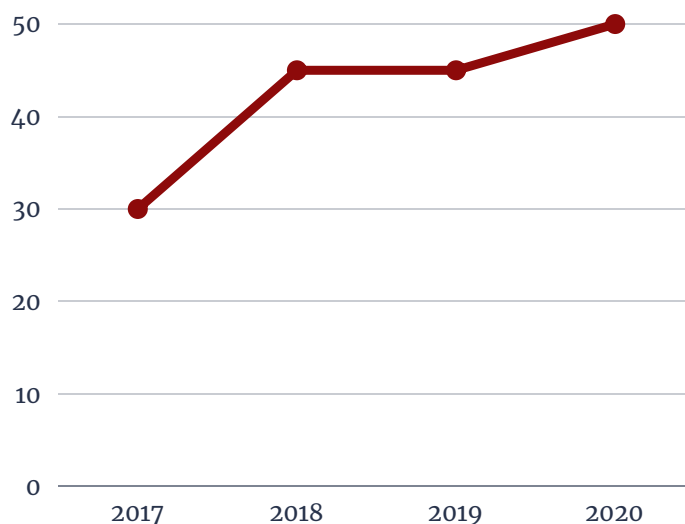


NO. OF FAMILIES SERVED

The number of families served since 2017 has grown by 67%.

WHAT 2020 MEANS FOR 2021!

The most serviced areas were medical referrals, clothing/HH items, and Govt. benefits sign up indicating the need for free or affordable healthcare services, space for storage of clothing & HH items, and support for public programs such as SNAP & TANF while continuing to provide rent & utility assistance.

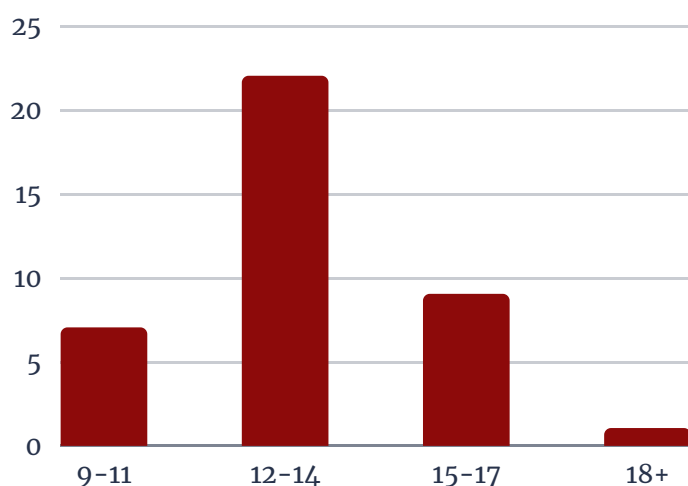


25%

A quarter of the families we serve are considered large families i.e. with 6 or more members and in most cases tend to be single income households.

Success@Work

EMPLOYMENT | SELF - SUFFICIENCY

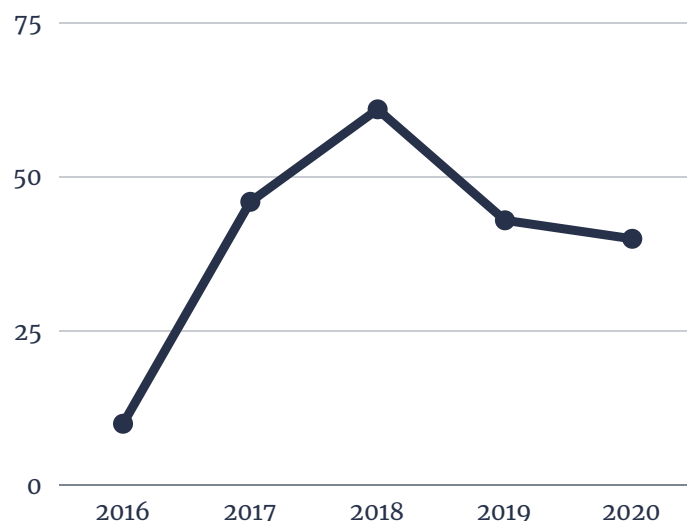


FOR THE YEAR OF 2020

We provided employment support services to 60 unduplicated clients of which 40 were placed directly in jobs through our program. The bar chart on the left shows the wage rate/hr. for all our placements indicating that most jobs were in the \$12 to \$14 / hr. range, with the average wage being \$13.56/hr.

JOB PLACEMENTS SINCE 2016

We have done 200 job placements in the last 5 years. Despite COVID in 2020 we managed to continue with our direct placements at approx. the same rate.



60%

Women

\$13.56

Avg. wage/hr.

25%

Single Moms

Success@Learning

ESL | LIFE SKILLS | CITIZENSHIP



FOR THE YEAR OF 2020

We began the year with the plan of additional focus on written ESL, formalized testing, and technology when COVID-19 hit.

The pandemic forced us to switch gears from enhancing program content to focusing on content delivery i.e. moving from what to how.

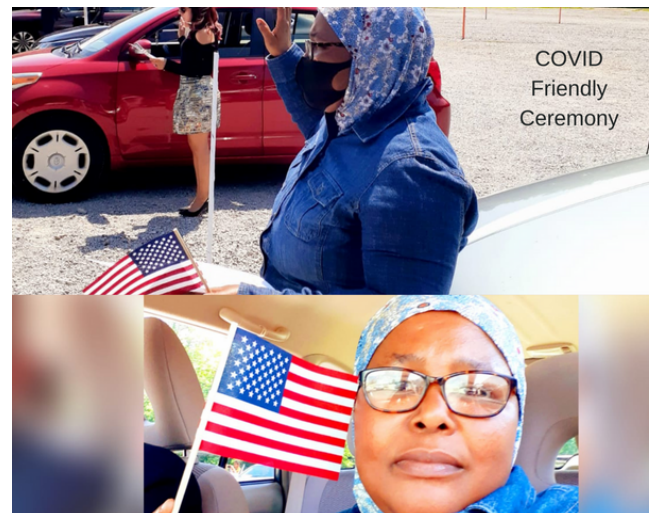
Our sole focus in 2020 was to understand the needs of our students while shifting learning from in-person to online and tackling the issues of the "Digital Divide."

We tried many digital learning platforms and settled on using a combination of Zoom, Google Meet, Jamboard and Youtube.

OUTCOME

20 students continued to benefit from language, literacy & citizenship classes with a lot of technical support.

2 of our students passed their citizenship tests Alhamdulillah!



NEW

Virtual Learning

YOU TUBE

Digital
Content

2

Citizenships

Success@Life

HEALTH & WELLBEING | SOCIAL
CONNECTIONS | IPV SUPPORT



FOR THE YEAR OF 2020

Our Women's Wellness program paused due to COVID for the most part of 2020, however, we managed to shift these in-person sessions to online later in the year by offering a 6-week "wellness through nutrition" course via OSU extensions.

INTIMATE PARTNER VIOLENCE

We supported 10 IPV clients in 2020. Due to COVID-19, there was a nationwide increase in domestic violence cases.

Unfortunately, we saw a rise in such cases as well.



NEW
Virtual Connection

10
IPV Clients

Partnerships

PROJECT LIFT | LEM PRODUCTS | MEIJER |
CARS4JANNAH | CELLED

PROJECT LIFT

We became a sponsor agency of Project Lift in March.

Project lift is an initiative of the Child Poverty Collaborative in conjunction with OHJFS & United Way of Greater Cincinnati. It aims to lift families out of poverty through a unique community-funded model.

LEM PRODUCTS

Our partnership with LEM products resulted in 10 placements.

MEIJER

Meijer Grocery Store awarded our pantry a gift card worth \$250/- to purchase additional hygiene items.

CARS4JANNAH

Our partnership with Cars4Jannah began in the last quarter of 2020.

It is meant to facilitate car donations through the community to help with the transportation needs of low-income families in the region.

CELL-ED

CELL-ED is a unique cell phone-based learning app. that allows adult learners to learn English, Maths, and Citizenship through their cell phones from anywhere at any time. We joined their Million Learner Challenge to promote the free platform until the end of 2020.

"We believe in strong strategic partnerships that align with our mission, values and goals."

Grants

PROJECT LIFT | EFSP | GCF | SHARED HARVEST



**WE ARE NOW A
PROJECTLIFT
SPONSOR
AGENCY!**

EFSP

EMERGENCY
FOOD & SHELTER
PROGRAM

COVID-19
REGIONAL RESPONSE FUND

#StrongerTogether

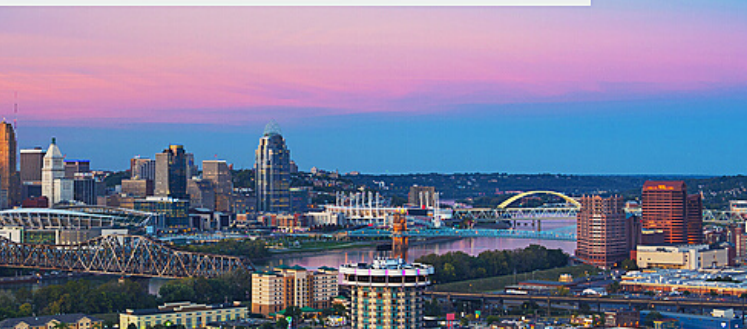
GRANT FUNDING

We received a total of \$85,401
in grants in 2020.

As of Dec 31st, 2020
58% of that amount
has been distributed directly
to families to pay for rent,
utilities, car expenses, and
other misc. needs

One of the grants was
used to purchase
a freezer for the pantry.

*These grants increased
our capacity by 25%
allowing us to serve
more families in
Butler & Hamilton counties.*



Feedback

CLIENT SATISFACTION SURVEY



SURVEY - 2020

Survey participants utilized our services in 2020 as follows:

- 80% - Food Pantry
- 47% - Rent & Utility
- 42% - Employment
- 28% - Clothing & HH items
- 20% - ESL & Citizenship.

IMPROVEMENTS - 2021

The feedback received in terms of possible new programs and services in the future included requests for more educational offerings and social connection opportunities esp. for women and their children.



ICGC SOCIAL SERVICES
UPLIFTING LIVES!

What's Next?

ASPIRATION | FOCUS



STRATEGIC ASPIRATION

"To reduce
generational & transitional poverty
and
promote health & wellness
in the region."

STRATEGIC FOCUS

Employment & Career Development
Adult Education & Citizenship
Youth Education & Development
Health & Wellness
Immigration



ICGC SOCIAL SERVICES
UPLIFTING LIVES!

Problems

FOOD | HOUSING | INCOME INEQUALITY | EDUCATION

FOOD INSECURITY

Before the pandemic about 10.5% of US households were food insecure.

Due to the pandemic, however, this number is estimated to have doubled to 23% per a study by Northwestern University.

LOW WAGES

42% of Americans make less than \$15/hr.

This means struggling to meet their basic needs of food, clothing, and shelter.

HOUSING COST BURDENS

Ideally, a household should spend less than 30% of its income on rent, however:

Cost Burdened

More than 50% of Americans spend over 30% of their income on rent.

Severely Cost Burdened

Additionally 25% of Americans are severely cost-burdened when it comes to renting.

This means they are paying more than 50% of their income on rent.

These are pre-pandemic nos. The coronavirus pandemic has significantly increased these numbers in the last 1 year.

EDUCATION

According to the National Center for Educational Statistics (NCES), 21% of adults in the United States (about 43 million) fall into the illiterate/functionally illiterate category.

Illiterate adults experience less financial security, poorer health outcomes, and lower life expectancies compared to the overall population.

Similarly, children of low-income households face numerous challenges which were exacerbated by the COVID-19 crises.

Potential Roadblocks

EXTERNAL CHALLENGES | INTERNAL BARRIERS

DAILY NEWS

CORONAVIRUS PANDEMIC!

PANDEMIC

Our biggest roadblock in 2021, would be the continued widespread of COVID-19.

Social Services are primarily built on the assumption that we are able to reach and connect with those who require our services.

Without this reach & connection, the impact of service delivery stays limited.

ECONOMY

If the negative economic impact of the pandemic is not curtailed by the government at some point, non-profits will be challenged severely due to higher demand and limited capacity.

Most of the funding received through grants tends to go towards direct client services and not capacity building.

IMMIGRATION

While the number of refugees allowed to enter the US was severely limited in the last 4 years, a sudden increase in the influx of families going forward could potentially be a challenge due to limited capacity.

On the other hand families already in the US, facing legal challenges need affordable and culturally appropriate representation.

← Stagnation
Growth →

REFUGEE
CRISIS

Solution

IMMIGRANT INTEGRATION



UPLIFTING LIVES THROUGH IMMIGRANT INTEGRATION

Our priorities for 2021 & beyond are as follows:

1) Economic Mobility

Move families above 200% poverty level through employment and education.

Remove immigration status barriers.

2) Social Inclusion

Provide access to health & wellness programs and services.

Create opportunities for social connections

Continue to expand on service delivery through education, life skills & citizenship

Immigrants are more likely to live in poverty, suffer from poor health, and have lower levels of education than native-born Americans.

Immigrant integration is the process of economic mobility and social inclusion for newcomers and their children. Successful integration builds communities that are stronger economically and more inclusive socially and culturally.

Uplifting Lives

DESPITE THESE CHALLENGES,
WE WILL CONTINUE TO MOVE FORWARD, INSHALLAH!

