



2023  
**ANNUAL  
REPORT**



Prepared by:  
**ICGC Social Services**

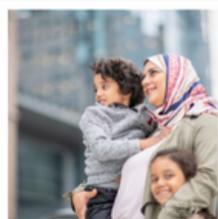
# ABOUT US

We are a Social Services agency, located in West Chester, OH. We serve individuals and families primarily in Butler, Warren & Hamilton Counties, regardless of race, religion, ethnicity, or gender. Some of our programs have commitment requirements.



*Uplifting Lives*

## EMERGENCY SUPPORT FOR ESSENTIAL NEEDS



## VISION BOARD 2024

**SELF-SUFFICIENCY  
(FINANCIAL LITERACY)**



**FINANCIAL STABILITY  
(HIGHER INCOME)**



**FINANCIAL SECURITY  
(HIGHER EDUCATION)**



# OUR VISION

A financially strong and socially connected region, where all families have the opportunity to uplift their lives and thrive.

## OUR MISSION

Empower families to move from self-sufficiency to financial stability, through supportive programs, services and meaningful partnerships.

### 01.

Holistic approach, implemented through ongoing, direct services.

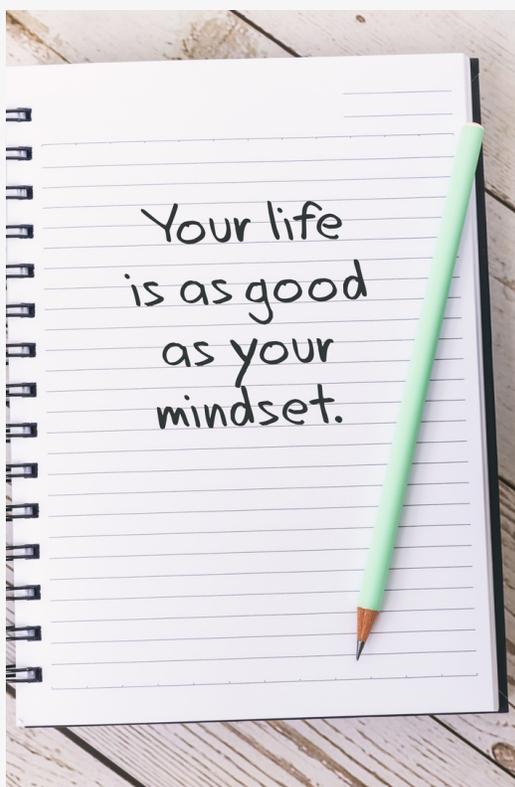
### 02.

Deep dive approach to connect, coach, and create pathways to self-sufficiency/financial stability.

### 03.

Build partnerships that align with our vision and mission.

# OUR VALUES



## **Empathy**

Listen to participant's stories & connect with them. Identify & appreciate the strengths they possess. Understand the challenges they face.

## **Collaboration**

Ensure participants understand the dynamics of our relationship. We exist to provide guidance & support while they commit to action. Success can only be achieved if we work as a team. Goals must be client centered & family driven.

## **Creativity**

Whether the barriers faced are macro level or household level, creative solutions must be identified as part of the action plan and implemented to overcome barriers.

## **Excellence**

While we believe in the Divine Decree of God, we also understand the importance of hard work & striving for excellence in all our efforts.

## **Growth**

Having a growth mind set means believing that a person's abilities can be improved through effort, learning, and persistence. It is about the attitude with which a person faces challenges, how they process failures, and how they adapt and evolve as a result.

# OUR GOALS



- Transition individuals and families towards safety, self-sufficiency, stability, and growth.
- Facilitate access to essential needs, benefits, better jobs, higher education, and life skills.
- Empower individuals and families to face their challenges and work towards removing barriers.
- Foster a sense of agency, so families can identify goals, create a plan, and work towards self-sufficiency.
- Inspire those we serve to recognize their full potential while mobilizing them toward overall well-being.



# OUR TEAM

Our team consists of individuals with different educational backgrounds and work experiences which helps us in delivering services in a diverse manner.



**Samira Jaweed**  
Social Services  
Manager



**Leanna Allouch**  
Employment &  
Career Coach



**Lujain Jamous**  
Employment &  
Career Coach



**Jackie Othman**  
Food Pantry  
Coordinator II

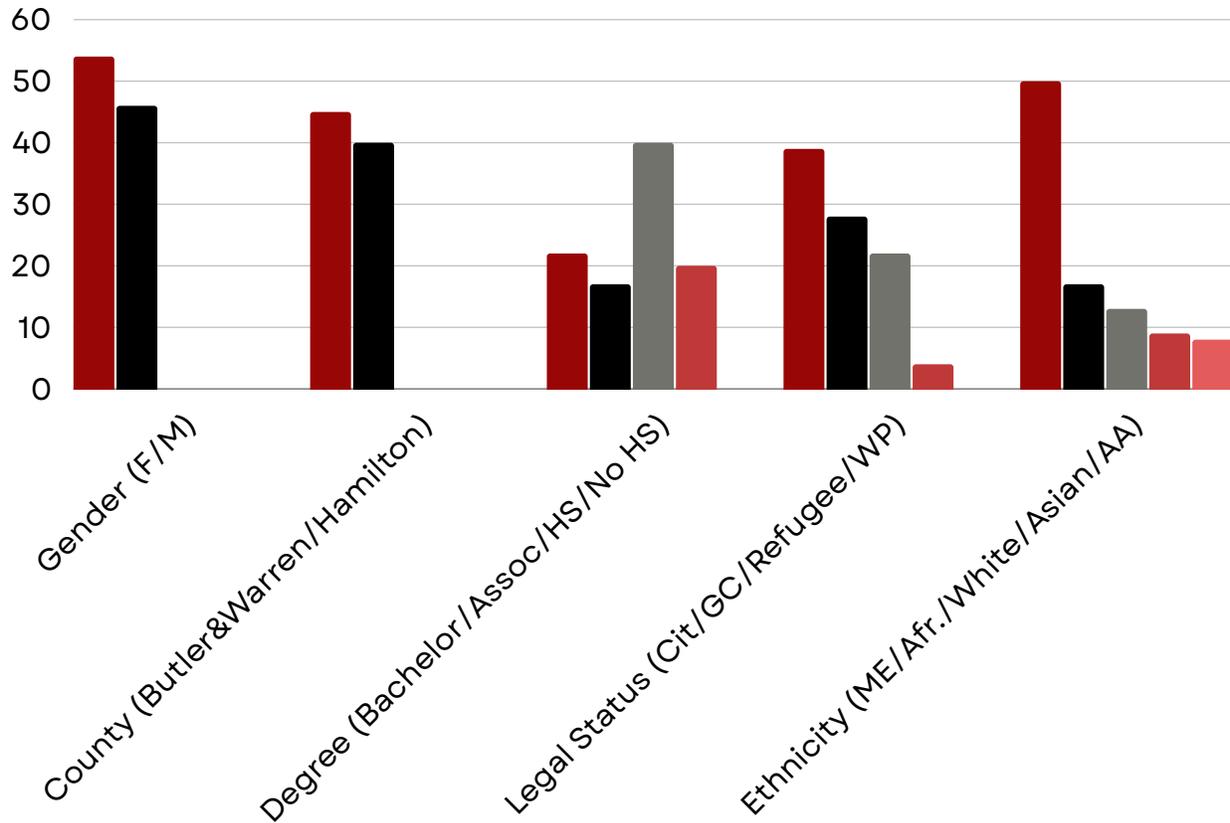


**Menna Ishak**  
Food Pantry  
Coordinator I



**Taylor Kraft**  
Pantry Helper

# DEMOGRAPHICS REVIEW



54% of individuals served were female.



40% of our clients have a high school degree followed by 22% Bachelors, 17% Associates & 20% at less than high school.



50% of our clients are from the Middle East with 22% of them refugees.

# ESSENTIAL SERVICES

## Food & Hygiene

The pantry served over 6000 people, through 54,000 meals. Half of those served were children. Over 1400 households received pantry services, from 62 zip codes and 9 counties.

## Bills Assistance

Rent and utility assistance was provided to more than 200 applicants amounting to over \$250,000/-

## Ramadan & Eid Assistance

Ramadan assistance is for the most vulnerable families that need a little extra support once a year in addition to the ongoing services. Typically we use Ramadan to provide this support. In 2023 we served just over a 100 families (400 people) with food vouchers and about 200 kids with Eid gift cards.

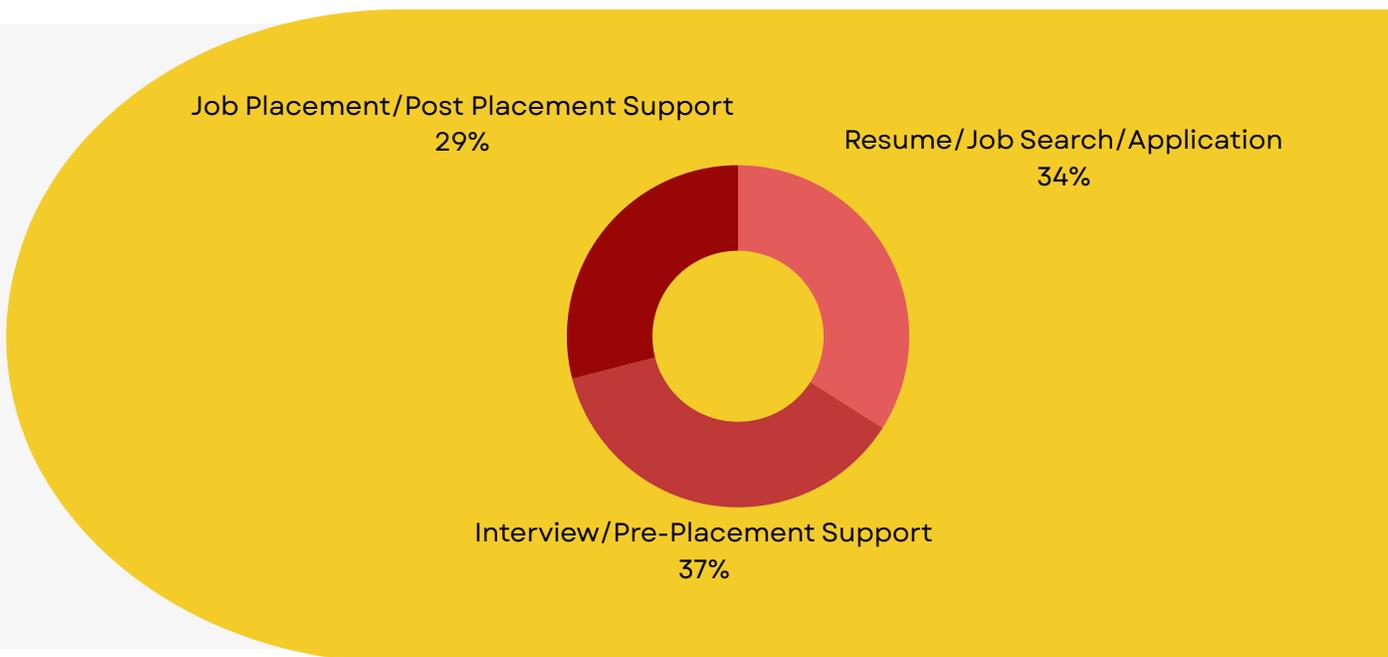
## Support & Referral Services

Over 200 services were delivered related to support services and referrals. 83% of clients were provided direct services while only 17% were referred to other organizations for services we do not provide.

- **Support Services** include assisting with govt. benefits signup, paperwork interpretation and clothing, household items and furniture acquisition through material donations.
- **Referrals** are mostly made in the areas of medical and legal services esp. for immigration support.

# EMPLOYMENT SERVICES

Over 1000 service deliveries were provided in assisting folks looking for jobs with 30 direct job placements. Of those served, 50% were single-income households while 56% were women.



This diagram represents 3 phases of employment support services.

**1) Resume/Job Search/Application** - Program participants meet with their employment coach to discuss skills, education, experience, interests, barriers and needs. Coaches then begin looking for employment opportunities.

**2) Interview/Preplacement Support** - Once an opportunity is identified, the participant and coach work together through interview(s), salary negotiations, background checks, etc.

**3) Job Placement/Post Placement Support** - This is as crucial a step as the above 2 if not more to ensure there are no misunderstanding due to language and cultural barriers after a job offer is accepted. This steps facilitates a smooth transition beyond orientation and onboarding, that can last for a year.

# EDUCATION SERVICES

## **ESL & Citizenship**

The adult education program delivered ESL and Citizenship related classes through various channels in 2023 whether it was on campus at ICGC on Sundays or online tutoring (one-on-one, family, and small group) or via WhatsApp through study groups and video conferencing (Ex. includes a Pilot program with new Afghan families using WhatsApp.) We also worked with the public library and other mosques to provide English instruction to those who could not travel to West Chester or access classes online.

## **Digital Literacy**

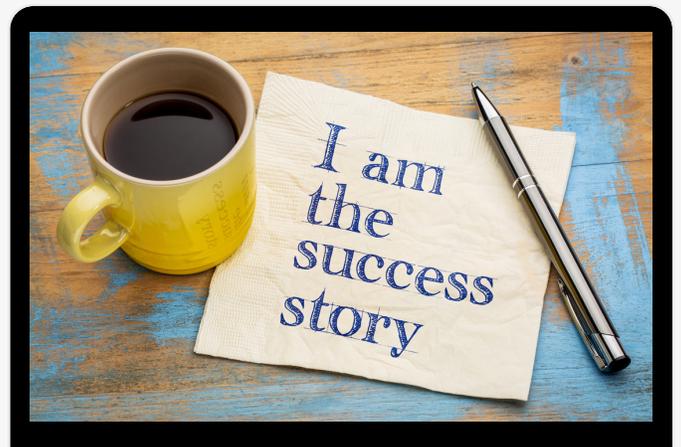
- Participated in EdTech maker space & curated a “Foundations of digital literacy” curriculum with emphasis on mobile learning.
- Created videos about learning English and Citizenship
- Created videos in Arabic on how to use tech to learn English
- Explored use of licenses for an expansive online learning service (Burlington English). This allowed flexibility for advanced learners, stay at home moms, new refugees, etc.

# SUCCESS STORIES

A young single mother after going through our financial & life coaching program was able to not only get a raise at her work but also continue her education while working and supporting her family.

A mother with 4 kids was involved in a domestic violence situation and needed support to get out of an abusive relationship. We initially helped her get a job so she did not have to rely for financial support on her husband. Next we helped her relocate to her own apartment for safety. Currently she is pursuing higher education so she can obtain a higher income job in the future and not have to rely on external support.

A mother who attended classes but then had to stay home after her baby had “lost progress” but learned tech to continue studying virtually. She regained that progress and advanced enough to pass her citizenship test. She even shared her tips and videos with other women about how to use online learning.



# PARTNERSHIPS & GRANTS

## **Meijer Campaign**

Our pantry received over \$8,000/- through the Simply Give Campaign last year.

## **Cars4Jannah**

Brought in just over \$1000 in donations.

## **Project Lift**

We received \$50,000 to serve families enrolled in Project Lift via United Way of Greater Cincinnati last year from which we supported 10 families with 32 service deliveries amounting to \$35,000/- towards education, basic needs barrier removals and employment.



## **Shared Harvest Foodbank**

We continued to benefit from our Shared Harvest partnership not only through discounted purchases and donations, but also through networking as well as professional development opportunities for pantry staff.

# NEXT STEPS



- First and foremost we would like to thank everyone who has supported our work through out the years.
- For 2024/2025 we will be focusing on
  - Family driven goals
  - Family centered coaching
  - Financial literacy
  - Employment support
  - Education support for young adults
- We also plan on improving our internal systems i.e. policies & procedures, data management, reporting, staff development and capacity building.
- The goal would be report impact in terms of:
  - Families lifted out of poverty
  - Household income increases by %
  - Individuals acquiring higher education

# CONNECT WITH US



**EMAIL**

socialservices@icgc.us



**WEBSITE**

<https://icgc.us/social-services-home/>



**PHONE**

513-400-9490

