
ANNUAL REPORT

2020



**Arab-American Family
Support Center**





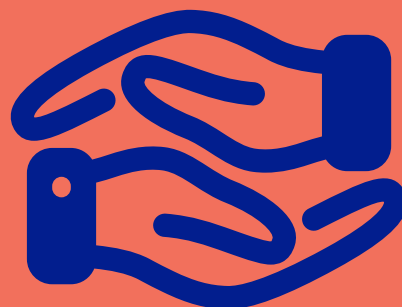
WHO WE ARE

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 26 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 **27 languages** and counting – including Arabic, Bangla, French, Hindi, Nepali, Spanish, and Urdu – enabling us to serve populations that mainstream providers struggle to reach.

OUR MISSION

Our mission is to empower immigrants and refugees with the tools they need to successfully acclimate to the world around them and become active participants in their communities.





A LETTER FROM OUR LEADERSHIP

Dear Friends,

For immigrants and refugees across New York and beyond, 2020 was **a tumultuous year**. In the face of rising xenophobia, racism, and a global pandemic that disproportionately impacts immigrant communities, the Arab-American Family Support Center (AAFSC) strengthened our resolve. Your support was key to making our work possible through these hardships. For that, we owe you a debt of gratitude.

Thanks to you – **our generous donors, volunteers, partners, and allies** – AAFSC offers community-centered, culturally, and linguistically competent services. This year, our staff doubled in size and we proudly opened the doors to a new office in the Bronx, extending our reach and impact further across New York City. We introduced multiple new initiatives, while continuing to deliver our signature programs to more than 9,000 individuals. Notably, through AAFSC's COVID-19 Emergency Relief Fund, **we distributed over \$300,000 in immediate financial assistance** to 500 families.

Although we keep breaking barriers, **AAFSC's work is far from over**. As we enter 2021, we are turning community identified needs into action. In the coming year, AAFSC will center gender equity, racial justice, immigrant rights, and restorative 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 in this critical moment. **Our strength is in our optimism and diversity, and together, we will create a future that is safe, equitable and healthy for all.**

Sincerely,

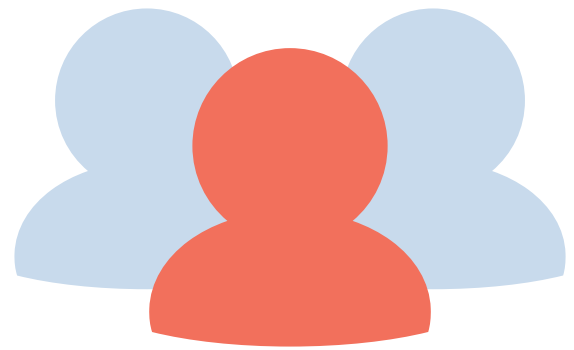
Rawaa Nancy Albilal
PRESIDENT AND CEO

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 we 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.

OUR PRIORITY AREAS

All of our priority areas – **Prevent, Get Ready, Promote, and Communicate** – are interlinked. We approach each interaction with safety, trust, collaboration, and mutual respect.





OUR LOCATIONS

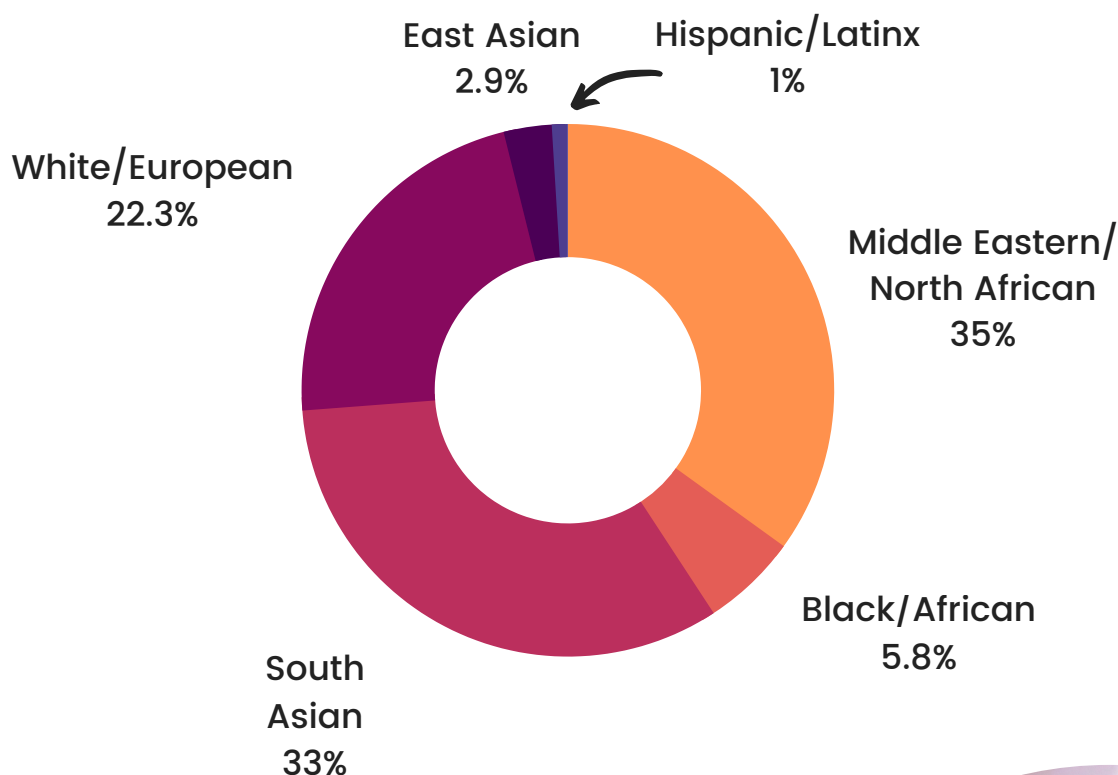
AAFSC offers services out of 12 physical locations and provides in-home case management to families in every neighborhood of New York City. First established in Brooklyn, AAFSC opened three additional offices since 2013 in Queens and the Bronx. Since 2017, we have offered services at NYC Family Justice 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.





STAFF DIVERSITY

AAFSC's staff are **culturally and linguistically competent**, meaning we represent the communities we serve. 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, collaboration, mutual respect, and an appreciation for cultural, historical, and gender differences.



27 languages spoken across the agency.

42% identify as an immigrant/refugee/asylee.

58% identify as the child of an immigrant/refugee/asylee.

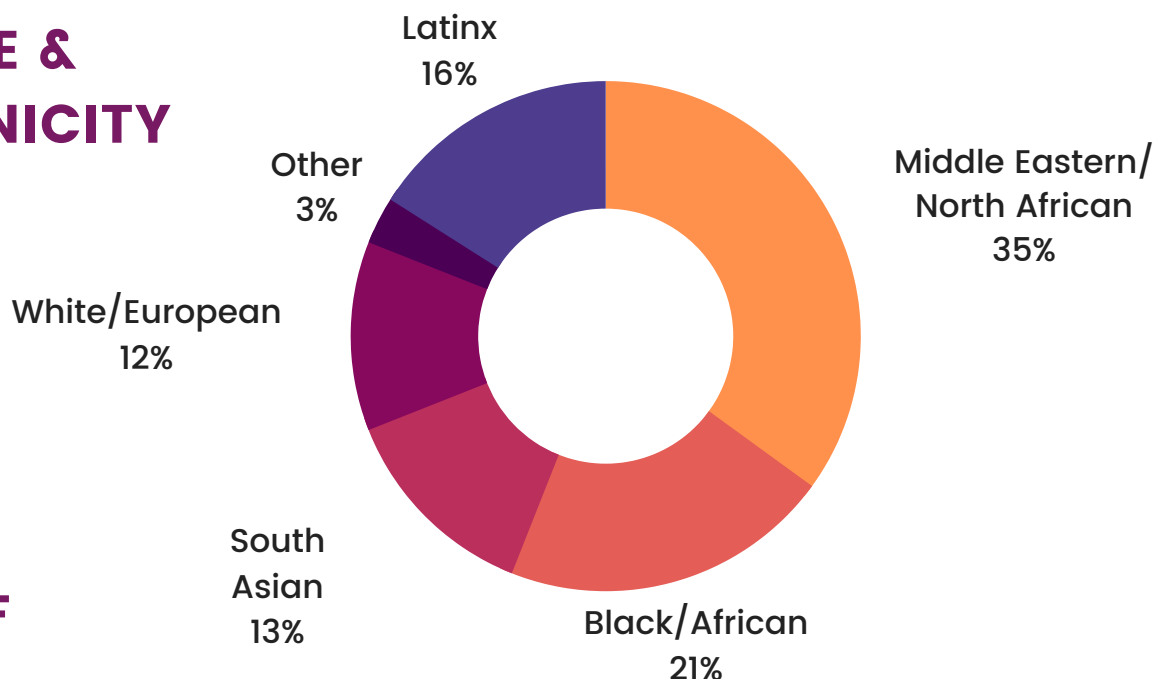




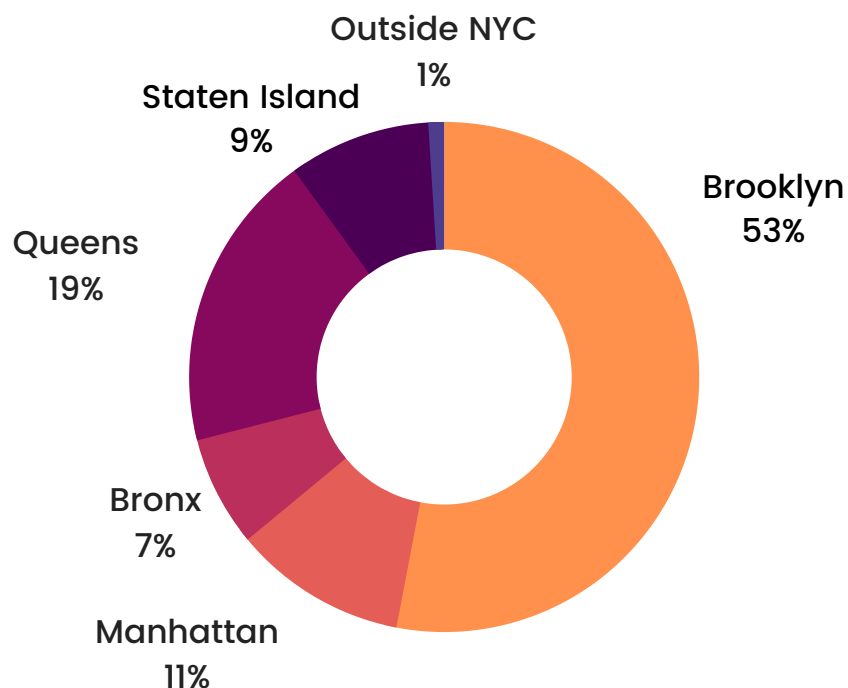
CLIENT DIVERSITY

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 148 countries of origin.

RACE & ETHNICITY



BOROUGH OF RESIDENCE





OUR IMPACT: PROMOTE

Through our Promote Priority Area, AAFSC promotes mental and physical wellbeing, healthy relationships, and all forms of community wellness, using our culturally and linguistically competent, trauma-informed model.

5,251 clients served

357%
increase

in demand for SNAP
(Supplemental Nutrition
Assistance Program)
enrollment services.

835
counseling
sessions

conducted by our
mental health
specialists.

\$300,000
distributed
in emergency relief
funding during the
COVID-19 pandemic.

2,033
enrolled
in health insurance.



OUR IMPACT: PREVENT

Through our Prevent Priority Area, AAFSC works with families to prevent domestic and gender-based violence and child abuse. We keep children out of foster care, building on the strengths already present within homes and communities and help families develop new tools for success through two evidence-based models.

Solution-Based Casework (SBC) is a family-centered approach to child welfare and Functional Family Therapy (FFT) focuses on behavior concerns and treatment for adolescents.

2,879 clients served

6,600 visits

made to families to provide counseling and ensure the safety of children.

1,579

beneficiaries
across 433 families
received preventive
services.

1,400 clients,

1/3 of whom are
considered high-risk,
received anti-violence
services.

**98% of
clients**

felt they were better
equipped to attain
safety as a result of
our services.

*Data reflects January 2020–December 2020



OUR IMPACT: GET READY

Through our Get Ready Priority Area, AAFSC prepares immigrant and refugee families to learn, work, succeed, volunteer, give back, and lead productive lives using our culturally and linguistically competent, trauma-informed model.

590 clients served

180

young students
benefited from
academic and
leadership development.

100% of
adult students
passed their
Citizenship Exam.

100% of
young students
agreed that AAFSC
helped them through
the transition to online
learning.

453 adults
participated in
AAFSC's classes to
improve their English
literacy.

*Data reflects January 2020–December 2020



OUR IMPACT: COMMUNICATE

Through our Communicate Priority Area, we work to amplify the voices of marginalized and under-resourced communities. We also aim to create a space to uplift those who are excluded from conversations about their rights. AAFSC advocates for socially-just policies, most recently playing an integral role protecting undocumented immigrants in the COVID-19 vaccine distribution program.

**Over 70,000
individuals**

reached through
outreach and
education initiatives.

**Over 1,000
individuals**

accessed our multi-
language COVID-19
Resource Guides.

**96% of
families**

said that AAFSC helped
them remain healthy
and safe during the
COVID-19 crisis.

**5,014
individuals**

completed their 2020
Census form with
AAFSC's support.



SUCCESS STORY

"I came to the United States seven years ago. I didn't speak or understand English. I couldn't go to any place by myself. I felt like a baby because I had to take someone with me. I couldn't answer the phone. I couldn't speak with my son's teacher.

After I found out about AAFSC and began taking English classes at the Center, I became happy. Now, I can do anything by myself. I am very thankful for AAFSC because they helped me speak, read, write and understand English, and helped me pass my Citizenship Exam. I can get a good job. I can speak with my doctor. I can vote. I can live in freedom as a new American!"

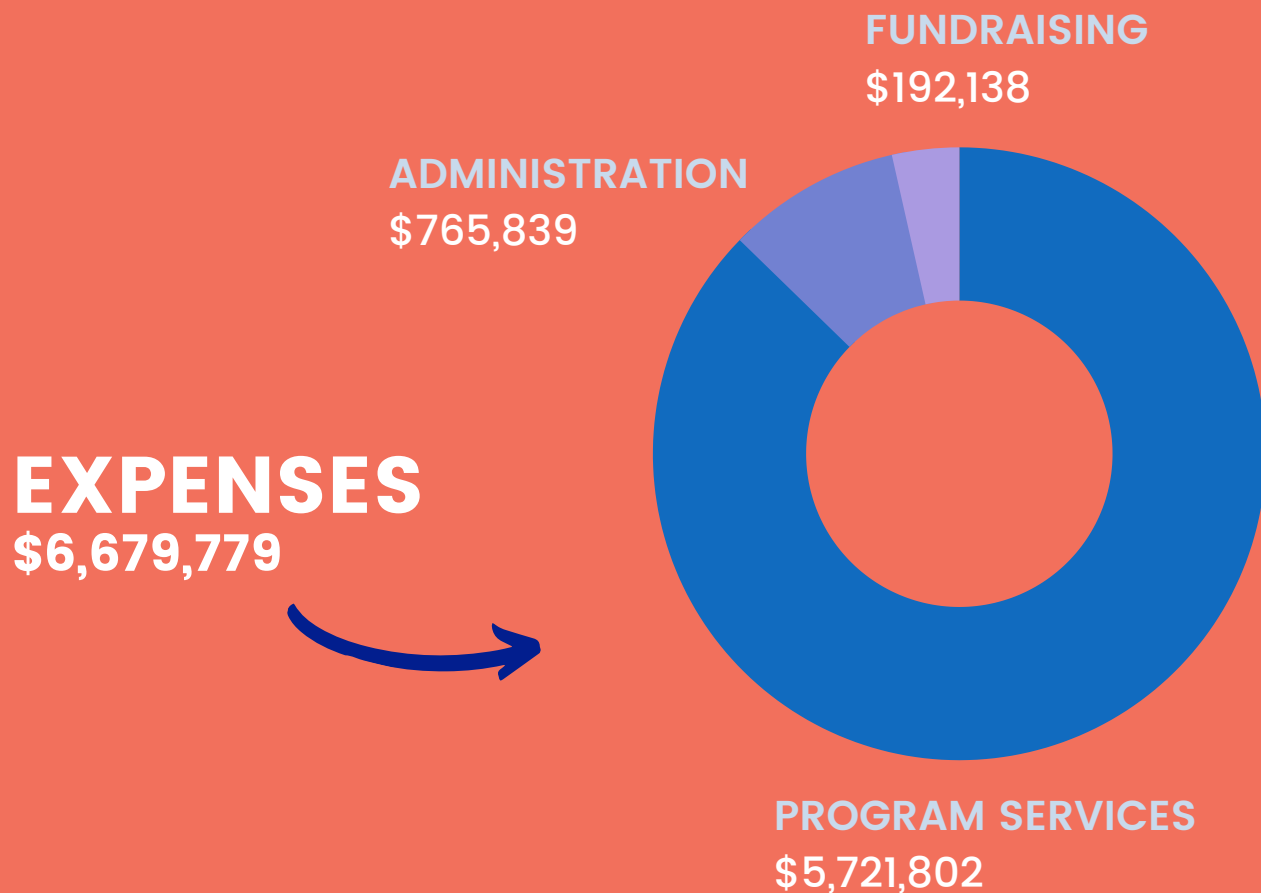
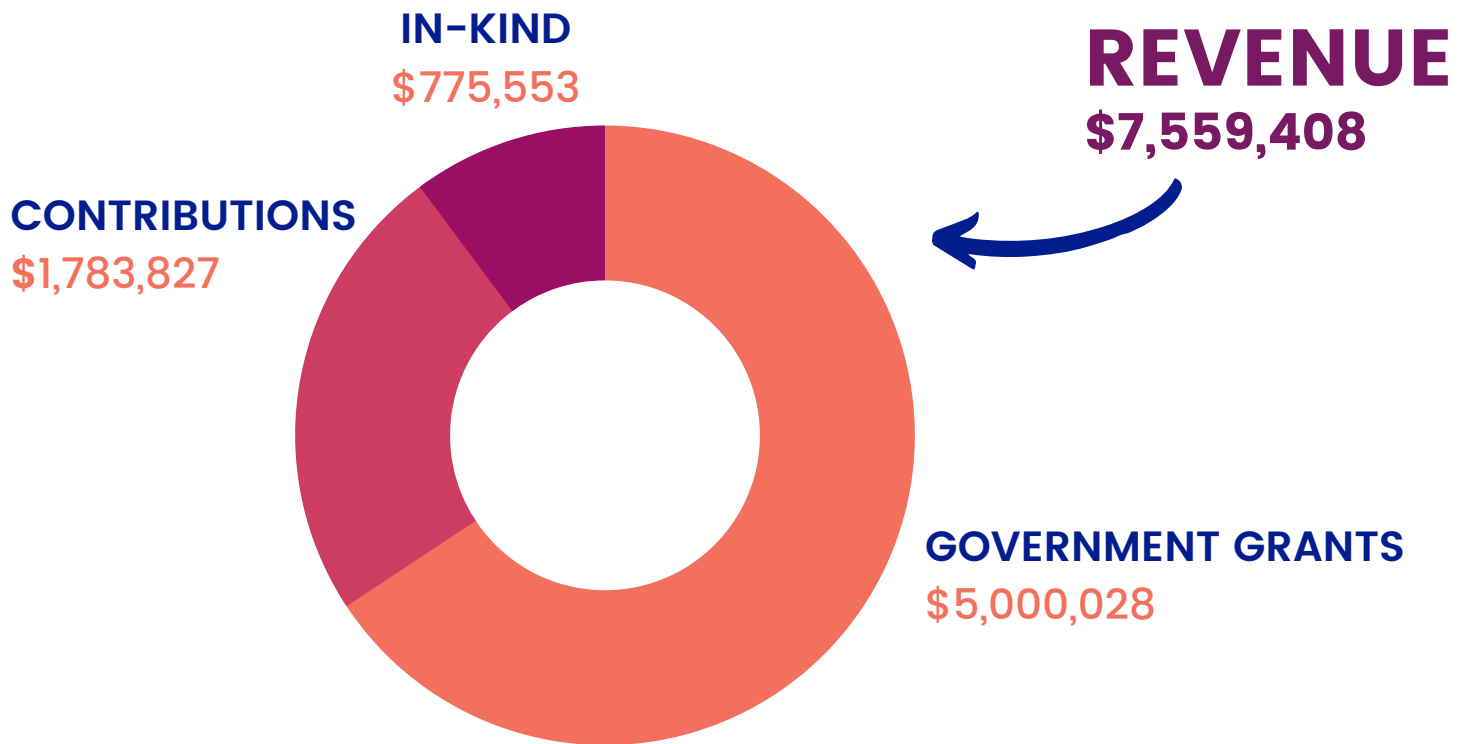
- Sabah Mohamed

Readiness Program Participant





OUR FINANCIALS



*Data reflects FY20: July 1, 2019 – June 30, 2020



OUR LEADERSHIP TEAM



Rawaa Nancy Albilal
PRESIDENT AND CEO

Hannah McIntire
CHIEF OPERATING OFFICER

Arij Abdul-Halim
SENIOR PROGRAM DIRECTOR OF
FUNCTIONAL FAMILY THERAPY

Danny Salim
SENIOR DIRECTOR OF SOLUTION
BASED CASEWORK, BROOKLYN

Hizam Wahib
SENIOR DIRECTOR OF LEGAL
SERVICES & EXPANSION STRATEGY

Kerry Sesil
SENIOR DIRECTOR OF
RESOURCE DEVELOPMENT

Stefanie Tocco Pilkington
SENIOR ADMINISTRATIVE DIRECTOR
OF PREVENTIVE SERVICES

Gigi Ady
DIRECTOR OF COMMUNITY
HEALTH & WELL-BEING

Hafeesah Wellington
DIRECTOR OF SOLUTION
BASED CASEWORK, QUEENS

Karen Delgado
DIRECTOR OF SOLUTION
BASED CASEWORK, BRONX

Karin Stepanyan
DIRECTOR OF SOLUTION
BASED CASEWORK, QUEENS

Nidal Alloubane
DIRECTOR OF READINESS
INITIATIVES & COMMUNITY
OUTREACH

Rachel Cerbone
ASSOCIATE DIRECTOR,
ANTI-VIOLENCE PROGRAM



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.

Naseem Haffar

BOARD CHAIR

PRIVATE INVESTOR

Matthew Brogan

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POETRY SOCIETY OF AMERICA

Jeanine Shama

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Rita Gail Johnson

CONSULTANT

Roberta Baum

EDUCATOR

Shahla Naimi

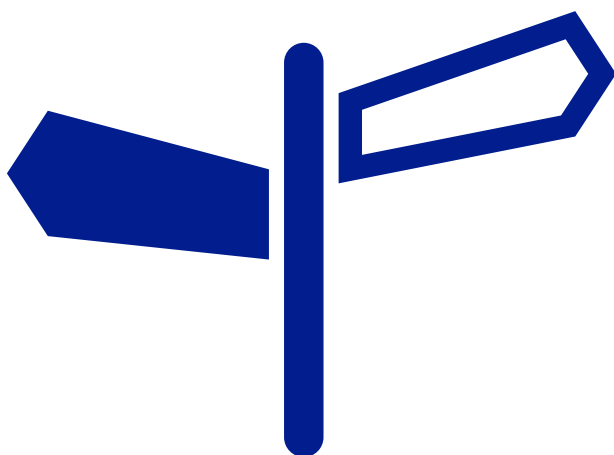
GOOGLE

Susan Peters

TWELVE LETTER FILMS

Tony Kutayli

THE OLAYAN GROUP





OUR ADVISORY COUNCIL

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

Ahmad Shaibani

NYC TAXI AND LIMOUSINE
COMMISSION

**Karim Babouder-
Matta**

FORD FOUNDATION

Kwame Fynn

GOLDMAN SACHS

Jenna Bhaloo

PHARMERIT
INTERNATIONAL

Joseph Tadros

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Margaret Riordan

CHANGING OUR WORLD

Meryl Makielski

RDJ REFUGEE SHELTER

Mona Hadidi

CLOUDFLARE

Rachel Aicher

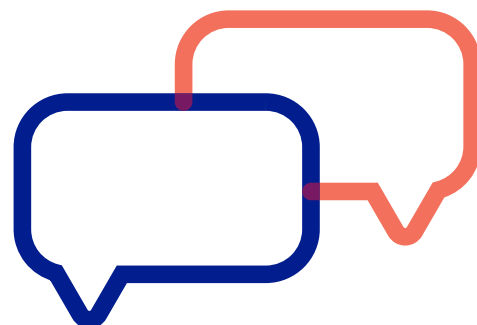
THE INTERNATIONAL
LEGAL FOUNDATION





OUR PARTNERS

Advocates for Safe and Empowering Relationships Coalition
African Services Committee
American-Arab Anti-Discrimination Committee
Arab American Association of New York
Brooklyn Public Library
Coalition for Asian-American Children and Families
Coalition for Health Access to Reach Greater Equity
Council of Family and Child Caring Agencies
CUNY CLEAR
Food Bank
Greater Brooklyn Health Coalition
International Rescue Committee
Khalil Gibran International Academy
Human Services Council
International Federation of Settlement Houses
Lutheran Immigration and Refugee Services
Maimonides Community Care of Brooklyn
Make The Road New York
Mayor's Office to End Domestic and Gender-Based Violence
Memorial Sloan Kettering Arab Health Initiative
Muslim American Society
Muslim Community Network
National Network for Arab-American Communities
New York Cares
New York City Administration for Children's Services
New York City Alliance Against Sexual Assault
New York City Coalition for Adult Literacy
New York City Department of Health and Mental Hygiene
New York City Family Justice Centers
New York City Health + Hospitals
New York Immigration Coalition
New York Legal Assistance Group
New York State Anti-Trafficking Coalition
New York State Coalition Against Domestic Violence
NYU Langone Family Services Center
Packer Collegiate Institute
Sauti Yetu
Sakhi for South Asian Women
South Asian Council for Social Services
Take on Hate
United Neighborhood Houses
Violence Intervention Program
Women for Afghan Women
WomenKind





OUR FUNDERS

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

1834 Project
Access Health NYC
ALLINBKLYN
All of Us Research Program
American Association of University Women
Brooklyn Borough President
Brooklyn Communities Collaborative
Brooklyn Community Foundation
Brooklyn Heights Association
Carey Butlein Memorial Fund
Charles Schwab Corporation
Child Welfare Fund
City University of New York Census Project
Corngold Family Fund
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Emily Davie and Joseph Kornfeld Foundation
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Hearst Foundation
Heimbinder Family Foundation
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Maimonides Community Care of Brooklyn

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Mayor's Fund to Advance New York City
Mayor's Office of Criminal Justice
New York City Administration for Children's Services
New York City Council
New York Community Trust
New York State Department of Health
New York Women's Foundation
Office of Children and Family Services
Office on Violence Against Women
Office of Victim Services
O'Neill Foundation
Peters Family Foundation
Pinkerton Foundation
Protecting Immigrant Families
RALIANCE
Richmond County Savings Foundation
Russell Grinnell Memorial Trust
Robert Schiffman Foundation
Robert Sterling Clark Foundation
Robin Hood
Sharif Wilson Foundation
The Susan A. and Donald P. Babson Charitable Foundation
Tiger Foundation
Trinity Church Wall Street
UJA-Federation of New York
United Neighborhood Houses
USA Today - A Community Thrives
Van Ameringen
Violet Jabara Charitable Trust
Wallace Foundation

Special thanks to our anonymous supporters and all individual donors whose gifts make a world of difference to AAFSC's families.



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37-14 30th St, 2nd Fl, Queens, NY 11101

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NYC Family Justice Center, Bronx

198 East 161th 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



**Arab-American Family
Support Center**

**FOUNDED BY THE ARAB-AMERICAN COMMUNITY.
OPEN TO ALL.**

