



Arab-American Family  
Support Center

2021 ON THE FRONT LINES:

10,000  
SERVED

ANNUAL  
REPORT  
2021

# WHO WE ARE

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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

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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

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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

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# OUR VISION

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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

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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 LOCATIONS



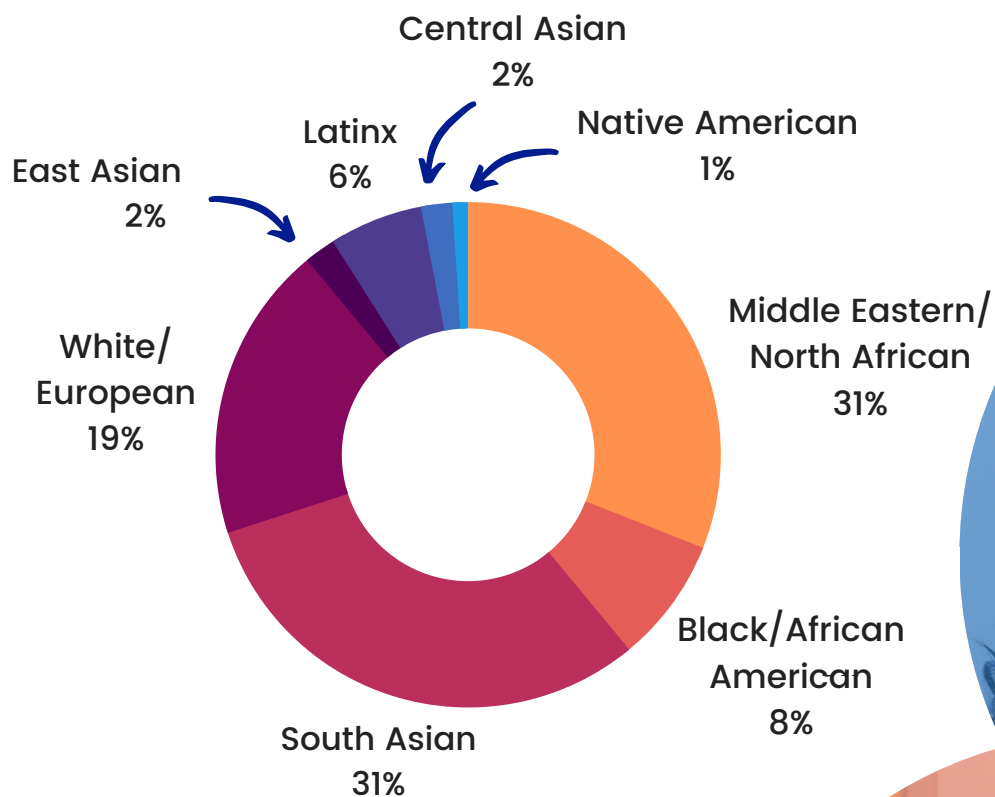
AAFSC offers services out of 13 physical locations and provides in-home case management to families in every neighborhood of New York City. First established in Brooklyn, AAFSC has expanded across the five boroughs in response to community needs. This past year, we welcomed clients to our new community 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



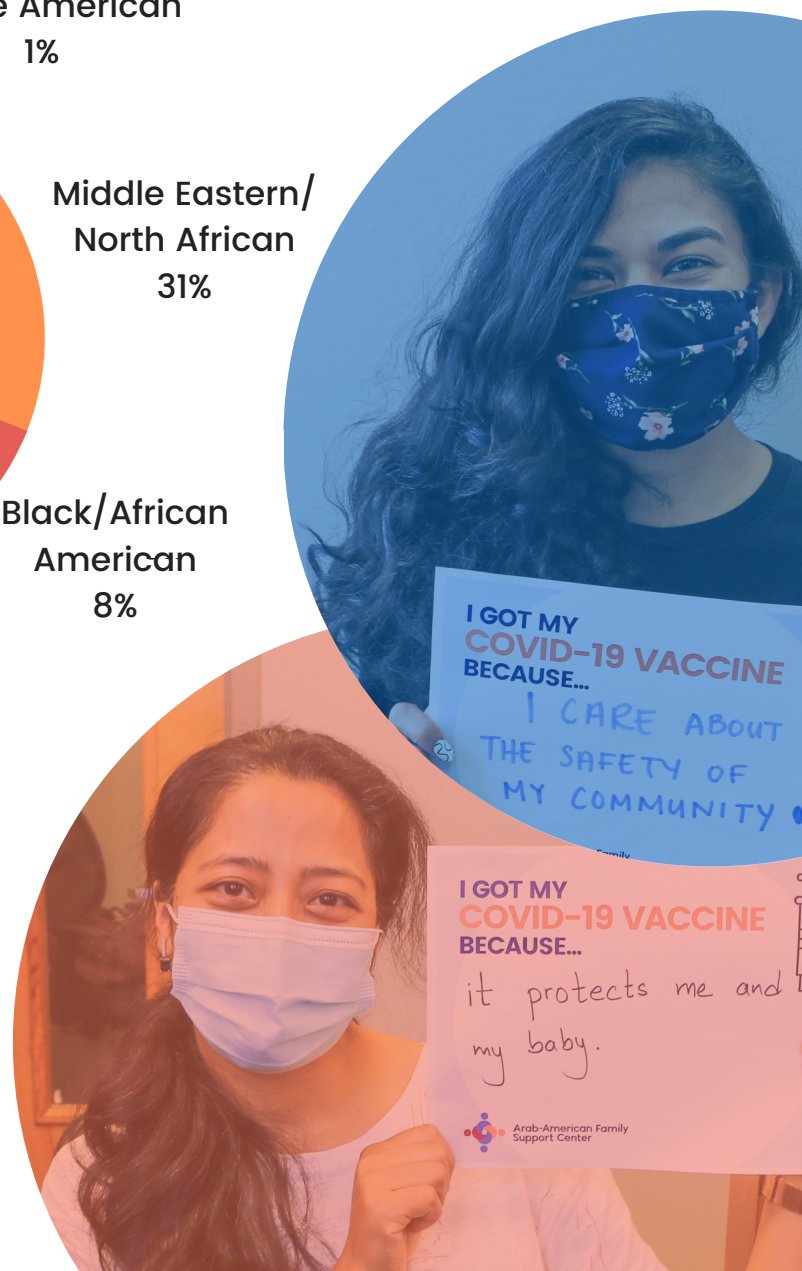
AAFSC's staff are culturally and linguistically competent. We represent the communities we serve, and we understand and respect the nuances, traditions, customs, and religious practices of our clients. AAFSC's staff are also trauma-informed and trained in community resiliency, which means we approach 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.

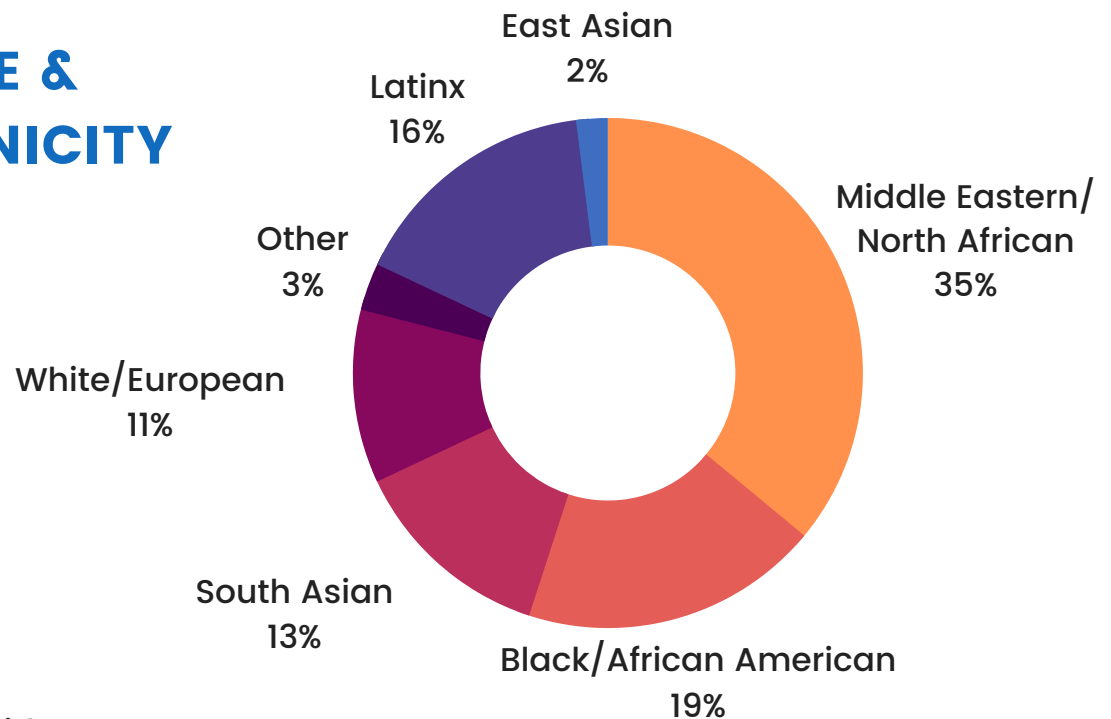


# CLIENT DIVERSITY

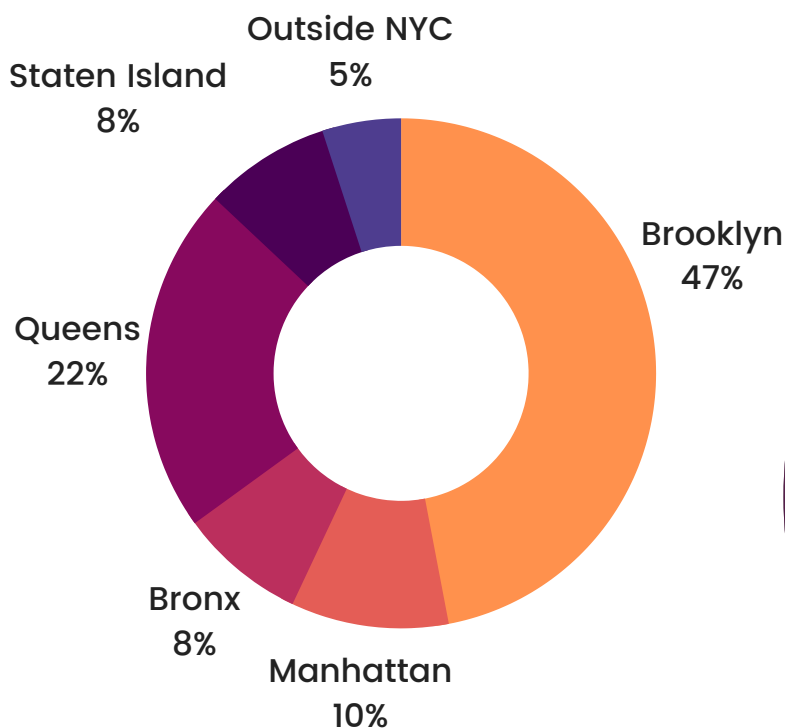


Although we have developed expertise in serving Arab, Middle Eastern, Muslim, and South Asian immigrant and refugee communities, our services are available to all across New York City. In fact, 71% of our clients were born outside of the U.S., coming from 168 countries of origin.

## RACE & ETHNICITY



## BOROUGH OF RESIDENCE



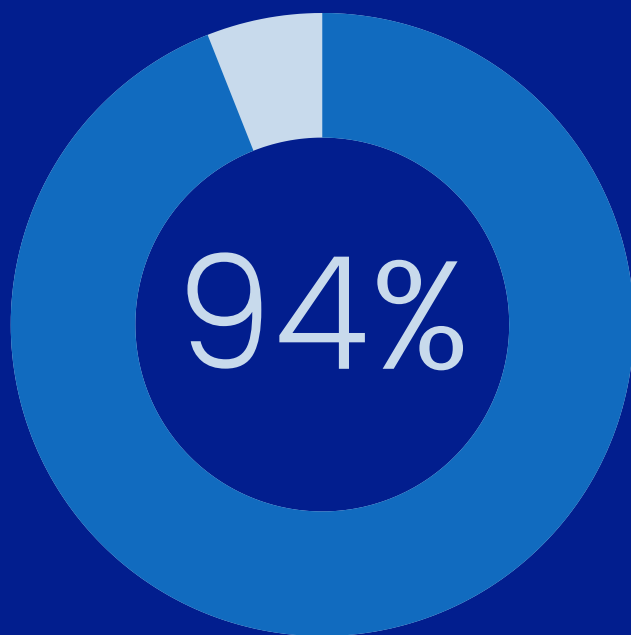


# Promote

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

# \$500,000

of Emergency Relief Funds distributed during the COVID-19 pandemic



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



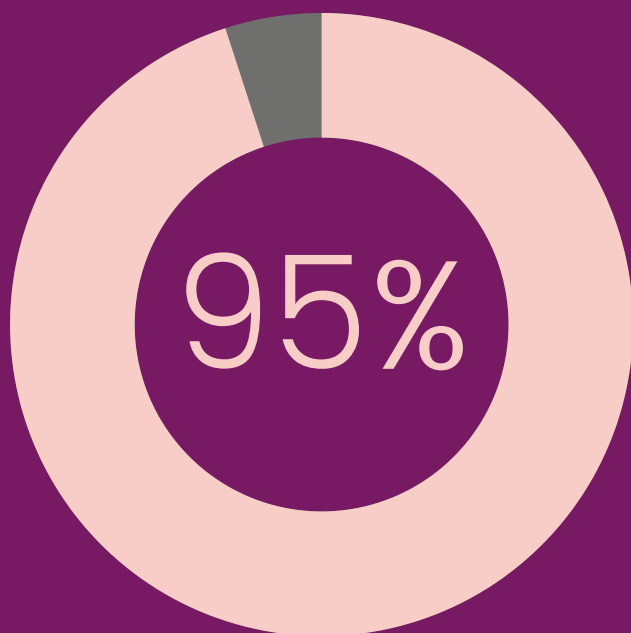


# Prevent

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



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

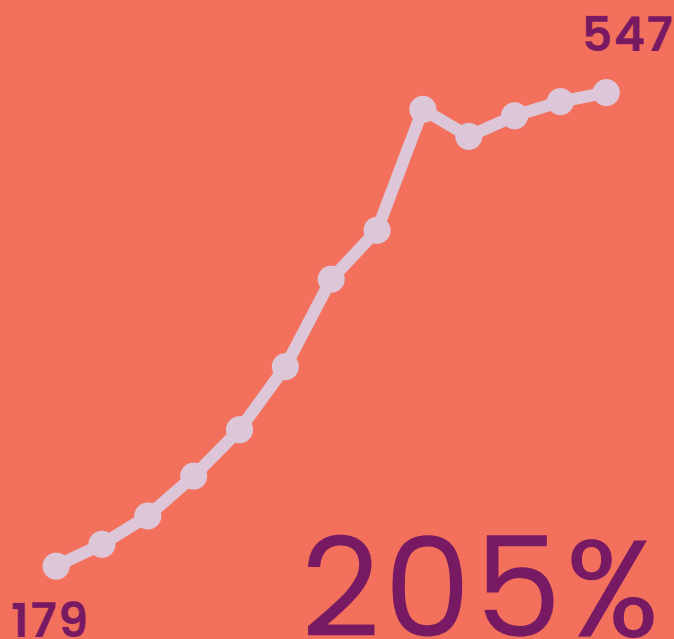


# Get Ready

We **prepare** families to learn, work, and lead productive lives in their new communities.

# 100%

of students passed their citizenship interview and exam



increase in Adult Readiness enrollment over the past year



# 3,517

adult and youth learners supported in acquiring new knowledge and skills



# 540

caregivers & children enrolled in early childhood development support

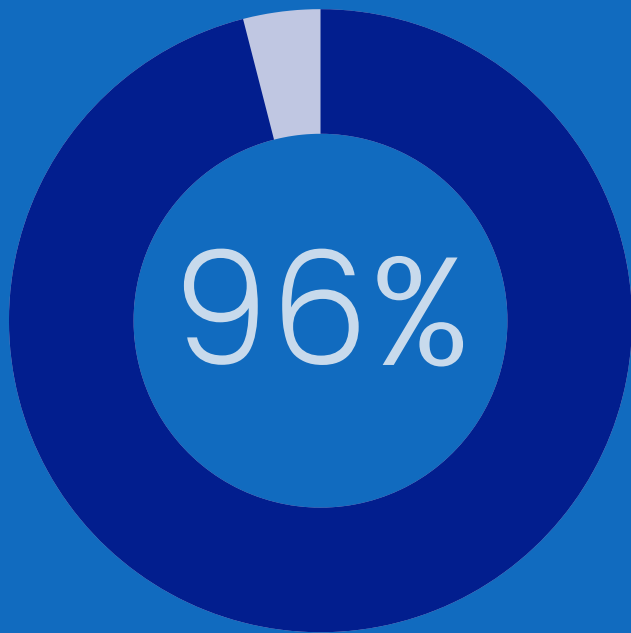


# Communicate

We **amplify** the voices of marginalized and under-resourced communities.

# 65,000

community members engaged through outreach and public education initiatives



of families rated  
AAFSC helpful



# 5,750

participated in voter and  
know-your-rights  
campaigns



# 400

individuals connected  
to a COVID-19 vaccine  
appointment

# SUCCESS STORY

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“ 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.





# RESEARCH INSTITUTE

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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



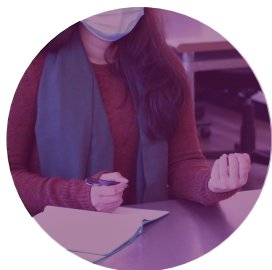
### Community Needs Assessment Report

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### Report: Are New Government Financial Aid Programs Reaching Immigrant Families?

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### Literature Review: Examining the Impact of Domestic Violence on Caregivers and Children

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### Caregiver-Child Bonding Circle Evaluation Report



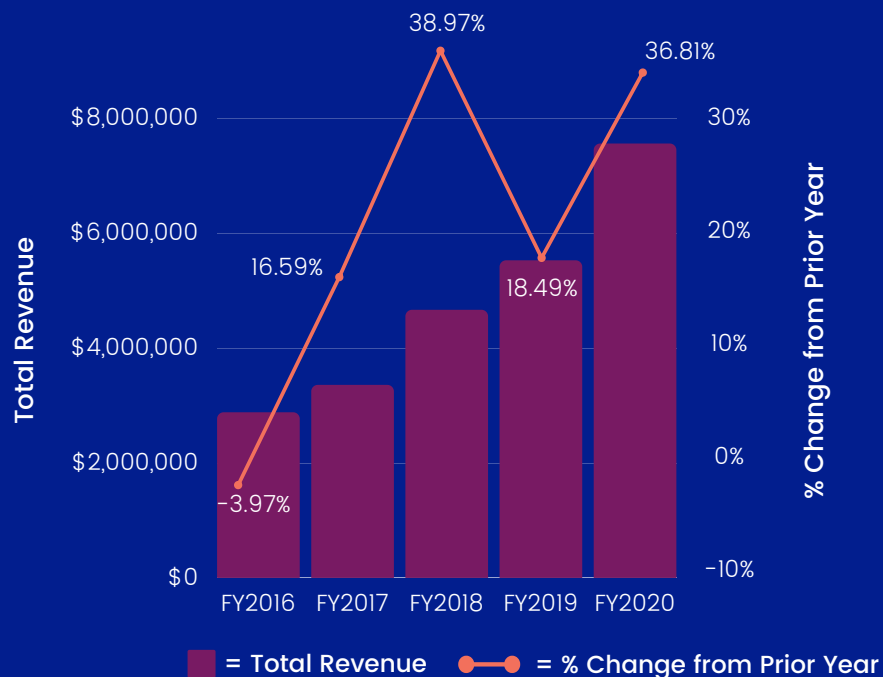
To read the full suite of AAFSC Research Institute Publications, visit [aafscny.org/our-impact](https://aafscny.org/our-impact)

# FINANCIALS

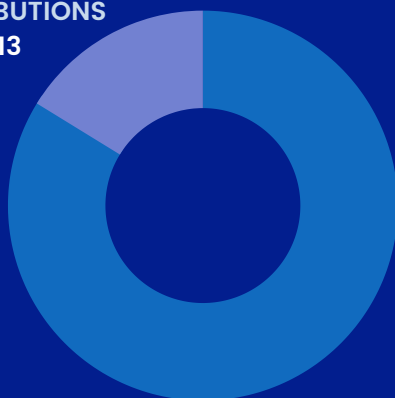


AAFSC is committed to leveraging funds to generate meaningful impact for our communities. Over the last several years, we have resolved to secure additional dollars and diversify our support to ensure the security and longevity of our essential services.

## AAFSC REVENUE BY YEAR



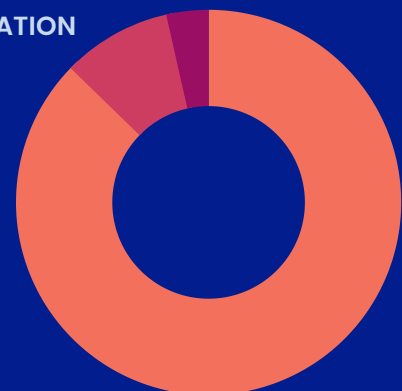
**CONTRIBUTIONS**  
\$1,570,013



**GOVERNMENT GRANTS**  
\$8,057,719

**ADMINISTRATION**  
\$1,265,921

**FUNDRAISING**  
\$192,737



**EXPENSES**  
\$9,455,820

**REVENUE**  
\$9,627,732

**PROGRAM SERVICES**  
\$7,997,162

\*Data reflects FY21: July 1, 2020 – June 30, 2021

# 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

**David Tayeh**

INVESTCORP

**Boby List**

NONPROFIT CONSULTANT

# OUR ADVISORY COUNCIL

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

**Ahmad Shaibani**

NYC EMERGENCY MANAGEMENT

**Mona Hadidi**

CLOUDFLARE

**Karim Babouder-Matta**

FORD FOUNDATION

**Rachel Aicher**

USAID

**Kwame Fynn**

GOLDMAN SACHS

**Kareema Whitfield**

PROFESSOR OF SOCIAL WORK

**Jenna Bhaloo**

PHARMERIT INTERNATIONAL

**Lauren Abunassar**

NEW YORK UNIVERSITY

**Joseph Tadros**

MOTT HALL V

**Faisal Hadi**

JLL

**Margaret Riordan**

CHANGING OUR WORLD

## RESOURCE DEVELOPMENT COMMITTEE

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**Roberta Baum**

CHAIR

**Abigail Bedrick**

**Naseem Haffar**

**Mohamed El Beih**

**Karen Tayeh**

**Susan Restler**



# OUR PARTNERS

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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

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

1834 Project	NYC Department of Youth and Community Development
All of Us Research Program	NYC Taskforce on Racial Inclusion and Equity
ALLINBKLYN	NYS Department of Health
Blackman Foundation	NYS Office of Children and Family Services
Brooklyn Borough President	NYS Office of Minority Health
Brooklyn Communities Collaborative	NYS Office of Temporary and Disability Assistance
Brooklyn Community Foundation	NYS Office of Victim Services
Carmel Hill Fund	NYU Langone
Child Welfare Fund	U.S. Office on Violence Against Women
Department of Criminal Justice Services	O'Neill Foundation
Emily Davie and Joseph S. Kornfeld Foundation	Peters Family Foundation
FoodBank NYC	Protecting Immigrant Families
Gerstner Family Foundation	Provident Bank Foundation
Harman Family Foundation	Robert Sterling Clark Foundation
Harnisch Foundation	Robin Hood
Harry S Black and Allon Fuller Fund	Russell Grinnell Memorial Trust
Hearst Foundation	Settlement House Fund - United
Herb Block Foundation	Neighborhood Houses
Kenworthy-Swift Foundation	Shariff Wilson Foundation
Lily Auchincloss Foundation	Staten Island Foundation
LISC	Susan A and Donald P. Babson Charitable Foundation
Maimionides Community Care of Brooklyn	The Allstate Foundation
Marilyn Simpson Charitable Trust	Tiger Foundation
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Mayor's Office of Criminal Justice	UJA Federation of New York
Memorial Sloan Kettering	Urban Institute
New York City Council	Van Ameringen
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New York Women's Foundation	Violet Jabara Charitable Trust
No Kid Hungry	
NYC Administration for Children's Services	
NYC Department of Cultural Affairs	

**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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[@AAFSCNY](https://www.facebook.com/AAFSCNY)



[@AAFSCNY](https://www.instagram.com/AAFSCNY)

## **AAFSC Brooklyn (Headquarters)**

150 Court St, 3rd Fl, Brooklyn, NY 11201 • 718-643-8000

## **AAFSC Brooklyn (Atlantic Avenue)**

384-386 Atlantic Ave, Brooklyn, NY 11207

## **AAFSC Queens**

37-10 30th St, 2nd Fl, Queens, NY 11101 • 718-937-8000

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

## **AAFSC Bronx**

966 Morris Park Ave, 2nd Fl, Bronx, NY 10462 • 718-643-8000

## **At the Khalil Gibran International Academy**

362 Schermerhorn St, Brooklyn, NY 11217 • 718-237-2502

## **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.**

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