

RADIANT HANDS



2018
ANNUAL REPORT



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MESSAGE FROM THE DIRECTOR

Dear friends,

We're proud to be working with a wide range of dedicated, caring individuals and organizations. From government to the faith community, there's a genuine groundswell and focus on seeing a success in attaining our 2018 goal which is attaining Full Self-Sufficiency.

In January 2018, Radiant Hands announced the launching of the new phase under the motto "Full Self-Sufficiency" serving underprivileged women and newcomers in our community. Our new programs drawn under this title have helped in the establishment of new business, strengthening skills, improving on the educational program and enforcing the integrational process for our newcoming families.

It was an exciting, happy and difficult journey, (full of tears and laughter, ups and downs, gratitude and hard work, but still, *Alhamdulillah*, a blessed one, full of our beloved community's assistance, our incredible volunteers' help and all government officials and faith communities' support).

During 2018, Radiant Hands established Radiant

Kitchens, a fully licensed and full-fledged catering business lead by eight women helping their families to be self-sufficient. We look forward to them becoming a stand-alone business by the end of 2019. We had a great jump in the success level of our educational program, in addition to instituting many skill building and social integration activities. We sponsored several families fully or medically to maintain the life of a single mother who is supporting her family, or a newcomer family trying to establish their life.

Our core value has always been believing: believing in our family's potentials, skills, and their abilities, which they brought from their home countries. Believing in every strong woman who is working hard to change her reality into an achievable dream; a dream that they all had, and one which we were able to share with them.

MESSAGE FROM THE DIRECTOR

So, my friends, it is a choice, a choice to believe and an opportunity for everyone to support refugees, to support underprivileged women building quality lives, to give them the same chance other people were given to rebuild quality futures and the important roles they play in the building of their new communities with their valuable contributions.

We, at Radiant Hands, believe that great communities are built using rich and varied cultures, civilizations, and religions. This is why the United States of America is great.

Radiant Hands aspires to be able to provide the infrastructure for individuals to maintain and expand their future building efforts, and our vision is to continue to grow and to support important causes that are crucial to our community.

Thanks to all of the accomplishments and remarkable work of our president, the Board of Directors and Advisory Board Members, we have continued a movement for transformative change in the Tampa Bay Area, one that I am committed to help grow.

GHADIR KASSAB

Radiant Hands Services



OUR NEW PHASE



Radiant Hands has identified the main causes for the lack of self sufficiency in a Problem Tree, the main causes are:

- Lack of Knowledge of US Culture
- Language Barrier
- Poor Communication Skills
- Lack of Education
- No Skills Identification
- Disability and Chronic Diseases
- Women with Young Children

Radiant Hands designed programs to face these challenges in attaining Full Self Sufficiency. The programs are as follows:

- Social Integration Program
- Language Program
- Education Program
- Skill Empowerment and Business/Constructive and Long-term Employment
- Family Sponsorship
- Support a Success sponsorship
- Medical Sponsorship





Radiant Hands' main goal is to empower women and refugees to achieve full self-sufficiency.

In 2018, Radiant Hands worked on introducing a whole new phase of the Radiant Hands' self-sufficiency plan with the support of community, volunteers, and partners. To ensure the previously mentioned components would be attained, Radiant Hands worked within an integral plan of action that served Radiant Hands' goals for 2018 and outlined different types of activities.

INTEGRATION

Radiant Hands worked on the establishment of an interpersonal training program which gave refugees the ability to increase their knowledge and understanding of the local industries and community, improve their skills in the American work standards and daily work ethics which would contribute to their sustainable success.

BUSINESS ESTABLISHMENT

Radiant Hands organized workshops and training courses either to help refugees find work that corresponded to skills they may already possess through vocational training and/or work experience in their country of origin, or to establish a business sponsored by community programs or through sister organizations.

EDUCATION

Radiant Hands is doing whatever possible to ensure that refugees' children are healthy, educated, and safe, so they can have the bright future that every child deserves. A tutoring program was launched in October 2017 and continues to ensure that all refugee children are receiving the proper support in and outside of school.

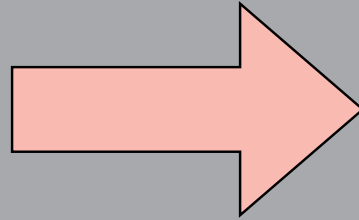
SPONSORSHIP

Radiant Hands launched three different sponsorship programs to meet the challenge of the most vulnerable families' health, and families' self-sufficiency successes:

1. Medical & Dental
2. Sponsor a Family
3. Support a Success

RADIANT HANDS' IMPACT

352,300



477 Families
SERVED

69,577



RENT & UTILITIES

28,041



SELF-SUFFICIENCY
PROGRAMS

24,091



MEDICAL ASSISTANCE,
TRANSPORTATION, FOOD
& OTHER

75,844



CASE MANAGEMENT
& COUNSELING
PROGRAM

ACHIEVEMENTS

PROGRAMS PROGRESS

2018

RADIANT KITCHENS



THE STORY

The story started when nine ladies with their families came to Tampa from different backgrounds in the Middle East. With their love of cooking, and their motivation to start a new, decent life in the United States, they began to provide catering services for the community. At this point, Radiant Hands provided its support. Radiant Hands created Radiant Kitchens to organize their efforts, and provided them with the required tools to perform the work in a professional manner.



Radiant Kitchens ACHIEVEMENTS



Radiant Kitchens

Let us be your personal chef for your special event!

Catering Menu

30

The Juiciest, Freshest, and most Succulent Dinner
is only a tap away!



GET IT ON
Google Play

SCAN WITH YOUR SMARTPHONE
FOR INSTANT DOWNLOAD AND
INSTANT DELIVERY

Find Radiant Kitchens on the
Radiant Hands App
today for your next catering order.



Download on the
App Store

SCAN WITH YOUR SMARTPHONE
FOR INSTANT DOWNLOAD AND
INSTANT DELIVERY

For pick-up and delivery information please contact: 813-900-1515
For more info, e-mail us at: RadiantKitchensTampa@gmail.com



Radiant Kitchens attained success in Ramadan and gained great support with sales averaging up to \$15,000/month.

Access to big events and catering : Radiant Kitchens was requested to cater for a large CAIR interfaith event (300 persons), Masjed-sponsored Iftars, and Weddings or dinner invitations.

Radiant Kitchens catered in several big events, and participated in many carnivals and bazaars in Tampa bay Area.

INTEGRATION



In the last year, Radiant Hands launched and participated in many programs that helped the refugees understand and accept the new culture. Below is a summary of some programs:

- I. With the aim of increasing the knowledge of cultural values, in collaboration with DCF and local faith-based organizations, the 2018 Refugee Women & Children Summer Institute was initiated for the first time. The main topics of the program were: Cultural Exploration, Environmental Day, The Arts & Sports, Health & Safety Day, and Human Rights & Leadership.
- II. A sewing class was arranged in collaboration with RAMWI which offered sewing classes for ladies. Radiant Hands coordinated the class for seven ladies with the aim of providing them with a marketable skill.
- III. An important partnership was initiated with Project Prosper which provided financial literacy classes to Radiant Hands' clients and targeted audience. Two training lessons were delivered in May and June 2018.
- IV. Radiant Hands launched driving classes for refugee women. Seven ladies obtained their drivers licenses and five obtained their permits.

INTEGRATION

Radiant Hands, with the assistance of several volunteers and several active lecturers, planned a women's summer camp. The average number of the women who attended and benefited from the program was 22. The summer camp started on July 7th and was conducted every Saturday for two hours to cover different social and educational topics:

- a) Driving Permit Class
- b) Pregnancy & Family Planning
- c) Checking and Savings
- d) Child Health and Safety
- e) CAIR-FL Know Your Rights (KYR)
- f) Understanding Credit Cards
- g) Anger Management
- h) The Health Insurance Marketplace



Family Sponsorship

Radiant Hands launched the ongoing family assistance program in Ramadan 2018 . The purpose of this program is to help all the families who lost all hope of succeeding on their own. Despite all the efforts, their means of living are very limited and they are in desperate need of support. Radiant Hands has identified several families who fall under this category for the following reasons: disability of the main provider of the family, a chronic disease that prevents a father from working full time, a widow with babies..etc.

A detailed email was sent to the largest Muslim groups in Tampa. The monthly targeted amount needed to cover the basic expenses for seven families (who were identified for the first year) was specified in the email. The narratives were combined with the financial statement for each family. These narratives were prepared so they could be shared anonymously with the community on a weekly basis together with a professional brochure on how this program functions.

With the blessing of Allah (SWT), the seven families were sponsored for a full year by one generous community member. This program has proven its success as it contributed in bringing the comfort and security and happiness in many lives. In addition, it gives the promise of hope to the sponsored young children who will be self-sufficient one day.



An-Nu'man ibn Basheer reported: The Messenger of Allah (PBUH) said, "The parable of the believers in their affection, mercy, and compassion for each other is that of a body. When any limb aches, the whole body reacts with sleeplessness and fever."

Education Program



https://youtu.be/0Pvn1oKG_s0

Radiant Hands' Education program was established in September 2017 with the goal of increasing the level of assistance to refugee students, getting professional support, and introducing new methods/resources for refugees' student education.

Tutoring classes for fourth grade to eighth grade students were initiated in September 2017 and continued through May 2018 . A second tutoring was initiated in September 2018 for school year 2018-2019. Radiant Hands provided transportation and curriculum texts for math and reading, in addition to IXL access with the support of Students Organized for Syria (SOS) and The Muslim Connection (TMC) who provided the space .

Great support was received from a professional institute where nine students were enrolled to receive SAT and ACT prep at a discounted rate.



Education Program



Nouredine Bitar
SOS President

According to the President of SOS, Nouredine Bitar, it was an overwhelmingly positive experience. "Serving as the Students Organize for Syria President for the 2018-2019 term, my experience assisting the Radiant Hands' tutoring program was overwhelmingly positive. The Radiant Hands administration was very pleasant to work with, and not only listened to the feedback of students, but also worked to provide any tools that we may need. I believe the synergy between the nonprofit and our student org was fantastic, and each of us filled any gaps that the other may have had. SOS provided the volunteer tutors and spent time with the students, as well as tracking the training logs of each student. RH controlled administrative tasks like the curriculum, transportation of students, communication with families, availability of teaching materials, and more. Interacting with those students was an eye-opening experience that I felt taught the tutors as much as it taught the students. I found that many students made a consistent effort to be a reliable tutor for their student by attending every week. It was heartwarming to see tutors thanking us for the opportunity to be a part of a project like this, when in reality we should have been thanking them for their commitment and effort. However, I understand why they would do so, because I am also thankful for being a part of this experience. I feel that it has not only given me an enhanced perspective and a stronger purpose, but also a bigger heart."



Janna Sabbagh
SOS Education
Coordinator

Janna Sabbagh, SOS Education Coordinator

"The 2018 SOS refugee tutoring program was one of the most efficient years to date. There were 28 students, ranging from 4th to 8th grade, along with 28 tutors accompanying each student for a one-on-one experience. Each student was tutored for an hour in math and an hour in reading comprehension and writing. Numerous educational tools including Spectrum workbooks, ixl.com, as well as numerous worksheets from eduhelper.com were used. The main goal of the tutoring sessions was not to help the students in what they were learning in school today; instead, it was to attempt to wage the gap between their actual educational level, and their grade level (which they were placed in based on age). Overall, all of our students had seen improvement in both subjects, which was able to be based off of their quarterly report cards from school. Compared to previous years, it was shown that using the same student-tutor pair every single tutoring session allowed for the students to create a bond with their tutor, leading to a stronger sense of trust, and allowing for the student to grasp information with more ease."

COUNSELING OFFICE

18



Adhering to the mission of our organization, empowering women and families to achieve independence and build a healthy life, the staff in our counseling department is worked diligently to provide much needed therapeutic services to individuals, couples, and families. Attracting a wide clientele from across Tampa Bay, we provided counseling services to women from diverse religious and ethnic backgrounds including refugees, victims of domestic abuse, struggling teenagers, depressed elderly and many more cases. At Radiant Hands, we realize the importance of healing the family along with the individual; therefore, often family members included in the sessions along with the client. In one case, we invited the parents of a troubled teenage client to have a joint family session in which the client experienced many positive breakthroughs with her parents which have since resulted in more open communication and an increased understanding from both sides.



Our counseling team is trained in both individual and family therapy and utilizes a combination of therapeutic approaches including but not limited to cognitive-behavioral, emotion-centered, solution focused, and holistic therapies. As we continue to support our individual clients and their families, we also realize the importance of meeting the needs of the community at large.

OUTREACH

In an on going fight to stamp out hunger, a monthly food drive plays a key role by delivering parcels which include meat to families. This has been organized by Radiant Hands' Executive Committee Member who lead all Food Drive operations, **Sr. Sabahat Khan**. A heartily, sincere, dedicated, loving and giving Radiant Hands Executive Committee member who dedicate her time to wisely serve and help those who are in need.

- A Hygiene Supplies Drive was organized by a closed group of Muslim young ladies called Bless Bonds, and Radiant Hands organized the distribution process in January 2018.

- A back to school supply event was arranged with ICNA Relief during the month of July where 500 school bags were distributed, along with school supplies for 200 children.

- In collaboration with MWO, Radiant Hands arranged for a Toy Drive. The toys were distributed during Radiant Hands' Eid Bazaar. The Eid Bazaar was organized in June right before Eid Al Fitr.

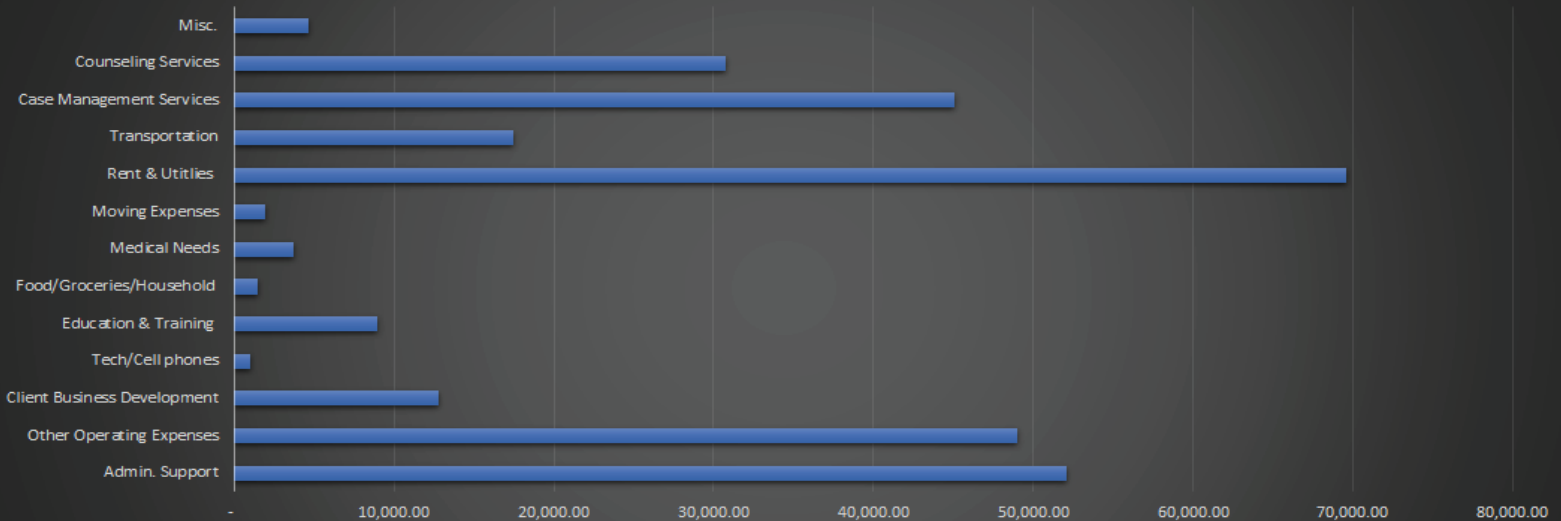
- An interfaith event was arranged in collaboration with CAIR, Hyde Park United Methodist Presbyterian Church and Lutheran Services. The events' title was Feels Like Home. The event was held specifically done to host refugees and get them integrated into the American culture.

- Radiant Hands purchased two vans for two families to allow them to continue in their jobs; one of the two families was a single mother of seven children. The second was a family with two disabled parents and this allows one of them to continue with her part time job.



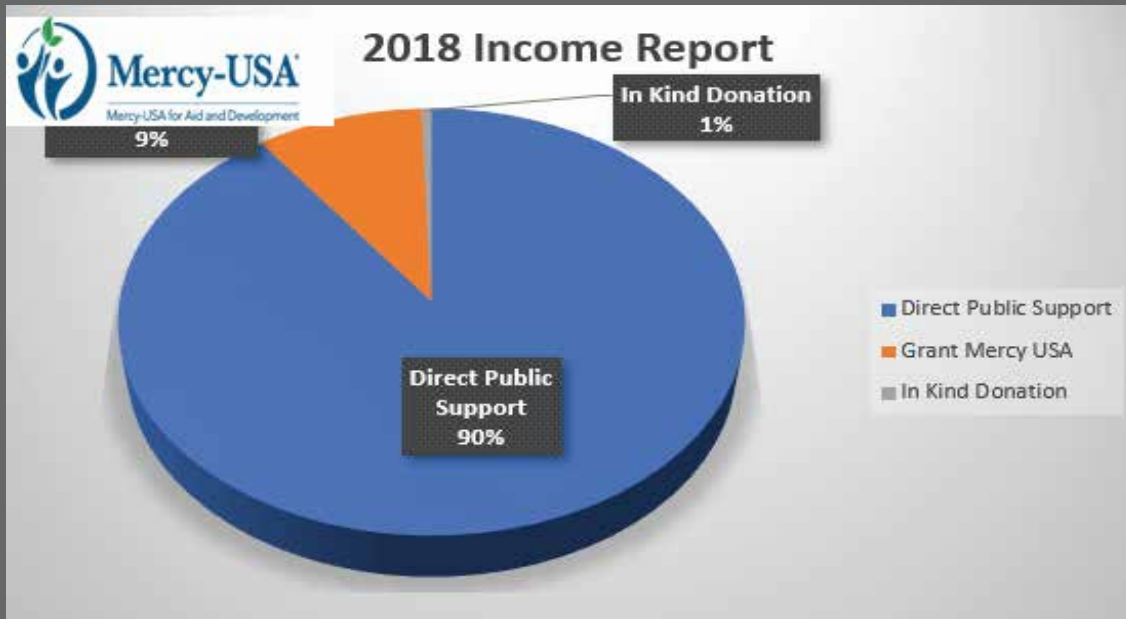
Financial Reports

2018 Expense Report



	Admin. Support	Other Operating Expenses	Client Business Development	Tech/Cell phones	Education & Training	Food/Groceries /Household	Medical Needs	Moving Expenses	Rent & Utilities	Transportation	Case Management Services	Counseling Services	Misc.
■	52,108.07	48,961.64	12,827.17	970.11	8,989.41	1,473.96	3,739.00	1,969.30	69,577.18	17,502.78	45,056.73	30,788.15	4,661.16

Financial Reports



With your support, the total income of Radiant Hands in 2018, was \$352K, which can be presented in three main categories.

Type of donation	Amount	Percentage
Direct Public Support	\$ 316,930.72	% 90
Grant MERCY USA	\$ 33,330.00	% 9
In Kind Donation	\$ 2,039.59	% 1

OUR VOLUNTEERS

The bedrock of our stewardship programs is our dedicated and hardworking Volunteers and Executive Committee Members. We want to make sure their voices are heard, and they remain the driving force behind the "on-the-ground" work that we are able to accomplish.



Sr. Miriam Ghabour

We at Radiant Hands call her "the Cornerstone", our super office manager and top office organizer. She has the most wonderful heart, embraces all clients at the office and attends any event with her beautiful and loving smile and professional attitude.

"Volunteering for Radiant Hands fills me with a deep sense of satisfaction that I have helped those less fortunate than myself. It provides a sense of community as I help other Muslim women. I am blessed to be able to devote my time to such a worthy cause."



Sr. Abir Khaled

Sincerity, loving, committed, caring, and kindness are all nicknames of Radiant Hands' biggest supporter, fundraiser and advocate. She acts like the tireless bee who wants to help everyone.

"As the prophet (PBUH) said" Allah will aid His slave so long as he aids his brother". I am very grateful to volunteer with such a wonderful organization, which has given me the opportunity to serve and help our community in a professional way."



Sr. Mahsa Fatoutechi

She is the most courageous, loving and caring field volunteer. Whenever you check on Sr. Mahsa, you will find her helping someone or working with another family or visiting a third family. She takes everything on her shoulders until the problem is solved and the mission is accomplished. "Being a volunteer is truly a blessing, to watch these families come from war-torn countries, scared and not speaking a word in English to so quickly learn the language. I have seen families go from financially suffering to now purchasing their first homes. It is truly a blessing to be there to witness this amazing transformation and help in any way I possibly can. The main thing I have learned is that the main thing they need after settling in this country is friendship and for someone to drop by for coffee or tea and let them know that they aren't alone here."

OUR VOLUNTEERS

Radiant Hands has over 150 volunteers who help in every way, from working directly with the clients by providing transportation, translation, supporting medical appointments, government benefit applications, or by organizing food, toys and school supplies or by providing educational, spiritual and integrational support.



Sr. Mona Aref

An energetic, dedicated and caring teacher and mother who takes the people she is helping into her heart. She led the education program with the same amount of love and proficiency she carries in her personal and professional life.

" Working with the refugees was a very humbling experience to the volunteers which I am very grateful for. I enjoyed working with Radiant Hands, serving the refugees and supporting them because they use a proactive approach in helping the refugees to gradually stand on their own feet.

Sr. Ozra Jabbari



In her professional, loving and warmhearted manner, Sr. Ozra adopted the high school students of our refugee families into her professional center. Not only did she provide Radiant Hands with a big discount but she followed through with their progress and did everything possible to make them successful.

" We trained each student for four hours a week and they had homework each night. We continuously assessed their progress also throughout the year. I would also talk to their counselors at school to see how they are progressing. Students that had arrived with D and F level at our learning center were earning A and B by the end of the school year. Students who arrived below average in their SAT scores (700-800) improved to average 1100 by the end of the school year. It is an honor and pleasure to work with these students and watching them improving throughout the year. Helping individuals in need who have faced many hardships (especially children) is our duty as human beings and educators. This passion to help others was the reason why my husband decided to open this learning center. It is an honor to continue his legacy by assisting students in need and helping them achieve their goals."

COLLABORATING ORGANIZATIONS



ISTABA



RADIANT HANDS BOARD

Magda El-Kadi Saleh

Lailah Abdul Rahim

Ameena Khan

Osama Kayali

Naima Abdullah

Humera Hassan

Adenike Akinyode

Amany Shalaby

Patricia Khan

RADIANT HANDS STAFF

Ghadir Kassab

Hussein Abdulwafi

Mohammad Al Mousa

Casey Cooper

Najma Kapadia

Unaiza Malik









WE NEED YOUR HELP

Every Penny Matters

Alhamdulillah, we have started a new phase in our refugees' resettlement and Muslim families' empowerment plans. "Self-sufficiency, reliability, self-dependency and social integration" is our motto for this new phase.

Radiant Hands is hoping that you will continue to help at this crucial time. We ask Allah, subhanahu wa ta'ala, to reward you with the best in this world and in the Hereafter.

The following donation options are provided for your convenience using the links below:

A -Pledge Online

B -Donate Directly Online (Please pick Tampa-Zakat or Tampa General Fund).

You may also donate by mailing a check to:

Radiant Hands

13250 N. 56th St., Suite 203B

Tampa, FL 33617



- Volunteer with our programs and send us an e-mail: Tampa@radianthands.org
- Volunteer around the office with phone calls and other tasks
- Volunteer in a different way: _____

Please visit our website <http://www.radianthands.org> to learn more or call us at 813.983.1700. Send this form by mail to our office at 13250 N56th St. Tampa, FL 33647

Name: _____ Phone: _____

Email: _____



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