

ACCESS

BUILDING A FUTURE, ONE STORY AT A TIME



ANNUAL REPORT 2009

ARAB COMMUNITY CENTER FOR
ECONOMIC AND SOCIAL SERVICES

Our Mission

The Arab Community Center for Economic and Social Services (ACCESS) is a nonprofit agency committed to advocating for and empowering individuals, families, and communities.



Mission Intent

ACCESS will provide a wide range of health and human services, employment services, youth programs, educational and cultural programs, and civic engagement, advocacy, and social entrepreneurship services.

ACCESS

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A Message from the Board President

For more than 37 years, ACCESS has worked tirelessly to empower people in metro Detroit and across the country to facilitate social change. This past year was economically challenging, but with perseverance, ACCESS continued to move forward locally, nationally and internationally. I'm honored to have been a board member of this exceptional organization for more than 25 years in various capacities, and to have served as president for the past two years. On behalf of the Board of Directors, I am pleased to present the ACCESS 2009 annual report.

As we take a look back, it is essential to highlight a few noteworthy accomplishments. In November 2008, ACCESS hosted the 5th National Conference on Health Issues in the Arab American Community, which drew more than 700 attendees from 20 states and 15 Arab nations. Also in November 2008, we were proud to congratulate former ACCESS Board member and staff member Rashida Tlaib on her election to the Michigan House of Representatives. In April 2009, the National Network for Arab American Communities (NNAAC) held a three-day policy event in Washington, D.C. Network members from throughout the U.S. met with White House officials, staff from local nonprofit organizations and representatives from federal agencies to discuss issues important to the Arab American community.

Now in its fourth year, the Arab American National Museum has expanded its outreach to several states, including Utah, Indiana and Pennsylvania. The Museum ended the summer on a high note by raising \$304,000 through the Community Foundation of Southeast Michigan's Arts & Culture Challenge. That amount constituted the

fourth-largest amount received by the 75 participating organizations. In 2009, ACCESS was fortunate to receive an additional 20 AmeriCorps personnel, bringing the total for ACCESS and NNAAC organizations to 95. Federally funded AmeriCorps staffers work in every department at ACCESS, and their contributions are invaluable.

Prior to assuming my role as president of ACCESS, I was honored to serve as chairwoman of the Strategic Planning Committee. I worked with a dedicated team of Board members to plant the seeds for what became our ACCESS Strategic Plan. I am proud to announce that with the leadership of our executive director and the stakeholders at ACCESS, we are now implementing our comprehensive written plan. This plan, with every individual and department playing a key role, will further drive ACCESS' mission and vision.

It takes drive, exceptional talent and leadership to move an organization forward. I would like to acknowledge the leadership in our Executive Director Hassan Jaber, Executive Deputy Director/CFO Maha Freij and Chief Operating Officer Dr. John Artis. Our department heads are also key in moving ACCESS forward, as are the staff members who work diligently to make a difference. Leadership demands commitment; exceptional leadership demands passion. I am grateful for their continued dedication and passion, especially during these financially challenging times. I would also like to extend my deepest appreciation to our Board members. Their expertise, dedication and involvement make ACCESS an exemplary organization locally, nationally and internationally. Finally, I would like to offer my sincere appreciation to the legislators, community members and friends of ACCESS who have shown us unwavering support.



Andrea Awada-Zeaiter
Board President
ACCESS

A Message from the Executive Director

Over the last year, we have seen many changes in our community, mainly because of the current economic crisis. Unemployment continues to rise, home foreclosures are soaring and resources are shrinking. However, while the state of Michigan grapples with these issues, we at ACCESS continue to find innovative ways to better assist our clients who are facing these and many other issues.

As a result of this crisis, ACCESS has become the destination for growing numbers of people in need. Our Employment & Training Department has seen a 300% increase in clients served. The Health Clinic's uninsured patient percentage has increased to 70%. Additional areas throughout the organization have seen similar increases.

In the last year, we have looked strategically at our organization and how we can collaborate across departments to better serve our clients. We partnered with Henry Ford Community College to offer campus-

based training for individuals seeking careers in health care. The Arab American National Museum continues to grow its programs and audiences. The National Network for Arab American Communities has expanded to 21 organizations and is the most exciting national Arab American grassroots effort. And in the coming year, we hope to see

the opening of our new youth facility, where we will address families' needs holistically, integrating social services, family literacy, youth academic enrichment and youth development under one roof.

In the pages of this report, you will meet some of our clients and hear their stories. I am extremely happy to showcase them. These people were impacted by services at ACCESS and the dedicated, good-hearted staff members who reached out to help them.

I want to thank our Board of Directors for their excellent leadership and deep commitment. I also want to thank ACCESS staff for being simply the best.



Hassan Jaber
Executive Director
ACCESS



The new ACCESS Youth and Family Services Center under construction.

Our Vision

Our Vision for the Arab Community Center for Economic and Social Services (ACCESS) is to be an organization of people who are dedicated to empowering and enabling individuals, families, and communities to lead informed, productive, culturally sensitive, and fulfilling lives.

We see ACCESS as a vibrant organization that honors its Arab American heritage while serving as a nonprofit model of excellence as a social service agency. We see ACCESS as an organization dedicated to the support of community building, actively focused on service to those in need within the broader community and to newly arrived immigrants, and as a strong advocate for cultural and social entrepreneurship, as well as the values of community service, healthy lifestyles, education, and philanthropy.

Our Team

Executive Board

Andrea Awada-Zeaiter

President

David Allen

Vice President

Wadad Abed

Treasurer

Edward Bagale

English Secretary

Yasser Al Soofi

Arabic Secretary

Amal Berry-Brown

At-Large

Mike Makki

At-Large

Board Members

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Ramzi Chraim

Greg Clark

Amal David, Ph.D.

J. Joseph Diederich

Debbie I. Dingell

Charlene Elder

Paul Good

Linda Hallick

Aoun Jaber

Mohamad Majed

Linda Mansour

Ron May

Cathy Mozham

Ziad Ojakli

Wafa Salah

Noel J. Saleh

Ahmed Siaje

Gerald Smith

James Stokes

William W. Swor

Fawwaz Ulaby

Emeritus Board Members

Ali Baleed Almaklani

Barbara Aswad, Ph.D.

George Khoury

Executive Staff

Hassan Jaber

Executive Director

Maha Freij

*Deputy Executive Director
and Chief Financial Officer*

John Burl Artis, Ph.D.

Chief Operating Officer

Dr. Anan Ameri

*Director, Arab American
National Museum*

Rashid Barkaji

*Director, Information
Technology*

Abdallah Boumediene

*Director, Community Health
& Research Center Operations*

Amne Darwish-Talab

Director, Social Services (East)

Hannan Deep

*Director, Communications
& Marketing*

Brigitte Fawaz-Anouti

Director, Social Services (Main)

Najwa Hadous

*Director, Employment
& Training Operations*

Dr. Adnan Hammad

*Senior Director, Community
Health & Research Center*

Sonia Harb, LMSW

*Senior Director, Employment
& Training, Youth & Education*

Jamie Kim

*Director, Center for Arab
American Philanthropy*

Anisa Sahoubah

Director, Youth & Education

Taleb Salhab

Director, National Outreach

Wisam Qasem Fakhoury

Director of Finance

Milestones

October 2008

Amal Berry-Brown, ACCESS Board of Directors member, is chosen as one of *Crain's Detroit Business*' 40 Under 40.

November 2008

Rashida Tlaib, ACCESS Board member and former staff member, is elected to represent Michigan's 12th District in the House of Representatives.

Arab Americans take lead role in a **summit to fight poverty** with about 100 representatives from the Dearborn Arab American community, including ACCESS staff and board members.

The **5th National Conference on Health Issues in the Arab American Community** draws more than 700 people from 15 Arab nations, 20 U.S. states, and 50 cities around the world.

January 2009

The **Refugee Health Assessment Program (RHAP)** at ACCESS is renewed as the central hub for incoming refugees to metro Detroit. It saw more than 2,500 new refugees in 2008 alone.

Winter 2009

ACCESS staff and Board members form a 44-person **Strategic Planning Committee** to analyze data regarding ACCESS' strengths, weaknesses, opportunities for the future, and threats we may face now and in the future.

April 2009

National Network for Arab American Communities (NNAAC) holds a three-day event in Washington, D.C., that includes meetings with elected officials, White House officials, and representatives from federal agencies and local nonprofits to collectively raise issues of concern in the Arab American community.

May 2009

More than 1,500 volunteers across 19 cities nationwide, including 415 in Southeast Michigan, turn out for the most successful **National Arab American Service Day**, ever.

Summer 2009

Employment & Training continues to develop programs to help workers face challenging economic times. In some of our programs, 90% of our customers received basic skills, educational or occupational training, and 100% of our customers participated in what is called "soft skills" training, which covers significant qualities that employers look for when hiring.

July 2009

ACCESS **Social Services** now has an attorney on site to assist with immigration issues. New services include appearing for asylum office interviews, writs of mandamus, 6th Circuit Court of Appeals appearances and additional services.

The **Arab American National Museum (AANM)** expands its education outreach to a number of new states, including Utah, Illinois, Indiana, Ohio and Pennsylvania. Education staff presents the AANM's first-ever three-day workshop for educators from Michigan and other states.

August 2009

The **AANM** participates in the Community Foundation of Southeast Michigan's Arts & Culture Challenge, raising \$304,000 in unrestricted funding. We ranked fourth among the 75 local participating organizations, many of which were much larger and more well established than the AANM.

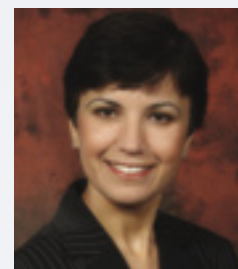
Treasurer's Report

Schedule of Expenses

For the year ended:	Sept. 30, 2009	Sept. 30, 2008
Compensation	\$10,325,665	\$9,048,909
Contractual Services	2,337,707	1,691,704
Occupancy	582,200	552,282
Office and Program Supplies	491,127	437,521
Telephone & Postage	297,311	246,566
Repairs and Maintenance	326,971	343,976
Concert of Colors Series	120,438	322,369
Health Conference	149,955	-
Specific Assistance	424,650	291,541
Grants	202,942	30,000
Utilities	413,431	375,686
Printing and Publishing	176,404	178,920
Community Programs	51,214	90,085
Equipment Rental	62,746	80,148
Travel	132,783	126,537
Conferences & Meetings	282,848	228,258
After School Meals for Students	123,071	14,366
Insurance	121,664	102,090
Depreciation	645,717	664,634
Property Taxes	53,844	52,566
Interest Expense	22,648	22,595
Advertising	18,178	30,261
Automobile	18,987	21,600
Bank Charges	24,789	24,571
Dues & Memberships	20,530	42,744
Other Expenditures	28,190	2,403
Reimbursed Expenses	(134,253)	(109,443)
TOTAL EXPENDITURES	\$17,321,757	\$14,912,889



Wadad Abed
Treasurer,
ACCESS Board



Maha Freij
Deputy Executive Director
& CFO

Arab American National Museum (AANM) Endowment Fund

The AANM Endowment Fund consists of three funds; one is invested with the Comerica Charitable Services Group and two funds are maintained by the Community Foundation for Southeast Michigan (CFSEM). The market value as of September 30, 2009 of the fund reported as an asset on the ACCESS balance sheet consists of the following:

AANM Endowment Fund (at CFSEM)	\$320,198
AANM Endowment Fund for Public Programming (at CFSEM)	\$477,022
AANM Endowment Fund (at Comerica Charitable Services Group)	\$176,734
Total Value	\$973,954

The Community Foundation for Southeast Michigan has also accepted gifts from unrelated donors for the benefit of ACCESS. These assets are not reported on the balance sheet since the Community Foundation for Southeast Michigan maintains variance power with respect to the assets contributed to them for our benefit. Total value of these assets as of September, 30 2009:

AANM Endowment Fund	\$1,596,936
AANM Endowment Fund for Public Programming	\$395,089
Drs. Barbara & Adnan Aswad Endowment Fund	\$7,863
Total Value	\$1,999,888

Statement of Financial Position as of September 30, 2009 (unaudited)

ASSETS

CURRENT ASSETS

Cash - Unrestricted	\$2,166,319	
- Temp. Restricted	1,157,750	
Grants & Accounts Receivable	1,678,993	
Prepaid Expenses	288,499	
Inventory-AANM Gift Shop & Library	71,102	
Total Current Assets		5,362,664

AANM Endowment Fund	973,954	
Land and Buildings	24,956,955	
Office Furniture and Equipment	1,758,930	
Less Allowance for Depreciation	(4,427,536)	
		23,262,303

TOTAL ASSETS **\$ 28,624,967**

Liabilities and Net Assets

CURRENT LIABILITIES

Accounts Payable	\$ 46,138	
Deferred Income	112,011	
Notes Payable - Short Term	91,000	
TOTAL CURRENT LIABILITIES		249,149

NOTES PAYABLE - LONG TERM **1,292,411**
TOTAL LIABILITIES **1,541,560**

NET ASSETS

- Unrestricted	25,011,911	
- Temporarily Restricted	1,097,542	
- Permanently Restricted	973,954	
TOTAL NET ASSETS		27,083,407

TOTAL LIABILITIES AND NET ASSETS **\$ 28,624,967**

Schedule of Revenue for the year ended September 30, 2009

	Public & Mental Health	Employment & Training	Social Services	Youth & Education	AANM	National Outreach	CAAP	General Account	TOTAL
GRANTS									
Government	5,260,689	3,452,681	923,103	817,271	373,311	927,713		-	11,754,769
Foundations & Corporations	587,207			66,250	509,150	458,023	97,525	12,000	1,730,155
United Way for Southeastern MI		25,315	120,315	73,125				2,013	220,767
CONTRIBUTIONS & MEMBERSHIPS	26,477	20,367	12,078	4,296	52,122	2,572	100,500	128,450	346,861
SPECIAL EVENTS (Net)					173,001			102,719	275,719
FEE FOR SERVICE	159,197	35,420	186,811	164,552	60,959	17,175	395		624,509
INTEREST INCOME					3,240		44	50,529	53,813
RENTAL & OTHER INCOME	475,686				106,201			612,504	1,194,391
ADMISSIONS					22,445				22,445
ENDOWMENT FUND DISTRIBUTION					53,383				53,383
TOTAL UNRESTRICTED REVENUE	6,509,257	3,533,783	1,242,307	1,125,494	1,353,811	1,405,483	198,464	908,214	16,276,814
TEMP. RESTRICTED REVENUE	140,500			86,250	464,719	292,477	50,000		1,033,946
PERM. RESTRICTED REVENUE								206,734	206,734
CHANGE OF VALUE-AANM ENDOWMENT								(37,527)	(37,527)
TOTAL REVENUE	6,649,757	3,533,783	1,242,307	1,211,744	1,818,530	1,697,960	248,464	1,077,421	17,479,967
RELEASE FROM RESTRICTION	152,500	-	-	86,250	540,500	394,737	144,405	-	1,318,392

Statistical Report

ACCESS reached new heights this fiscal year by offering over 90 programs in Wayne, Oakland and Macomb counties. The number of total contacts for this year increased to 1,286,481—up 8% from last year. We continue to be a regional service provider for all those seeking assistance and continue our commitment to serving our clients with dignity and respect.

While our diverse client base includes the African American and Hispanic American populations, ACCESS remains the largest provider of services for the Arab American community. While the numbers are important, giving our clients the best level of service is central. Bringing pride, support, health and economic stability to people’s lives is what we are all about.

Clients Demographical Information Fiscal Year 2008-2009

Number of Contacts in Core Services477,513

Definition of contact: One visit per client. Core services include Social, Health & Mental Health, Employment & Training.

Number of Contacts in Youth & Education Services317,629

Definition of contact: One hour of educational services per student.

Total Number of Contacts in Core and Youth & Education Services795,142

Number of Contacts in the Arab American

National Museum (AANM)491,339

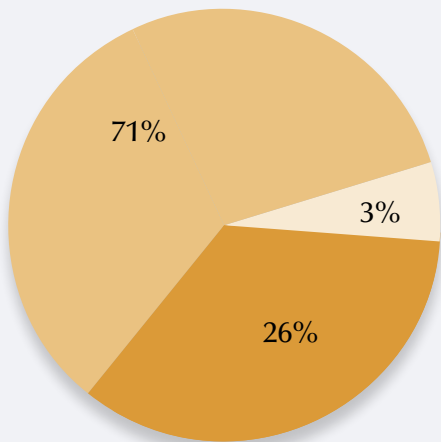
Definition of contact: One museum visit or attendance of one cultural and/or educational event.

Total Number of Contacts 1,286,481

an increase of 8% from last year

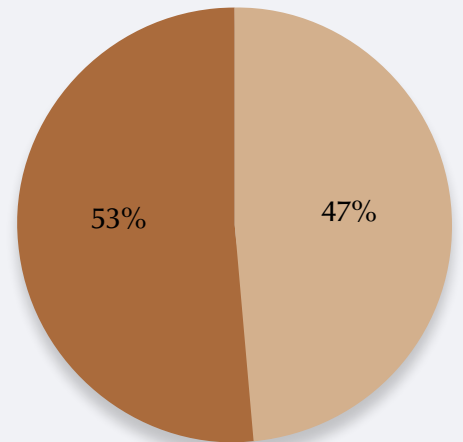
Statistical Report

Overview of Client Demographical Information for Fiscal Year 2008-2009



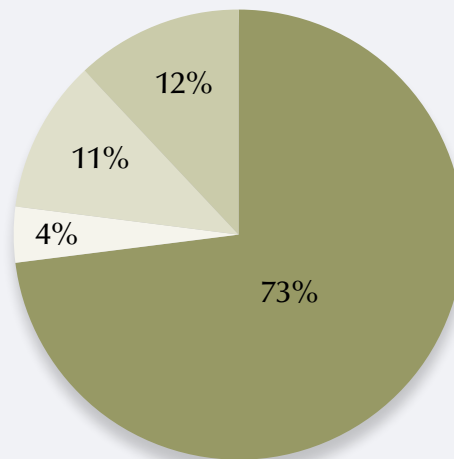
Clients by Age

■ 19 Yrs & Under: 26% □ 60 Yrs & Over: 3%
■ 20 Yrs to 59 Yrs: 71%



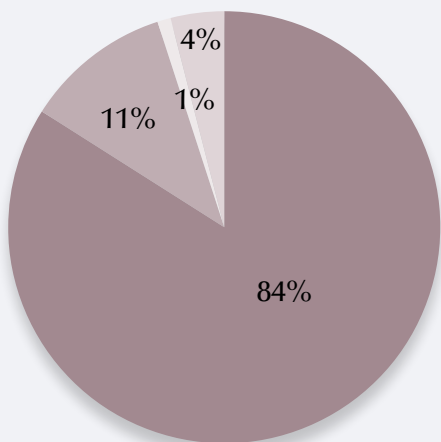
Clients by Gender

■ Female: 53% □ Male: 47%



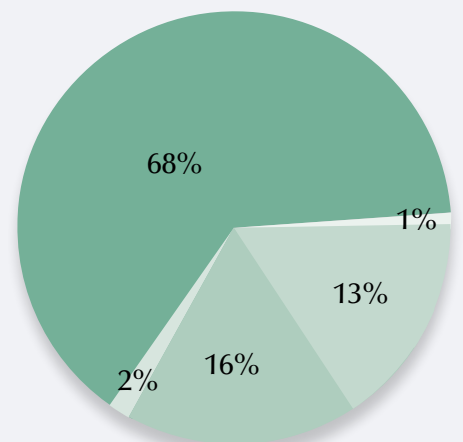
Clients by Employment Status

■ Unemployed: 73%
□ Not in Labor Force: 4%
■ Employed: 11%
■ Unknown: 12%




Clients by Household Income

■ Under \$20,000: 84% □ Over \$50,000: 1%
■ \$20,000 - \$49,999: 11% □ Unknown: 4%

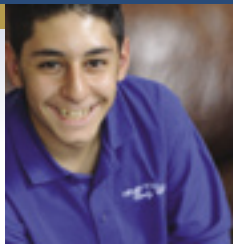


Clients by Race

■ Arab American: 68% □ Hispanic American: 2%
■ African American: 16% □ Asian American
■ White: 13% & Others: 1%



Middle school student Hussain Ayoub thanks ACCESS for giving him **the tutoring and skills he needed to become an even better student.** Before joining the ACCESS tutoring program, Hussain had a very respectable 3.4 GPA. After receiving tutoring in math, science, and computer studies, he's now earning a 3.8 GPA and is enrolled in Henry Ford's Early College, where he studies medicine. He says last year was the "best academic year of my life," and recommends ACCESS to all his classmates.



Youth & Education

The Youth & Education Department at ACCESS empowers youth through a variety of programs designed to efficiently and effectively provide educational resources to K-12 students and their families. Its staff and volunteers firmly believe that learning is a process in which the family and the community as a whole play essential roles. For this reason, ACCESS has developed invaluable programs that offer academic help outside of scheduled school time; provide support for students who are learning English as a second language; emphasize leadership and community service; and also provide courses in child education and ESL (English as a Second Language) for families.

After more than a year of eager anticipation, the construction of the new ACCESS Youth & Family Services Center is nearly complete! The center will feature a large gymnasium along with many classrooms where families can take their children for a fun and safe place to learn. The center will be attached to ACCESS' main office on Saulino Ct. in Dearborn, Michigan.

The new Center will be host to some of the Youth & Education Department's many educational programs designed to cater to the needs of the diverse student population ACCESS serves. For example, we provide ESL courses and tutoring for students who need extra help. Also, students have the option of moving ahead or getting extra reinforcement via our Summer Academy and 21st Century Community Learning Center. The Center offers after-school tutoring by caring and experienced tutors who are fluent in English, Arabic, and Spanish. These programs have provided hundreds of children with extra support outside of regularly scheduled class time. In fact, this year the Youth & Education Department was awarded a five-year grant from the Michigan Department of Education to expand its 21st Century Community Learning Center Program to five additional schools in Dearborn.

Because a supportive and knowledgeable family environment is instrumental to a child's academic success, ACCESS offers several popular courses in English, parenting education, and early childhood education. Each course strives to promote awareness and facilitate communication among parents, their children, and their children's educators. Currently, the Youth & Education Department is working with agencies to bring early childhood programming to South Dearborn. The response to these programs in the community has been overwhelming, reflecting the surrounding culture's vested interest in the education of its youth.

This summer, the Green Lands Project, a neighborhood clean-up initiative spearheaded by JIRAN (Join In to Revitalize Arab American Neighborhoods) organizers, beautified neighborhoods in Southwest Detroit. The volunteers planted flowers and landscaped in the spirit of improving their city. The Green Lands Project was one of various other JIRAN initiatives created to improve the aesthetics of Detroit neighborhoods and instill a sense

of pride and responsibility in residents. Through JIRAN, many residents have become leaders and organizers intent on keeping their neighborhoods clean and beautiful. JIRAN was made possible by a grant from the Skillman Foundation through its Good Neighborhoods initiative.

Instilling a sense of community ownership and belonging in the area's youth is as important as providing educational resources, and it's a top priority for the Youth & Education Department. One of its major youth community service programs is ACCESS ACTS! (Active Community Teen Service). ACTS! provides a safe space for dialogue, brainstorming, and project implementation, administered by the youths themselves. ACTS! strives to teach young generations that they are capable of and responsible for making positive contributions to their community through leadership and action. This program has flourished under the leadership of many eager and energetic youngsters primed to make tangible changes in their neighborhoods.

Educational and recreational services offered are:

Academic Enrichment Programs

- ◆ 21st Century Community Learning Centers (Lowrey Middle School and Salina Intermediate in Dearborn, Bridge Academy and Frontier International Academy in Hamtramck)
- ◆ After-school Homework Assistance
- ◆ Targeted Intervention Program
- ◆ Summer Academy (academic enrichment and recreational all-day program)
- ◆ Supplemental Education Services (offered to schools that qualify)
- ◆ Fee-for-Services: ESL, Arabic, Sports, Character Development

Family Literacy Program

- ◆ Adult Literacy (ESL)
- ◆ Home Visits and Focused Case Management
- ◆ Parenting Education
- ◆ Citizenship Classes (in preparation for U.S. Citizenship Test)
- ◆ Driving Test Preparation Courses
- ◆ GED Classes

Other Services:

- ◆ JIRAN (Join In to Revitalize Arab American Neighborhoods) Project
- ◆ Customized ESL training for employers (fee for service)
- ◆ Teen Dialogue Groups (in partnership with the University of Michigan)
- ◆ Interagency and Community-wide Referrals
- ◆ Educational and Advocacy Services
- ◆ Volunteerism/Professional Development Opportunities



Mahasin Ouladberkan fled from Morocco to Dubai as a victim of domestic abuse, before finally ending up in the United States. She arrived in Michigan with her two young children and spoke very little English. **ACCESS put her back on her feet with a holistic approach** and found her a home, a car, and a food card. Her case manager also enrolled her in ACCESS ESL classes and her children in nearby schools. After working and attending college classes for three years, Mahasin is now the physician relations director at the Detroit Medical Center. She is currently studying to become a nurse.

Social Services

At the heart of ACCESS lies the Social Services Department. What was started in 1971 out of a storefront ran by volunteers has evolved into a nationally recognized department with more than 33,000 annual client contacts. With two locations in Dearborn and a satellite office in Hamtramck, our Social Services Department provides invaluable resources to the community including advocacy, information referral and translation. In addition, we provide immigration assistance and emergency services such as utility shut-off prevention, rent and mortgage assistance to prevent homelessness, and food assistance.

As the economy has taken a turn for the worse, the need for our outreach has increased with more people searching for help and reassurance. Our case managers work tirelessly every day on a one-on-one basis with clients to address their unique situations. The main goal of Social Services is to provide our clients with the keys to self-sufficiency, giving them long-term stability rather than short-term assistance.

One of this year's exciting collaborations involves the collocation between ACCESS and Wayne County Department of Human Services (WCDHS). This collaboration is the first of its kind in Michigan and includes seven DHS specialists on site in our Schaefer building at all times. The combination of our dedicated case managers and the skilled DHS specialists provides clients with a wraparound, holistic approach. This means our clients will benefit from the expertise of DHS specialists and receive the services already provided by our Social Services Department all in one location. For clients, this translates to a substantial increase in services and customer care, and a decrease in their wait for a solution.

While the ACCESS Social Services Department has provided immigration services for more than 30 years, we realize that immigration services are becoming increasingly critical for our community in these uncertain times when many new regulations and stringent requirements are being introduced. Our immigration specialists are accredited by the Board of Immigration Appeals, qualifying them to represent clients in immigration court and accompany clients to interviews with the Department of Homeland Security. The specialists assist clients in five key areas: citizenship education, civic engagement, completion of forms, consultation and outreach.

In partnership with the Department of Homeland Security, ACCESS' Immigration Unit also hosts periodic U.S. Citizenship Swearing-In Ceremonies. We also provide National Visa Center Processing, making our Social Services Department a one-stop center for all immigration services.

One of this year's new additions to the immigration unit is an attorney who specializes in immigration law. Our attorney provides clients with consultation and outreach. Alongside our immigration services, we provide free civil legal services to low-income

clients with the help of the Legal Aid and Defender Association (LADA) at our East Dearborn location.

For many immigrants who arrive in our country with hopes of a better life, the language barrier often proves to be the biggest stumbling block in their journey. Basic needs are hard to meet when communication is a problem. At ACCESS we meet this issue head-on with our translation services. The Social Services Department is home to a staff professionally certified in Arabic, French and English. We can translate important documents such as birth and marriage certificates, personal identifications and passports. This service reduces the stress of not being able to read important information related to immigration and citizenship services. Our translation services also are available to corporations and businesses.

Services

Information & Referral – Provide assistance with completion of forms from the Michigan Department of Human Services (public entitlement benefits), Social Security Administration, Michigan Department of Labor and Economic Growth (unemployment offices), utility companies, health systems, etc.

Advocacy – Provide assistance with government and private entities

Translation of Documents and Interpretation

Emergency Services Program – Rent/mortgage assistance, utility shut-off prevention and assistance, emergency food assistance

Senior Services – MiCafe Program (Food Stamp Assistance Program targeting seniors), long-term care planning, social activities, MMAP counselors

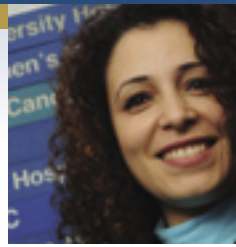
Immigration Services – Accredited representatives provide consultations and outreach in the areas of family reunification, citizenship, National Visa Center Processing. We host Swearing-in Ceremonies in partnership with Department of Homeland Security.

Citizenship Classes

Legal Services

Partnerships

City Connect
City of Dearborn
City of Dearborn Heights
Department of Human Services (DHS)
Department of Labor & Economic Growth (DELEG)
Detroit Area Agency on Aging (DAAA)
Elder Law
Legal Aid and Defender Association (LADA)
The Senior Alliance
Social Security Administration
The Heat And Warmth Fund (THAW)
United Way for Southeastern Michigan
Wayne-Metropolitan Community Action Agency





The Abood family — Hamid Abood, wife Ameera Qadan, and their daughter Shehad— were refugees from Jordan who came in search of a better life in the U.S. Instead, they encountered horrific living conditions in Tennessee. Unable to find work due to language barriers, the family had no money for bare necessities like food or clothing. Through a fortunate encounter with a stranger, the family made their way to Michigan and found ACCESS. Executive Director Hassan Jaber **helped the family find temporary lodging and enrolled them in the refugee program.** A couple of years later, the Aboods are now living happily in their own home with a new, healthy baby boy named Hussain, and a much more optimistic future.

Community Health & Research Center



After 21 years of dedicated service, the ACCESS Community Health & Research Center continues to be a flagship in metropolitan Detroit. Since its inception, the Center has consistently provided high-quality healthcare services, educational programs, research, outreach, and advocacy to thousands of clients.

The dynamic combination of our dedicated staff and leadership, innovative programming initiatives, groundbreaking research, and our strong commitment to preventing disease, reducing health disparities, and promoting wellness in the community has garnered an enormous array of affiliations and partnerships with state and federal government agencies, hospitals, universities,

and national and international organizations.

This past year has seen the establishment and success of the much-needed Refugee Supplement Services Program in a bid to facilitate the settlement and integration of the thousands of refugees who have come to the United States looking for a better life. This year will also see the Center take over the Women, Infants, and Children program (WIC) as the Center continues to expand its programs and influence.

The Center's programs span six key divisions: Medical, Public Health, Mental Health, Environment, Research, and the Hope House. Each focuses on a different aspect of our community's health needs.

Medical Division

The ACCESS Health Clinic is the largest Arab American community-based one-stop medical facility in the United States. It provides a comprehensive range of services to the greater community and to Arab Americans in particular.

This modern medical center has maintained the designation of a Primary Care Level 4 facility in accordance with World Health Organization standards. All of the medical and mental health programs are designed to meet the U.S. Surgeon General's Healthy People 2010 recommendations, which advocate healthy behaviors and disease prevention.

The Center is pleased to be contracting with Wayne County Health and Human Services to fully take over the Women, Infants, and Children program (WIC). WIC's services include pediatric care, OB/GYN visits, cancer screening, diabetes, mental health, and other social services. The WIC program will join a distinguished list of programs already offered by ACCESS. The Center will continue to provide these valuable services to the program's current 5,000 clients with a view to expanding them to our community.

The Community Health Clinic provides a range of primary and specialty care services as well as support services.

MEDICAL PROGRAMS

- ◆ **Internal Medicine** with partial support from Michigan Department of Community Health (MDCH), Primary Care Division
- ◆ **Family Medicine**
- ◆ **Obstetrics and Gynecology** in partnership with Henry Ford Health System
- ◆ **Pediatric Medicine**
- ◆ **Breast and Cervical Cancer Control Program (BCCCP)** in partnership with Karmanos Cancer Institute and the Michigan Department of Community Health (MDCH)
- ◆ **Cardiology Clinic** in collaboration with Oakwood Health System
- ◆ **Breast Cancer Education and Screening Program** in partnership with AVON Breast Care Funds and the Susan G. Komen Race for the Cure Foundation
- ◆ **Refugee Medical Assessment Program** in partnership with Michigan Department of Community Health
- ◆ **Children and Adolescent Health Care Center Program**
- ◆ **Immunizations/School Physicals**
- ◆ **Women, Infants, and Children program (WIC)** in partnership with Wayne County Health Department
- ◆ **Ancillary Services** include a complete lab in partnership with DMC Laboratories, and a pharmacy
- ◆ **X-ray Services** are in the final planning phase
- ◆ **Senior Citizen Medical Screening Program** in partnership with Senior Alliance

Community Health & Research Center *continued*

Mental Health Division

The ACCESS Mental Health Division offers a wide range of services for adults, children, and families. The Division's bilingual, multi-cultural staff is competent in addressing specific issues within the Dearborn-area Arab American community, and also

provides a broad spectrum of services for the greater community. The Psychosocial Rehabilitation Center for Survivors of Torture remains the only center of its kind in Michigan and is part of a consortium of 26 centers for torture treatment in the United States.

MENTAL HEALTH PROGRAMS

- ◆ Adult and Children Mental Health
- ◆ Family Counseling
- ◆ Child & Family Home-Based Mental Health
- ◆ Developmental Disabilities
- ◆ Domestic Violence Prevention and Counseling
- ◆ Victims of Crime Program
- ◆ Early-On Infant Mental Health Services
- ◆ School-based Services
- ◆ Substance Abuse Prevention Counseling and Treatment Program
- ◆ Trauma Screening Center
- ◆ Psychiatry Services for Adults and Children
- ◆ Clubhouse for mentally ill individuals
- ◆ Psychosocial Rehabilitation Center for Survivors of Torture with support from the Office of Refugee Resettlement and the United Nations Voluntary Fund for Serving Victims of Torture
- ◆ ACCESS/Freedom House Partnership for Screening and Advocating for Refugees and Asylum Seekers
- ◆ Annual Symposium on Refugees and Survivors of Torture



Dr. Adnan Hammad, Senior Director of ACCESS Community Health & Research Center, speaking at the 5th National Conference on Health Issues in the Arab American Community.

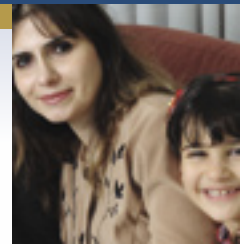
Research Division

Central to our mission is the pursuit of research focused on the assessment and health needs of Arab American populations. Research is also an integral part of program development in each of the Community Health & Research Center's divisions. We focus on areas of epidemiology and mental health. Our researchers are well-respected academics and physicians from many health-related areas. The planning for the 6th National Conference on Health Issues is underway, and several countries in the Middle East have been invited to host this renowned national and now international conference. The themes for this conference will include:

- ◆ Global Warming/Effect of Climate Change on Public Health
- ◆ Genetics and Health with Emphasis on Diabetes and Cancer
- ◆ Social Determinants of Disease from a Community Health Perspective
- ◆ Effects of Poverty on Health Outcomes and Disparities
- ◆ Opportunities and Challenges in Delivering Quality Health Care
- ◆ Successful Public Health Initiatives with Limited Resources

Participating partners in this conference include health and academic stakeholders such as the U.S. Department of Health and Human Services; the Center for Disease Control (CDC); American Cancer Society (ACS); select presidents of various American and global universities; chief executive officers of select hospitals; health-focused, non-government organizations (NGO's); and the World Health Organization's (WHO) East Mediterranean office. The convention is tentatively slated for March 2011.

For more information about this national and international conference, please contact Dr. Adnan Hammad at ahammad@accesscommunity.org.



Public Health Division

Recently, the use of Argileh or Hookah has been spreading at an alarming rate in the community, especially among youth. In an effort to combat substance abuse, the ACCESS Community Health & Research Center Substance Abuse Prevention Program has established the ACCESS Community Substance Abuse Coalition (ACSAC). The goals of the Coalition are: to establish and strengthen collaboration among ACSAC's partner organizations in support of the community's effort to prevent and reduce substance abuse among youth; and to reduce substance abuse among youth in Dearborn and Dearborn Heights, and, over time,

among adults by addressing the issues in our community that increase the risk of substance abuse and promoting the factors that minimize the risk of substance abuse.

As a result of this initiative, ACCESS successfully hosted an educational forum titled "Argileh Use Prevention: Challenges and Opportunities."

The Public Health Department diligently promotes healthy living, prolonging life, and disease prevention. In order to provide holistic, community-based and culturally competent preventive health services we offer the following programs:

PUBLIC HEALTH PROGRAMS

◆ HIV/AIDS & STD Prevention

Program provides:

- Free HIV Testing, Counseling and Referral services.
- HIV and STD care & treatment
- Skills Building workshops for young high-risk individuals (age 18-29)
- Individual Level Prevention Counseling in partnership with the Centers for Disease Control (CDC), Michigan Department of

Community Health/HIV-AIDS Intervention Section (MDCH-HAPIS) U.S. Health and Human Services Department (HHS).

- ◆ Diabetes Risk Factors Education, Screening, and Treatment
- ◆ The Kin Keeper Cancer Prevention Intervention in cooperation with Michigan State University
- ◆ Breast Cancer Genetics Education and Screening among Arab American women in cooperation with Karmanos

Cancer Institute and Detroit Mercy University School of Nursing

- ◆ Domestic Violence Coalition and Prevention Program
- ◆ Tobacco Prevention and Cessation Program
- ◆ MI Child/Healthy Kids/MOMS/Plan First, Families Health Coverage Program
- ◆ Substance Abuse Prevention Program
- ◆ Public Health Policy and Management Consultation Services

Environment Division

The ACCESS Environmental Program promotes the right of every community member to live in a clean, safe, healthy environment. Our work combines community education, community-based research, and advocacy for environmental health and environmental justice.

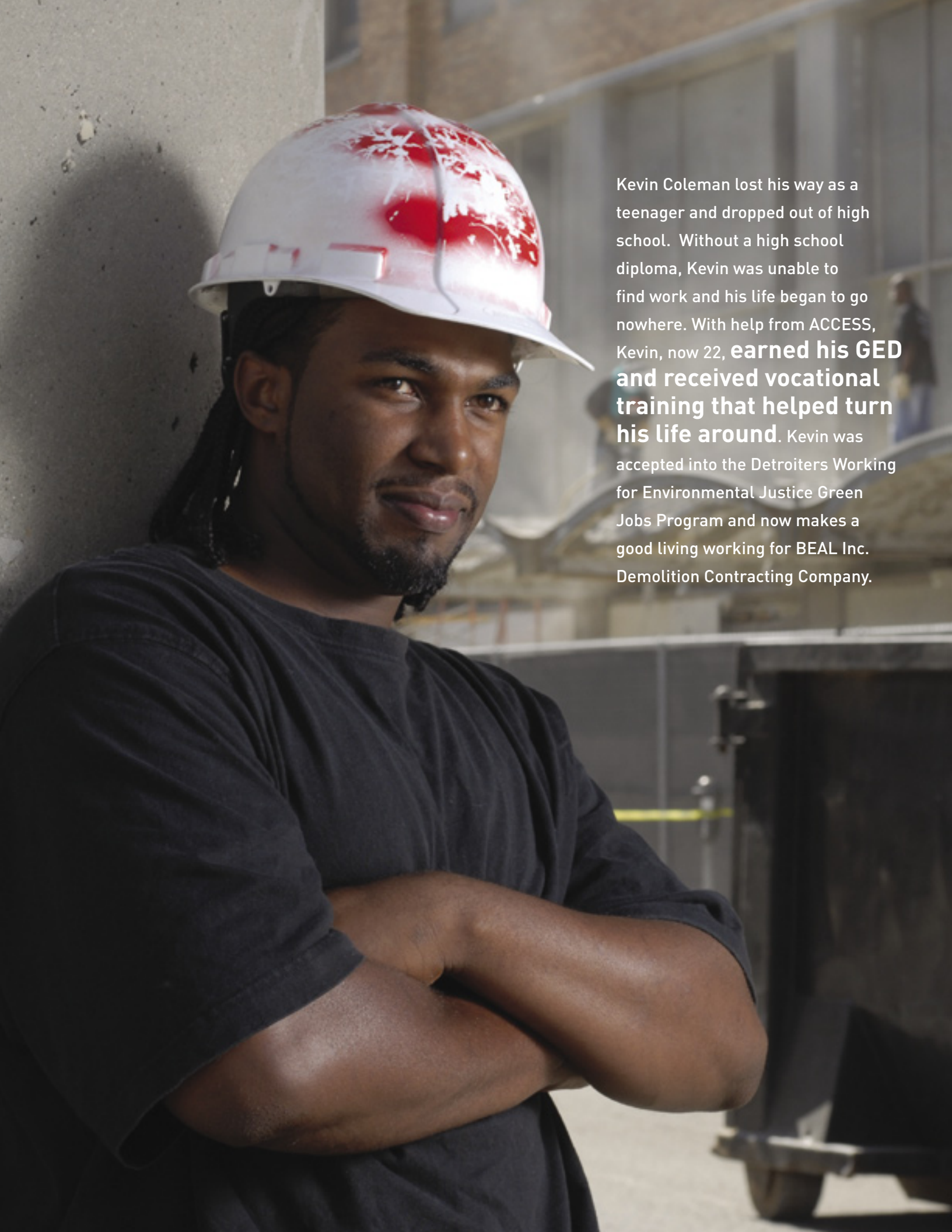
ENVIRONMENTAL PROGRAMS

- ◆ Environmental Advocacy/Action
- ◆ Southwest Detroit/South Dearborn Environmental Collaborative
- ◆ Youth Achieving Leadership and Learning About the Environment (YALLA)
- ◆ Building Capacity Through Diversity Project
- ◆ Campaign for State Action on Environmental Justice
- ◆ Healthy Kids Community Garden Initiative
- ◆ Healthy Homes Workshop Series

ACCESS Hope House

The Hope House is a clubhouse for mentally ill people that provides opportunities for friendship, employment and self reliance. Unlike traditional therapeutic programs, Hope House is open 365 days a year, all day long, and offers a range of social and recreational activities. Members work side by side, learning new skills while supporting each other, and the staff is there every step of the way.

The program consists of three units. In the education unit, participants publish a newsletter, maintain a library and work on their resumes. The clerical unit teaches participants to file, order and receive supplies and fill out time sheets. In the kitchen unit members plan menus, cook healthy meals and run a snack shop. Members also field volleyball and basketball teams. Hope House also provides transportation and abides by the International Standards for Clubhouse Programs (ICCD).



Kevin Coleman lost his way as a teenager and dropped out of high school. Without a high school diploma, Kevin was unable to find work and his life began to go nowhere. With help from ACCESS, Kevin, now 22, **earned his GED and received vocational training that helped turn his life around.** Kevin was accepted into the Detroiters Working for Environmental Justice Green Jobs Program and now makes a good living working for BEAL Inc. Demolition Contracting Company.

Employment & Training



In this difficult economy, ACCESS believes it's more important than ever to help people get training and find employment. Having a job benefits the individual, their family, and the entire community. In the last program year, the Employment & Training Department at ACCESS helped more than 12,000 of our clients find jobs.

At ACCESS, our goal is to help people reach their maximum potential by increasing their self-sufficiency. Because we are committed to promoting diversity and offering equal opportunities, our Employment & Training Department programs serve everyone, from newly arrived immigrants to those born here, as well as people with disabilities and veterans re-entering the workforce. We believe that when people succeed, the entire metro Detroit region becomes stronger.

ACCESS is a Certified Michigan Works One-Stop Employment

Center, one of only a few certified centers in Wayne County. We uphold Michigan Works' mission to support employers and workers by finding skilled workers for open positions and by offering training and professional development programs to both employers and employees.

All of our programs are designed to increase employment, retention, and earnings, in addition to improving occupational skills. Participants also receive training in employability and life skills. They benefit from career counseling, job search assistance, job development/job placement, support services and referrals. Our intensive case management services provide our clients with training and assistance that meets their specific needs.

Here at ACCESS, we value our ability to serve the entire Detroit metropolitan area and offer valuable programs and services for employers and those seeking employment.

PROGRAMS FOR THOSE SEEKING EMPLOYMENT

- ◆ Employment Service Program
- ◆ Workforce Investment Act – Adult, DLW, Youth and Special Populations Programs
- ◆ No Worker Left Behind Program
- ◆ Work First/JET & JET Plus Programs (community- and campus-based)
- ◆ Specialized workshops to empower job seekers
- ◆ Self-Directed Resource Room with Internet Access
- ◆ Learning Lab with assessments and self-paced tutorials (Basic Skills, GED, ESL, Office Skills) and Computer Application Training
- ◆ A range of services to employers seeking a qualified and diverse workforce (recruitment, screening, consultations, mediation, job fairs, etc.)



PROGRAMS FOR EMPLOYERS

At ACCESS, our relationship with employers is as important as our relationship with people seeking employment.

We strive to build strong relationships with employers across the region. We administer screening, testing and assessments to make sure that the job applicants we send to employers are well-qualified and capable.

Additional services include worksite support, on- or off-site employer/employee mediation, diversity training, and consulting.

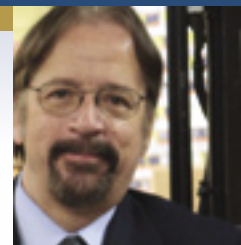
Three times a year, the ACCESS Dearborn One-Stop Service Center offers major job fairs that service 35-40 employers and attract hundreds of job seekers.

We take pride in linking the right people with the right jobs, and believe our success is measured by the success of our clients.



On May 16, 2009, a record number of volunteers turned out for NNAAC's 5th Annual Service Day. **Hundreds turned out at the Focus: HOPE campus in Detroit to do some landscaping while others packaged over 3,000 boxes of food.** "Without a doubt this was one of the best, if not the best, volunteer experiences that I've had in my 28 years at Focus: HOPE," states Frank Kubik, Commodity Supplemental Food Program Manager of Focus: HOPE.

National Network for Arab American Communities



The National Network for Arab American Communities (NNAAC) is a national institution that plays an important role in empowering the Arab American community at the local level while serving as a vehicle to address issues of concern to the Arab American community, and the broader community, at the national level. NNAAC's current members, who are independent grassroots organizations deeply rooted in their local communities, are the backbone for this national program. Through service provision, advocacy, education and civic engagement programs, members are able to effectively address the needs of their local communities while collectively working to provide a voice to issues of concern to the greater Arab American community. NNAAC manages several national programs designed to work in an integrated manner to accomplish its objectives. The Arab American Resource Corps (ARC) is a national AmeriCorps Program that fosters and promotes civic engagement and provides members with an opportunity to serve in NNAAC member organizations throughout the country. AmeriCorps members provide critically needed direct human and employment services, organize educational workshops and training, recruit thousands of volunteers and work to empower youth through a variety of programs. The members also organize the Annual National Arab American Service Day. The program's 95 members are answering President Obama's call to service by working to improve the lives of and empower people in their communities, and by building the capacity of the organizations they serve.

The Advocacy & Civic Engagement Program plays a pivotal

role in empowering the Arab American community at the local and national levels through policy development, issue advocacy and community organizing. The Program also provides technical assistance and support to NNAAC members to strengthen their ability to advocate and serve as a voice for their communities. The program leads NNAAC's engagement with the immigrant and civil rights movements at the local and national levels while representing NNAAC in several major national coalitions. The program runs the REV Campaign (Register, Educate, Vote) and organizes an annual Arab American Advocacy Week in Washington, D.C. The program also organizes a bi-annual national Civic Engagement Training Program.

The Organizational Development Program builds the capacity of NNAAC members, strengthens their ability to provide services, develop and run programs, and effectively manage their organizations. This is accomplished through providing grants to NNAAC members, offering technical assistance and support services, organizing on-site training and facilitating shared learning among NNAAC members. The program also organizes the Annual NNAAC Conference. Now in its 8th year, the conference offers a large number of workshops, training sessions and panels on a broad range of issues of concern to NNAAC members. The conference is also an outstanding networking event for NNAAC members, immigrant rights and civil rights advocates, nonprofit leaders, educators, private foundations and other funders interested in connecting with and learning more about the Arab American community.

2008-2009 HIGHLIGHTS

Arab American Resource Corps (ARC)

- ◆ ARC AmeriCorps members played a critical role by serving tens of thousands of people throughout the country in a variety of areas, and working to address vital human needs during the economic downturn.
- ◆ More than 100,000 service hours were provided by AmeriCorps members serving in NNAAC member organizations, including ACCESS.
- ◆ ARC members organized a successful 5th Annual National Arab American Service Day. More than 1,500 volunteers organized 30 community service projects in 19 cities.

Advocacy & Civic Engagement (ACE)

- ◆ The 1st Arab American Advocacy Week was held in Washington, D.C. NNAAC members attended policy briefings, met with members of Congress, and attended a White House briefing organized in collaboration with the Arab American Institute.
- ◆ ACE program played a leading role in immigrant and civil rights coalitions at the local and national levels. The program led NNAAC's participation in the Reform Immigration for America Campaign.
- ◆ Developed a policy position paper on priority issues of concern to NNAAC members and shared it with senior officials in the Obama administration and with members of Congress.

Organizational Development Program

- ◆ Provided mini-grants to NNAAC members through a competitive process to address critical organizational development needs.
- ◆ Organized two successful national NNAAC conferences in Anaheim, California, and Dearborn, Michigan., attended by NNAAC members, nonprofit leaders, community leaders and advocates.
- ◆ Provided critical technical assistance and support on a wide range of issues to NNAAC members including governance, resource development, program planning and volunteer recruitment.

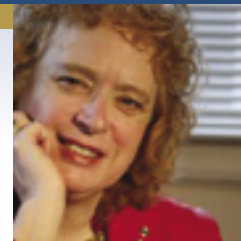


“Man’s mind, once stretched by a new idea, never regains its original dimensions.”

— Oliver Wendell Holmes, Jr.



Arab American National Museum



The Arab American National Museum (AANM) continues to take bold, progressive steps toward fulfilling its mission to document, preserve, celebrate and educate the public on the history, life, culture and contributions of Arab Americans, and to engage and convene the national Arab American community.

Despite challenging economic times, especially in Michigan, the AANM has reported steady growth in almost all areas of its work. In terms of audience development, over 56,000 people visited the AANM from September 2008 to September 2009, compared to 50,000 in the same year-ago period; another 425,000 people attended its off-site events. Traffic at www.arabamerican-museum.org has increased by 112%. The Museum is an increasingly attractive rental venue for meetings and celebrations held by individuals, businesses and nonprofits.

Among the many exciting developments was the expansion of educational outreach efforts to several states, including Utah, Illinois, Indiana, Ohio and Pennsylvania. The Museum's first three-day workshop for educators from Michigan and other states was well attended and enthusiastically received. A total of 550 people attended two nationally focused events: DIWAN: A Forum for the Arts and the Arab American History Conference.

Three new exhibitions in the AANM's rotating galleries (*Utopian Visions*; *A Yemeni Community*; SURA Arts Academy Exhibition) brought the lives and work of Arab Americans to visitors in vivid, compelling fashion. Public programs designed to attract diverse audiences – Global Thursdays concerts; film

presentations; Free Craft Sundays, the annual Concert of Colors and Forum on Community, Race and Culture; and many others – succeeded in attracting both loyal fans and first-timers.

AANM financial successes were also significant. The Ford Foundation and the Kresge Foundation each made \$500,000 grants to the AANM. The Museum completed a two-year membership grant from the McGregor Fund that brought in over 3,000 new Museum members, one-third of them from outside Michigan. Perhaps most significantly, the AANM ranked fourth among 75 local cultural organizations, including the area's largest and most respected institutions, in the Community Foundation for Southeast Michigan's Arts & Culture Challenge, raising \$304,000 in new, unrestricted funding.

While Museum staffing levels have remained fairly static, grant funds made possible an increase in marketing and communications staff in the areas of the Internet and social media applications. This particular departmental expansion is pivotal as the AANM seeks to live up to the "National" in its name by: marketing the availability of several newly created traveling exhibits featuring cutting-edge scholarship to venues across the U.S.; and by fostering increased participation in AANM events of national scope/interest such as Arab American Book Awards and DIWAN: A Forum for the Arts, which are both poised for growth based on increasing numbers of submissions.

Please visit www.arabamericanmuseum.org for information about Museum exhibitions and programs, membership, donation opportunities and to receive timely emails from the Museum.

When Detroit educator Maureen McDonald brought 10 engineering students to the Arab American National Museum in spring 2009, she found their eyes open wide, their hearts stirred by touching stories they heard.

"One student loved the tale of a Wayne State University student from Lebanon. Another couldn't stop talking for days about the big Arab World map because he had never seen a visual representation of those countries," recalls McDonald. "Another found it fascinating that one of the first slaves in America came from an Arab country in the 1500s."

"Thanks again, to the museum staff for making available a marvelous guide who made history and culture come to life, and to all who create and maintain these wonderful displays that open a window on the world. Said Oliver Wendell Holmes: 'Man's mind, once stretched by a new idea, never regains its original dimensions.'"





CENTER FOR ARAB AMERICAN PHILANTHROPY

The Center for Arab American Philanthropy (CAAP), a project of ACCESS, is the only program in the country harnessing the collective power of Arab American giving and knowledge to strengthen the voice of the community in American society. CAAP pools the charitable resources of Arab Americans to empower the community today and leave a legacy for the future.

In 2008, CAAP established the only national Arab American charitable fund engaged in grantmaking. In June 2009, CAAP granted \$73,900 to 16 Arab American organizations across the country, increasing their capacity to provide much needed services in the community. CAAP granted another \$101,900 to Arab American organizations through 30 Donor-Advised Funds, funds administered by CAAP and directed by the donor.

By establishing a fund through CAAP, individuals have

“Giving money and time is a responsibility. I’m involved with a lot of organizations, but to me CAAP ties everything I do together.”

Rita Mansour

Member of the Leadership Circle, the advisory board of CAAP

MISSION

The Center for Arab American Philanthropy strengthens Arab American giving by establishing charitable legacies through education, grantmaking and endowment building.

VISION

The Center for Arab American Philanthropy is the catalyst for improving lives and building vibrant communities.

participated in a national movement to increase the visibility of Arab American philanthropy while supporting their favorite charities and making a difference in their communities. Through our grantmaking, CAAP is fulfilling our vision of becoming a catalyst for improving lives and building vibrant communities.

Together, we are creating a permanent institution to ensure that organizations supporting the community will serve for years to come.

For more information about CAAP, please visit www.centeraap.org.



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(Oct. 1, 2008 – Sept. 30, 2009)

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