



ANNUAL REPORT

2024



ICNA Relief
SHIFA CLINIC, SC

A WORD FROM THE DIRECTOR

This year has been a testament to the power of hope, collaboration, and the unwavering commitment to serve our community. At Shifa Free Clinic we pride ourselves on being more than just a health clinic—we are a place where families come for comprehensive care under one roof. From primary care and vision services to specialized gynecological and pediatric care, we strive to be a beacon of health and healing for the entire family.

One of the most exciting developments this year was being awarded a federal grant to reduce the incidence of diabetes in our community. This transformative initiative allows us to take a proactive approach to a pressing health crisis. We have already begun laying the groundwork—building partnerships, developing innovative programs, and setting the stage for impactful work in the coming year. Diabetes touches so many lives, and through education, screenings, and compassionate care, we aim to create a healthier future for our community.

Our hunger prevention services also continued to grow as we responded to an increasing need. In South Carolina. Food insecurity remains a challenge, with many families relying on support to meet basic needs. Thanks to your generosity, we were able to distribute over 500,000 pounds of food with over 13,000 pick ups, making a significant impact in reducing hunger within our community.

The achievements of this year would not have been possible without our dedicated team, the support of ICNA Relief's headquarters, and the incredible collaboration with our community partners. I am immensely proud of the staff, volunteers, and donors who make our mission a reality. Together, we continue to demonstrate what's possible when people come together with a shared purpose.

As we move forward, we are energized by the opportunity to grow and expand our impact. With teamwork and collaboration, we will continue to meet the needs of our community—whether it's providing comprehensive healthcare for the entire family, tackling diabetes, or supporting those facing food insecurity.

Thank you for standing with us and for believing in our mission. Your support fuels everything we do, and we are excited to continue making a difference, together.

In service and gratitude,

Reshma Khan

RESHMA KHAN
MEDICAL DIRECTOR





Shifa Clinic

Healing with love

OUR IMPACT

Collaboration is more than simply joining forces; it's about multiplying our potential and building something far greater than we could achieve alone.



IN KIND DONATIONS

\$4,801,509.10

VOLUNTEER HOURS

\$947,283

IN HOUSE

\$2,111,927

\$7,860,719

People Served in 2024:

1,043,149



ICNA



Hunger Prevention

Feeding our Communities

ICNA Relief's national Hunger Prevention is focused on helping families get the food they need.

Locations: 149
People Served: 859,269
Lbs. of Food: 2,561,381



Family Services

Counseling and Support

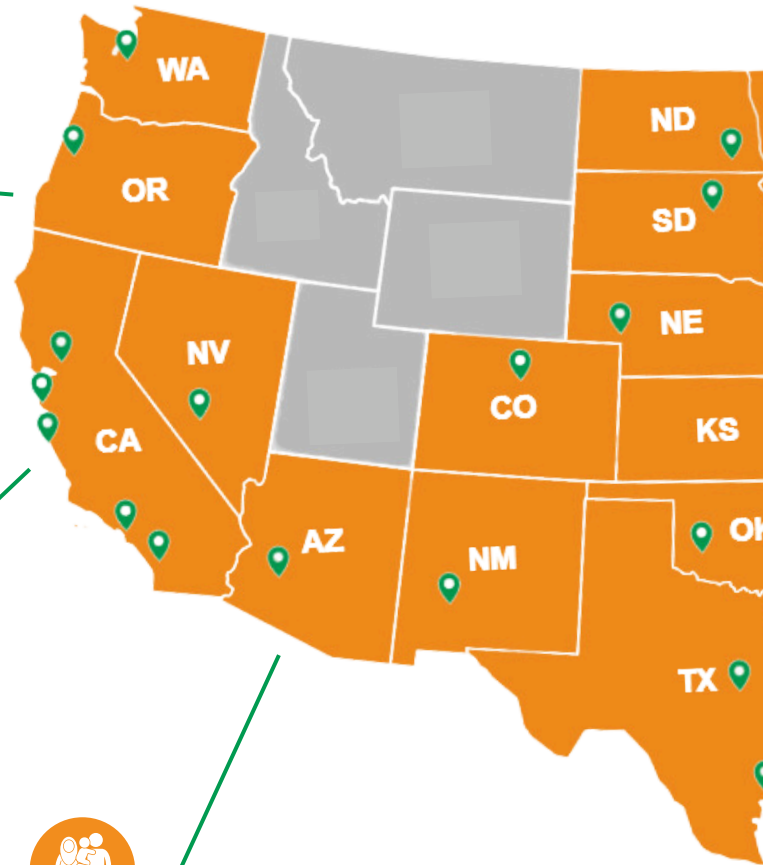
ICNA Relief's Muslim Family Services Program is focused on expanding access to mental health care for families in need.

Workshops: 109
People Served: 30,221
Hrs. of Counseling: 2,997

FATE

The **F**oster Care **A**dvocacy **T**raining and **E**ducation Program helps families navigate the complex US Foster Care System.

Active States: 9
Children: 352
Families Helped: 85



Refugee Services

Creating Hope

ICNA Relief's Refugee Program helps families rebuild through housing, job training, and more in order to provide community to those who are displaced.

Communities: 16
Refugees Served: 59,824
Homes Furnished: 400



NECHAMA
JEWISH RESPONSE
TO DISASTER



UMCOR
United Methodist



APPNA
Association of Physicians of
Pakistani Descent of North America



American
Red Cross



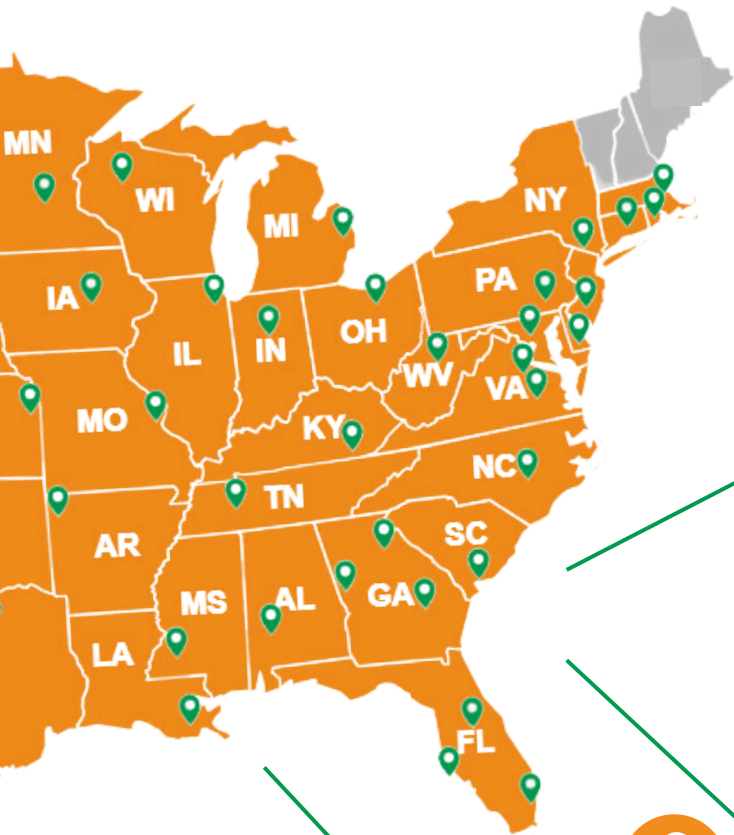
UNITED
WAY



Global
Welcoming Newcomers



ICNA Relief



Transitional Housing

Sheltering the Vulnerable
ICNA Relief offers temporary lodging to unhoused families in need. Participants are given one-on-one support while they transition to permanent, stable housing.

- Locations:** 26
- People Served:** 1,107
- Total Nights:** 36,189



Health Services

Healing with Love
ICNA Relief's free clinics provide medical aid to people who are uninsured and connects them to resources to live a healthy life.

- Locations:** 7 and 4 mobile vans
- People Served:** 22,485
- Health Fairs:** 314



Disaster Relief

Planning and Preparation
ICNA Relief USA supports all disaster relief phases from preparedness to response and recovery to help communities devastated by tragedy rebuild.

- Disasters:** 10
- People Served:** 14,072
- Volunteers:** 137



Back 2 School

Education for All
ICNA Relief is committed to expanding access to education through school supply giveaways and programs to help students, parents and educators succeed.

- Locations:** 239
- Students Served:** 57,182
- Backpacks Total:** 1,028,653

Refuge
Since 1939



National Voluntary Organizations Active in Disaster



FEMA





Shifa

Heart Healing

HUNGER PREVENTION

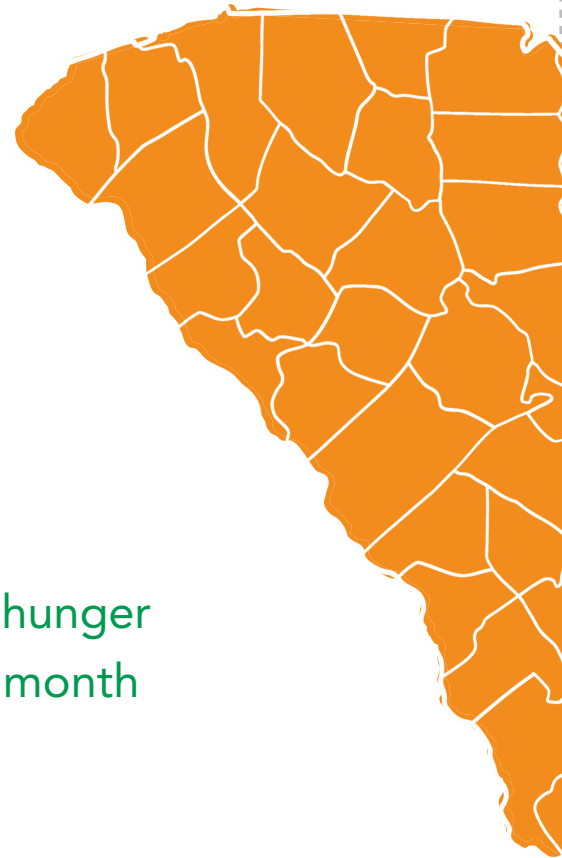
On site food pantry that sees over **800-900 families** every month

Partnership with Amazon that delivers groceries to **100 households** lacking transportation every month

Partnership with Title one Schools for child hunger prevention bags, feeding **100 children** per month

OUTREACH

Health Education classes that teach people ways to prevent diabetes through nutrition and lifestyle change



NOTABLE AWARDS



J E F F E R S O N
A W A R D S
F O U N D A T I O N

Charleston's 10 Most Beautiful People
"Neighbors who embody the beauty of the human spirit"
-Charleston Magazine

a Clinic

with love

HEALTH SERVICES

Multispeciality No cost health care
with over **4000 medical visits**

No cost In house pharmacy with vaccines
Over \$1 M worth of medications dispensed

No cost labs
over \$535K worth of labs provided

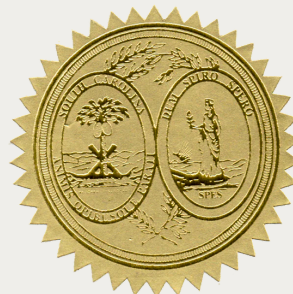
Community Health Fairs that connect thousands of
people with health resources and fresh food

Seasonal events like Back to School, Turkey
Giveaways and Holiday Distributions

AWARDS IN 2024

Martin Luther King Picture Award

*"Honoring those who serve in
their Lowcountry communities"*
-Wendell Gilliard



Proclamation to Honor Dr. Khan

*"For outstanding contributions
to the state of South Carolina"*
-SC House of Representatives

TOTAL IN KIND DONATIONS

\$4,801,509.10

Health Services

\$2,965,147.10

 \$999,801.00	 \$735,550.00	 \$ 713,853.10	 \$189,939.00	 \$103,703.00
 \$55,104.00	 \$54,531.00	 \$42,800	 \$ 24,150.00	 \$ 17,800.00
 \$10,351.00	 \$8,733.00	 \$4,974.00	 \$3,741.00	 \$117.00















Hunger Prevention

\$ 1,836,362

 \$661,101.00	 \$303,209.00	 \$298,080.00	 \$196,257.00	 \$138,755.22
 \$113,399.00	 \$66,051.00	 \$51,585.00	 \$5,924.75	 \$2,000.00

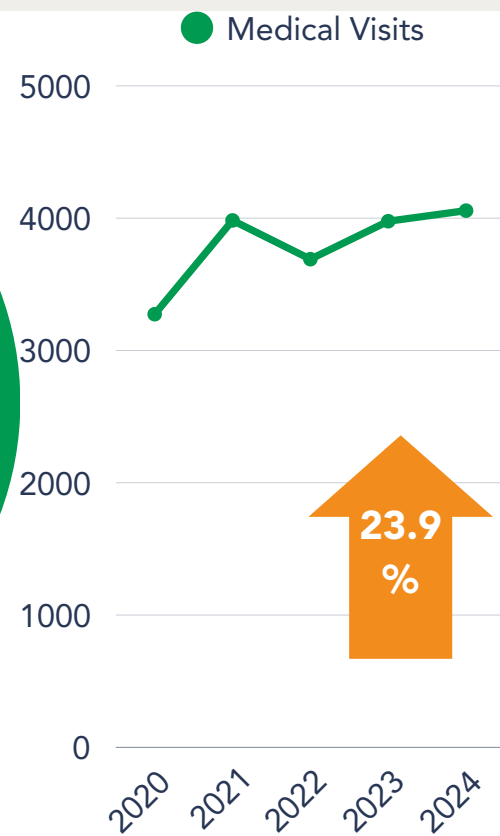
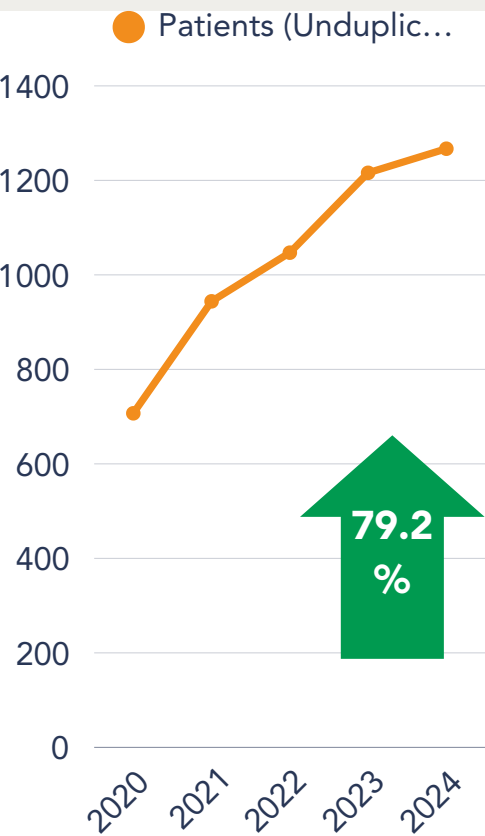
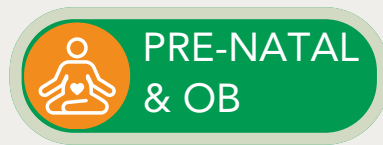
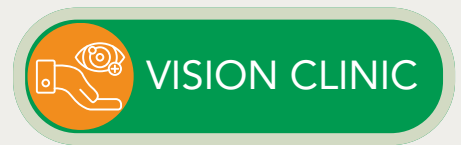
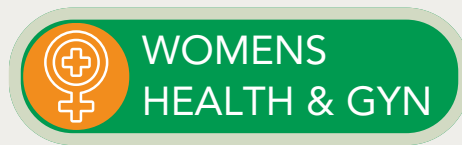
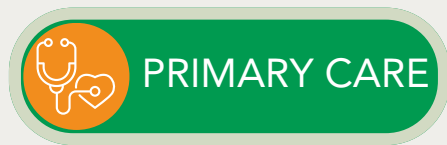
FINANCIAL CONTRIBUTIONS

\$ 394,044.91

<p>DHHS Office Minority Health</p> <p>\$150,000</p>	<p><small>SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES</small> Healthy Connections MEDICAID</p> <p>\$41,617.64</p>	<p> BlueCross BlueShield</p> <p>\$42,460</p>	<p>amazon</p> <p>\$25,000</p>
<p>United Way</p> <p>\$19,781.00</p>	<p> DANIEL ISLAND COMMUNITY FUND Est. 2000</p> <p>\$15,000</p>	<p> New Morning Foundation</p> <p>\$15,000</p>	<p> Employees Community Fund of Boeing</p> <p>\$14,976</p>
<p> CHARLESTON SOUTHERN UNIVERSITY</p> <p>\$9,600</p>	<p><small>SOUTH CAROLINA OFFICE OF</small> RURAL HEALTH <small>Investment. Opportunity. Health.</small></p> <p>\$7,986.25</p>	<p> MUSC Medical University of South Carolina</p> <p>\$7,000</p>	<p> SOUTH CAROLINA CANCER ALLIANCE</p> <p>\$7,000</p>
<p>South UNIVERSITY™</p> <p>\$6,000</p>	<p> Rotary Club of Daniel Island</p> <p>\$5,000</p>	<p> KIWANIS INTERNATIONAL</p> <p>\$5,000</p>	<p> Dominion Energy®</p> <p>Actions Speak Louder</p> <p>\$5,000</p>
<p> SISTERS of CHARITY FOUNDATION OF SOUTH CAROLINA</p> <p>\$5,000</p>	<p>The Post and Courier</p> <p>\$5,000</p>	<p>Others</p> <p>\$3,924.02</p>	<p> GRACE CHURCH CATHEDRAL</p> <p>\$2,000</p>
	<p> ALL SAINTS Lutheran Church</p> <p>\$1,500</p>	<p> CCF</p> <p>\$200</p>	

Health Services

Shifa Clinic provides free preventive care and chronic disease management to low-income and uninsured individuals. By addressing health issues early and offering ongoing support, it improves health outcomes, reduces emergency room strain, ensures equitable access to care, enhances community well-being, and lowers overall healthcare costs for taxpayers.



**ON SITE
DISPENSARY**



\$1.3 M

WORTH OF MEDICATIONS DISTRIBUTED



820

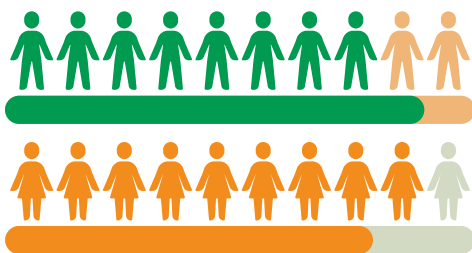
VACCINES ADMINISTERED

Women's Health



Shifa Clinic provides comprehensive GYN services to address every aspect of women's reproductive health journey through:

- ✓ Annual well women exams
- ✓ No cost Breast, Cervical* and Colon cancer screenings
- ✓ Contraception options including LARC
- ✓ Adult vaccinations including Gardasil
- ✓ Diagnostic minor Surgical Procedures including LEEP*, Colposcopy and Biopsy



Preventing Cervical Cancer: A Story of Hope

In 2024, a female client living with HIV was diagnosed with low-grade cervical changes (LGSIL) through a routine Pap smear. A follow-up colposcopy revealed high-grade lesions, underscoring the increased risk of cervical cancer among **women with HIV, who are six times more likely to develop this disease.**

At our clinic, she received a LEEP procedure to remove the abnormal cells and we counseled her on the importance of follow-up care. Our proactive approach not only improved her health but also highlighted the importance of accessible, lifesaving care.

Cervical cancer is preventable with early detection and timely intervention. **LEEP is proven effective in treating high-grade cervical lesions, reducing the risk of progression to invasive cancer.*



Healthy Futures for Our Children: Shifa Clinic & Pinehurst Partnership

Since Fall 2020, our partnership with Pinehurst Elementary School has addressed challenges like language barriers, housing insecurity, and transportation issues, providing significant support through:



Vaccine events, wellness visits, and the Vision Mobile Unit.



Our Food pantry assists many families with advocates for food delivery.



Referral programs Ensuring appropriate care for students with complex health needs.



Coordinated by school advocates for access to appointments.



Maternal and Child Health



A LIFE-CHANGING DIAGNOSIS: ONE FAMILY'S STORY

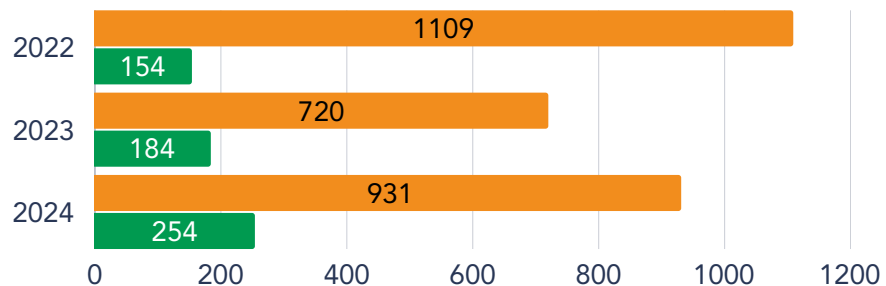
24 year old YB, a young mother-to-be, walked into our free clinic seeking care during her pregnancy. Without insurance and access to regular prenatal care, she was unsure of how her pregnancy was progressing.

During her visit, our clinic team conducted a routine screening, which led to a critical diagnosis: her unborn baby showed markers for Down syndrome and a congenital heart defect.

Thanks to our clinic's early intervention and partnerships with Roper Saint Francis, YB was referred immediately to Maternal-Fetal Medicine (MFM) specialists at MUSC. The transition was seamless, with our patient navigator ensuring she understood every step and had access to the resources needed. Today, Maria is receiving regular prenatal visits under the care of a highly skilled team at MUSC. Her physicians, clinic staff, and family are well-prepared to welcome the baby into the world, equipped to address the baby's medical needs from the moment of birth.

This story highlights the vital role our free clinic plays in bridging gaps in healthcare. For YB and her family, it was not just a diagnosis—it was hope, preparation, and access to life-saving care. Families like hers benefit from early detection and coordinated care, which improves health outcomes and reduces the burden on emergency medical services.

● Ob Visits ● Unique



ROPER
ST. FRANCIS

Myriad
genetics



Partner Highlight:



Building Bridges to Healthy Births by Partnering for Prenatal Care Excellence



931
OB
APPOINTMENTS



116
DELIVERIES



28
C SECTION



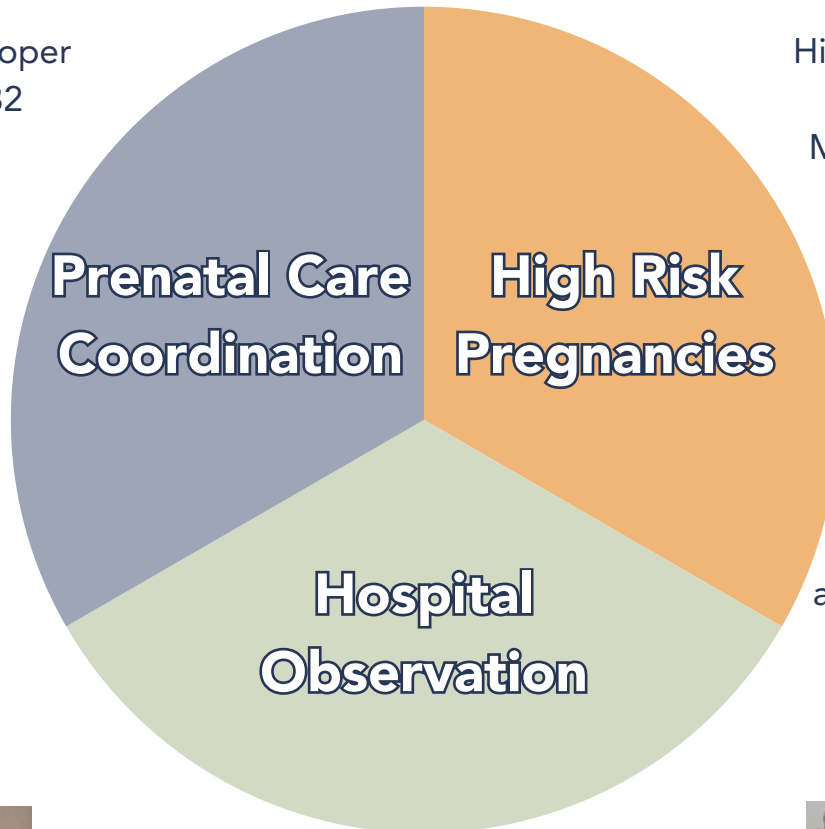
11
VBAC

Patients transition to Roper Saint Francis Clinic at 32 weeks

Management of care is provided at the clinic

Roper staff assists with no-cost delivery paperwork

Timely scheduling for repeat C-sections or inductions



High-risk pregnancies are referred to the RSFH Maternal-Fetal Medicine (MFM) program

Care may involve co-management or full transfer, depending on case complexity

Patients receive assistance with payment options and billing to alleviate stress

If a routine hospital visit requires prenatal observation, Shifa Clinic providers can coordinate with the on-call laborist at Bon Secours OB ED.

\$ **\$763,853**
IN-KIND VALUE





Breast Cancer Awareness Month

October 2024

SHIFA CLINIC CELEBRATED WITH A MONTH OF EMPOWERMENT, EDUCATION, AND SUPPORT!

Thanks to our partnership with South Carolina's Breast and Cervical Cancer Early Detection Program, Shifa Clinic has expanded our cancer screenings.

In 2024 we saw:

- **232** Eligible Patients
- An **83%** Screening Rate
- **0 New Cases** of cancer detected



**Best
Chance
Network**

for women's cancer screening

We also celebrated the strength and community of women with 2 impactful events:



SURVIVORS LUNCH

We celebrated the courage of incredible breast cancer survivors with a special luncheon, honoring their resilience and sharing their stories to inspire others.



PAMPER ME PINK

A Beauty & Wellness Fundraiser - We brought the community together for a relaxing and empowering day, raising vital funds to support free mammograms and women's health services

Thank you to everyone who participated, supported, and made these events a success. Together, we are creating a healthier future for women!

INSPIRE-D

Integrated **N**utrition and **S**creening
Program for **I**nformed **R**isk **E**ducation
for **D**iabetes Prevention



GOAL

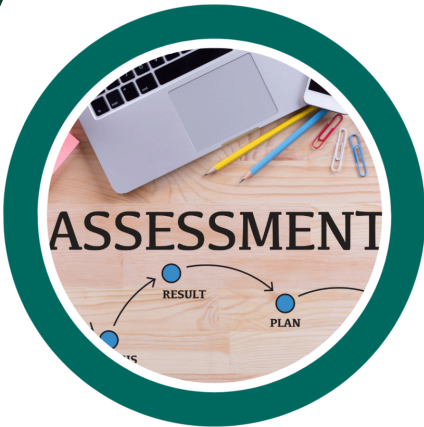
The proposed project seeks to address two key Social Determinants of Health (SDOH)

1. Increasing access to quality health
2. Enhancing education access



to empower individuals in understanding and applying health and nutrition information with the **LHI target of reducing new cases of diagnosed diabetes in the population**

Three Objectives:



Community Health Assessment



Early Risk Detection and Self Management Education



Enhancing Nutrition Literacy and Access to Healthy Foods

SPANGLISH
CONSULTING

 **dhec**
Healthy People Healthy Communities

 **LOWCOUNTRY FOOD BANK**



 **MUSC**
Medical University of South Carolina

 **ROPER ST. FRANCIS**

This project is supported by the Office of Minority Health of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$561 K with 100 percent funded by the Office of Minority Health/OASH/HHS.

The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, Office of Minority Health/OASH/HHS, or the U.S. Government.

For more information, please visit Home Page – Office of Minority Health (OMH) ([hhs.gov](https://www.hhs.gov))

Volunteers

Day to Day



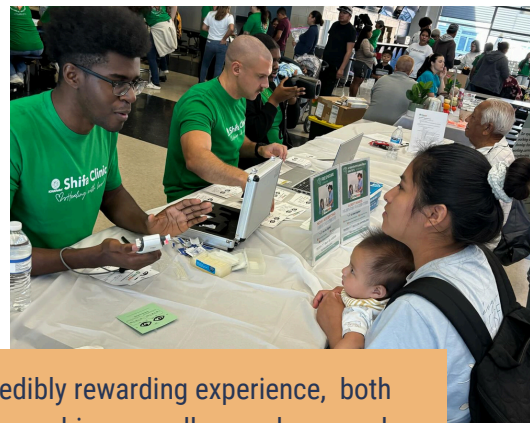
20,569

Total Volunteer Hours

\$947,283.50

Value of Volunteer Services

- ▶ Medical Providers
- ▶ Public Health & Spanish Interns
- ▶ Food Pantry & Admin Assistance
- ▶ Pre-Med & Event Volunteers



"Volunteering at Shifa Clinic has been an incredibly rewarding experience, both spiritually and intellectually. Every contribution – big or small – makes a real difference in people's lives, so I know my work here was meaningful."

- Seth James, Citadel Intern

Academic Center



11,299.5

Total Student Hours

\$895,231.50

Value of Academic Services

- ▶ Physician's Assistant Students
- ▶ Nurse Practitioner Students
- ▶ Residents
- ▶ Pharmacy Students



"My time with Shifa was the most meaningful portion of my clinical year of PA school. I was able to learn by doing rather than watching, which gave me the confidence that I have what it takes to be a provider. [...] I left every day of clinic tired but with a full heart, knowing that the work I put in that day made a big difference in someone else's life."

-Ellie Flandrick, CSU PA Student



Outreach

Bringing Shifa Clinic's health and hunger prevention programs to people where they are with Health Fairs, Fresh Food Distributions & Educational Programming that connect thousands of people with health resources and fresh food

Health Fair Screenings



- Flu Vaccines
- BMI Checks
- Anemia
- Vision
- Diabetes
- Blood Pressure
- Glaucoma
- Nutrition



Plus information on how to become a patient of Shifa Clinic



13

Health Fairs

816

Total Participants



Seasonal Events



Back2School

396 Back Packs filled with supplies



Turkey Giveaway

400 Frozen Turkeys + Holiday meal essentials



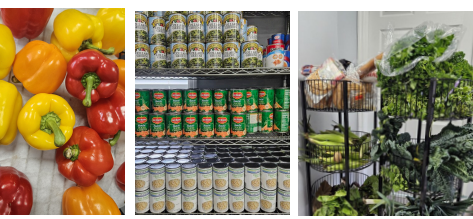
Holiday Giveaway

360 Families Served with healing and love

Our giveaways, such as Back-to-School, Turkey, and Holiday events, supply essential items to families and foster community engagement. These initiatives address immediate needs while uniting volunteers and organizations through donations, creating lasting connections and empowering those served, ultimately building a stronger community.

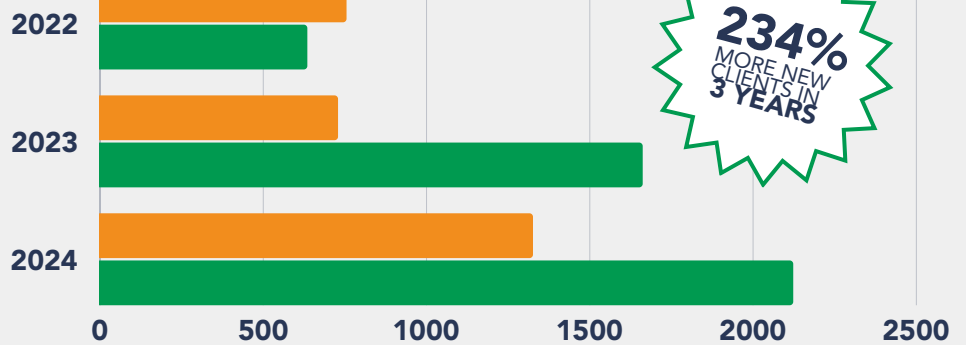
Hunger Prevention Program

Our Hunger Prevention Program serves as a lifeline for families facing food insecurity. Through four targeted initiatives, we provide nutritious food and support to children, families, and homebound individuals, ensuring everyone has access to the essentials they need to thrive.



HOUSEHOLDS SERVED

Existing New



PROGRAMS



Child Hunger Program:

Provides healthy snacks and meals for children, focusing on weekends and holidays when school meals are unavailable



On-Site Food Pantry:

Open to the community, offering essential groceries to hundreds of families each month.



Home Delivery:

Brings groceries directly to the homes of seniors and those with mobility challenges or lack of transportation



Fresh Express:

Distributes fresh produce and perishable items to ensure families receive balanced, nutritious options in community giveaways



498,685

Total lbs distributed



13,399

Total Pick ups



71,280

Diapers

Food Pantry Client Survey

"Shifa helps me by filling the food gap on certain months where I run short because of bills."

"Living on SSI, money is tight, the pantry items help to provide A balanced diet. And relieve anxiety from lack of food."

"Shifa has helped me and my family by providing meals to cook and health products that we appreciate very dearly"

"So much they give me hope... Thank you for everything you do"

"I would not eat properly if it wasn't for these kind people"

How would you rate the quality of the food provided?

75 % Excellent 25 % Good

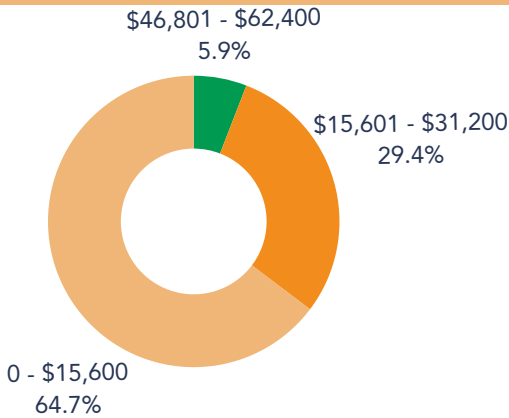


How satisfied are you with the services provided by our food pantry?

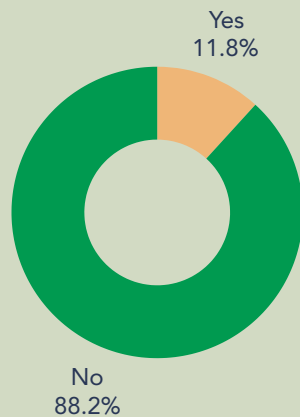
93.8% Very Satisfied



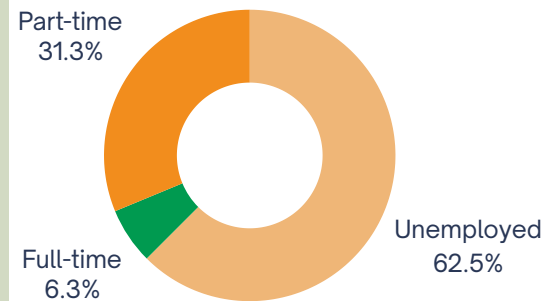
ANNUAL HOUSEHOLD INCOME



RECEIVING GOVERNMENT ASSISTANCE



EMPLOYMENT STATUS



1258 HOME DELIVERIES IN 2024

Delivering Hope with Amazon Partnership

Our partnership with Amazon has been a game-changer in addressing food insecurity through our home delivery program. By leveraging Amazon's logistics expertise, we have ensured that nutritious food reaches homebound individuals, seniors, and families facing transportation challenges.

HUNGER PREVENTION PARTNERS



*of Premiere Partnership with LCFB

2024 GOALS



STRATEGICALLY ALLOCATE RESOURCES FOR SUSTAINABLE CLINIC EXPANSION



Objective 1

Through our established collaboration with Carmichaels Medical Training and the pre-med student program, we will refine patient intake processes.

100%
CMT MEDICAL ASSISTANTS
ECPI NURSING STUDENTS



Objective 2

Building upon our partnership with CCPN, we are dedicated to boosting colon cancer screening rates by a significant 15%.

< 5%



Objective 3

Through the strategic development of our resources for the Eye Clinic, we aim for a 20 % rise in patient volume, enabling us to reach and serve a larger community with critical eye care services.

50% RISE
IN PATIENT VOLUME



ENHANCE COMMUNITY HEALTH THROUGH OUTREACH AND EDUCATION INITIATIVES



Objective 1

Through research identify food desert areas in the tri-county region and establish monthly community events.

IDENTIFIED 2 NEW
FOOD DESERTS AREAS
& OUTREACH TO
INCREASE ACCESS



Objective 2

Implement a senior meal distribution program to improve access to nutritious food for senior citizens in our community.

THE FUNDING WAS
NOT AVAILABLE TO
ESTABLISH THE
PROGRAM BY LCFB

2025 GOALS

IMPROVING COMMUNITY WELL-BEING THROUGH ENGAGEMENT AND EDUCATIONAL PROGRAMS, WHILE RAISING AWARENESS.



Using the CRM model in collaboration with partners we aim to gather data on familiarity pre-diabetes/diabetes, current issues related to living with pre-diabetes/diabetes.

Objective 1

Implement a senior meal distribution program to improve access to nutritious food for senior citizens in our community.

Objective 2

STRATEGICALLY ALLOCATE RESOURCES FOR SUSTAINABLE CLINIC EXPANSION



To ensure the continued delivery of health services by maintaining & enhancing clinic resources—including financial, human, & technological assets—with a goal of increasing the number of people served by 10%.

Objective 1

To increase colon cancer screening by 10%.

Objective 2

Implement a new volunteer management system using Salesforce to streamline operations and enhance volunteer coordination.

Objective 3

Increase the availability of fresh food and vegetables to underserved families by 10% annually through strategic 2 partnerships.

Objective 4

Flavors of Healing: A Transformative Fundraiser

This innovative format enhanced personal engagement and created a memorable experience, helping us raise vital funds to support our mission. Your generosity ensures that individuals and families in our community can access the care they deserve.



Culinary Delights:
Guests indulged in a diverse selection of ethnic cuisines and refreshing mocktails, making the evening a true gastronomic adventure.



Silent Auction:
A silent auction featuring fabulous donated items added an exciting dimension, with proceeds supporting our vital programs.



Networking Opportunities:
"Flavors of Healing" provided a platform for meaningful connections, bringing together individuals passionate about making a difference in our community.





FINANCIAL REPORT 2024

INCOME STATEMENT

GRANTS & DESIGNATED DONATIONS

Foundations	\$ 72,660.00
Federal & State	\$ 206,643.00
Others entities	\$ 114,741.00
ICNA Relief Headquarters	\$ 346,000.00
Total Grants & Designated Donations	\$ 740,044.00

COMMUNITY DONATIONS/FUNDRAISERS

Fundraising events	\$ 67,391.27
Individual contributions	\$ 138,579.38
Total Community Donations/Fundraisers	\$ 205,970.65

Total Income **\$ 946,014.65**

EXPENSES

Personnel	\$ 531,769.17
Contractual Services	\$ 31,795.00
Occupancy	\$ 35,136.51
Legal & Insurance	\$ 37,393.93
Operational Costs	\$ 143,452.00
Fundraising	\$ 8,669.08
Indirect Costs	\$ 157,642.00

Total Expenses **\$ 945,857.69**



Our Team



Medical Director

Dr. Reshma Khan, MD

Office Manager

Lupe Barragan-Moser

Admin. Assistant

Evelin Enciso

Primary Care Provider

Hailey Libengood, PA-C

Admin. Assistant

Genesis Carmona

Food Pantry Manager

Yassin Mohamed

Admin. Assistant Intake

Magali J. Nunez

Volunteer & Outreach Manager

Meredith Sussman

Hunger Prevention Assistant

Daizha Gosnell-Moore

Dispensary Manager

Marlene Lovo

Hunger Prevention Assistant

Daniel Lord

Inspire D Coordinator

Lydia Ford

Community Health Worker Inspire-D

Jose Godoy

Patient Navigator Inspire-D

Billy Velasquez

Administrative Assistant Inspire-D

Annie Arnold

Advisory Board

Kathleen Murphy - Chairman Board

Dave Smoley - Board Member

Suparna Qanungo - Vice Chair

Kathy Smoley - Board Member

Maureen Cannon - Board Member

Colin Smoak - Board Member

Lupe Barragan-Moser - Treasurer

Renee Smoak - Board Member

Reshma Khan - Board member

Simone Chinnis - Board Member

"A successful team is a group of many hands and one mind"



www.shifaclinics.com



668 Marina Drive, Unit A 4,
Charleston, SC ,29492



shifa.sc@icnarelief.org



843-352-4580