At ICNA Relief, we believe in sound governance, ethical management, and accountability to our donors. We are an Accredited Charity meeting all the standards by the Better Business Bureau (BBB) and Gold-Level GuideStar Nonprofit.

ICNA Relief holds several awards for outstanding service. We have a 4 out of 4 stars rating by Charity Navigator. We also meet BBB’s Wise Giving Alliance standards for charity accountability, as well as GuideStar’s highest standards for transparency. We are a participating charity in the Combined Federal Campaign and a board member of the National Voluntary Organizations Active in Disaster.
Our Values
Sincerity
Sacrifice
Service

OUR VISION
—
TO BE THE CHARITY OF CHOICE FOR ALL AMERICANS BASED ON FAITH, COMPASSION, AND SERVICE.

OUR MISSION
—
ICNA RELIEF SEEKS TO EMPOWER NEIGHBORS BY PROVIDING CARING AND COMPASSIONATE SERVICE.

ICNA Relief USA strives to build healthy communities, strengthen families and create opportunities for those in despair while maintaining their dignity.

Volunteers from across the country help us accomplish our mission every day. We are a Muslim organization and feel it is our religious responsibility to support those in need in our country regardless of their race, religion or other identifying features.

Visit us @ ICNARelief.org
With over 15 years of service and establishing trust within the community, the workload has increased beyond our current capacity. As such, we have acquired a bigger property to house multiple programs under one roof.

- Property value: $1.1M
- Negotiated sale price: $775K
- 9,057 square feet, situated on a 2-acre plot
- Closed: Summer 2022
- Partial move-in: November 2022
- Full move-in (expected): End of 2023
On behalf of the ICNA Relief team and our beneficiaries, I extend my heartfelt gratitude to our donors, volunteers, partners, and supporters for your generous contributions throughout 2022.

ICNA Relief USA maintains the highest efficiency, accountability, and transparency standards for charities across the board. Our dedicated team works tirelessly to ensure your hard-earned donations reach neighbors who need them the most, regardless of race, religion, gender, or any other differentiating factor. In 2022, community donations and partnerships with ICNA Relief in the Chicagoland area provided $3.7M+ worth of goods and services to 10K+ residents monthly.

Through six core programs running locally year-round—Hunger Prevention, Muslim Family Services, Women’s Transitional Housing, Health Services, Back2School, and Disaster Response, how many organizations do you know accomplish all this with an overhead of less than 6%?

With over 15 years of trust growing within the community, the workload has significantly increased. That’s why in 2022, we opened our long-awaited and much-needed larger property in Glendale Heights. At 9,057 square feet, situated on a 2-acre plot, this facility allows multiple programs to operate under one roof, including a full-scale food pantry (coming in 2023), counseling rooms, community resource spaces for volunteer activities, ESL classes, tutoring, senior programs, youth activities, outreach, and more.

In this Impact Report, you are invited to browse our financials, visuals, operations from the ground, and how you can get involved. We are confident that you will discover why ICNA Relief is the largest and most successful Muslim-American charity of choice, operating 100% locally. It is our privilege and honor to empower our neighbors on your behalf through sincerity, service, and sacrifice.

Gratefully,

Dr. Saima Azfar
Midwest Regional Director
ICNA Relief Chicago
Our 2022 Achievements

HUNGER PREVENTION

1,011,192 LBS
DAIRY, EGGS, BAKED GOODS, MEAT

MUSLIM FAMILY SERVICES

944 FAMILIES
CASE MANAGEMENT, FINANCIAL, COUNSELING, SKILLS, MORE

TRANSITIONAL HOUSING

11 WOMEN, 7 CHILDREN
RESCUED FROM HOMELESSNESS

HEALTH SERVICES

1,476 SERVICES RENDERED
MOBILE CLINIC, HEALTH FAIRS, VACCINES, DENTAL SCREENINGS, TELEHEALTH MORE

BACK2SCHOOL

2,471 STUDENTS
BACKPACKS, SUPPLIES, CONFIDENCE, SUCCESS

DISASTER RESPONSE

187 PEOPLE
RECEIVED EMERGENCY RELIEF
$3,727,799
TOTAL VALUE OF ALL SERVICES

10,000+
PEOPLE SERVED MONTHLY!

Over a million pounds of food distributed last year - Alhamdulilllah
Almost 4 million dollars worth of service delivered in 2022
Ten thousand clients served monthly!
ICNA Relief cannot do this work without our community partners. We are blessed and honored to join hands with organizations across the state to empower our local community. Thank you!

GOVERNMENTAL
Bloomingdale Township Mental Health Auxiliary
City of Chicago Office of the Mayor
DuPage County Health Dept. HEART Work Group
Forest Preserves of Cook County
Glenside Public Library
IL Dept. of Children & Family Services
IL Senator Ram Villivalam
IL Rep. Denyse Wang Stoneback
Village of Glendale Heights
Village of Glendale Heights Fire Dept.
Village of Glendale Heights Police Dept.

FOUNDATIONS
Ahmad Family Fund
Arif Foundation
Caterpillar Foundation
DuPage Foundation
Giveaseed Foundation
Mammel Family Foundation
Noor Foundation
Waraich Charitable Foundation

BUSINESSES
AVCS Chicago - AV Events & Rentals
Fatima Zabiha Foods
Galaria Capital Management
Galaria Capital Management
Galaria Capital Management
New Royal Distributors Inc.
West Monroe Partners

RELIGIOUS INSTITUTIONS
Al-Aqsa Community Center
Alawad Medical Center
Al-Huda Academy
American Muslim Comm Organization
DarusSalam Foundation
Faith Lutheran Church Glen Ellyn
Islamic Center of Naperville
Islamic Center of Peoria
Islamic Center of Western Suburbs
Islamic Center of Wheaton
Islamic Comm Center of Des Plaines
Islamic Community Center of Elgin
Islamic Foundation North
Islamic Foundation of Peoria
Join Hands and Become a Partner

Email us at Chicago@ICNARelief.org or call us at 844-414-4862
Programs Overview

**HUNGER PREVENTION**
Our food pantries (3 brick & mortar + 3 mobile) distribute over 20K pounds of food monthly to our neighbors in need. Our unique pantries offer Halal meat, fresh produce, dairy, eggs, baked goods, hygiene items, and more.

**MUSLIM FAMILY SERVICES**
Bilingual case managers assess individuals’ and families’ financial and social needs to create holistic treatment plans for attaining self-sufficiency. Support includes counseling, skill building, employment placement, emergency financial assistance, apartment kits, and more.

**TRANSITIONAL HOUSING PROGRAM**
ICNA Relief’s Women’s Transitional Housing program is where homeless women and children are sheltered, guided, and empowered. Support includes case management, mentorship, language and skills training, driving lessons, car donations, counseling, job placement, and more.

**HEALTH SERVICES**
In cooperation with our healthcare partners and through our mobile clinic, we’re doing our part to combat healthcare gaps for our neighbors. We also established a remote telehealth clinic in partnership with APPNA and the Pakistani Physicians Society.

**BACK2SCHOOL**
This year-round program aims to provide students with tools for success with backpacks and school supplies. Support is included for parents with monthly webinars and educators with our annual EMPOWER grant.

**DISASTER RESPONSE**
We deliver assistance to survivors of disasters immediately from the ground. Our services include food, shelter, emergency funds, medical care, emotional support, and case management.
Chicago Team

Dr. Saima Azfar
Regional Director

Atya Kazmi
Area Manager

KHOLOOD ALMANASSIR
MUSLIM FAMILY SERVICES MANAGER
FAIZA KHAN CASE MANAGER
FATEN SALAMEH CASE MANAGER
MUSTAPHA KAMAL CASE MANAGER
AISHAH SHAMSUDDIN CASE MANAGER
AHLAM AL-JEBORY CASE MANAGER

SARAH MURAD, LSW CLINICAL COUNSELOR
SH. OMER HAQQANI RELIGIOUS ADVISOR
FAREED UDDIN PANTRY MANAGER
KHARIZADA AHMAD SHOAIB PANTRY MANAGER & CASE MANAGER
IBRAHIM ALI SHAMSULDIN PANTRY ASSISTANT MANAGER
SHADY EL-TAWIL PANTRY ASSISTANT & CASE MANAGER

MUNAZZA SHAHZAD TRANSITIONAL HOUSING COORDINATOR
SHAJIA AZMI TRANSITIONAL HOUSING CASE MANAGER
DAVID ZVEROW PROGRAM CONSULTANT

ZAKARIYA SIRAJULLAH HEALTH SERVICE SUPERVISOR
HAZIRA ANUM SHAHEEN TELEHEALTH MEDICAL ASSISTANT
SHABNAM SHAKIL TELEHEALTH PHYSICIAN ASSISTANT
BEENA FARID OUTREACH COORDINATOR
SYED YUSUF OUTREACH COORDINATOR
NOUR EDDIN AL MAJZOUB OUTREACH COORDINATOR
ASMA JARAD CONTENT STRATEGIST • MARKETING
NASREEN KHAN VOLUNTEER COORDINATOR
SANA AKHTER ADMINISTRATIVE ASSISTANT
SHEHLA ALAVI ADMINISTRATIVE ASSISTANT
SHAILA ISLAM FATE PROGRAM COORDINATOR
MOHAMMAD USMAN FINANCE COORDINATOR

Visit us @ ICNARelief.org
Hunger Prevention

Our food pantries (3 brick & mortar + 3 mobile) distribute over 20K pounds of food monthly to our neighbors in need. Our unique pantries offer Halal meat, fresh produce, dairy, eggs, baked goods, hygiene items, and more.
<table>
<thead>
<tr>
<th>Quick Stats</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Value of Services:</strong></td>
<td>$2,786,623</td>
</tr>
<tr>
<td><strong>Dairy, Eggs, Baked Goods, Meat:</strong></td>
<td>1,011,192 LBS</td>
</tr>
<tr>
<td><strong>Monthly Food Boxes:</strong></td>
<td>2,793</td>
</tr>
<tr>
<td><strong>Quick Stats</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Qurbani Meat:</strong></td>
<td>11,520 LBS</td>
</tr>
<tr>
<td><strong>Ramadan Hot Meals:</strong></td>
<td>1,169</td>
</tr>
<tr>
<td><strong>People Served:</strong></td>
<td>10,000+ monthly</td>
</tr>
<tr>
<td><strong>PANTRIES:</strong></td>
<td>6 (Brick &amp; Mortar + Mobile)</td>
</tr>
</tbody>
</table>
Muslim Family Services

ICNA Relief’s Muslim Family Services defines the core values and themes we strive to embody in every aspect of our work: mental, financial, and social wellness. We aim to provide families various services and resources to help them navigate toward a brighter and more prosperous future. 80-90% of those we serve are refugees or immigrants from Muslim-majority countries. In total, we see clients from 60+ nationalities. Once they arrive in the US, they must overcome barriers, including culture and language.

Quick Stats

VALUE OF SERVICES
$492,079

FAMILIES SERVED
944

CASE MANAGEMENT HOURS
3,957

CASE MANAGEMENT FAMILIES
844

EMERGENCY FINANCIAL ASSISTANCE
$30,186

RENTAL ASSISTANCE
$166,581

TOYS FOR EID
1,091 TOYS

MAS-ICNA CONVENTION: 50 PASSES

EID FEST: 150 PASSES

ZAKAT UL FITR: 243 FAMILIES

CARS DONATED: 5

COUNSELING: 48 CLIENTS, 313 HOURS

SKILL DEVELOPMENT: 97 CLASSES

FOSTER PARENTING WORKSHOPS:
1, 10 ATTENDEES

SENIOR SISTERS PROGRAM:
3 EVENTS, 52 PARTICIPANTS

HYGIENE KITS: 550
Transitional Housing Program

11 WOMEN, 7 CHILDREN
Rescued and Rehabilitated from Homelessness

ICNA Relief’s Women’s Transitional Housing program is where homeless women and children are sheltered, guided, and empowered. Support at ICNA Relief’s Women’s Transitional Homes includes much more than shelter!

- Mental health & religious counseling
- Goal setting, action plan & budgeting
- Employment preparedness & job placement
- Personal development
- Case management
- Access to services and benefits
- Food
- Clothing
- Household items
- Utilities
- Personal hygiene items
- Healthcare
- Mentorship
Quick Stats

VALUE OF SERVICES
$190,107

RESCUED AND REHABILITATED
11 WOMEN, 7 CHILDREN

SHELTER PROVIDED
1898 NIGHTS

COUNSELING
53 HOURS

CASE MANAGEMENT
444 HOURS

TRANSPORTATION ASSISTANCE
12.5 HOURS

MENTORSHIP
152 HOURS
Health Services

In cooperation with our healthcare partners and through our mobile clinic, we’re doing our part to combat healthcare gaps for our neighbors. We also established a remote telehealth clinic in partnership with APPNA and the Pakistani Physicians Society.

Quick Stats

VALUE OF SERVICES
$174,244

TOTAL SERVICES
1,473

COVID-19 TESTS
147

DENTAL SCREENINGS
144

HEALTH SCREENINGS
917

HEALTH EVENTS
65

>TELEHEALTH

TOTAL PATIENTS
132

MEDICAL VISITS
297

PHYSICIAN
336 HOURS

PHYSICIANS
354 HOURS

>MOBILE CLINIC

VOLUNTEERS
1,012 HOURS
ICNA Relief provides health screenings for hundreds of people at events throughout the year. It’s always great to see that you are making a difference.

One of our team members, Dr. Shady, was recently involved with basic health screenings at the Rohingya Cultural Center in the West Ridge area. Dr. Shady raised a red flag to a client with an elevated blood pressure reading of 203/121. Such a high reading is a "Hypertensive Crisis" stage--indicating a severe health problem that demands immediate medical attention.

Upon further discussion, it turned out that this individual had a prescription medication to control his blood pressure. Still, he hadn’t filled his prescription due to his lack of health insurance.

Thanks to our partnership with Swedish Hospital, the client was referred to a cardiologist on staff, and the hospital covered the costs associated with the care.

We are eager to work with all communities throughout Chicago to continue to help others--and even save another life.
This year-round program aims to provide students with tools for success with backpacks and school supplies. Support is included for parents with monthly webinars and educators with our annual EMPOWER grant.
2,471 STUDENTS SAY THANK YOU!

Masjid Al Ihsan 25
Aurora Refugees 50
Ojalá Foundation 100
Catholic Charities 200
Masjid Al-Muminun 50
Sanad Social Services 25
Masjid Salam (Haske) 25
IR Rogers Park Office 520
Masjid Bilal Ibn Rabah 150
Chicago Public Schools 124
Islamic Center of Aurora 15
American Islamic College 50
Masjid Rahmah (Lake Villa) 5
Viator House of Hospitality 25
IR Glendale Heights Office 517
Islamic Center of Lexington 100
Noblest People Learning Center 75
Islamic Community Center of Des Plaines 10
Muslim Association of Greater Rockford 400
American Muslim Community Organization 5

Your Back2School support reached students in:
Cultural Sensitivity Training

This training raises awareness and understanding of Islamic religious and cultural practices so that non-Muslim service providers improve assistance and deliver services in a sensitive and conducive manner.

INTRODUCING - FATE

Our Foster Care Advocacy, Training, and Education (FATE) Program, founded in 2017 in Dallas, has grown into other states, including Illinois, with nine liaisons serving different regions of the country. This program aims to provide a safe home for every Muslim child in foster care. We connect children in foster care to Muslim foster homes and with mentors in our communities. The program also guides and supports foster families by connecting them to proper resources and assisting them on their journey to help children in need. In partnership with child welfare agencies, we assist unaccompanied minors who arrived from Afghanistan and provide service providers with religious and cultural competency training.
Disaster Response

We deliver assistance to survivors of disasters immediately from the ground. Our services include food, shelter, emergency funds, medical care, emotional support, and case management.

Quick Stats

VALUE OF SERVICES
$14,969

PEOPLE SERVED
187
Volunteer

Volunteering is a great way to be involved in the community and make a difference. Volunteer experience also looks impressive on your resume and helps you stand out. At ICNA Relief, we offer multiple opportunities that fit any schedule.

Get involved by volunteering with ICNA Relief!

YOUR VOLUNTEERISM:

- Supports neighbors who are experiencing hardship
- Saves money and allows us to invest in our programs & services
- Helps you build valuable experience and skills

HOW TO VOLUNTEER:

- Decide which cause you care about
- Identify the skills and knowledge you can offer
- Determine how often you can volunteer
- Complete training
- Be professional
Visit icnarelief.org/volunteer and fill out the interest form to get started!

MOST NEEDED POSITIONS:

- Mentors for displaced youth and women with our Transitional Housing Program
- Assistants at our food pantries to prepare, distribute, and clean up
- Health clinic screeners (professionals and novices welcome!)

Visit us @ ICNARElief.org

Quick Stats

TOTAL VOLUNTEERS

1,549

TOTAL HOURS

5,637
WE LOVE THAT YOU WANT TO HELP. HERE ARE A FEW GUIDELINES TO KEEP IN MIND.

In Kind Donation Tips

Dos and Don’ts for Donating Items.

Thank you for choosing ICNA Relief as your charity of choice!

INSPECT EVERYTHING —
Whether giving clothes, home goods, or food, thoroughly check each item for defects. For the safety of our team and recipient families, we only accept items in new, unopened, and unused condition.

DON’T LEAVE YOUR ITEMS UNATTENDED —
Hand your donations to a team member during business hours. If there is no one to receive your donations, don’t leave them at the door.

USE YOUR BEST JUDGMENT —
Never donate items that are damaged, missing pieces, near their expiration date, or of no benefit to our recipient families.

GET IN TOUCH —
Call: 844-414-4862
Email: Chicago@icnarelief.org
Visit the website for up-to-date info: ICNARelief.org/chicago-illinois
Hours of Operation

Main Office
1698 Bloomingdale Rd
Glendale Heights, IL 60139
Mondays: 9:30 AM – 3:00 PM
Tuesdays: 9:30 AM – 3:00 PM
Wednesdays: 9:30 AM – 3:00 PM
Thursdays: 9:30 AM – 3:00 PM
Fridays: 9:30 AM – 3:00 PM
Saturdays: 10:00 AM – 2:00 PM
Sundays: Closed

Glendale Heights Food Pantry
1781 Bloomingdale Rd
Glendale Heights, IL 60139
Mondays: Closed
Tuesdays: 12:00 PM - 4:00 PM
Wednesdays: Closed
Thursdays: 12:00 PM - 4:00 PM
Fridays: Closed
Saturdays: 10:00 AM - 4:00 PM
Sundays: Closed

Rogers Park Food Pantry
2809 W Devon Ave
Chicago, IL 60659
Mondays: By appointment
Tuesdays: Closed
Wednesdays: Closed
Thursdays: 10:00 PM - 1:00 PM
Fridays: Closed
Saturdays: 10:00 AM - 1:00 PM
Sundays: Closed

Muslim Family Services
2811 W Devon Ave
Chicago, IL 60659
Mondays: 10:00 AM - 2:00 PM
Tuesdays: 10:00 AM - 2:00 PM
Wednesdays: Closed
Thursdays: 10:00 AM - 2:00 PM
Fridays: Closed
Saturdays: 10:00 AM - 1:00 PM
Sundays: Closed

Visit us @ ICNARelief.org
Br. Yusuf is a pillar of our community, serving for over 40 years, first with ICNA and then with ICNA Relief.

He is pictured here in 2017, receiving the keys to our Women’s Transitional Home in Glendale Heights.