

*"In the Name of Allah/the One God, the Most Compassionate, the Most Merciful"*

# WELCOME to ISOS NEWS



[www.i-sos.org](http://www.i-sos.org)

## 2023 Annual Report

14<sup>th</sup> Edition

### Mission

Islamic Social Services of Oregon State (ISOS) collaborates with a network of non-profit organizations and community service groups to assist those facing periods of challenge in gaining self reliance through financial assistance and access to public assistance targeted to their needs and goals.

### Vision

Islamic Social Services of Oregon State (ISOS) is a 501c3 social service charitable organization. We strive to be a trusted organization practicing Islamic values when rendering services to people in need of assistance through trying times. In doing so we hope to reflect and spread understanding of Islam, promote self reliance and add to the well being of the community we live in.

### Appreciation

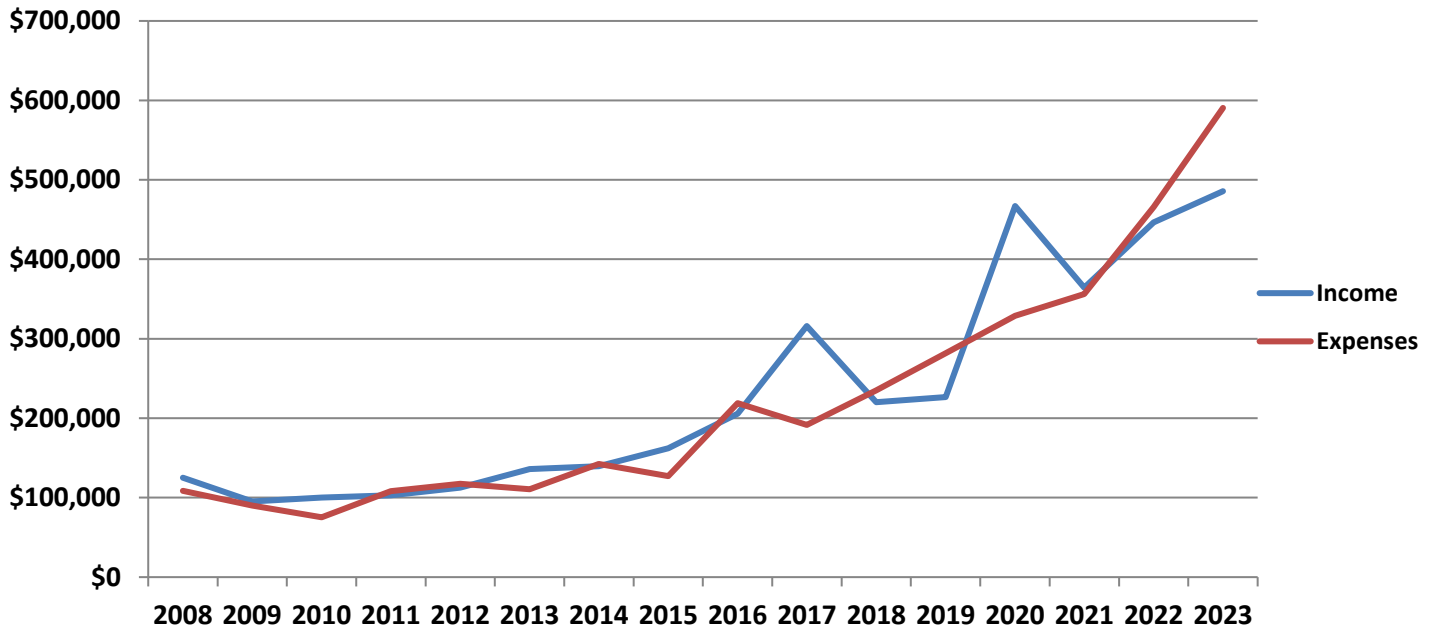
**We would like to acknowledge the following agencies that worked with ISOS in 2023:**

DHS Child Welfare; AsSaber Mosque; Bilal Mosque; Immigrant and Refugee Community Organization (IRCO) Greater Middle East Center; Oregon Islamic Chaplain Organization (OICO); Islamic Relief USA (IRUSA); Innovative Housing Inc.; Oregon Burmese Muslim Association; Multnomah County Health Dept; Department of Health and Human Services (DHS); Community Works/Worksource; Oregon Food Bank; Sunshine Division; Community Services Network; Bosnian Educational and Cultural Organization (BECO); Immigrant and Refugee Community Organization (IRCO); Portland Refugee Support Group (PRSG); William Temple House; Oregon Health and Science University (OHSU); National Optometric Student Association (NOSA); Pacific University AMIGOS eye care; Portland Police Bureau (Muslim Advisory Council); Care Oregon; Outside In; University of Western States Chiropractic Dept.; Relay Resources; Just Compassion; Transition Projects, Inc.; Portland Street Response; LifeWorks NW; Rose Haven; Japanese American Citizen League; Lutheran Community Services; Catholic Charities; Kaiser Permanente; Salem for Refugees; Providence; Afghan Support Network; Bienestar; Boulder Care.

***Most of all to our donors for providing the much-needed financial support to help those in need with dignity!***

## Financial Status

### Financial Trend:



Expenses	2015	2016	2017	2018	2019	2020	2021	2022	2023
clothes									
education	\$1,000				\$545				
food/pantry	\$10,806	\$44,013	\$11,648	\$16,161	\$17,503	\$70,970	\$65,144	\$95,276	\$45,565
housing	\$81,163	\$132,373	\$143,768	\$157,694	\$193,027	\$195,595	\$235,427	\$277,316	\$401,679
admin	\$13,318	\$19,034	\$11,184	\$13,267	\$10,832	\$16,737	\$16,121	\$17,868	\$21,423
medical	\$835	\$476					675.98	\$3,612	\$130
transportation	\$1,244	\$7,618	\$2,611	\$3,550	\$4,109	\$4,380	\$2,175	\$6,045	\$5,740
utilities	\$4,829	\$3,943	\$4,180	\$3,634	\$5,883	\$12,489	\$13,313	\$15,245	\$23,183
youth activities									
death/support		\$1,230							
Day of Dignity	\$9,366	\$10,327	\$11,550	\$13,399	\$14,756			\$22,796	\$13,747
Oaks Park Eid					\$2,901			\$1,715	\$52,794
employment	\$3,891		\$6,537	\$24,654	\$32,169	\$23,575	\$23,313	\$23,045	\$25,104
disaster relief						\$5,000			
legal	\$854			\$2,530				\$2,882	\$1,166
<b>TOTALS</b>	<b>\$127,305</b>	<b>\$219,014</b>	<b>\$191,478</b>	<b>\$234,889</b>	<b>\$281,725</b>	<b>\$328,746</b>	<b>\$356,168</b>	<b>\$465,800</b>	<b>\$590,531</b>

#### \*ISOS administrative expenses

**2012-2015:** Office lease/infrastructure; insurance; state registration

**2016:** Office lease/infrastructure; insurance; state registration; Grant software tool

**2017-2019:** Office lease/infrastructure; insurance; state registration

**2020:** Office lease/infrastructure; insurance; state registration; contractors; software license

**2021:** Office lease/infrastructure; insurance; state registration; contractors; software license renewals

**2022:** Office lease; supplies; tax service; insurance; state registration; contractors; software license renewals

**2023:** Office lease; supplies; tax service; insurance; state registration; contractors; software license renewals

## **Donations:**

### **Grants:**

- Islamic Relief USA-IRUSA: \$50,500.00
- Marie Lamfrom Charitable Foundation: \$18,750.00
- Oregon Dept of Human Services (ODHS): \$15,885.00

### **Employee Matching Fund:**

- Benevity Community Impact Fund: \$49,949.00
- AmazonSmile: \$74.90

**Private Donations:** \$350,567.55 (we distinguish between Zakat and General Donations)

## **The Needy**

Year 2023 major challenge was with available and affordable housing and the prevention of evictions. The sharp increase of ISOS's expenditure in 2023 compared to 2022 was due to agencies, including hospitals, unable to find available funds to prevent evictions, that leads to being houseless.

The trend of those served in the last 4 years:

- 2020: 37 households; 205 individuals (105 are children)
- 2021: 49 households; 188 individuals (87 are children)
- 2022: 87 households; 374 individuals (193 are children)
- 2023: 131 households; 339 individuals (167 are children)

The focus is providing the needed resources of sustaining the basic living essentials - priorities on food, housing, utilities and working with partnering agencies to best assist those in need until they are able to be self-reliant with safety in mind.

## **Helping those in Need:**

ISOS requires those receiving assistance to be an Oregonian/SW Washingtonian resident; sponsored by a service agency to validate the need and to provide a plan to be self-reliant. Emphasis is to collaborate with other agencies that provide resources/services that meet the needs of the client. The intent is to minimize duplication and to maximize collaboration. Below is the breakdown by month of the number of households served until they become self-reliant:

Month	# of Households	% Refugees/Immigrants	Cost
Jan	37	60%	\$34,123.31
Feb	35	66%	\$34,502.69
Mar	28	79%	\$40,922.65
Apr	28	71%	\$31,250.96
May	24	58%	\$22,925.43
June	20	55%	\$33,862.32
July	27	63%	\$25,921.34
Aug	35	54%	\$40,293.29
Sept	39	44%	\$41,799.23
Oct	32	47%	\$46,948.46
Nov	44	48%	\$60,717.63
Dec	32	44%	\$38,357.12

Preventing homelessness by providing rental assistance has been our top budget expenditure. This typically stems from loss of job, medical issues, insufficient disability funds and domestic violence. Ethnicities served include Afghan; African; African-America; Asian; Central Republic of Africa; Congolese; Hispanic; Hutu; Mideast; Native American; Pacific-Islander; Slavic; Somali; Tonga; Russian; White.

From June 2020, our data shows 291 households were served by ISOS. This results in an average of about 6 new household cases we accept per month, on top of the existing cases we already serve. The focus is on being self-reliant, based on available resources. We do this work through collaboration support with other agencies and through your donations.

### **Multnomah County Support:**

- **Visa-Debit Cards:** Multnomah County's Bienestar program, awarded Visa-Debit cards to ISOS to provide to those individuals that struggle in making ends meet. We were fortunate to be awarded twice in 2023, with 29 Visa-Debit cards (\$250/card) and 26 Visa-Debit cards (\$500/card).
- **Rent Eviction Prevention Program:** Multnomah County co-partnered with ISOS as the Sponsor by providing rent payments to our clients to prevent evictions. Clients must reside in Multnomah County and have not been served by Multnomah County in the past 6 months.

### **Typical Case Profiles:**

- **Refugees/Immigrants:**
  - When refugees come into the US, they are provided 90 days of financial support to resettle into their new housing, along with the basic needs. After 90 days, services are provided generally 6-8 months. Then they either are transferred to another program or agency of support, if in need. On average, about 57% of ISOS cases in 2023 are from the refugee/immigrant communities. They are still struggling with getting adequate jobs to cover their monthly expenses, facing medical challenges, facing domestic violence, learning the language, understanding the system, etc. By working with those agencies that provide the specific resources needed, we are able to complete the transition process while keeping them safe.
- **Mental/Emotional Health Cases:**
  - Significant percentage of ISOS cases are from agencies that treat those that are challenged with emotional/trauma issues, due to domestic violence, PTSD, abandonment, etc. Treatment requires time, care and provisions for subsidized help with their basic living essentials. This support reduces anxiety and allows the care provider to better treat the client.
- **Verge in Becoming Homeless:**
  - Due to illness, disabilities, loss of job, loss of provider, increase of rent payments, abandonment, ISOS is approached for help to prevent becoming homeless, shut-off of utilities and be given the time to rebuild one's life to one that is sustainable.

### **Testimonies:**

- "The family is extremely grateful for this timely help and your organization in general; they asked me to tell you this on their behalf. It meant very much to them because it enabled them to have a roof over their head at a very difficult point in their lives (dealing with medical problems at the same time) and helped diminish their stress level. They also appreciate how respectful and professional the ISOS representatives were towards the family, making things happen quickly and confidentially. From my end I really appreciate all the direction, attention to detail, and responsiveness from both of you, (ISOS staff). You were able to help me and the client to navigate the process smoothly even in the face of some unexpected challenges." **OHSU Intercultural Psychiatric Dept**

- “ISOS has been a huge part of my work as a Community Health Worker. I had a case that involved legal immigration, and I needed more guidance. I called (ISOS staff), she was so kind, honest and such a great person. I consulted my case to her, and she graciously answered all my questions without knowing more backgrounds about the patient. She just put it all together and connected the dots. She was so amazing and one of a kind! Thank you so much from the bottom of my heart and our community sees all your hard work and dedication. I believe this organization deserves to get more funding to sustain the most vulnerable people in our community.” **Providence Community Health Worker**
- “For many years, PRSG has relied on a deep partnership with ISOS to support households experiencing financial barriers to self-sufficiency. Beyond the vital role of financial assistance, ISOS staff work in collaboration with the community, including PRSG, to understand the holistic needs, challenges, and strengths of the individuals with whom we work. From the establishment of long-term plans for education, career training, and financial literacy, to the understanding of the unique opportunities for newcomers in the United States, the role of ISOS in bridging the gap between systems is crucial to our shared success. We thank the board and staff of ISOS for their passion, dedication, and spirit of collaboration, and look forward to building upon that friendship in the future.” **Portland Refugee Support Group (PRSG)**
- “I requested financial assistance to help a homeless, single mother and recent victim of domestic violence (DV), obtain move in rental assistance to secure a new apartment for her and her 2 children. She was working full time, connected to DV resources but there were limited community funds available to help with the startup costs. Her wages were being used to pay for motel stays, the security deposit was double the rent due to debt accrued when fleeing her unsafe living situation. The new property manager decided this was a financially high-risk tenant and therefore charged double the security deposit, a nearly \$3,000 cost plus first month rent. In addition, the deposits needed to be provided in a 5-day window or they would lose the unit. Her DV advocate was able to get funding for first month rent but could not obtain the nearly \$3,000 needed to secure the apartment. We were able to secure the needed deposit through Islamic Social Services in timeline required and the family was able to move into apartment within a week. This family had been homeless for 3 months, had been living in motels and staying on couches at friends and family homes. The mother was having increased health care needs due to stress related homelessness. She had been trying on her own to get new housing, but finances were her biggest barrier. Once we were able to find community financial support this family was housed within 2 weeks. This could not have happened without the assistance and support provided by Islamic Social Services of Oregon.” **Providence Social Service Case Worker**

## Food Pantry

**ISOS's Food Pantry** is open on the 1<sup>st</sup> and 3<sup>rd</sup> Fridays/month to serve those in need of groceries. In 2023, a total of 1,018 households, covering 5,331 individuals were provided with free food, to people in need at Masjid Bilal. Our gratitude goes to Oregon Food Bank, Masjid Bilal and the volunteers.

Below is the breakdown by month of the number of households and individuals served:

Month	# of Households	Individuals
Jan	closed	closed
Feb	closed	closed
Mar	closed	closed
Apr	52	260
May	108	481
June	110	640
July	133	750
Aug	138	805
Sept	136	759
Oct	120	637
Nov	148	706
Dec	73	293





## Ramadhan

- **Ramadhan Food Drive:** ISOS spent about \$30,000 to purchase WinCo cards to distribute to over 490 households, totaling 2,554 individuals, in need of food for Ramadhan. We are grateful to Islamic Relief USA, our donors and co-partners in funding and distributing the food cards. **Many thanks for making Ramadhan joyous to those who gave and received.**



- **Afghan Refugees Iftar:** ISOS provided to Afghan Support Network (ASN) \$2,000 to prepare and provide to Afghan refugees Iftar (breaking fast meal) during Ramadhan. About 350 people attended.



- **Oaks Park Eid-ul-Fitr Celebration Fundraiser:** ISOS held on April 24<sup>th</sup>, the Oaks Park Eid-ul-Fitr Celebration. About 3,500 people attended. ISOS netted \$10,214, which was used to support those in need. Many thanks go to ISOS Oaks Park Eid Project Manager, Naeem Siddiqui, to our hard-working volunteers and our community leaders promoting the event and the selling of Oaks Park Eid Ride Bracelets! We could not have done it without them!



## Partnerships

**Muslim Advisory Council (MAC):** The Portland Police Bureau (PPB) and leaders/representatives of the Muslim community meet monthly “to strengthen the relationship between the Oregon Muslim Community and the Portland Police Bureau through education, mutual trust, respect, and empowerment.” (Mission statement) ISOS serves on MAC’s Executive Team. For the past 7 years, we have worked together, addressing bias/hate crimes, and learning how to best support one another, when addressing community safety and well-being. Here are a few MAC accomplishments in 2023:

- **State Autopsy now complies to Islamic Burial Procedure:** It is required when a death occurs from a criminal incident, an autopsy must be performed. Only 3 sutures are used to close the open area, not sufficient to properly close the body for a proper washing of the body for a Muslim burial. Jeff Howes from the Multnomah District Attorney’s Office, a member of MAC, took the initiative to contact Chief Medical Examiner of Oregon, Dr. Sean Hurst about this concern. The result, changing the state’s policy and procedures to require after an autopsy the complete area stitched closed. A letter of gratitude was sent to the Chief Medical Examiner and Multnomah County District Attorney’s Office from the Muslim communities that represent MAC.
- **Safety Measures for Mosques/Centers:** PPB provides evaluation, recommendation, and training on how mosques/centers can prepare for any potential threat to safety. They are willing to visit the site and provide their services.
- **Serving the Afghan Refugees:** Portland Police officers, working with Afghan Support Network (ASN), MAC member, volunteered their time to serve 25 Afghan refugee households with boxes of food, provided by Clackamas Food Services. It was a rewarding experience on both sides.





**Coalition of Advisory Groups (CAG):** The mission of the CAG is to enhance collaboration and support among duly recognized police advisory groups in the City of Portland, enhancing their ability to act as an avenue for collective community input to the Portland Police Bureau and City Leadership regarding policies, directives, and programs involving public safety. CAG has been in existence for 3 years and members include Muslim, African American, Asian-Pacific Islander, Slavic, Latino, Behavioral Unit and Training Community Advisory Councils. ISOS, representative of Muslim Advisory Council (MAC), serves as a Co-Chair of CAG.

- **Community Police Academy Training provides dialogue, demonstrations, and participation in police training.**
- **Meetings with Portland City Commissioners, Mayor, Department of Justice, and other city officials that impact community safety.**
- **Regular meetings with PPB's leaders review their programs, seeking community participation and feedback.**



Coalition of Advisory Groups (CAG)

- **Community Services Network (CSN):** Unites organizations and individuals in the nonprofit/social service sector to foster collaboration, knowledge sharing and networking. Attendees connect, learn from each other's experiences, and explore innovative approaches to address social challenges. CSN consists of about 450 social service agencies with over 1,200 members that meet monthly to address community needs. ISOS is on CSN's Advisory Board, assisting in its growth and direction.  
ISOS requires networking with other services agencies in order to best serve those in need and CSN is an important agency that serves that purpose. To learn more about CSN, go to: [Community Services Network PDX \(csnpdx.org\)](https://csnpdx.org)
- **Islamic Relief USA (IRUSA):** Besides IRUSA providing ISOS with project grant funds, they also serve as an important partner, addressing growth of a non-profit by being a co-partner of IRUSA. Yearly, IRUSA has a reconvening 3-day session in the Washington DC area. ISOS is one of the selected agencies in the US invited. 2023 theme was Food Security that provided the following:
  - About 36 social service agencies from cities throughout the US attended the 3-day Food Security sessions.
  - Informative lectures were provided addressing how to develop successful food security programs, advocacy building and fundraising.
  - Rare and wonderful opportunity to meet different representatives from different agencies in the US. Sharing challenges, ideas, and building a network.
  - Exclusive meeting with US Department of Agriculture; Washington DC addressing food security program in US, their programs, plans, challenges with Q&A sessions to IRUSA Food Security Convening Group.
  - **Emphasis was placed on the need of the government to work with and support local providers and agencies on food distribution.**



Left Picture: Anwar Khan, IRUSA Co-Founder & President and Jihad Saleh Williams, IRUSA Senior Advisor for Advocacy & Government Affairs  
Right Picture: IRUSA 2023 Food Security Convening Partners



IRUSA Site; Alexandria, Virginia – sessions on Food Security

## Day of Dignity - Homeless

**The Day of Dignity was held on September 17th at the North Park Block B in downtown Portland.** Day of Dignity occurs annually on a Sunday in September. This event is sponsored by Islamic Relief USA (IRUSA). Day of Dignity provides a wonderful opportunity to have agencies, volunteers and the homeless come together in a park setting in the Pearl District and show care, compassion and dignity when serving the most vulnerable in our community – the homeless.

The following were provided at the event:

- **514 homeless were served.** Surveys were collected by our teenage youth and adult volunteers.
- **25 humanitarian agencies/businesses participated in the event.**
- **Supplies provided to the homeless:**
  - Customized backpacks for the homeless (IRUSA)
  - Sleeping bag covers to prevent hyperthermia (IRUSA)
  - Sleeping wraps to cover the body to prevent hyperthermia (ISOS)
  - Tarps (ISOS)
  - Street socks from Bombas (William Temple)
  - Hygiene kits (IRUSA)
  - Female sanitary supplies (IRUSA)
  - School kits (IRUSA)
  - Bar-B-Que kosher hotdogs and veggie burgers (ISOS; OICO)
  - Food bags; Donuts (Sunshine Division; Sesame Donuts)
  - Resource booklets (Street Roots)
- **Services provided to the homeless:**
  - Chiropractic treatment (University of Western States Chiropractic Dept)
  - Oregon Health Plan enrollment and information (Multnomah Health Dept)
  - Eye exams; eye care; referrals (Pacific University AMIGOS Eye Care)
  - Blood pressure; glucose testing; mini-foot clinic (Outside In)
  - Housing/shelter resources (Relay Resources; Just Compassion; Transition Projects Rent Well)
  - Job resources (The DPI Staffing; SE Works; Relay Resources)
  - Domestic violence counseling/information (Rose Haven)
  - Resource support/information (LifeWorks NW)
  - Mental and Behavioral Health Crisis (Portland Street Response)
  - Substance use disorders (Boulder Care)
  - Barbers - haircuts/grooming (OICO)
- **We had about 100 volunteers that contributed to the success of Day of Dignity 2023 Event. They were fantastic!** Great opportunity for youth awareness of the homeless community.
- A special thanks to Oregon Islamic Chaplains Organization (OICO) for providing the site setup, clean-up, managing supplies, barbequing, and providing the barbers.

ISOS has been involved with Day of Dignity for about 17 years and with each year we increase the number of agencies asking to join us.

**We find working together as a coalition to better serve those in need is the only way to better serve our community.**

Below are some pictures of the event and a copy of the homeless survey data to provide you with better awareness of their situation. You can see a video of the event at: <https://vimeo.com/870948911>. This was provided by Elijah Hasan, a filmmaker and artist. Our deepest thanks for his contribution.

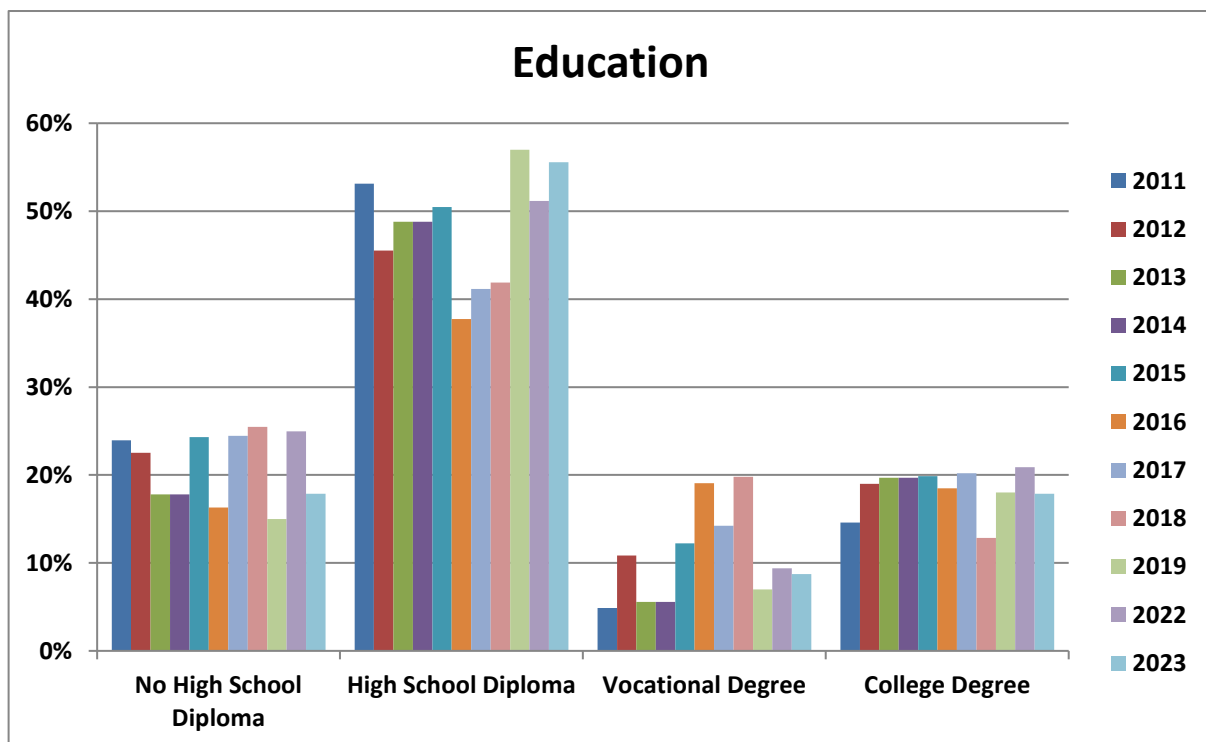
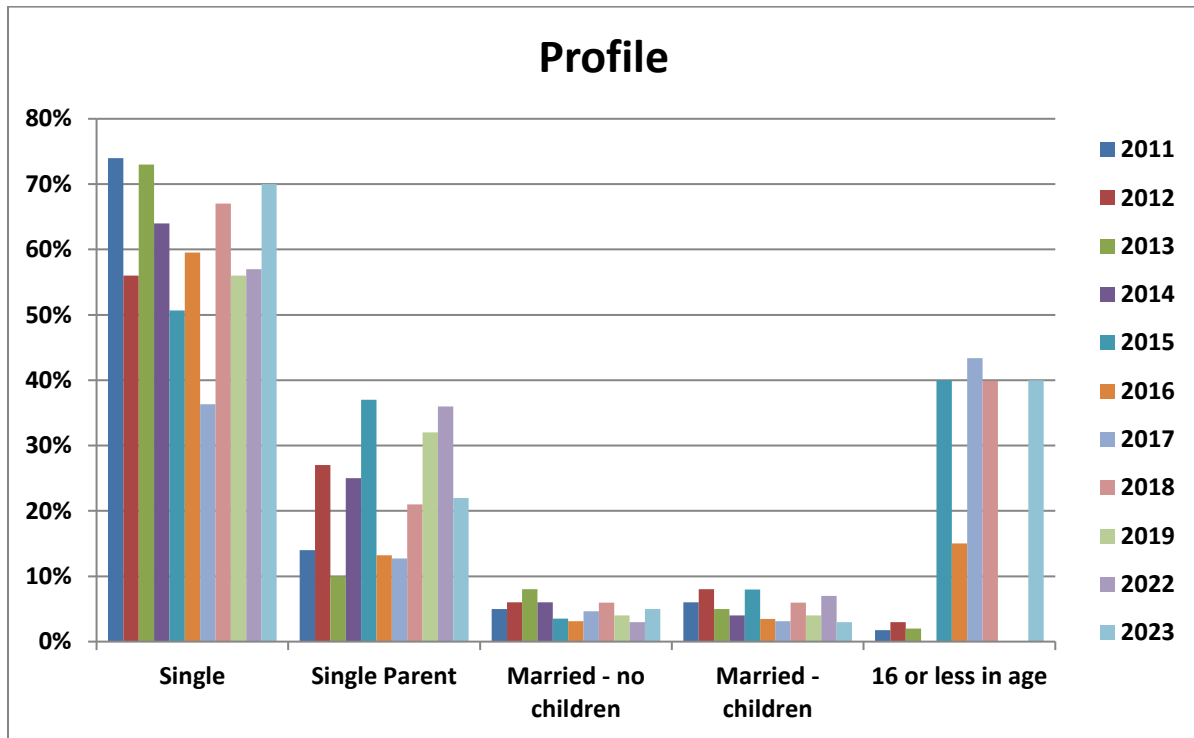




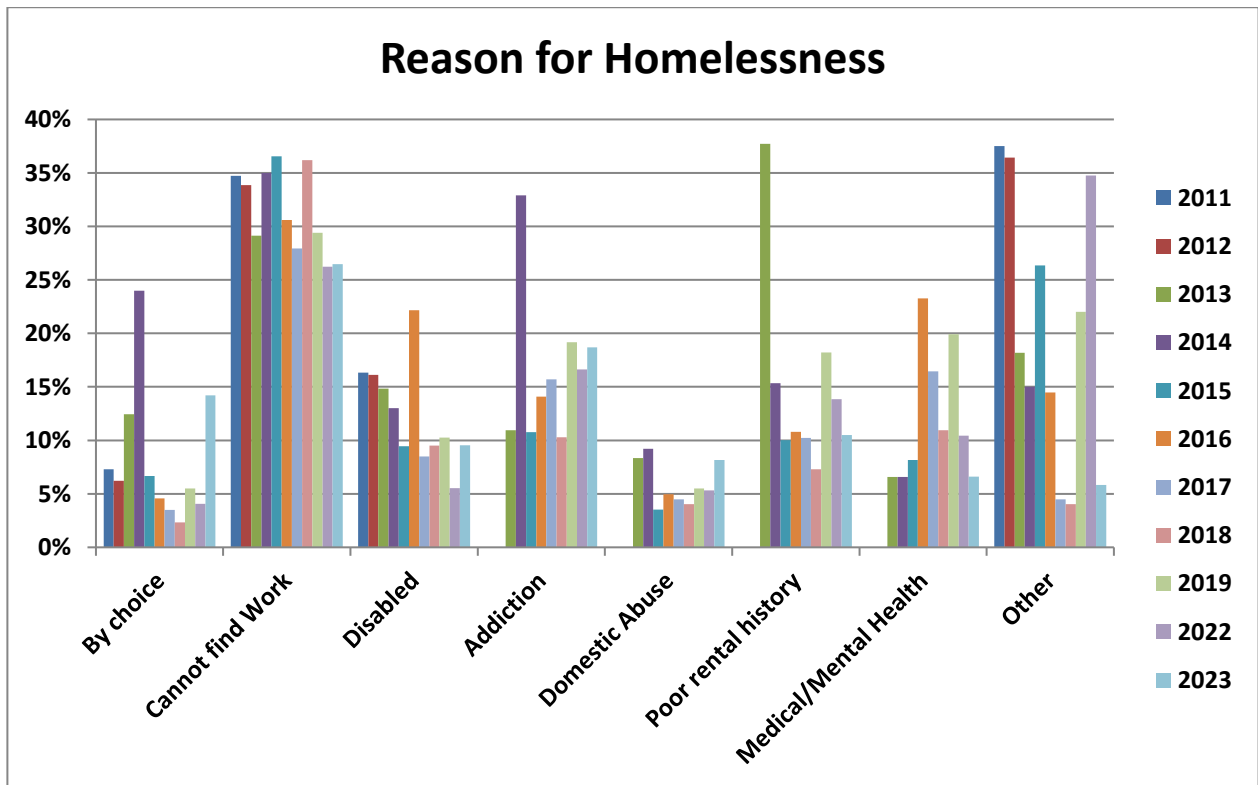
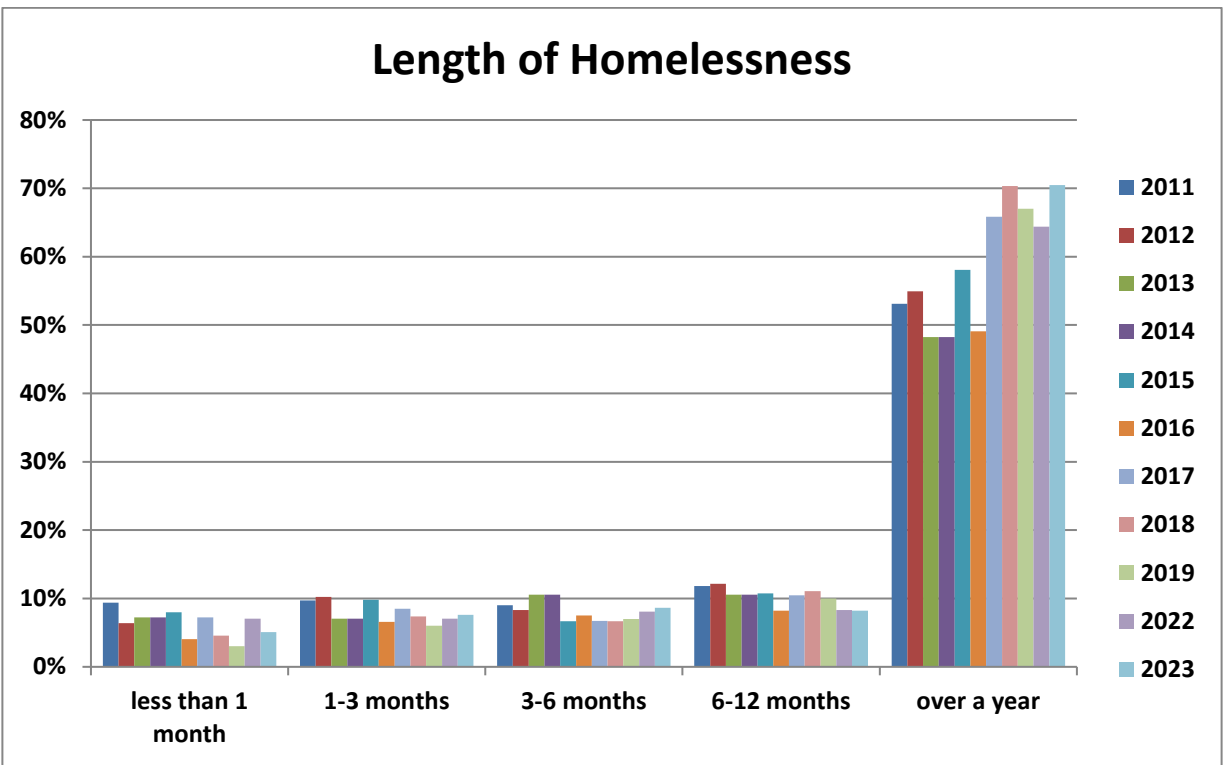




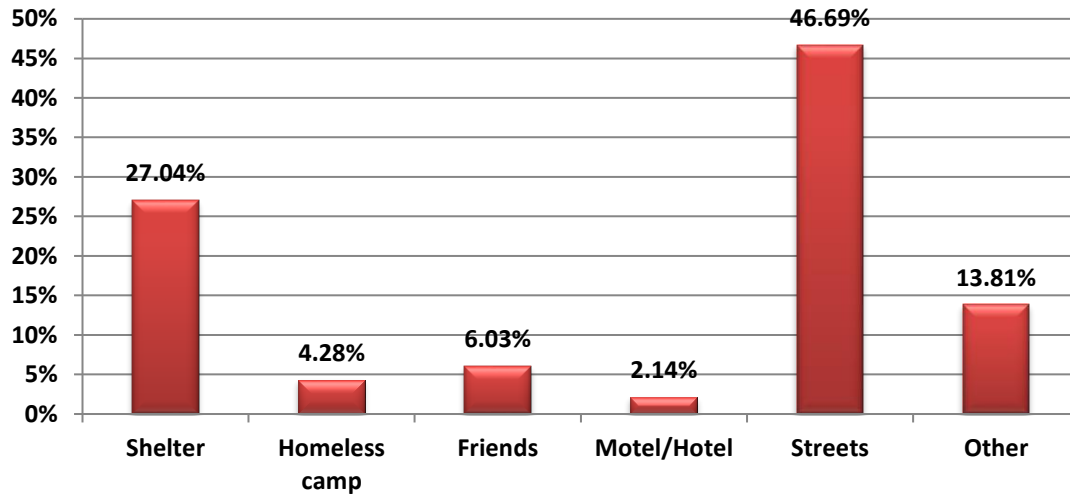
## Day of Dignity – Homeless Trend Report 2011-2019; 2022-2023



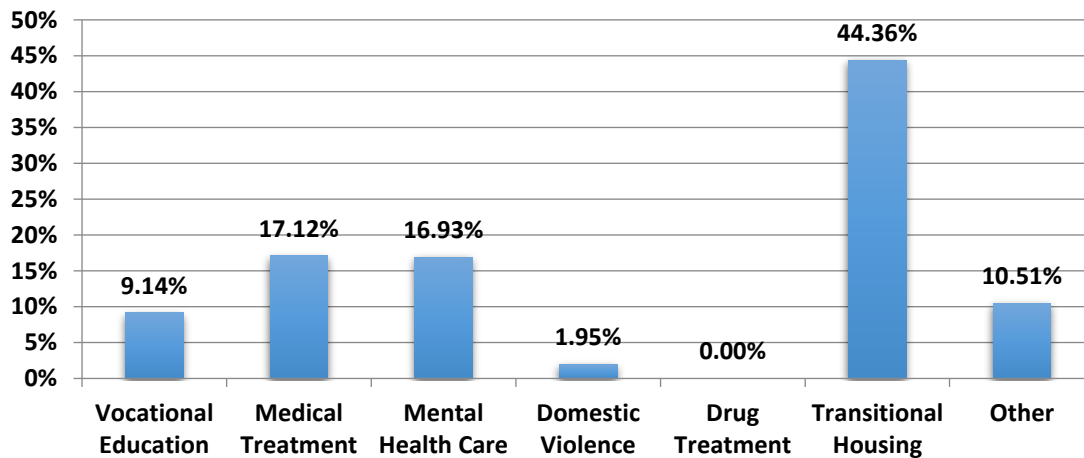




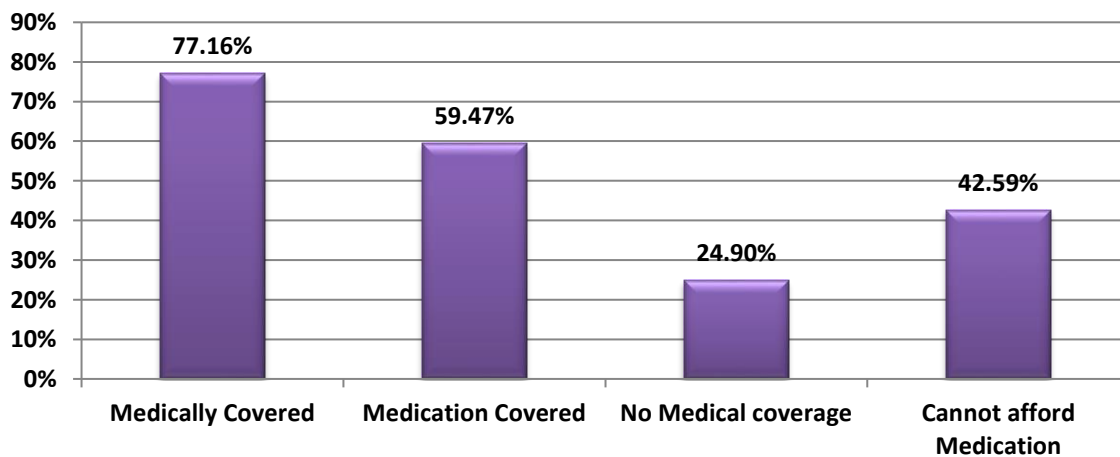
## 2023 - Where are you Staying/Sleeping



## 2023 - Requested Services Needed



## 2023 - Medical Coverage



**MAKE A DONATION  
AND  
IMPACT A LIFE!**

*Let us be a source of hope and comfort to those in need.*

To receive the blessings of giving, please provide your Zakat-ul-Mal/Sadaqa/Donations to ISOS via <http://i-sos.org/donate.php> or mail to:

ISOS  
P.O. Box 5996  
Aloha, OR 97006-5996

or

ISOS  
Colonial Office Campus  
10175 SW Barbur Blvd; Suite 100BA  
Portland, OR 97219



Website: [www.i-sos.org](http://www.i-sos.org)

Facebook: <https://www.facebook.com/IslamicSocialServicesOregonState>

***"Working together to help those in need to be self-reliant."***

**ISOS Monthly News Update:** ISOS keeps our community informed by emailing a monthly news update, highlighting services, activities and events. **If you wish to be on our mailing list, please sign up at:** <http://i-sos.org/contactus.php>.

**ISOS STAFF:**

**Board Members:** Laila Hajoo; Issam Abu-Khater; Faiza Kareem; Javed Rahman; Faiza Noor

**Software/Social Media:** Reem Soliman

**Case Managers:** Hena Zia; Kevin Leffler

**Day of Dignity Project Manager:** Heba ElMansy

**Oaks Park Eid Event Project Manager:** Naeem Siddiqui