

IMPACT REPORT

2024



DEDICATED
TO BUILDING
THRIVING
COMMUNITIES

www.somalifamilyservice.org

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A Message from Our President & CEO



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These accomplishments are a testament to the strength of collaboration—between our team, community members, and partners who share our vision of equity and self-sufficiency. Together, we reached over 25,000 individuals, providing critical services and a sense of belonging.

Dear Community,

As we reflect on the achievements of Somali Family Service (SFS) in 2024, I am filled with immense gratitude for our community, our partners, and the champions who empower us to carry forward our mission. This past year, SFS has made meaningful strides in creating pathways for health, education, and economic opportunities for immigrant and refugee communities across San Diego.

Through programs like the Ihsan Center, we opened doors to behavioral health services tailored to our community's cultural and linguistic needs. Our workforce development initiatives prepared the next generation of community health workers and helped refugee families reskill for new opportunities. From youth leadership programs to entrepreneurial support for small business owners, we saw lives transformed and resilience emerge stronger than ever.

These accomplishments are a testament to the strength of collaboration—between our team, community members, and partners who share our vision of equity and self-sufficiency. Together, we reached over 25,000 individuals, providing critical services and a sense of belonging.

Looking ahead, we are committed to building on this momentum. As we expand our reach and deepen our impact, we invite you to join us—whether as a partner, volunteer, or advocate. Together, we can continue fostering a better quality of life for those we serve and for future generations.

On behalf of Somali Family Service, thank you for being part of this journey. Your support inspires and drives us to create lasting change.

Sincerely,

Ahmed Sahid, President & CEO Somali Family Service of San Diego

About Us

Somali Family Service of San Diego was established in 2000 as a non-profit, community-based social service organization. Since its inception, the organization has provided culturally and linguistically appropriate programs and services to San Diego refugee and immigrant communities, easing their transition and ensuring successful functioning in their new home.

Our work is guided by the community and the majority of our staff are immigrants and refugees with lived experience accessing services and resources in San Diego.

Our offices are conveniently located in City Heights and El Cajon, where many of San Diego's immigrant and refugee populations live.



Mission

Somali Family Service, guided by its community champions, empowers immigrants, refugees, and other underserved communities in San Diego through its programs that promote health, educational and economic success, and leadership development.



Vision

Somali Family Service envisions a better quality of life for refugees, immigrants, and other under-served communities in San Diego. This vision is reached through fostering self-sufficiency, building healthy communities, and promoting equity.



Values

- Community
- Sustainability
- Innovation
- Empowerment
- Integrity
- Collaboration

Service Overview



19+

Countries

We serve clients from various countries, including those featured on this map and more!

We reach **25,000+** community members yearly through collective efforts across the organization

12+

Languages

Our staff provide translation and interpretation in many languages including: Arabic, Amharic, Afan Oromo, Dari/Farsi, English, French, Haitian Creole, Kirundi, Pashto, Somali, Swahili, Tagalog, and more!

We serve **1,000+** individual clients annually

Our primary program areas are:

Economic
Development
& Refugee
Integration

Health &
Wellness

Youth
Programs

Workforce
Development

Health & Wellness

While we provided many health-related services in 2024, our programs were mainly focused on youth and families, support for people with developmental disabilities and their communities, and mental and behavioral health.



Developmental Disability Services

Our **SHIFA Pediatric Program** supports families with children who have developmental disabilities by helping with intake, psychological assessments, systems navigation, connection to resources, and referrals. In 2024, we conducted workshops for parents and provided them with advocacy and navigation resources.

Our Coordinated Family Support programs also provide culturally and linguistically appropriate support for adults with developmental disabilities.

85% of SHIFA Pediatric Program participants were successfully able to navigate resources

We conducted **20** literacy workshops and enrolled **12** clients in childhood literacy programs

Early Childhood Literacy

Our **Early Childhood Literacy Program** assisted children between the ages of 0-5 who have limited literacy and language skills. We offered direct support through various activities, including reading sessions, workshops, and other educational initiatives that included collaborations with parents.

CalAIM Services

In 2024, we participated in the **California Advancing and Innovating Medi-Cal (CalAIM)** program. CalAIM allows Medi-Cal to be used for social services to support the whole person, and is a supportive pathway to more sustainable social programs. Many of our clients were able to use CalAIM services for asthma remediation and support from community health workers who assisted them with healthcare navigation.

We enrolled **240 clients** into eligible CalAIM programs in 2024

We reached over **5,000 community members** with CalAIM information and enrollment materials

Ihsan Center

On September 12th, 2024, we celebrated the grand opening of our Ihsan Center. The Ihsan Center is a space for behavioral health and CaAIM services, community gathering, and holistic healing.

Services Offered

The center offers culturally and linguistically appropriate behavioral health programs and wraparound services including:

- individual therapy
- group therapy
- couples counseling
- adolescent therapy
- family therapy
- workshops on self-discovery, emotional resilience, stress management, and mindfulness



Ihsan Center also supports the wellbeing of SFS staff, who often work directly with clients from their own communities.

Infrastructure Support & Capacity Building

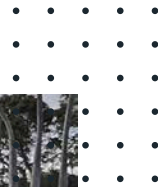
The Ihsan Center increases SFS's infrastructure and capacity to provide culturally and linguistically appropriate, trauma informed mental and behavioral health services to local immigrant and refugee communities. This year, we began serving youth and adults and created our secure electronic health records system to support our clients. The Ihsan Center has also started employing clinical and non-clinical direct services staff, and has partnered with the San Diego State University School of Social Work for Clinical Supervision.

We are partnering with Managed Care Plans like Kaiser Permanente, Molina Healthcare of California, and Community Health Group to offer CHW and CaAIM services. This center is not only an important resource for our communities, but is a sustainable social enterprise initiative for SFS.

Figure 1: Number of Mental & Behavioral Health Services Delivered by Type in 2024



Youth Programs



Leadership Training, Community Outreach, & Civic Engagement

Our 2024 youth programs included **Elevate Youth California** and the **Youth Opioid Response Program**. These programs focused on substance use treatment, leadership training, peer outreach, and education.

Youth participated in the **Stop the Hate** program, providing support to those experiencing hate crimes. Youth participated in healing circles, civil rights education, and developed a documentary film.

Youth also participated in civic engagement activities including voter outreach and canvassing.

We reached
Over 10,000
youth

across our youth
programs in 2024

Supporting Educational Access

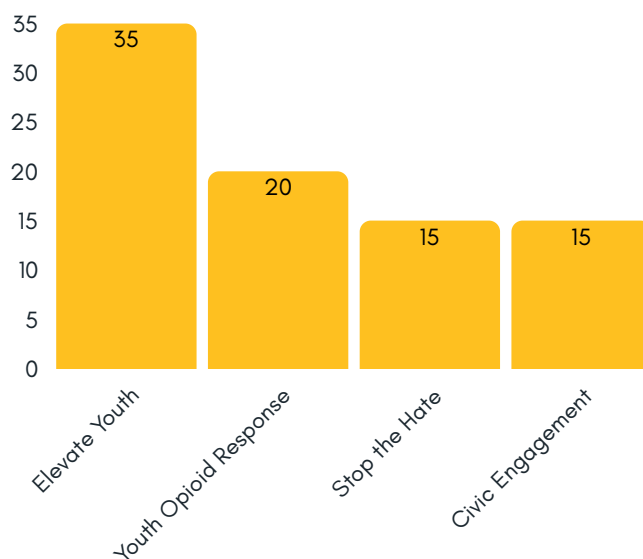
Our **Leaders in Our Neighborhood (LION) College Scholars** program helped **33 community members** to file their Free Application for Federal Student Aid (FAFSA) paperwork. This supported them in accessing higher education and working toward their goals.

Youth ambassadors distributed **6,000 units of Narcan** to prevent opioid overdose deaths

"I didn't sign up for my classes this fall because I had no one to help me finish the FAFSA 24-25 application. But now that I received your help, I will enroll in my English classes this spring to be able to reach my goal of learning English."

- Program beneficiary

Figure 2: Number of Youth Ambassadors Trained during 2024 Youth Programs



Workforce Development



Training the Workforce

The **SHIFA360 Workforce Training Program** caters to the needs of immigrant and refugee populations who want to reskill in the current job market. We currently have 5 unique curricula, and a train-the-trainer model is currently being developed. In 2024, we worked with UC San Diego Extension to prioritize Community Health Worker (CHW) training.

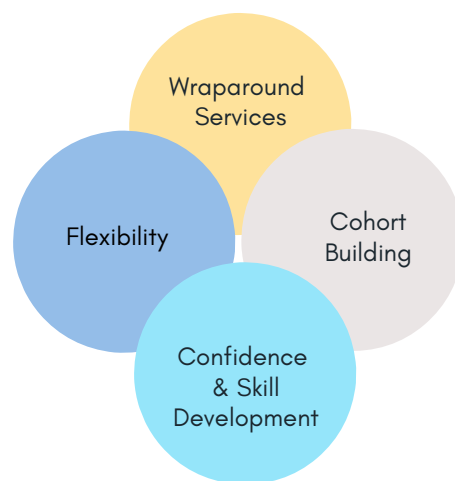
200 Community Health Workers certified

50 Professional development workshop attendees

Our CHW trainees are members of the communities that we serve. Our CHW training program therefore emphasizes supporting our learners' unique needs by focusing on the 4 pillars of learner success (*Figure 3*).

The 4 pillars of learner success include wraparound services, flexible teaching techniques that work around learners' busy schedules, real-world activities that can build confidence, and fostering supportive and engaging cohorts to promote a community of practice.

Figure 3: The 4 Pillars of Learner Success



2025 Workforce Development Expansion

In 2024, SFS was awarded a Prebys Foundation grant for youth workforce development. In 2025, we will leverage this exciting opportunity and our learner-centered training approach to expand our CHW training program and to develop new Peer Support Specialist trainings for youth age 16-26. We will also be offering an Office of Refugee Resettlement (ORR)-funded **Refugee Career Pathways** program primarily for Afghan, Haitian, Syrian, Ukrainian, and Iraqi refugees.

Economic Development & Refugee Integration



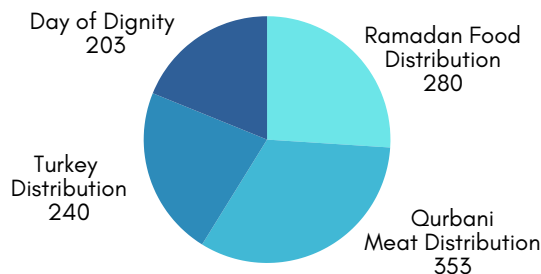
Supporting Entrepreneurship & Successful Integration

This year, we connected with **1,544 families** through our various programs, providing essential support as they navigate challenges and strive to create a brighter future. We assisted our clients in navigating and applying for public benefits, translation and interpretation, transportation, workforce development, employment, and small business development and expansion.

Helping Clients Access Basic Needs

Our client assistance programs provide direct financial support, access to resources, and case management to ensure clients become self-sufficient, successful community members.

Figure 4: Families Reached at Distribution Events
Total families reached = 1,076



84 clients received financial support to acquire job training and certification.

468 clients received financial assistance and case management.

We distributed **\$40,000** in direct financial aid to help clients in need.

Supporting Small Businesses & Refugee Integration

Our **Microenterprise** and **Afghan Family Childcare** Programs empower clients to establish small businesses. Clients receive assistance from career counselors, educational workshops, and a stipend to help cover expenses like licensing fees and trainings. Our ORR-funded **Afghan Refugee Assistance Program (ARAP)** assists recently arrived Afghan individuals to become integrated, self-sufficient members of society through case management, workshops, and other support.

94 clients enrolled in the Afghan Family Childcare Program, opening **23 businesses**

36 clients enrolled in the Microenterprise Program, opening **11 businesses**

"My friend encouraged me to go to SFS and register myself for services. I have received lots of services from them like interpretation, case management, and getting a job. My case manager helped me get ready and find a job in a shop. Since that time, I have been working in a shop and am thankful for the ORR ARAP program."

- ARAP beneficiary

Partners & Funders


- 211 San Diego
- Alliance Healthcare Foundation
- Alliant International University
- Blue Shield of California Promise Health Plan
- California Department of Social Services
- California Immigration Policy Center
- California Youth Opioid Response
- Catalyst of San Diego and Imperial Counties
- City of San Diego Community Development Block Grant
- Community Health Group
- County of San Diego
- Crawford High School
- Family Health Centers of San Diego
- Helix Charter High School
- Hoover High School
- Horn of Africa Community
- Huda Community Center
- Islamic Center of San Diego
- Islamic Relief USA
- Kaiser Permanente
- Kurdish Community Islamic Center
- Live Well San Diego
- Mann Middle School
- Mission Driven Finance
- Molina Healthcare of California
- Moores Cancer Center at UC San Diego Health
- National Alliance on Mental Illness
- National Conflict Resolution Center
- National Network for Arab American Communities
- National University
- Office of Community Partnerships and Strategic Communications
- Office of Refugee Resettlement
- One Book, One San Diego
- Opsam Health
- Price Philanthropies
- San Diego County Registrar of Voters
- San Diego Foundation
- San Diego Gas & Electric
- San Diego Refugee Forum
- San Diego Regional Center
- San Diego State University
- San Diego Wellness Collaborative
- San Ysidro Health
- Satterberg Foundation
- SAY San Diego
- Sierra Health Foundation
- Tarzana Treatment Centers College
- The Conrad Prebys Foundation
- The Health Resources and Services Administration
- The Parker Foundation
- U.S. Bank Foundation
- United Way of San Diego County
- University of California San Diego
- University of San Diego
- Wakeland Housing & Development Corporation
- Wells Fargo

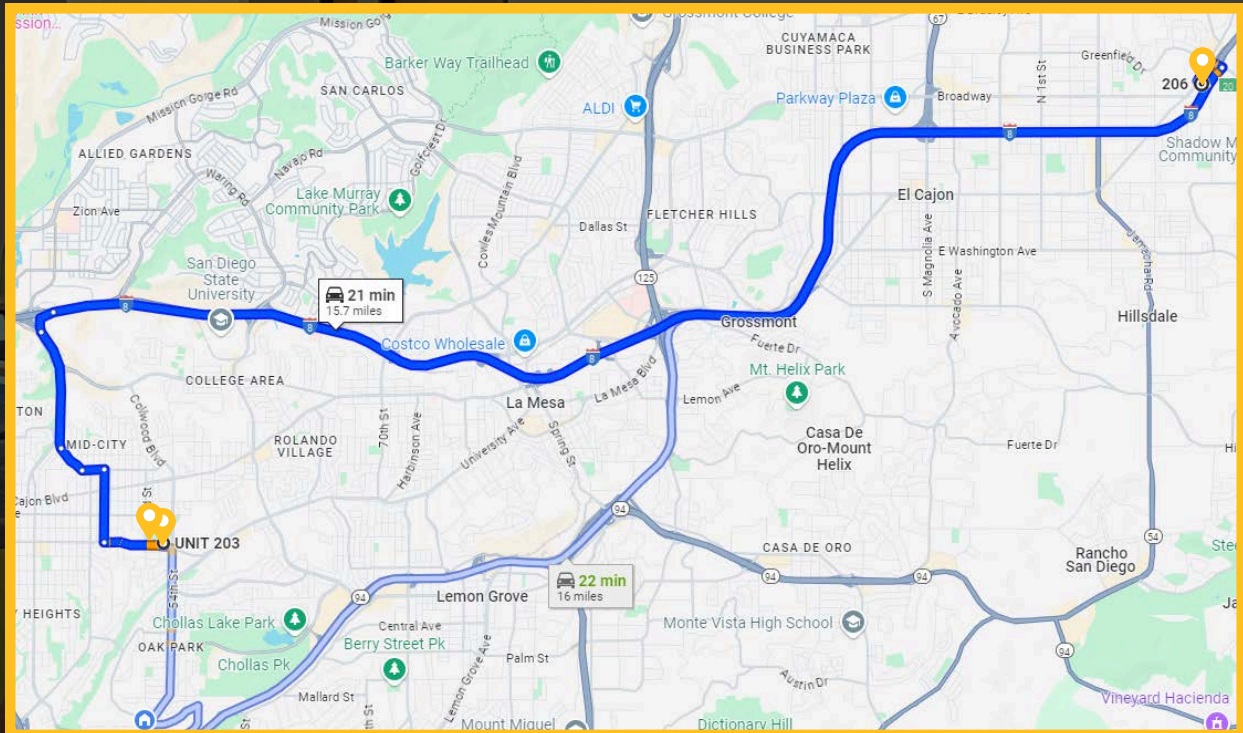
Our work would not be possible without support from our incredible partners and funders.


Thank you!


Get Involved!

Visit us at one of our offices:

 El Cajon Office
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El Cajon, CA 92021



 City Heights Office
5348 University Ave. Unit 203
San Diego, CA 92105

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