



Refugee
Assistance
Alliance



A year in review

2024-2025

Refugees are still here...
So are we.



Our Founder: A Year in Review

After a challenging year for refugees, I'm thankful for the grace shown under pressure by our refugees, our team of staff and volunteers, our donors and our friends.



This year tested every part of our program — and every ounce of grit in the communities we serve.

With the removal of federal refugee funding, many new arrivals came to South Florida with no support services waiting for them: RAA stepped in to meet those needs. When families from Afghanistan saw their reunification plans collapse after the closure of refugee admissions, we stood with them. When the removal of food stamps pushed many refugee families back into crisis, we launched food pantry deliveries. Now we're stepping up healthcare support as Medicaid cuts threaten access to healthcare.

For refugees trying to rebuild amid rising hostility and misinformation, this year has been anxious and painful. Through it all, our staff and volunteers have shown grace under pressure. Volunteer hours nearly matched staff hours, and together we onboarded 40% more clients, expanded every core service area, and supported families from crisis to stability — standing as a bedrock for refugees in our community.

This report shows our impact data in aggregate, but I see each number as a person — a mother, a father, a teenager, a child — all trying their best to start again in a world that offers no other support. I couldn't be prouder of their achievements and their courage, nor of our community, standing with them every day.

Achieving our mission 2024-25

We helped more Refugees

RAA provided services to **209** refugees.

- 40%** more total refugee clients assisted.
- 91%** more new refugee clients.
- 75%** more refugee households.
- 39%** more adults assisted.
- 36%** more Community Support program clients.
- 50%** more English program refugee clients.
- 50%** more Work Training Program refugee clients.

Rapid response: RAA took on newly arrived refugees, offering services such as social security and EADs.

Food pantry deliveries When food stamps were cut, we began food deliveries to ensure nutrition access.

Work Training We've increased our vocational training opportunities to help refugees build careers.

Driving for Women: We're funding refugee women to learn to drive as part of an empowerment program.

Healthcare access Applications for AHA coverage.

We gave more time

RAA tracked **4,138** hours of services.

- 55%** were delivered by staff.
- 44%** were delivered by volunteers of which:
 - 30%** English teaching volunteers.
 - 14%** Community Support volunteers.
- 1%** Work training services.

1,216 hours teaching was provided by English volunteers - that's 68% of total volunteer hours.

We gave Community Socio-emotional support.

46% total refugees, all in year one, were assigned a volunteer team. All new refugee families averaged bimonthly outings and visits.

148 fun outings & home visits

21% of community volunteer hours were spent in refugee home visits.

735 hours from community, specialized, and event volunteers from 89 active volunteers.

We are grateful for our Grantors

Coral Gables Community Foundation
Office of Refugee Resettlement
FAUSA
Peacock Foundation Inc
Federation of American Women's Clubs Overseas
ProLiteracy Foundation
Good People Fund

Shepard Broad Foundation
Green Family Foundation
Shipley Foundation
IRUSA
Tristarr Lifelong Learning Fund
The Miami Foundation
Yavitz Cypen Foundation

Our Program Impact: 2024-25

We paid critical bills

RAA spent **\$42,000** on direct financial aid:

35% of households received financial assistance.

12 families supported with rental assistance.

2 families received emergency food funds.

7 households received help with utilities, medical bills, and other unforeseen costs.

RAA helped alleviate crisis:

72% of families received household supplies.

43% refugees - all new this year to South Florida - received hurricane kits and school supplies.

30% of refugee households are delivered food boxes.

Why? Refugees live in poverty. 100% of RAA's clients are Extremely or Very low median income. Nearly 1/3 (32%) of RAA's refugee families are single parent households. RAA provides Economic support services because refugees can't learn English, gain qualifications or advocate for their children when financial precarity threatens their family's survival.

We gave a needed voice

Why? English transforms lives.

66% of all refugee adults enrolled in RAA's English classes.

That's a 50% increase in take up this year. English is a major part of our program: 47% of RAA's service hours were provided in English instruction.

Refugee learners committed to their English:

37% studied consistently - 2+ consecutive semesters.

20% studied for one year or more.

100% self-reported improved English.

Refugees need English to find work, study certifications, gain promotions, make friendships and start to integrate.



“ I want to improve my English to help my life. I still need help from my children to talk to people but I understand more - and I am now comfortable going out on my own and talking to people if I need to.. If I learn English well, I can drive a car and I learn some skills and I can start to live my life. **”**

We found essential jobs

Why? Refugees struggle to find and keep work.

75% refugee adults found employment with our help.

87% of refugees with job offers accepted the job.

77% have retained employment at least 3 months.

4 refugees increased job responsibilities, gained promotions or increased wages.

19% unemployed adults are looking for work and nearly 3/4 were offered jobs with RAA's assistance.

At year end, 96% of RAA's refugee households have at least one person in employment.



“

I just wanted to thank you for the opportunity to learn more about my work and how to develop my skills. The course is absolutely amazing and I have been implementing the skills I learned in my daily job. It really works for me and customers.

”

We helped open closing doors

Why? Refugees decline in employability five years from their arrival and remain trapped in persistent poverty for a generation.

We want to change that. In 2024-25, we successfully applied to four grants to support refugees in vocational study FAWCO, Tristarr Lifelong Learning Fund, Marlene Broad Women's Empowerment Fund and FAUSA,

50% of clients who pursued vocational training achieved successful outcomes.

88% of those who received funding either completed or are maintaining their studies.

26% of adult refugees are now undertaking adult education or work training to build earning potential.

25% GED completion rate.

4 refugee adults in college and pre-college.



Behind each statistic we report,
is a person we value.



NOOR

AFGHANISTAN

Arrived Oct 2022 as a single youth with her aunt after separation from parents at Kabul airport. Zero English, transitional-aged youth ill-equipped for U.S. high school.

Now

Noor speaks excellent English, is a sophomore at Miami Dade College, works part time to support herself, and shares an apartment with her aunt.

Program Support

- English classes
- Food stamps applications
- Health visits
- Employment assistance
- Financial coaching
- Financial aid
- Driver's license
- College enrollment
- Mentorship & guidance



SILVIE

GUATEMALA

Arrived January 2024. As a single mother with a young daughter, Silvie had no English or U.S. qualifications. The pair were home insecure after unexpected medical bills.

Now

Silvie has a stable job in a laboratory, a secure home and income, and her employer is discussing work training opportunities with RAA.

Program Support

- Work training program
- English classes
- Home insecurity shelter access
- Vocational training in Phlebotomy
- CPR and Physician Assistance
- Rental assistance and Financial aid
- Food stamps



HABIB

SYRIA

Arrived May 2024. Habib is an illiterate single male with no English or technical skills. No job, no support, home insecure, little food.

Now

Habib is employed, shares an apartment, makes his own rent and has successfully managed his medical debt.

Program Support

- Basic English
- Digital literacy
- Food stamps applications
- Employment assistance
- Healthcare visits
- Financial coaching
- Financial aid
- Driver's license assistance
- Bimonthly mentorship



ALI

AFGHANISTAN

Ali had basic English after working for the U.S. military in Afghanistan. He arrived in October 2022 with a young, pregnant wife.

Now

Ali has gained promotion in his workplace and was named employee of the month earlier this year.

Program Support

- Intermediate English
- Food stamps applications
- Employment assistance
- Healthcare visits
- Financial aid
- Work training program
- Customer service certifications