



# Championing the Underserved



**2022**

**Annual Report**



# Dear Friends of Amistad...

As we enter our 47th year of providing services, there is an abundance for us to reflect upon. Our successes and challenges have defined and molded us, but our clients' needs are the driving force that has catapulted us through the years. Our staff are fierce advocates committed to answering our underserved, fragile clients' needs.

Our Amistad brand is deeply rooted throughout our Far West Texas communities. We strongly encourage you to take the time to read our 2022 Annual Report. As you come to understand our stories, carefully measure our impact. More importantly, take a step further and envision our efforts from Amistad's client perspective. Amistad has proven to be essential and the lifeline that provides hope during our clients' most challenging and darkest moments.

Amistad has proven time and time again no task is insurmountable or insignificant. Our commitment to our clients will never wane. As we emerge from the recent turbulent and tragic community crises, that ranged from binding wounds to sheltering people in need, we continue to learn. Critically, we have shown to ourselves and the community our almost unlimited ability to step up and answer the call. The result benefits this community we love. Through it all, we have developed a strategic plan that serves as our compass and while the implementation may seem insignificant, for our clients, it is life changing because of our social service programs.

We want to thank our clients, staff, donors, partners, and Board of Directors who contributed to our 2022 Annual Report. We look forward to continuing our strategic relationships and work together to provide exceptional social services for our community.

**Chief Justice Yvonne Rodriguez**  
**President, Board of Directors**

**Andrea Ramirez**  
**Chief Executive Officer**



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# Mission

To advocate, connect and deliver exceptional social services to communities ensuring a dignified and meaningful life for all.

# Vision

Every individual has access to services that promote a quality of life through the Amistad spirit of compassion.



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# 2022 Board of Directors



**Chief Justice  
Yvonne Rodriguez**  
President



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Vice President



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**Edythe Payán**  
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**Dr. Ogechika  
Alozie, MD**  
Director



**Xavier Bañales**  
Director



**Viviane Arnold**  
Director



**Margie Resendez**  
Director



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# Corporate Management Team



**Andrea Ramirez**  
Chief Executive  
Officer



**Celia Garcia**  
Chief Operating  
Officer



**Dalia De Los Santos**  
Chief People  
Officer



**Luis Celaya**  
Administrative  
Officer to the CEO



**Kristina Peña**  
Community Relations  
Manager

# ADTRC

## Aging, Disability & Transportation Resource Center

The ADTRC is a one-stop community based resource center staffed with professional resource coaches, housing navigators, option counselors that are committed to helping clients and professionals access a comprehensive range of resources. The services include: housing options, application assistance, empowerment and advocacy.



**Direct Line for Service**

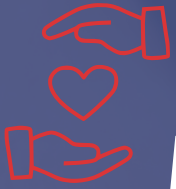
**915-298-7307**  
**Opt. 1 + Opt. 1 + Zip Code**

Over  
**23,000**  
Calls Received

Over  
**\$2 Million**  
Funds Distributed

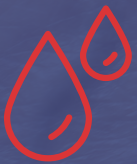
Over  
**25,000**  
Clients Assisted Internally





# AmistadCARES

AmistadCARES is a program supported by the City of El Paso and local utility agencies to provide aide to renters affected by the COVID-19 pandemic. Clients within city limits impacted by the pandemic and unable to pay their utilities turned to Amistad in their time of need. Though there was a short time frame, Amistad Resource Coaches were ready to assist the thousands of El Pasoans who were affected.



# AguaCARES

AguaCARES assists EPWater customers who are seniors (64+) facing financial hardship and at risk of being disconnected from water service. The program provides money management, payment arrangements, conservation support, and other agency referrals. EPWater has been an excellent partner to ensure our elderly population has safe and accessible water.

# During the Darkest Moments

## Client Success Stories

Mr. C was one of the first calls received by Judith Godinez when she began her role as an ADTRC Resource Coach. Mr. C had a consistent construction job prior to the pandemic, but as cases began to increase, he was laid off from his employment. Aside from caring for himself, Mr. C also oversees the care for his sister who has mobility limitations due to a health condition. With the recent loss of employment, Mr. C was falling behind on his utility services and contacted Amistad for assistance. Ms. Godinez was able to schedule an appointment for him and processed an application for the AmistadCARES program. During the application process, Mr. C disclosed the difficulty he had been facing with the care for his sister, and his stress of being unable to provide the best care for her if he returned to work. Ms. Godinez was able to provide him with hygiene care items and connected him to the Personal Care Attendant Program through Adult Protective Services. A week later, Mr. C contacted Amistad and stated that the services were a blessing for him and his family, and he is grateful that not only was he able to keep the lights on at home, but his sister is also receiving at home care for her medical condition.

Over  
**9,000**  
Clients Received  
Utility Assistance





Over  
**85**  
Referrals

# Housing Navigator

The Housing Navigator Program is aimed at finding housing options that are affordable, accessible and supportive of a person's health and welfare needs. The Housing Navigator also assists with advocating on behalf of clients in need of ADA compliant homes to landlords and builders in order to provide more affordable and accessible housing options.



## Application Assistance

At Amistad, our Resource Coaches are ready to assist you with a variety of program applications. As community partners with several entities, we can assist clients with:

- SNAP Benefits
- Medicare Parts A, B, C, and D
- Medicare Savings Programs
- Low-Income Subsidy
- Housing Options

Over  
**180**

Applications Processed

# Client Testimonials

Our Resource Coaches are bilingual and ready to provide quality customer service.

Estoy muy satisfecha con los servicios y muy agradecida con la ayuda. Cada vez que escucho que un miembro de la familia necesita ayuda, lo remito a Amistad. La atención aquí es muy buena y la actitud que tienen los empleados es increíble. GRACIAS

Amistad helped my son renew his I.D. for his transportation application. He lives with a disability and I would not have been able to get him to his doctors appointments without their help.

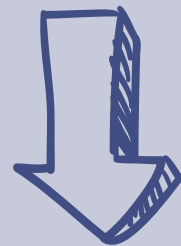
Do you have questions?  
We have the answers and solutions.





# Money Basics

This program assists in educating individuals with Intellectual/Developmental Disabilities (IDD) on the importance of credit scores, checking and savings accounts, having a monthly budget, and the difference between earned and unearned income. This year, our Resource Coaches partnered with local school districts to educate students and their support systems.

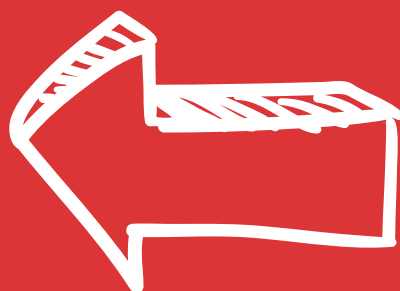


Over  
**100**  
Students completed the Money Basics Program



# Peer Support

The Peer Support Specialist Network empowers Adults with Intellectual/Developmental Disabilities (IDD) in institutional settings. This program guides individuals to understand their rights, learn about opportunities available to them, and lead or participate in their own person-centered planning process.



Over  
**160**  
Individuals have been empowered through the program.



# Amistad for Veterans

At Amistad, we understand and respect the men and women who have served our Country. Our programs assist Veterans and Active-Duty Service Members within the region. As the Veteran capital of the U.S., our goal is to provide a supportive environment for families to thrive during and after their service.

## Amistad is proud to offer...



Rent & Mortgage Assistance



Utility Assistance



Individual, Group & Family Counseling



Guidance on Benefits & Resources



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# Together, the Amistad for Veterans Team has...

SERVED OVER

**300**

CLIENTS

DISTRIBUTED OVER

**\$150,000**

TO VETERAN FAMILIES

CREATED A

**NEW**

PROGRAM TO ASSIST  
RELOCATING FAMILIES





# CHIMES

## Consumer Health Insurance Marketplace Enrollment Services

The Affordable Care Act, was developed to help individuals access affordable health insurance through a health insurance marketplace where families and individuals can purchase federally regulated and subsidized health insurance during open enrollment. However, finding the right plan can be confusing. Our CHIMES Team navigates clients through the eligibility and enrollment process by answering their questions and hosting several enrollment events.



**915-298-1175**

OVER  
**450**

OUTREACH  
EVENTS ATTENDED



OVER  
**50**

ENROLLMENT  
EVENTS HOSTED



OVER  
**15,000**

CLIENTS  
ASSISTED

OVER  
**130**

FAMILIES  
ENROLLED

# Guardianship

The Guardianship Program provides caring and compassionate Guardianship services to persons who have been declared by the probate court system to be incapable of caring for their own health and welfare. Amistad Guardians are responsible for conducting monthly visits to ensure the clients' physical, social, medical, mental health, legal, funeral, and financial needs are met.



# Money Management

Amistad's Money Management Program provides money management services and an array of social services to elderly and adult persons with disabilities who live within the city limits of El Paso. A Case Manager is assigned to assist the individual with creating a budget, ensuring that their basic needs are being met, paying their bills on time and that the individual is residing in a safe environment.





# Promoting Quality of Life

## Client Success Stories

Promoting a dignified and meaningful life for our clients is a top priority. Many might believe that the Guardianship Program does not promote independence, but that's a misconception. Amistad Guardians are keen on helping their clients achieve their personal goals. For two of our clients, their goal was to work in the community, however, like everyone else, they were impacted by the pandemic. Vocational Programs that assist individuals with disabilities in obtaining employment were placed on hold. This year, our Guardianship Case Manager assisted Mr. A and Mr. B in obtaining employment as a tailor and a busser. We're thankful to these employers who hired our clients, and brought a new sense of confidence, pride, and quality of life.

Over  
**400**

Clients In Our Care





# Spreading Holiday Cheer

Prior to the pandemic, Amistad used to host an annual holiday party for our wards. To keep them safe, the party was postponed throughout the pandemic. This year, our Guardianship Department brought back the highly anticipated event. We hosted 300 of our clients at the El Paso Community College Auditorium. With the help from our donors, our clients enjoyed a meal, karaoke, and holiday gifts!



# El Camino A Casa

El Camino A Casa was established 2020, and provided Homelessness Prevention, Rapid Rehousing, and Street Outreach. In 2022, this program has grown into a top priority initiative. Through the hard work and dedication of our team, Amistad has been able to provide assistance through five programs and four grants. Recently, Amistad was appointed by the City of El Paso as the lead agency for Street Outreach.



\*Please Note: Faces have been blurred for client confidentiality purposes.

## 2020 & 2021

### Emergency Solutions COVID Relief Grant

- Street Outreach
- Rapid Rehousing
- Homeless Prevention

### American Rescue Plan (ARPA)

- Street Outreach
  - Hot Meals
  - Clothing
  - Identity Documents
  - Hygiene Items

## 2022

### Case Management (CDBG-CV)

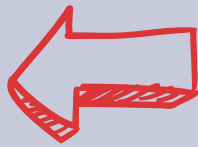
- Employment Assistance
- Housing Assistance
- Social Program Application Assistance

### Permanent Supportive Housing

- Intensive Case Management
- Life Skill Training
- Long Term housing Assistance



# Seeking Long-Term Solutions



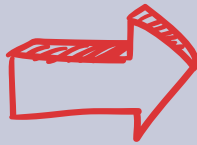
**240**

Clients Assisted Through Street Outreach

Over

**200**

Clients Assisted With Case Management



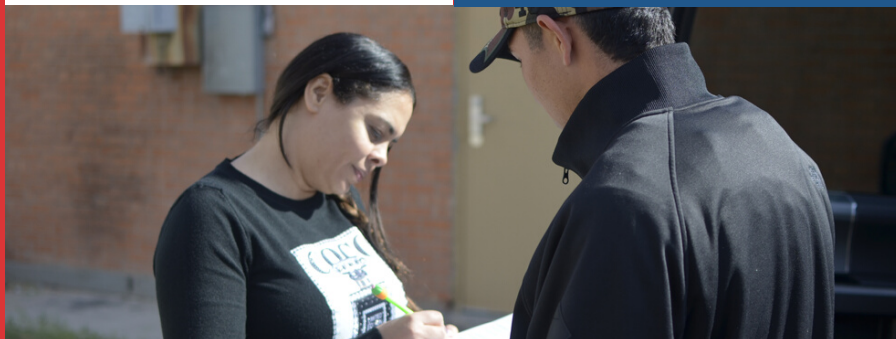
**OVER**

**65**

Clients Assisted with Homeless Prevention

**150**

Clients Assisted with Rapid Rehousing





# Partnerships in Action

## Client Success Story

Mr. E is a 31-year-old single father to a 10-month-old son named Marley, who recently moved to El Paso with the mother of his child in hopes of better opportunities. Mr. E and his then girlfriend were able to stabilize and secure an apartment before the birth of their son. With assistance through staffing agencies, Mr. E was able to maintain employment throughout the pandemic until October of 2021. During this time, he was notified a close family member had passed away, and so Mr. E traveled to California for the services.

Without a support system in El Paso, Mr. E had no way of providing care for his son. This caused him to lose his job and eventually his apartment. He and his son moved into the Salvation Army Family Shelter in October and were later referred to Amistad's El Camino a Casa Program. With Amistad's assistance, Mr. E and his son were re-housed the first week of December and were provided with necessary furniture like a bed and crib through donations from community members.

Recently, Mr. E experienced excessive tire damage to his vehicle. With unreliable transportation, he was concerned for the wellbeing of his son and being able to attend his job training program. Mr. E reached out and asked if there was any assistance that could be offered. Through perseverance and several phone calls made to Discount Tire, Mr. E was able to have his tires replaced. The managers and staff at Discount Tires opened their doors and serviced his vehicle at no cost to him. We at Amistad are always willing to provide assistance if we are able. Now Mr. E is able to continue his training program and provide reliable transportation for himself and his son.





# Transportation

Amistad has been known as a lead Non-Emergency Medical Transportation agency in El Paso, but with post pandemic economic uncertainty issues such as, inflation, staffing shortages, wage wars, fuel prices, parts and maintenance costs, maintaining the program has proven to be extremely challenging. Amistad has pivoted to provide transportation to thousands of individuals through various contracts and partnerships with the City and County of El Paso, TxDOT, Area Agency on Aging, Metropolitan Planning Organization (MPO), and various local agencies. Amistad continues to transport clients to doctor's appointments, cancer treatment centers, physical therapy, dialysis centers, pharmacies, other medical appointments, and provides transportation on fixed routes for Sun Metro.

Over

**50,000**

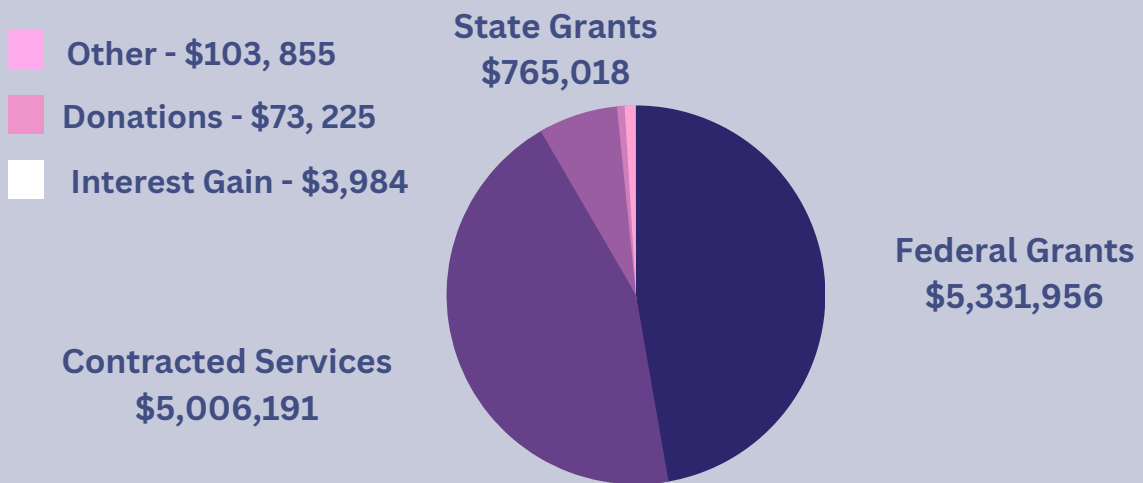
Trips Performed

**1 Million**

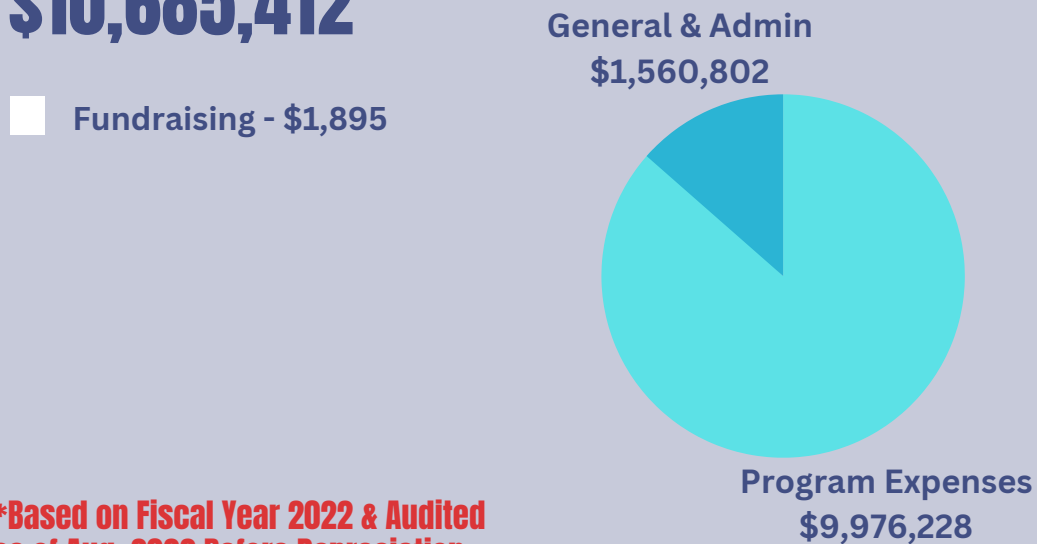
Miles Driven

# Financials

**Revenue:**  
**\$11,277,029**



**Expenses:**  
**\$10,685,412**



**\*Based on Fiscal Year 2022 & Audited  
as of Aug. 2022 Before Depreciation**



# Lucha Libre

## Fundraising Event

This year, Amistad launched a new fundraising event! We hosted EL Padrino de la Lucha Libre luchadores at the El Paso County Coliseum in August. It was a night filled with entertainment for the whole family, and championing the elderly and underserved within the community. Thank you to our donors for helping us with this successful event.



# This year, you helped us serve others.

All funds raised throughout the year go towards our Client Health and Welfare Fund. This fund is allocated towards emergency cases for clients who do not qualify for any federal assistance, improve morale, and our client's quality of life. With your donations, contracts, grants, programs, and community support, Amistad was able to assist over 20,000 El Pasoans in need, and bring back beloved community events.



Over  
**500**  
Blankets collected at the  
ITECH Softball Tournament

Over  
**300**  
Clients attended our  
Holiday Party



Over  
**200**  
Families attended our  
Halloween Carnival



# This year you helped us...

reach new avenues. With your support and advocacy, Amistad was able to reach new families and individuals who were in need of our programs.

Honored as a community partner



Increased Digital Audience By

# 35%



Over

# 250,000

Households tuned into Health Headlines on KTSM

EL PASO INC.

# BEST OF EL PASO 2022

Voted as one of the Top 3 Non-Profits in El Paso!

## Follow us on our social platforms!

# @AmistadElPaso



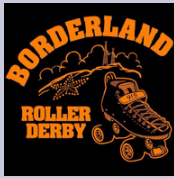
# Thank you

## Community Sponsors

FLORES | TAWNEY | ACOSTA P.C.  
*Serious Injury Attorneys*



## Community Supporters



## Community Partners



# Thank You

Amistad thanks you for another year of service.

Contact us if you or someone you know is in need of our programs. Our team is ready to assist!



**Address**

**3210 Dyer St. El Paso, TX 79930**



**Telephone**

**915-532-3790**



**Website**

**[www.projectamistad.org](http://www.projectamistad.org)**