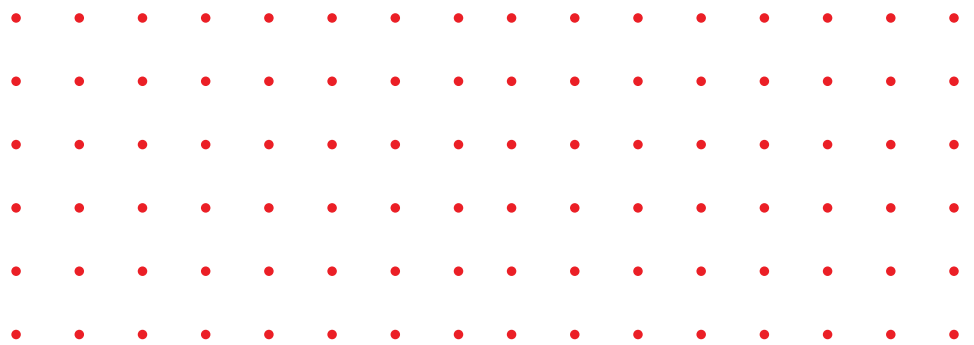




2020

AMISTAD ANNUAL REPORT



2020 BEST NONPROFIT



2020 BOARD OF DIRECTORS



Justice Yvonne T. Rodriguez
Vice President



Enriqueta Fierro
President Emeritus



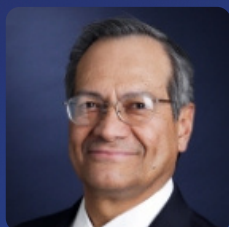
Oscar Loy
Treasurer



Edythe Payán
Secretary



Dan Olivas
Past President



Roberto G. Torres
Director



Rosalva Hernandez
Director



Jorge Vielledent
Director

CORPORATE MANAGEMENT TEAM



Andrea Ramirez
Chief Executive Officer



Rosario Fernandez
Chief Operating Officer Transportation



Celia R. Garcia
Chief Operating Officer Social Services



Gerardo Blanco
Chief Financial Officer



Dalia De Los Santos
Human Resource Director



Vianey Esparza
Community Relations Manager

MISSION To advocate, connect, and deliver 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.

VALUES Respect **H**onesty **I**ntegrity **S**ervice **E**xcellence

The 2020 COVID-19 pandemic forced the world to adapt to a new normal in a matter of weeks. As for everyone, 2020 challenged Amistad like no other, but the difficulties of the past 12 months led us to “RHISE” to the occasion, basing every action on Amistad’s core values of **R**espect, **H**onesty, **I**ntegrity, **S**ervice, and **E**xcellence, and with these principles, we overcame our obstacles. Together, with the help of our staff and partners, we turned a year of challenges into a year of opportunities and wholeheartedly served our beloved community. Together, we accomplished more and we will continue to RHISE to the occasion.

RESPECT

AGING, DISABILITY, & TRANSPORTATION RESOURCE CENTER (ADTRC)

The Health and Human Services Commission (HHSC) awarded Amistad **\$359,311.94** to provide long-term services and support for the elderly and/or individuals with disabilities. The ADTRC is considered a one-stop shop, community-based center that can help locate and access a comprehensive range of resources and services from finding affordable housing, one-to-one counseling about Medicare Parts A, B, C, and D, including the Low-Income Subsidy and Medicare Savings Programs.



We meet our clients and guide them to reach their full potential.

AMISTAD FOR VETERANS PROJECT (AFVP)

The Texas Veterans Commission (TVC) awarded Amistad a **\$500,000** grant, for the 7th year, for general assistance and mental health services for Veterans and their families. In addition, the TVC awarded Amistad a **\$50,000** Emergency COVID-19 grant to cover the increased demand of services, such as utility and rental assistance, due to the pandemic.



AMISTAD CARES

The City of El Paso selected Amistad to distribute **\$500,000** in CARES Act funding for utility assistance to El Paso residents who were directly impacted by the pandemic. Amistad CARES Utility Assistance Program offered a one-time payment on past due electric, gas, and water bills. Amistad successfully distributed all funds from August 2020 through November 2020, providing financial relief to **708 families** and making payments for **1,073 past due bills**, more than the original projected number. Amistad partnered with El Paso Electric, Texas Gas Service, and El Paso Water to promote the program to the community and to process payments in a timely manner.



COVID-19 FINANCIAL RELIEF
Need help paying for utilities?

Amistad CARES
Utility Assistance Program

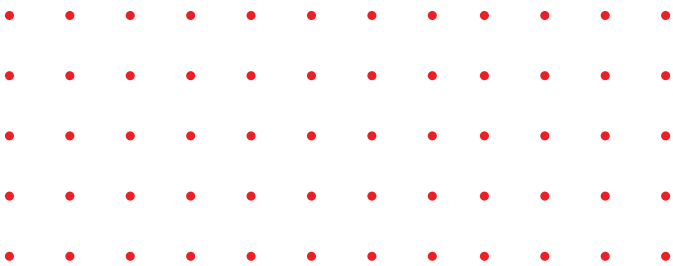
Call us today 915.298.7307
(Select Option 1 + Option 1 + Zip Code)

www.projectamistad.org/amistadcares



AGUA CARES

In addition to providing COVID-19 financial relief, Amistad continued processing applications for the on-going AguaCares Program, a partnership with El Paso Water, for elderly (65 and older) residents who were facing financial hardship(s) and were at risk of having their water service disconnected. The program also offered utility assistance payments, money management counseling, payment arrangements, conservation support, and agency referrals. Together, Amistad and El Paso Water assisted **302 households** and avoided service disconnections.



PEER SUPPORT SPECIALIST NETWORK PROGRAM

In 2020, Amistad's Peer Support Specialist Network Program showed resiliency through the pandemic, as the program's learning adaptation changed from face-to-face to virtual, placing a barrier to build rapport. Nonetheless, a particular Peer Support Specialist (PSS) and his mentee showed positivity towards the new "norm" and used a virtual platform to interact. At first, the mentee was hesitant to use technology, however, his PSS taught him how to use it effectively. The PSS's role was to assist and develop the mentee's own person-centered plan and coordinate online virtual sessions. The PSS followed the State Supported Living Center's new directives as instructed to interact and communicate with his mentee via Google Duo online. The mentee's level of confidence increased, and he set new goals to achieve. His goals were to obtain money management skills, learn how to pay his own bills, and search for employment. The PSS guided his mentee to learn how to keep track of his finances using an online budget plan template to practice and showed him how to access utility companies' websites to pay bills. The PSS empowered his mentee by teaching him how to search for employment online and he applied to Ready One Industries with support from the center. The PSS was proud of his mentee's self-determination to achieve his goals and his mentee continued applying for jobs, practiced money management skills, and practiced using the internet to sustain access for guidance and information, with the goal of becoming self-sufficient.



SUPERVISED VISITATION AND SAFE EXCHANGE PROGRAM (SVEP)

Amistad was awarded the Supervised Visitation and Safe Exchange Program through the County of El Paso to accommodate parents/guardians in a safe and neutral place to exchange or visit with their children. This program also provided families wrap around services such as counseling and application assistance with Medicaid, CHIP, SNAP and more. Although COVID-19 posed challenges, Amistad continued offering the space and the program.



2020 BEST NONPROFIT

GUARDIANSHIP PROGRAM

Amistad continued its Guardianship services through the pandemic for individuals who were found to be mentally incapacitated. Guardianship Case Managers and support staff ensured that clients' basic needs (shelter, food, clothing, medical care, etc.) were met, all while facing different challenges. Staff was trained on the proper use of personal protective equipment (PPE) to continue providing essential services to the clients, such as conducting home visits, shopping, accompanying them to doctor appointments and hospitals. Guardianship Case Managers maintained a 6-foot distance, visited with clients through their bedroom windows and/or virtually to keep the clients and staff safe. Guardianship staff also ensured continuity of care by being available to clients 24/7. Unfortunately, 11 clients succumbed to COVID-19, but staff found alternate ways to be with the clients during their final moments and at their final resting place.



MONEY MANAGEMENT PROGRAM

Amistad's Money Management Program has been able to provide life changing paths for some of our clients. An exemplary case was our client, R.R., who had been residing at The Opportunity Center Homeless Shelter for a year before being part of the Money Management Program. The program assisted her with applying for benefits, creating a budget, setting goals and providing her with community referrals for services that met her needs. R.R. was able to save money, move out of the Opportunity Center and into her own apartment. With the guidance and support from her Money Management Case Manager, R.R. became her own representative payee and moved to Arizona. Amistad's Money Management Program not only provides budgeting skills, but it also empowers the clients' autonomy to become self-sufficient.

TRANSPORTATION PROGRAMS

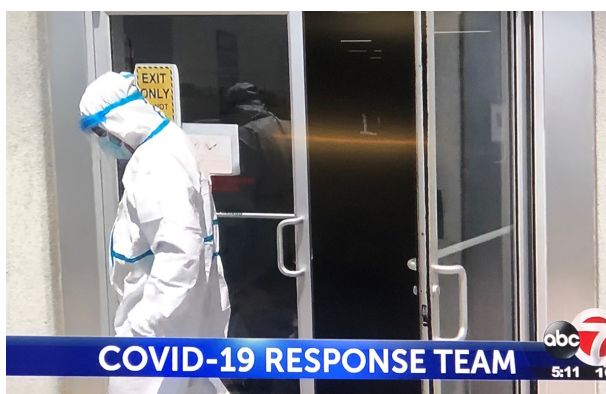
Amistad is well-known for transportation services and in 2020 the agency went the extra mile for the community. In partnership with the City of El Paso and the County of El Paso, Amistad created a COVID-19 Response Team and was the only transportation agency in the El Paso Metropolitan Area to offer transportation services to COVID-19 presumptive or confirmed positive clients, ensuring they had access to testing sites and lifesaving medical care. The Amistad COVID-19 Response Team completed

702 one-way COVID-19 trips. Simultaneously, Amistad's fleet of **42 vehicles**

continued transporting clients to medical appointments, dialysis treatments, and other approved destinations in El Paso County and Far West Texas through our Managed Transportation Organization (MTO) Program, the Enhanced Mobility of Seniors and Persons with Disabilities (Section 5310) Program, and the contract through the Rio Grande Council of Governments

Area Agency on Aging (AAA). Amistad also partnered with the El Paso Veterans Healthcare System (VA) to provide support by transporting presumptive positive or confirmed positive COVID-19 Veterans to testing sites and to medical appointments, as well as Non-Emergency Medical Transportation (NEMT) for service-connected Veterans.

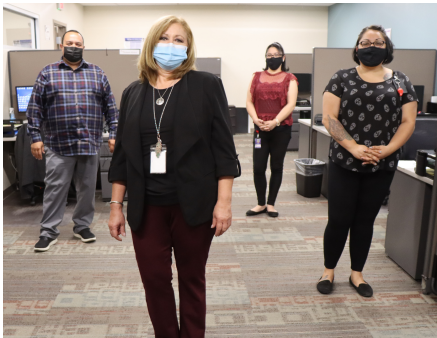
In addition, Amistad managed and operated Route 90 of the Sun Metro Mitigation Transit Service Neighborhood and Express Mass Transit, serving areas in Northeast and West El Paso, and transported a total of **2,633 individuals** to the various transfer centers.



2020 BEST NONPROFIT

MANAGED TRANSPORTATION ORGANIZATION (MTO) & SPECIAL AUTHORIZATION UNIT (SAU)

The Amistad Call Center remained operational and available to our clients throughout the COVID-19 pandemic. Our Call Center Agents are the backbone of our transportation operations. Our agents scheduled NEMT appointments and arranged long distance medical trips, including meals and lodging, through the SAU for eligible Medicaid clients, Children with Special Health Care Needs (CSHCN) Services Program clients, and Transportation for Indigent Cancer Patients (TICP) who were diagnosed with cancer or cancer-related illness and met program financial and residential eligibility criteria, and who had no other means of transportation.



Our Call Center Agents received multiple compliments outlining our excellent customer service, efficiency and willingness to assist. In March 2020, Amistad was the highest ranking call center in the Texas Medicaid NEMT Client Satisfaction Survey, with a **95.4% satisfaction** rate (95% benchmark).



In addition, the department gained two Call Center Supervisors and promoted a MTO Call Center Agent to a Quality Assurance Specialist, resulting in professional growth and development for our Call Center staff.

SOCIAL SERVICES AND TRANSPORTATION IMPACT

AGING, DISABILITY & TRANSPORTATION RESOURCE CENTER (ADTRC)

Calls Received	5,572
Referral Services	4,263
Applications Submitted	72

AMISTAD FOR VETERANS PROJECT (AFVP)

Veterans, dependents, and surviving spouses served

Utility Assistance	183
Rental Assistance	304
Job Training Assistance	38
Mental Health Counseling	37
Total Funding Assistance Provided to Veterans	\$224,337.44

AMISTAD CARES

Electric Payment	\$242,088.11
Water Payment	\$152,492.62
Gas Payment	\$37,441.42
Families Assisted	708

AGUA CARES

Calls Received	1,524
Utility Assistance	\$40,918.73
Money Management Counseling	394
Conservation Kits	251
Payment Arrangements	208

PEER SUPPORT SPECIALIST NETWORK PROGRAM

Completed Person Centered Plans	30
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SUPERVISED VISITATION AND SAFE EXCHANGE PROGRAM (SVEP)

Supervised Visits	387
Safe Exchanges	70
Successful Visit Restorations	26

AMERICORPS VOLUNTEERS IN SERVICE TO AMERICA (VISTA)

Volunteers/Interns	20
Volunteer/Intern hours	1,130
In-kind Donations	\$16,946
Cash Donations	\$520

GUARDIANSHIP PROGRAM

Guardianship Cases	401
Deaths	52
Clients with COVID-19	155
COVID-19 Deaths	11

MONEY MANAGEMENT PROGRAM

Money Management Clients	48
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MANAGED TRANSPORTATION ORGANIZATION (MTO)

Total Calls Received	66,335
Special Authorization Unit (SAU) Long Distance Trips	436
SAU - Meal & Lodging Services	16,291

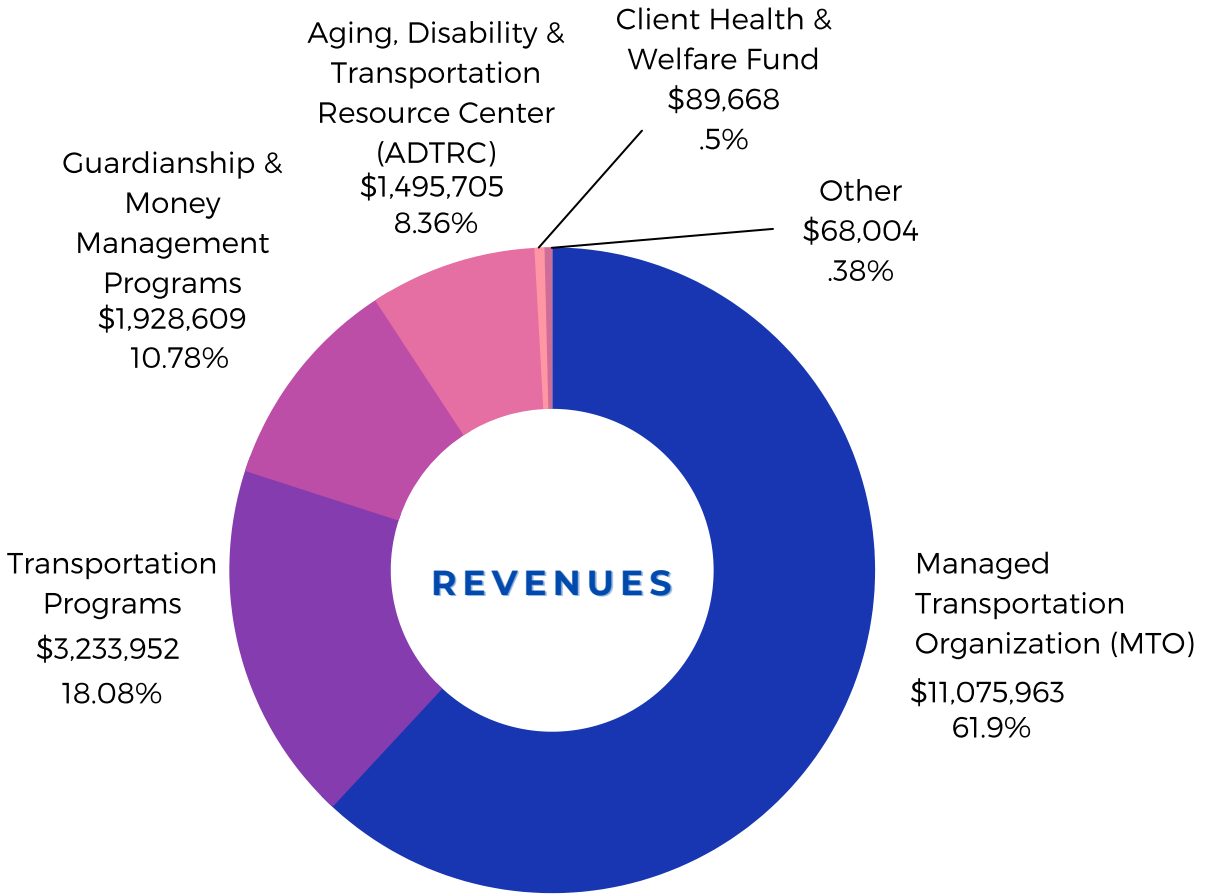
TRANSPORTATION PROGRAMS

Total Miles Traveled	1,493,423
Total Trips	151,870
COVID-19 Trips	702

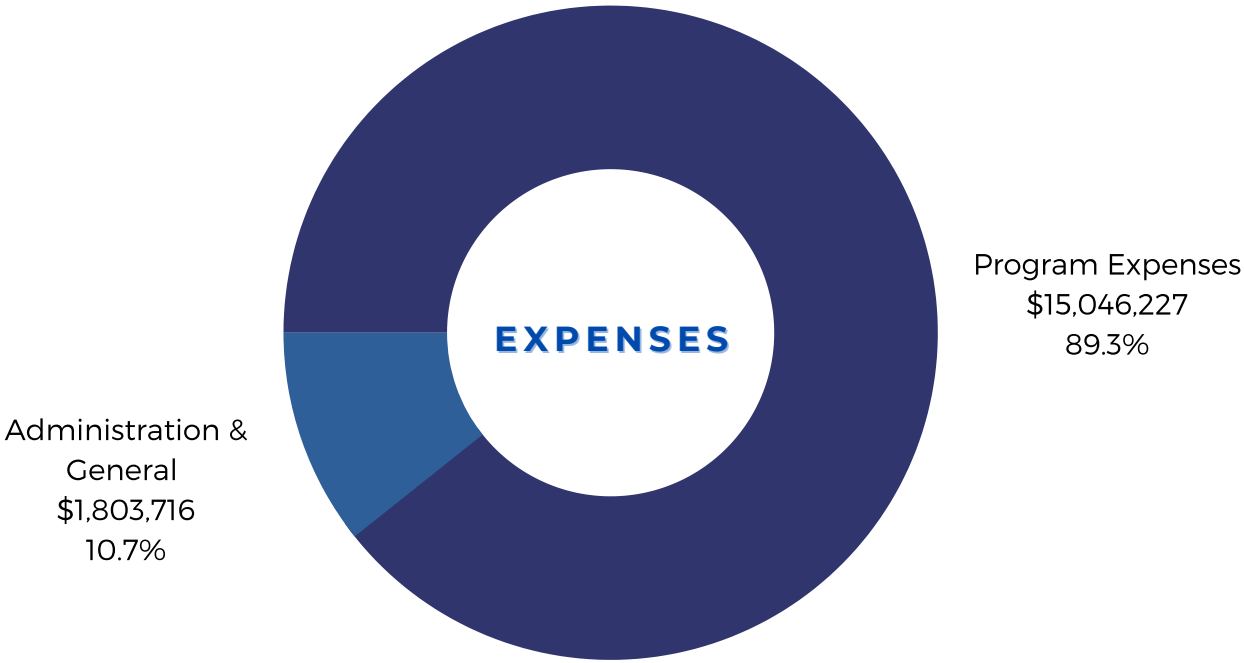


2020 BEST NONPROFIT

REVENUES & EXPENSES



We maintain public trust through strong fiscal discipline and transparent communication.



COMMUNICATION

Amistad is committed to providing honest and accurate information to the public through various communication channels. Our media partners played a key role in helping deliver our message and showcased the services we offered through the pandemic. Social media is a powerful tool to connect and engage with constituents, as well as community partners. Amistad's social media platforms continued to grow with **1,677 Facebook followers** and **993 Twitter followers**. We expanded our social media reach through our newly implemented LinkedIn account to connect with other professionals and organizations. In addition, our Amistad Monthly Newsletter, filled with newsworthy stories and updates, received a makeover and reached a distribution of **456 subscribers**.



@AmistadElPasoTX



@AmistadElPaso



@Amistad - El Paso TX

STAFF WELFARE



Realizing that the livelihood of staff was at risk due to the COVID-19 pandemic, Amistad applied for the Paycheck Protection Program (PPP) funding under the CARES Act and received **\$1,097,600** to help pay salaries of furloughed employees for up to 8 weeks. As a result, **37 employees** received compensation while they were furloughed due to the pandemic. The CARES Paycheck Protection Program funding allowed the agency to safely secure the jobs **66 employees**, which in return allowed Amistad to continue operations to serve our community.

Additionally, under the Family First Coronavirus Response Act (FFCRA), employees received up to 10 days of paid time off to recover from COVID-19 or to care for a family member who contracted the virus.



2020 BEST NONPROFIT

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Amistad partnered with BorderRAC to provide adequate personal protective equipment (PPE) to keep both our staff and clients safe. BorderRAC’s donations were crucial to the agency’s operations, especially with the nationwide shortage of PPE in the first few months of the pandemic. Thanks to this partnership, all Amistad staff were provided with the proper PPE, which was particularly critical for drivers who interacted with presumptive and confirmed positive COVID-19 clients. The **in-kind donations valued at \$13,541.86** included disposable surgical masks, N95 masks, face shields, surgical gowns, gloves, hand sanitizer, disinfecting sprays and wipes.



Our first line of accountability is to our clients and their well-being and health.

PROTECTIVE SHIELDS



Amistad was awarded a **\$15,000 grant** from the Paso del Norte Community Foundation to help fund the Essential Transportation Protection Program. This program allowed the installation of protective shields in all **42 transportation vehicles**. The plastic shields were designed to provide drivers with protection from potential COVID-19 exposure by creating a barrier between the driver's working space in the front of the bus and the passenger area.



MENTAL HEALTH SERVICES

Amistad received a grant in the amount of **\$102,364** from the Texas Health and Human Services Commission (HHSC) to further assist the El Paso community with COVID-19 related challenges.

The grant was part of the Administration for Community Living (ACL) Aging and Disability Resource Center's (ADRC) No Wrong Door (NWD) system, providing critical relief funds for the COVID-19 pandemic response. It helped fund the expansion of the Amistad Counseling Center, which allowed the agency to serve a larger population by offering free counseling services to persons without medical insurance.



ANXIETY? DEPRESSION? STRESS? You are not alone.

AMISTAD COUNSELING CENTER

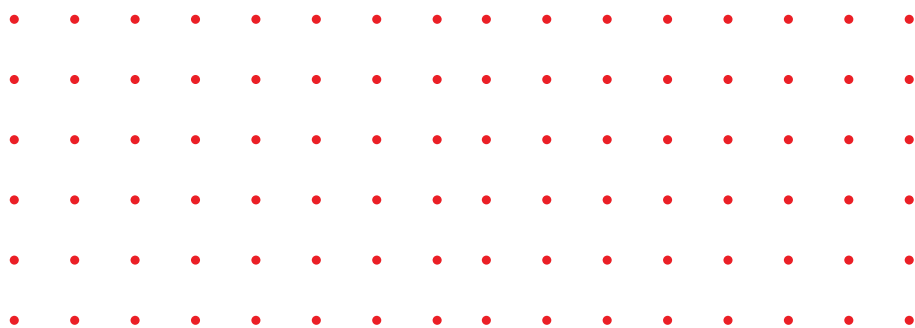
Offering ***FREE** Counseling Services for:

- Individuals
- Families
- Couples
- Veterans

Schedule an appointment at 915-298-1132



**Free counseling services available to people without medical insurance.*



2020 BEST NONPROFIT

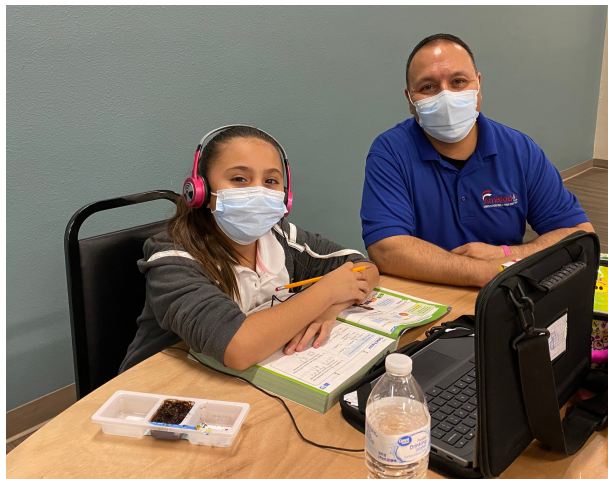
SERVICE

FRESH PRODUCE PROGRAM

Amistad partnered with the YWCA El Paso del Norte Region to distribute free fresh produce to El Paso families for 12 consecutive weeks. Through a grant by Walmart, the YWCA provided Amistad weekly produce that was distributed to an average of **117 families** per week and distributed a total of **1,406 bags** for the term of the program. The Fresh Produce Program made a positive impact for struggling families.



We lead by serving and setting the example for others to follow.



VIRTUAL LEARNING CENTER

COVID-19 and virtual learning created more challenges for all parents, especially for parents who were not able to work from home. As essential workers, Amistad recognized these challenges and devised a plan to assist our staff by creating a temporary Virtual Learning Center for their children. Staff had the opportunity to come to work and bring their children, allowing them to be in a safe environment while they attended school virtually. By creating a temporary Virtual Learning Center, Amistad was able to continue essential daily operations, as well as provide some stress relief brought on by virtual learning to both parents and students.

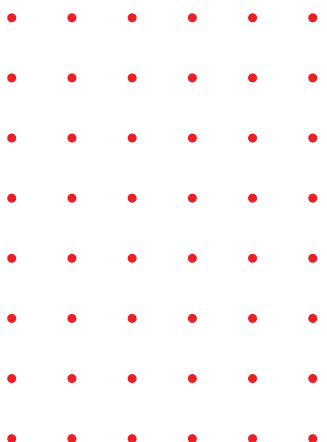
VITALANT BLOOD DRIVES

Amistad gives back to the community in many ways, and quarterly blood drives are part of our on-going commitment of service to El Paso. In partnership with Vitalant, Amistad hosted four on-site employee blood drives, donating **61 units** of blood and saving up to **183 lives**! Amistad is proud to have contributed life-saving blood donations to our local hospitals!



BOMBAS SOCK DRIVE

Through a donation from Bombas Socks, Amistad provided nearly **300 pairs of socks** to families in need during the Amistad Sock Drive. Socks are a basic need, especially during the winter months, and we wanted to ensure families in our community had access to new, warm socks.



AMERICORPS VOLUNTEERS IN SERVICE TO AMERICA (VISTA)

Amistad successfully managed a VISTA project in partnership with the Corporation for National and Community Service (CNCS) for over five years. Amistad was approved for a new project in April 2020 and although the pandemic affected recruitment efforts, many of the projects normally performed by VISTA members were sustained through full-time employees who were prior VISTA members, interns and volunteers, community relations, support staff and management.

The new VISTA project focused on the further expansion of the Volunteer and Internship Program (VIP), where members contributed their efforts to make Amistad the Premier Internship Site and the Amistad Center of Excellence. Efforts were concentrated on employee morale and increased capacity for social service programs, which supported the AmeriCorps VISTA mission, “to improve lives, strengthen communities, and foster civic engagement through service and volunteering.” New VISTA members were hired in December 2020 to continue this great work.



VISTA members throughout the years

Our community of staff, stakeholders, and partners hold themselves to the highest level of excellence in the delivery of our mission.

MR. XAVIER BAÑALES' RETIREMENT

After 44 years working in management and leadership roles for nonprofit organizations in New York City, San Antonio, San Francisco and finally El Paso, Mr. Xavier Bañales retired from Amistad on May 31, 2020. Mr. Bañales served as the Chief Executive Officer (CEO) of Amistad for nearly 16 years, focusing on assisting Veterans, the elderly, persons with disabilities and persons at-risk. During his tenure, the agency grew from a small operation with a handful of employees to one of the largest nonprofit organizations with a strong presence in El Paso and the surrounding counties, working to help make the lives of those they assist productive and rewarding. Amistad celebrated Mr. Bañales with appreciation events during the last week of May.



NEW LEADERSHIP

On June 1, 2020, Mrs. Andrea Ramirez became the new CEO at Amistad. Before being promoted to CEO, Mrs. Ramirez had been with the agency for 10 years and grew into several roles during her tenure. She began her journey with Amistad as the Director of the ADTRC Program and was later promoted to Chief Operating Officer of Social Service Programs (COO-SSP). Her success at the agency revolved around grant writing and sustainability to provide much needed services to the community.



2020 BEST NONPROFIT

STATE OF SOCIAL SERVICES



On March 11, 2020, just before the pandemic began in El Paso, Amistad held the State of Social Services and invited community partners to be part of the Speaker Forum. The event consisted of networking and sharing best practices.

2020 PARTNERS, DONORS, AND SPONSORS

Overcoming challenges in 2020 would not have been possible without the help of our community partners, sponsors, and donors. We look forward to growing and fostering these partnerships for the greater good of the community. Thank you for your support!





THANK YOU

FOR YOUR SUPPORT

EL PASO!

TOGETHER WE CAN ACCOMPLISH MORE.

projectamistad.org/donate



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915.532.3790
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Amistad is a Domestic 501 (c) (3) nonprofit corporation duly registered with the Texas Secretary of State.