

2021 Annual Report





Dear Friends of Amistad

Amistad was built 46 years ago on the humble beginnings of a promise made by friends seated at the small table in Mrs. Lucy Acosta's kitchen to support the impoverished in our community by providing a reliable means of transportation to doctor's appointments. This vision took hold and has grown exponentially. Today, Amistad is a vibrant bridge to health and well being for tens of thousands in communities across West Texas, affording the opportunity to live a dignified and meaningful life.

Amistad has devoted valuable resources to evaluate our history and current place in today's evolving, challenging environment. We, alongside other El Paso nonprofits whose mission related to the provision of social services, face significant fiscal challenges due to Border dynamics and the global pandemic. We reviewed our approach to social services and devised a focused plan to maintain critical services in the future. We charged ourselves with developing a robust strategic plan to serve as our guide to mission fulfillment over the next five years. In doing so, we looked inward at our own needs and aspirations to deliver the created products and outward for opportunities of significant impact and growth, understanding that we are all partners in forging positive change.

We encourage you to contact us, ask questions, and get more involved with Amistad. What we do serves the community at large and makes our region a healthier and more vibrant place to live. By engaging with us as a friend, partner, donor, or volunteer, you will see tangible community benefits. We are committed to ensure the disenfranchised are empowered to rebuild their lives, and those with severe challenges are never left without critical support.

We want to thank all those who participated in the process of developing our annual report. We are grateful for the opportunity to work with you in serving the community and look forward to extending the empowering efforts of Amistad in the future!

Andrea Ramirez
Chief Executive Officer

Chief Justice Yvonne Rodriguez
President, Board of Directors

2021 Board of Directors



**Chief Justice
Yvonne Rodriguez**

PRESIDENT



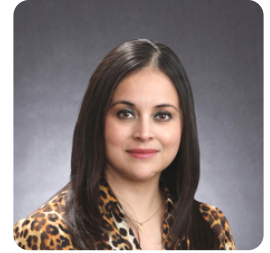
Jorge Vielledent

VICE PRESIDENT



Oscar Loy

TREASURER



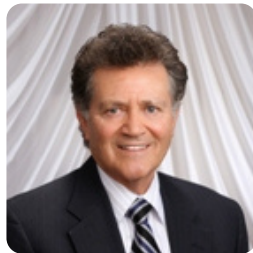
Edythe Payan

SECRETARY



Enriqueta Fierro

PRESIDENT EMERITUS



Dan Olivas

PRESIDENT EMERITUS



Alejandro Acosta

BOARD MEMBER



Margie Resendez

BOARD MEMBER



Viviane Arnold

BOARD MEMBER



Armando Armendariz

BOARD MEMBER



Dr. Ogechika Alozie

BOARD MEMBER

Corporate Management Team



Andrea Ramirez

CHIEF EXECUTIVE OFFICER



Celia Garcia

CHIEF OPERATING OFFICER



Jerry Blanco

CHIEF FINANCIAL OFFICER



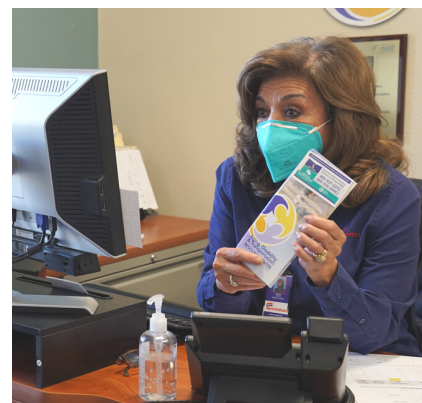
Dalia De Santos

HUMAN RESOURCE DIRECTOR

What We Do



Since 1976, Amistad staff and supporters have helped the elderly, persons-at-risk and persons with disabilities lead rewarding lives. We are advocates and service providers for the most vulnerable members of our community, always mindful that each client deserves to be treated with respect and dignity.



Amistad Celebrates 45 Years!



In 2021, Amistad celebrated 45 years of serving El Paso and Far West Texas! To celebrate, Amistad held a fundraiser, which helped raise nearly \$84,000 towards the Client Health and Welfare Fund (CHWF), surpassing the \$45,000 goal! The CHWF provides additional support for our clients to help meet their basic needs.





Main Sponsor

The Carson Aloha Fund

Top Sponsors



Birthday Cake Sponsors



Sponsors

Birthday Candle Sponsors



Dr. Shawna Scully

Xavier Bañales

La La Imports

Los Abuelos Assisted Living

Frosting Sponsors



**Chief Justice
Yvonne Rodriguez**

Sprinkles Sponsor





Social Services Grants

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

Funded by Texas Health & Human Services:

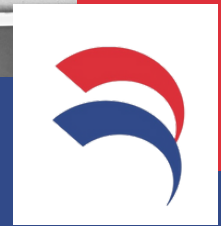
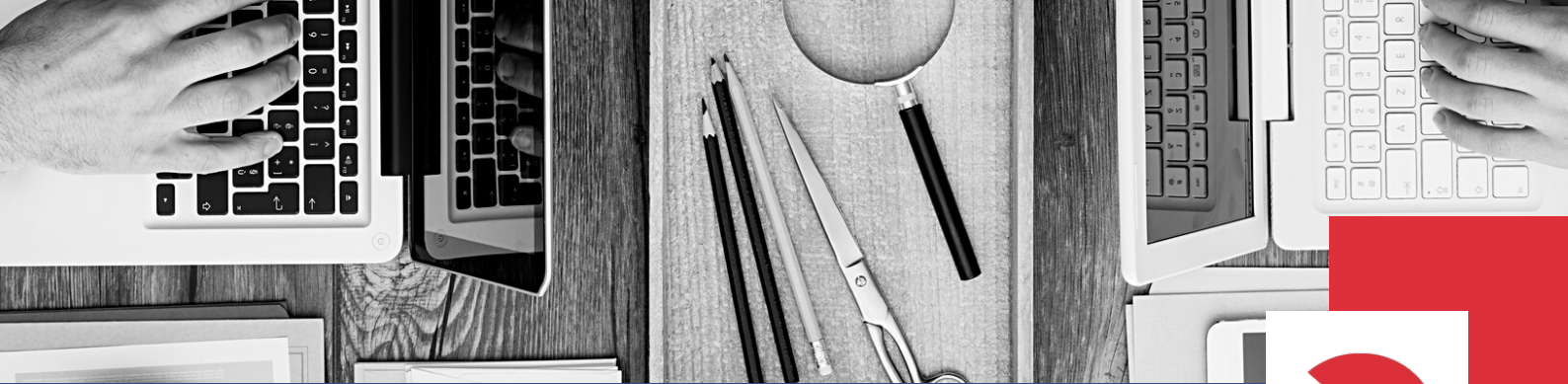
• State GR	\$148,563.00
• Housing Navigator	\$40,857.11
• Local Contact Agency	\$13,112.00
• Medicare Improvements for Patients & Providers Act (MIPPA)	\$21,131.43
• Respite	\$19,548.00
• Respite GR	\$1,972.46
• Promoting Independence	\$13,414.00
• No Wrong Door COVID-19	\$102,364.34
• No Wrong Door Vaccine	\$60,752.00
• Mobility Manager	\$25,000.00
• Texas Veterans & Families Alliance	\$170,435.00

Funded by Texas Council for Developmental Disabilities:

• Peer Support Specialist	\$125,000.00
• Money Basics	\$121,470.00

Funded by Texas Veterans Commission:

• Amistad For Veterans Project - General Assistance	\$300,000.00
• Amistad For Veterans Project - Mental Health	\$200,000.00



Funded by El Paso Water (EPW):

- AguaCARES \$200,000.00

Funded by County of El Paso:

- Supervised Visitation & Safe Exchange \$25,500.00
- Guardianship Program \$1,704,400.00

Funded by the City of El Paso:

- AmistadCARES Utility Assistance Program \$5,000,000.00
- CDBG Money Management* \$50,151.00
- Intensive Case Management* \$45,142.43
- El Camino a Casa**
 - Street Outreach \$13,115.55
 - Homelessness Prevention \$195,300.09
 - Rapid Re-Housing \$417,525.83
 - Homeless Management Information System \$48,383.63

Funded by the Centers for Medicare & Medicaid Services:

- Consumer Health Insurance Marketplace Enrollment Services \$519,943.09

Other funding sources:

- SafeRide \$99,057.36
- Access2Care \$39,516.12

**This program is funded by the City of El Paso Community Development Block Grant (CDBG)*

***This program is funded by the City of El Paso Emergency Solutions Grant*

2021

AmistadCARES at a Glance

6,700

FAMILIES ASSISTED

\$1.8 M

ASSISTANCE WITH WATER BILLS

\$1.6 M

ASSISTANCE WITH ELECTRIC BILLS

\$626,000

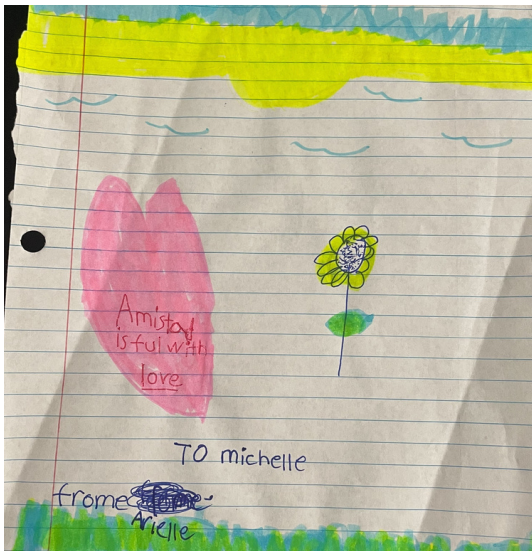
ASSISTANCE WITH GAS BILLS



AmistadCARES

Client Testimonial

On May 14, 2021 a young single mother came to Amistad requesting assistance with her utilities. Ms. R's water service had been disconnected for several days. Ms. R is hearing impaired and was struggling to communicate with the utility companies. She had no bills under her name and had no way to obtain them. Unfortunately, she had separated from her husband and all the utility bills were under his name, which he transferred to his new residence. With a little time and help from a translator, resource coach, Michelle Hazelwood was able to assist her to have the bills transferred to her name and qualify for assistance from the AmistadCARES Program.



During her visit, Michelle provided Ms. R's daughter, an eight-year old young lady, some paper and pens to draw while they were speaking to the utility companies. Michelle and the young lady had a brief conversation and Michelle learned that despite the tough situation they were in, this child saw nothing but love around her.

"The picture was drawn by the very reason why I do what I do everyday. If only we could have the heart of a child and see life through their eyes... Oh what a wonderful world this would be." - Michelle Hazelwood

Keeping the Lights On

Funded by City of El Paso, Amistad has been providing utility assistance since August 2020 and throughout the duration of the pandemic. Staff has seen thousands of people walk in through Amistad's doors seeking assistance, including a couple, Mr. and Mrs. H. who were in distress about a disconnection notice on their electric bill. Staff immediately scheduled an appointment, however, prior to attending their appointment, their electricity service was disconnected. Upon learning this, AmistadCARES Supervisor, Denise Apodaca, contacted El Paso Electric to inform them of the clients' situation and their qualification for assistance. The AmistadCARES Utility Assistance Program was able to pay their electric bill of \$1,573.53 in full and El Paso Electric agreed to reinstate their electricity service the same day. Mr. and Mrs. H. were extremely grateful to have services reinstated for them and their five children.



AguaCARES

Client Testimonial

On August 2021, AguaCARES staff received a call from El Paso Water (EPW), stating they had a client who was at risk of getting his service disconnected. During the call with the EPW agent, it was mentioned that this client was in desperate need, that they were concerned about his wellbeing. AguaCARES staff immediately contacted Mr. C., a 93 year old man, and he scheduled an appointment to complete the AguaCARES application. The day of the appointment, Mr. C. talked about the hard situation he was going through and mentioned that he didn't have money to pay his utilities because he was spending most of his money on gas. He was visiting his wife at a Skilled Nursing Facility (SNF) daily for the past five weeks. He added that his "viejita," as he affectionately called his wife, had recently suffered a stroke, he explained that she was very ill. Mr. C. was devastated and explained they were married for more than 70 years and he was not going to leave her in a SNF.

Fortunately, through the AguaCARES program, his water bill was paid in full. EPW was contacted immediately and the disconnection order was cancelled. Mr. C. was also referred to the Aging Disability & Transportation Resource Center (ADTRC), where he received additional assistance, including utility assistance for his gas and electric bills. He also received assistance and guidance on how to apply for provider services needed to take his "viejita" home. Lastly, he applied for transportation services through the 5310 Program, in case he needed services in the future.



Since, Mr. C. has been taking care of his "viejita" at home and she has been receiving the much needed provider services. With one phone call, Amistad was able to provide wrap-around services for a client and his spouse, helping them improve the situation they found themselves in at the time.

Mr. C. thanked Amistad for helping him when he most needed the support, he stated that thanks to the assistance and guidance he received from Amistad, his "viejita" is finally home.



This program focuses on the importance of credit scores, checking and savings accounts, having a monthly budget, and the difference between earned income and unearned income. The Resource Coach provides the client with activity worksheets to educate clients on financial independence, where a person should keep their money (bank, credit union, etc.), how to protect themselves from identity theft and finally, understanding how to apply for and keep track of their student loans.



Resource Coach, Joyce Madrid, received a heartfelt Thank You card from her most recent class who has completed the program.

Thank You
Koskie Young

12



Consumer Health Insurance Marketplace Enrollment Services (CHIMES)

The Consumer Health Insurance Marketplace Enrollment Services (CHIMES) Program provides education and enrollment services to individuals. CHIMES Navigators assist individuals with navigating the marketplace and choosing the best comprehensive health plan they qualify for that offers doctor visits, emergency care, preventive care, hospital care, and prescription drugs.

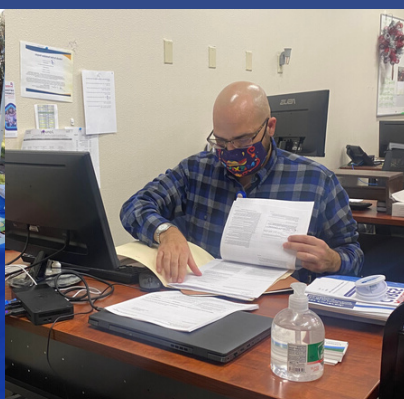
Health Insurance Marketplace Open Enrollment took place from November 1, 2021 through January 15, 2022. According to HealthCare.gov, this year, the new American Rescue Plan (ARP) provides greatly improved financial assistance, which can significantly lower people's premiums.

57

CLIENTS SERVED

Many of CHIMES clients received the premium tax credits for 2022 coverage. One of these clients was Mr. B. who without the tax credit would have had to pay over \$500.00 per month for health insurance. However, with the tax credit that he qualified for, his premium was \$0.00 per month.

Finding the proper health insurance can be an overwhelming and daunting process, but with the help of CHIMES Navigators, clients can feel confident they are making the right choice for themselves. Amistad is proud to provide this free service, especially during the pandemic, where medical bills can unexpectedly add up.





Housing Navigator

Client Testimonial

Amistad's Housing Navigator Program is a useful tool to identify appropriate housing for residents, especially those with special needs, persons-at-risk and persons with intellectual disabilities. Our program is aimed at finding housing options that are affordable, accessible and supportive of a person's health and welfare needs.



Amistad's Housing Navigator Program assisted Ms. H., who is visually impaired and was having trouble making it to her medical appointments due to her living situation. Ms. H was living on the top floor of her apartment complex and had trouble navigating through the elevator as she had no way of knowing what floor she was on. Amistad's Resource Coach reached out to the apartment manager and advocated for the client to move to an apartment on the lower level, however, they were not able to accommodate the client. The Resource Coach then reached out Maria Flores, Director of Operations at Housing Opportunity Management Enterprises (HOME). Ms. Flores suggested having a voice box installed to assist the client, an accommodation that would have to be approved by the apartment manager. The Resource Coach assisted Ms. H with filling out and submitting the proper paperwork for the voice box. The apartment manager approved the the request and it was installed. Thanks to this ADA accommodation, Ms. H had better accessibility to the elevator and was able to attend her medical appointments.



El Camino A Casa Program

El Camino A Casa Program is a new service at Amistad, funded by the City of El Paso, aimed to address homelessness in the community by providing Rapid Rehousing, Homeless Prevention, and Street Outreach.

Rapid Rehousing: Provides housing relocation, intensive case management services and short-and/ or medium-term rental assistance as necessary to eligible individual(s) experiencing homelessness. The Intensive Case Manager (ICM) assesses the client for services, completes a housing stabilization plan and provides monthly case management. The overall goal is for the client to be self-sufficient and prevent homelessness after they have been housed. The ICM will assist the client in locating an appropriate housing unit, transport the client to view the housing units, apply for financial benefits such as SSI/SSA, apply for SNAP/Medicaid and other governmental assistance programs, medical and mental health appointments, and provide referrals for job placements and any other community referral that meets the clients' need.

Homeless Prevention: Provides housing relocation, intensive case management services and short-and/or medium-term rental assistance necessary to prevent an individual or household from moving into an emergency shelter or becoming homeless. ICM assesses the client for services, completes a housing stabilization plan and provides monthly case management. The overall goal is for the client to be self-sufficient and prevent homelessness. The ICM will assist the client in applying for financial benefits such as SSI/SSA, apply for SNAP/Medicaid and other governmental assistance programs, schedule and provide transportation to medical and mental health appointments, provide referrals for job placements and any other community referral that meets the clients' need.

Street Outreach: Provides essential services to eligible unsheltered individuals and households who reside on the streets or in a place not meant for human habitation such as connecting them to emergency shelter, housing and other services. The individuals are provided hygiene kits, referrals to community services and transportation to an emergency shelter upon request.



El Camino A Casa Program

Client Testimonial

Meet Mr. B., a client of El Camino A Casa Program, had been residing at different shelters, and he was referred to Amistad from the Delta Center. ICM Claudia Taylor worked with Mr. B to find him an apartment and connected him to other community resources to help him acquire furniture and transportation. Through the program, Mr. B was also able to increase his hours at his current job, and he is now working on a 90-day program to continue to improve his quality of life.



Mr. W., was a client under El Camino A Casa's Rapid Rehousing Program. He had a long history of homelessness, trauma, mental health concerns, and addiction. The road to achieving Mr. W's stabilization plan goals was both challenging and rewarding, but through ICM Priscylla Poventud's perseverance and dedication, she was able to empower him to finally decide to get treatment. ICM Poventud coordinated Mr. W's arrangements to receive detoxification services at Trinity Center. After detoxification, the ICM coordinated for Mr. W to receive inpatient treatment from Recovery Alliance, where he became a lead peer recovery coach. In October 2021, Mr. W graduated from Recovery Alliance's 90-day rehabilitation program and was accepted into Casa Vida de Saluds' sober living housing. Mr. W is in long-term recovery and continues to help others suffering from substance use disorder by sharing his story.



I am very thankful for Amistad, Ms. Taylor and all the staff who have helped me along the way. This has truly been life changing for me. - Mr. B



El Camino A Casa

At a Glance

RAPID REHOUSING

90

CLIENTS SERVED

Short Term Rent

\$24,894.61

Medium Term Rent

\$102,794.50

Pro-rated Rent

\$24,515.97

Application Fees

\$1,741.50

Security Deposits

\$45,255.50

Utility Deposits

\$1,330.00

Utility Payments

\$1,551.24

Moving Costs

\$545.00

TOTAL
PAYMENTS

\$202,628.32

HOMELESS PREVENTION

37

CLIENTS SERVED

Short Term Rent

\$58,629.00

Medium Term Rent

\$76,950.00

Pro-rated Rent

\$244.53

Rent Arrears

\$70,982.77

Application Fees

\$19.00

Security Deposits

\$840.00

Utility Payments

\$2,257.80

44

STREET OUTREACH
CLIENTS ENGAGED



Amistad Intensive Case Management Program

The Amistad Case Management Services Program is funded by the City of El Paso through a Community Development Block Grant (CDBG) COVID Relief Program in the amount of \$250,000. Remote Intensive Case Managers (RICM) provide case management services to link persons experiencing homelessness to local emergency shelter programs such as the Inspira Hotel, and other adequate housing programs. An intake is conducted to assess the individual's needs and assistance is provided to navigate the Coordinated Entry System to enroll for Rapid Rehousing programs. The RICM will assist in completing financial benefit applications such as SSI/SSA, apply for SNAP/Medicaid and other governmental assistance programs, scheduling and providing transportation to medical appointments, purchasing medications, providing hygiene kits, referrals for job placements and any other community referral to meets the clients' needs.

Ms. C. is a woman who ran away from domestic abuse with her 15-year-old son. The Amistad Case Management Services Program helped her to feel safe and know that there were people who cared about their well-being. The program specifically helped her with school transportation for her son, medical and mental health assistance, and an application for SNAP benefits. She also acquired employment, in which she excelled, and in a short time she was promoted and received a salary increase. Ms. C. and her son are now housed and they continue to strive daily.

118

CLIENTS SERVED

267

SERVICE HOURS PROVIDED



Money Management

50

CLIENTS SERVED

1,791

SERVICE HOURS PROVIDED

The Money Management Program is funded by the City of El Paso through a Community Development Block Grant Program in the amount of \$50,151.

The Money Management Case Manager and Case Aide are to provide Money Management Services to eligible clients who are at risk, suffer from neglect and exploitation and who do not have the capacity to manage their limited income. The Case Manager provides services to ensure that the client's basic needs, which may include shelter, food, clothing and medical care are met and paid for in a timely manner to prevent the client from becoming homeless.

Guardianship

The Amistad Guardianship Program is funded by the County of El Paso, Health and Human Services Commission (HHSC) and Self-Pay with a reimbursement of \$400 per client per month for indigent clients, \$275 per client per month for clients under HHSC, and \$75 per hour for Guardianship self-pay services.

Texas Certified Guardianship Case Managers provide guardianship services to individuals who have been found to be mentally incapacitated by the El Paso County Probate Courts 1 and 2. The Guardians are to conduct monthly visits to ensure the clients' physical, medical, mental health and financial needs are met. Guardianships services are to be provided under the guidance of the Texas Estates Code, the Code of Ethics and Minimum Standards of Guardianship.

484

CLIENTS SERVED

21

CLIENTS WITH COVID

1

COVID-19 RELATED DEATH

36

CLIENTS PASSED AWAY

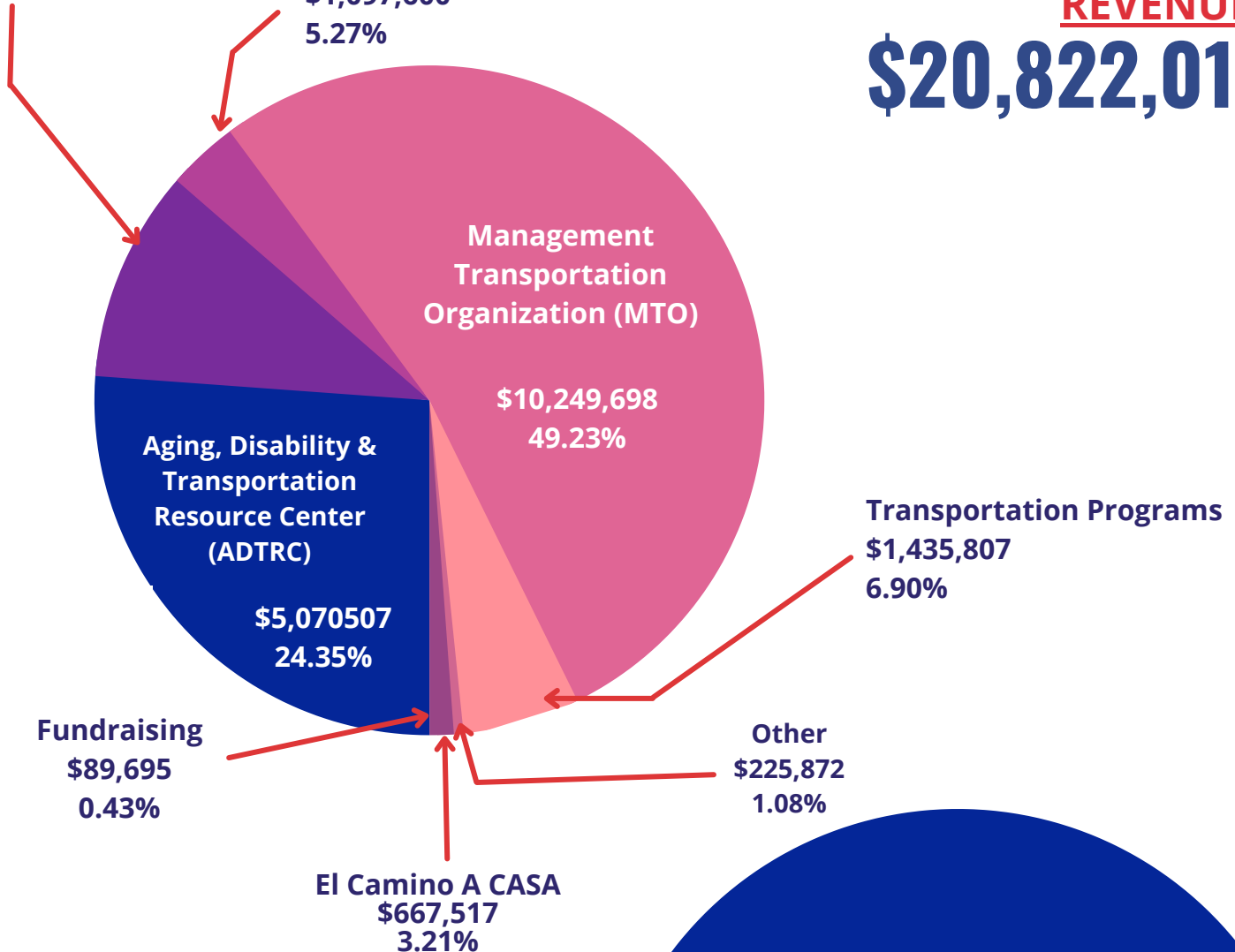
Financials

**Guardianship &
Money Management**
\$1,985,321
9.53%

Gain on Loan Forgiveness
\$1,097,600
5.27%

REVENUE:

\$20,822,017

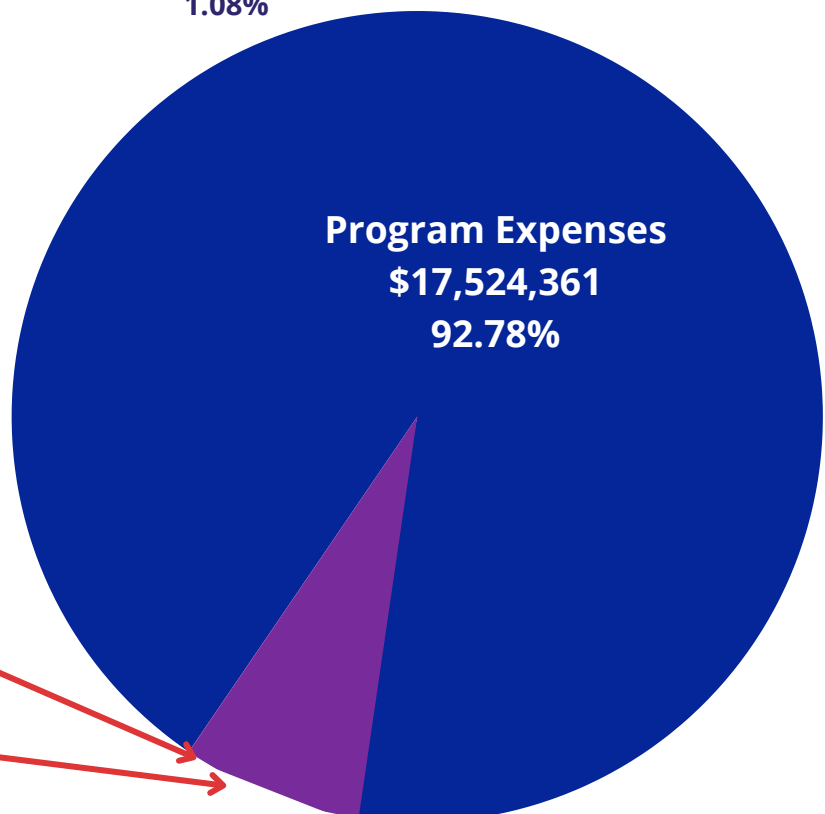


EXPENSES:

\$18,887,201

Fundraising
\$2,936
0.02%

Administration & General
\$1,359,904
7.20%



Client Health & Welfare Fund



The Client Health and Welfare Fund (CHWF) is donor funded, and used to assist clients, causes and organizations in our community who need immediate assistance. Through the generosity of donors in our community and the Amistad Team, this fund has been able to assist with:



**COVID-19
VACCINATIONS**



**SALARY INCREASE FOR
DIALYSIS DRIVERS**



AUGUST 3RD MEMORIAL



CLIENT ASSISTANCE

\$113,602.92
FUNDS DISTRIBUTED



Transportation Program

On June 1, 2021, the Managed Transportation Organization (MTO) Program at Amistad was transitioned back to the Texas Health and Human Services Commission (THHSC). Under the MTO Program, Amistad arranged cost-effective Non-Emergency Medical Transportation (NEMT) services for eligible Medicaid clients, Children with Special Health Care Needs (CSHCN), and Transportation for Indigent Cancer Patients (TICP), who met the program's financial and residential eligibility criteria and who had no other means of transportation. Services included mass transit tickets, Individual Transportation Participant (ITP), meals and lodging, advanced funds, out-of-state travel, attendant services, commercial airline transportation services, and call center operations.

76,507
ONE-WAY TRIPS

3.1 M
MILES DRIVEN



158
COVID-19 TRIPS

1,502
SUN METRO
MITIGATION TRIPS

Amistad offers a variety of transportation options to residents living in the Far West Texas region. The agency's fleet of more than 42 vehicles has become a constant presence on streets and highways in the far west region including El Paso and the Big Bend area. Amistad provides transportation to thousands of persons through various contracts and partnerships with the City and County of El Paso, TxDOT, Area Agency on Aging and various local agencies. If approved, Amistad will provide transportation to doctor's appointments, cancer treatments, therapy, dialysis, pharmacies, other medical appointments, and other locations.



COVID-19 Vaccine Transportation

As COVID-19 vaccines became available at the beginning of the year for high-risk populations, Amistad partnered with the Housing Opportunity Management Enterprises (HOME) to transport 600 of their elderly residents to the El Paso County Coliseum to get vaccinated against COVID-19.

On February 5th and February 26th, Amistad coordinated eight vehicles to provide transportation services for elderly residents from 12 HOME complexes to the El Paso County Coliseum where University Medical Center (UMC) of El Paso staff administered the first and second dose of COVID-19 vaccines to hundreds of the most vulnerable residents. Amistad's busses helped provide transportation to those who might otherwise not have had access to the vaccination sites.

This event was also made possible in collaboration with El Paso County Judge Ricardo Samaniego and the County of El Paso.

1200 SUPER SENIORS RECEIVED COVID-19 VACCINES



Lucha Libre Night by HOME

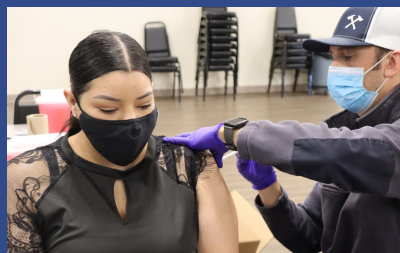
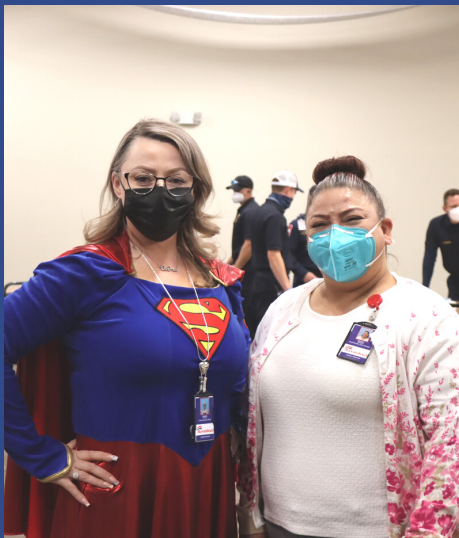
On September 2021, the Housing Opportunity Management Enterprises (HOME) hosted a Lucha Libre night at the Blue Flame building, featuring Rayo vs. Cinta de Oro as the main event. Amistad drivers provided transportation for HOME residents to and from the event, for a night of fun and entertainment. Residents of all ages, from children to the elderly, hopped on Amistad busses and headed downtown to enjoy live lucha libre and have their posters autographed by the wrestlers! Amistad is proud to serve the community in various capacities, including supporting our partners and their initiatives.



COVID-19 Vaccine Clinics



As COVID-19 vaccines became more readily available to the public, Amistad held several vaccination clinics throughout the year by partnering with the Texas State Office of Emergency Management and San Vicente Clinic. Amistad clients, staff, family members, and the community at large, were invited to receive first and second doses of Pfizer vaccines. Amistad helped more than 100 individuals get vaccinated against COVID-19.



200+
PEOPLE VACCINATED
AGAINST COVID-19

Hygiene Drive



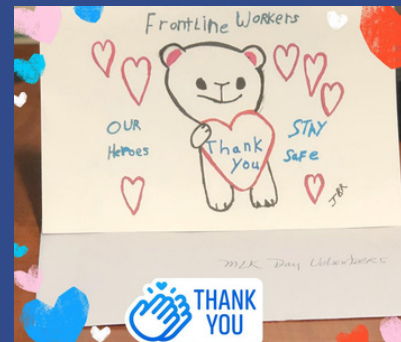
Amistad's VISTA Program and El Paso Community College's Respiratory Care Technology Program partnered to collect adult underwear, sizes small, medium, and extra-large, as well as other hygiene items. A total of 418 adult underwear bags were collected during the donation drive!

418
ADULT UNDERWEAR
BAGS COLLECTED

Martin Luther King, Jr. Day of Service Food Drive



Food insecurity in the community has been more prevalent throughout the pandemic. In honor of Martin Luther King, Jr. Day of Service, Amistad held a food drive to help meet this need. There was an outpour of generosity from community members, organizations and businesses! In addition, El Paso Behavioral Health System donated \$1,000 towards the cause. Donations collected during the week were distributed to families in need on January 18th, Martin Luther King Jr. Day, via a drive-thru food distribution event. Food was distributed to approximately 1,500 people!



1,500

PEOPLE SERVED

All-America City Awards



On June 9th, the City of El Paso was named an All-America City Award winner by the National Civic League! The All-America City Awards recognize communities that leverage civic engagement, collaboration, inclusiveness and innovation to successfully address local issues. Amistad had the opportunity to be part of the 2021 All-America City delegation that represented El Paso in the national spotlight.

The City of El Paso won by outlining three community projects that addresses the community's most pressing challenges and improving the quality of life and place for its residents.

- El Paso United Family Resiliency Center
- COVID Response for Vulnerable Population
- Equity Response to Tragedy



2021 Women of Impact



AMISTAD BOARD OF DIRECTORS
CONGRATULATES

Andrea Ramirez

Chief Executive Officer

**2021 WOMEN
OF IMPACT**



Amistad's Chief Executive Officer (CEO), Andrea Ramirez, was recognized in El Paso Inc.'s 2021 Women of Impact along with five other strong female leaders! This recognition highlights their dedication and contribution they bring to the community.



**Voted Top 3 Best
Non-profit**

Thank You!



Stay Tuned!

We will be releasing our 2022 - 2026 Strategic Plan in February of 2022. Request your copy from Kristina Peña at kpena@projectamistad.org.



Connect With Us!

Facebook: @AmistadElPasoTX
Instagram: @amistadelpaso
Twitter: @AmistadElPaso
LinkedIn: @AmistadElPasoTX
Website: projectamistad.org

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2021

Annual Report



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PROJECTAMISTAD.ORG