



Serving our community since 1976



SUPERHEROES WITHIN YOUR COMMUNITY



2023 Annual Report



DEAR FRIENDS...

As we enter our 48th year of service, we cannot help but be humbled by the incredible year Amistad has had. In staying true to the values in which our agency was created, our incredible team has gone above and beyond to serve the needs of underserved populations within our community.

Amistad has proven once again that our presence not only contributes to individuals in crisis, but gaps in service that are often overlooked. What was once a vision to provide transportation to doctors' appointments has since expanded to provide over 30 different programs to individuals from all walks of life. Our efforts to provide exceptional social services have not gone unnoticed by our beloved community. This year, you have honored us with the title of Best Non-Profit in El Paso. You have recognized Amistad as an essential lifeline that provides hope to individuals facing their darkest moments.

We want to thank our clients, staff, donors, partners, and Board of Directors who contributed to our 2023 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

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.

Values

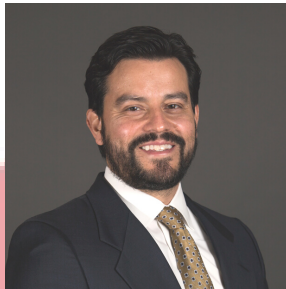
Respect
Honesty
Integrity
Service
Excellence



2023 BOARD OF DIRECTORS



**Chief Justice
Yvonne Rodriguez**
President



Alejandro Acosta
Vice President



**Armando
Armendariz**
Treasurer



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Margie Resendez
Director



Viviane Arnold
Director



Dr. Ogechika Alozie
Director

CORPORATE MANAGEMENT TEAM



Andrea Ramirez
Chief Executive Officer



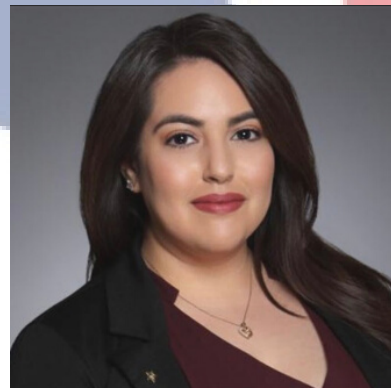
Celia Garcia
Chief Operating Officer



Dalia De Los Santos
Chief People Officer



Luis Celaya
Administrative
Officer to the CEO



Kristina Peña
Community Relations
Manager

2023 AT A GLANCE

This year, you honored us with another opportunity to serve El Paso and the West Texas region. With your donations, contracts, grants, programs, and community support, Amistad was able to assist over 30,000 individuals in need.



YOU HELPED US RAISE OVER

← **1,000**

CANNED GOODS FOR
HOMELESS VETERANS



YOUR FINANCIAL SUPPORT HAS
HELPED US PROVIDE ESSENTIAL
PROGRAMS TO UNDERSERVED
COMMUNITIES. →



YOU VOTED US AS THE
BEST NONPROFIT IN EL
PASO



YOUR ONE-STOP SHOP

AGING, DISABILITY & TRANSPORTATION RESOURCE CENTER (ADTRC)

The ADTRC is a one-stop community-based center staffed with professional Resource Coaches, Housing Navigators, and Option Counselors. Each team member is committed to assisting clients and professionals access a comprehensive range of resources. The ADTRC provides wrap around services to all individuals experiencing financial hardship, accessibility concerns, and guidance with government programs. With over 20 different programs in this department , the ADTRC provides assistance with:

- Housing Options
- Access to Healthcare
- Employment Assistance
- Utility Assistance
- Application Assistance for: **SNAP, TANF, Medicaid, CHIP, and Medicare Savings Programs**
- Supervised Visitation & Safe Exchange



Over
35,000

Calls & Walk-ins
Received

Over
28,000

Clients Assisted
through the ADTRC

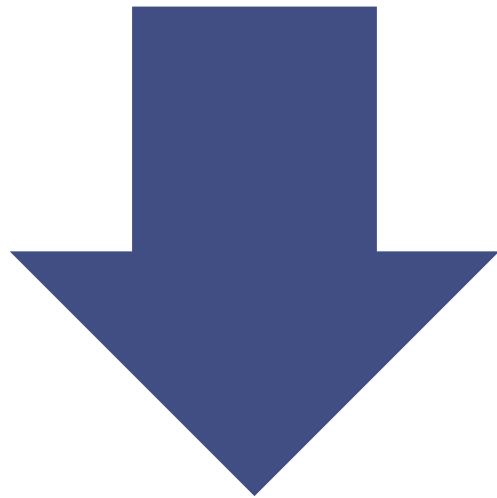
THANK YOU, PEER SUPPORT SPECIALISTS!

The Peer Support Specialist Network was created as a resource for individuals with disabilities. These peers volunteered their time to help others achieve their goals and learn how to navigate their benefits. We're grateful for their hard work and dedication. This year, we celebrated our Peer Support Specialists as this five-year grant came to an end.

Over

250

Individuals were
empowered through
this program.



Money Basics

The Money Basics Program is designed to increase financial independence for individuals with intellectual and developmental disabilities (IDD). We tailor the curriculum for individuals of different abilities to succeed. Our goal is not only to educate individuals with disabilities, but to engage educators, providers, and family members in an interactive course designed to promote financial independence.

Over

200

students completed the Money Basics 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 assist clients with...



Rent, Mortgage & Home Buying Assistance



Utility Assistance



Individual, Group & Family Counseling

NAVY 
FEDERAL
Credit Union®

ARMY
MARINE CORPS
NAVY
AIR FORCE
SPACE FORCE
COAST GUARD
VETERANS



**New partnerships
allowed us to expand
our services.**

Over
900

**Veterans & support
systems received
services.**





ADVOCATING FOR OUR CLIENTS

Ms. E is a Veteran who had returned to school after her service and was struggling to pay her mortgage and utility payments. She contacted our Veterans Department for assistance and stated she was having difficulty obtaining the necessary documents to complete her application. She was only missing one document for her to receive assistance. Seeing her distress, our Veterans Navigator contacted the bank himself. After being transferred several times, he was able to speak with someone who could help. He communicated the situation of Ms. E and advocated on her behalf. In doing so, he was able to obtain the missing document for her application and processed the payment for her outstanding mortgage and utilities.

BRINGING FAMILIES TOGETHER

Maintaining holiday cheer for our clients can be difficult when experiencing less than ideal circumstances. At Amistad, we provide families with a safe space to visit their children, empowering parents to be the best mother or father they can be. On Christmas day, our Resource Coaches witnessed several families making the most of their supervised visitation sessions. One father in particular brought several gifts to visit with his 8-year-old daughter. He brought her a doll with a sunflower dress because he knew that was her favorite flower. His daughter beamed with excitement and proceeded to open the gifts with her father. They assembled a dollhouse and pretended to drink tea in their pretend kitchen. Once the visit had ended, the father approached our Resource Coach with tears in his eyes and thanked her for her services. He stated that this was a very special day for him, and he was grateful for the opportunity to spend Christmas with his daughter.

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.

Over

24,000

Clients Assisted

Thank you for helping us host
amazing health fairs!



Interim
HEALTHCARE®

First in Home Care®



HOSPICE EL PASO
Your Community Hospice

WELLMED
CHARITABLE FOUNDATION

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 ensuring the clients' physical, social, medical, mental health, legal, funeral, and financial needs are met.

Money Management

Amistad's Money Management Program provides 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 Story

Within the Amistad Guardianship Program, Guardians are responsible for the well-being of their clients. This includes any major medical decisions, like a major surgery. Mr. A has been a guardianship client for over 20 years who loves Raisin Bran cereal and Raisinets. When he was referred to Amistad, his mental health was unstable as he was paranoid, and he refused to walk as he believed he was paralyzed. He would constantly refuse assistance from Amistad and other agencies as he believed he could manage on his own. However, our Guardians persisted and advocated for him throughout the years to improve his quality of life. In working with foster care providers and a structured setting, his overall health improved, and he started walking again. He began to attend adult day care for social stimulation and has since thrived. During this time, he made a female friend who he considers her to be his girlfriend and enjoys talking to her over the telephone.

OVER
450

**INDIVIDUALS ARE IN THE
CARE OF OUR GUARDIANS**



For years his cardiologist had been recommending a pacemaker replacement and watchman device to ensure his heart was functioning at a stable rhythm. Mr. A refused the surgery multiple times as he believed he could cure himself. About a month ago, our client finally agreed to have the surgery and it was a success. It took a team of all past and present Guardianship Case Managers to work with our client addressing his needs and never giving up on the passion to serve and improve his quality of life. His Guardian has mentioned her favorite qualities Mr. A displays is his attentiveness, jokes, sweetness, and compassion.

SPREADING HOLIDAY CHEER

Amistad Guardians hosted their annual client holiday party. With the help of community sponsors, clients enjoyed a meal, dancing, and gifts! Thank you for helping us host a great event!



Over
275

clients attended
our holiday party.



SUMMER BASH IS BACK!

After a three-year hiatus, Amistad Guardians brought back their annual Summer Bash! Thanks to community sponsors and volunteers, clients enjoyed delicious food, dancing, and games. Thank you for helping us host a great event!

Over

250

clients attended
our Summer Bash.



TexasMutual®
WORKERS' COMPENSATION INSURANCE

VILLAS DEL SOL
ASSISTED LIVING

Devoted
HEALTH PLANS



EL CAMINO A CASA

The Amistad homeless initiatives have provided emergency assistance to unsheltered individuals in El Paso. Our Street Outreach Program is the only 24/7 operating program within our community.

Over

500

clients have been served through our homeless assistance programs.



STREET OUTREACH

- Hot Meals
- Clothing
- Identity Documents
- Hygiene Items

PERMANENT SUPPORTIVE HOUSING

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





STREET OUTREACH: SUCCESS STORY

Mr. R had been homeless and living in an abandoned truck for over a year. He initially heard from a friend that Amistad was assisting the homeless population and walked into our lobby to ask for assistance. Mr. R had a difficult time trusting new people and was skeptical of our intensive case managers. His patience was very low, and he seemed to get frustrated easily. This did not deter our team.

**“I just
wanted to
stop by and
say, thank
you.”**

Mr. R's Intensive Case Manager provided consistent customer service and created a safe space for him to communicate his needs. After several meetings, he provided the appropriate documents to initiate the housing process. As of November of 2023, Mr. R is housed in his own apartment, sleeping in a bed to call his own. He stops by often to thank our team and drop off small gifts to his case manager.

TRANSPORTATION

Ensuring you make it to your destination.

Amistad is known for its non-emergency medical transportation services, but our programs have seen several changes over the years. In 2023, our fleet assisted with Sun Metro routes, migrant transportation, and several special projects.

Performed Over

17,000

Non-Emergency Medical Trips

Over

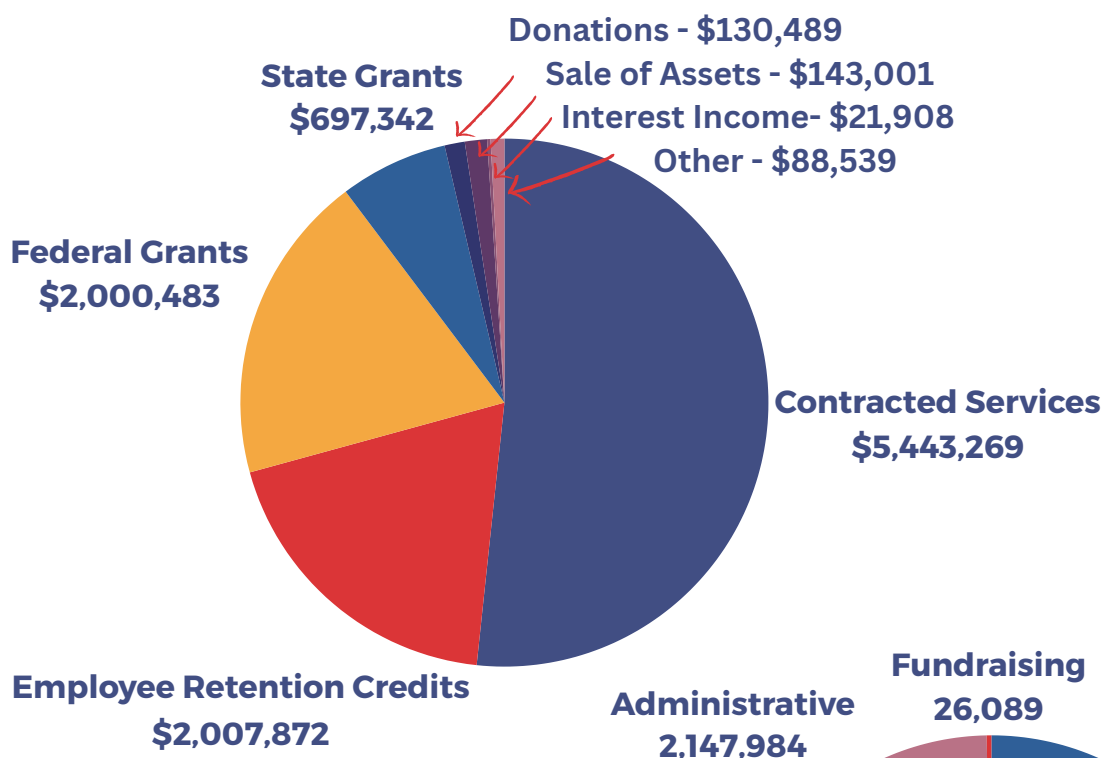
1 MILLION

Miles Driven

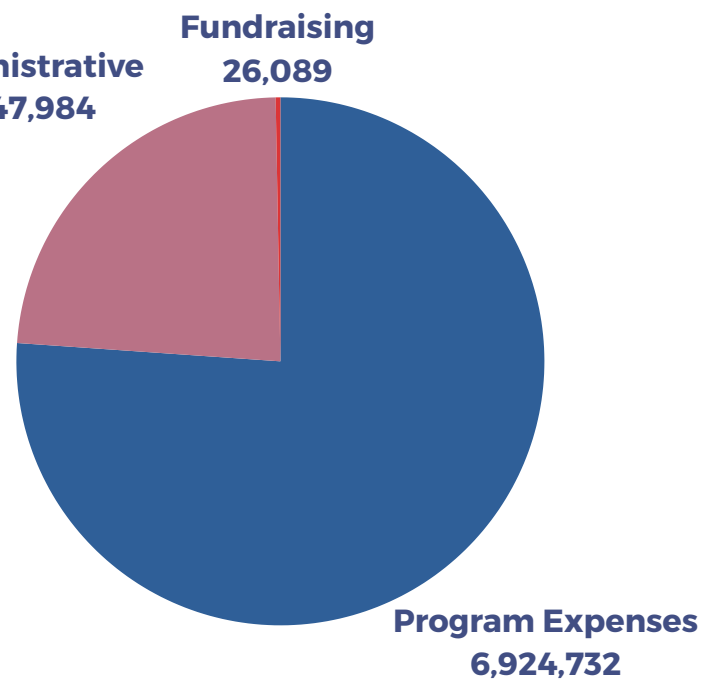


FINANCIALS

Revenues:
\$10,532,903



Expenses:
\$9,098,805



*Based on Fiscal Year 2023 & Audited
as of Aug. 2023 Before Depreciation.



2023

LUCY G. ACOSTA HUMANITARIAN AWARDS

After a three-year hiatus, the Amistad team dusted off their superhero capes for the return of the beloved fundraiser. We had the honor of hosting over 300 attendees at the Starlight Event Center for an evening of giving back and honoring superheroes who came to our aid during the COVID-19 pandemic. Thanks to community donors, we enjoyed an evening of good food, good company, and superhero themed fun.

Together we
raised over...

\$65,000

for our clients.

THANK YOU SPONSORS!



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



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



2023 HONOREES

Wanda Helgesen, Border RAC
Xavier Bañales, Community Volunteer
Jacob Cintron, University Medical Center
Mario D'Agostino, City of El Paso

EMCEE: MONICA CORTEZ

KEYNOTE SPEAKER: DR. ANDREA TAWNEY





THANK 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!



**3210 DYER ST.
EL PASO, TX 79930**



915-532-3790



PROJECTAMISTAD.ORG



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MEDIA PLATFORMS!
@AMISTADELPASO**

