



# ANGELS WITHIN YOUR COMMUNITY



## 2024 ANNUAL REPORT

# A WORD FROM THE CEO & PRESIDENT OF THE BOARD



**Andrea Ramirez**  
CHIEF EXECUTIVE OFFICER



**Alejandro Acosta**  
PRESIDENT OF THE BOARD

As we enter our 49th year of service, we cannot help but continue to be humbled by the continued support of the El Paso community. In staying true to the values, our team continues to go above and beyond to serve underserved and underrepresented populations within our community. What was once a conversation at a kitchen table is now a premier non-profit agency with forty (40) different social service programs.

Today, Amistad has continued to build a legacy of community, resiliency, and empathy by wrapping a sarape of social consciousness around the most vulnerable populations. With guidance from the management team, Amistad has created a value-based culture where employees RHISE to every occasion through Respect, Honesty, Integrity, Service, and Excellence. Each Amistad employee is a thread of that sarape that allows Amistad to maintain its Mission, Vision, and Values through the services we provide. Once again, our efforts have not gone unnoticed by our community. Amistad continues to be recognized by local leaders as a champion for populations facing barriers to their success. These recognitions have created new partnerships that extend our umbrella of social services. This year, you have once again honored us with being named as one of the top three non-profits 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 2024 Annual Report. We look forward to continuing our strategic relationships and work together to provide exceptional social services for our community.

# OUR MISSION, VISION, AND VALUES

## 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





# 2024 BOARD OF DIRECTORS

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**Alejandro Acosta**  
President



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Director



**Carlos Alarcon**  
Director



# AMISTAD LEADERSHIP TEAM



**ANDREA RAMIREZ**

Chief Executive Officer

\* Andrea has been with Amistad for fourteen (14) years and has grown into several roles during her tenure with the agency. Her success at the agency has revolved around her love for people, grant writing and sustainability to provide much needed services to the most vulnerable population. Her staff are her crown jewel and fostering morale is extremely important to her, the value of human capital. She is a Licensed Professional Counselor (LPC), a Licensed Chemical Dependency Counselor (LCDC), a Society of Human Resource Management Certified Professional (SHRM-CP) and holds a Master of Counseling with a Specialization in Marriage, Family and Child Therapy.

\* She believes in giving back to her community and currently serves as a Board Member for El Paso Health, the El Paso Chamber Foundation and is an advisory committee member for Vitalant Blood Services. When she's not representing Amistad, she enjoys cooking delicious meals for her family, with her special ingredient, love.

Celia has been with Amistad for ten (10) years and currently monitors the full operation of the agency. This includes providing support to the Chief Executive Officer, grant writing, and compliance for forty (40) programs. Her favorite part of her job is the culture and camaraderie within Amistad. Her passion to serve others, including her team, is what inspires her to walk through Amistad's doors every morning.

Celia is a lover of music who had her own band in her teens. Throughout the years, she has played the guitar, violin, bass guitar, and drums. Today, she dedicates her personal time to playing the guitar for her church as a worship leader.

\*



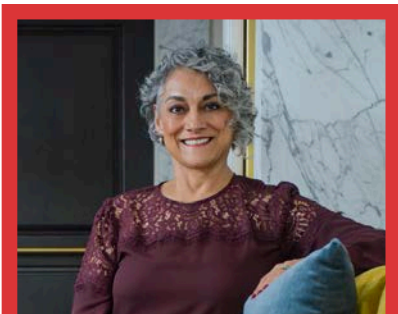
**CELIA GARCIA**

Chief Operating Officer

\*

\* Dalia oversees the Human Resources Department and has been with Amistad for ten (10) years. Her role ensures all teams are staffed with individuals ready to serve our community. Her team is essential in maintaining policies and creating a positive culture for Amistad employees. Her favorite part of her job is being part of an agency that provides much needed support to the community. She is grateful for the opportunity to work alongside employees who make a difference.

\* Dalia loves to travel and has traveled to many interesting countries from East Berlin (when the Berlin Wall was still standing) to Iran. She had the opportunity to live in Germany for some time and had the opportunity to speak to Iranian university students on life in America. She is a proud mother and grandmother who enjoys spending time with her three (3) grandchildren.



**DALIA DE LOS SANTOS**

Chief People Officer

# AMISTAD LEADERSHIP TEAM

Kristina oversees the marketing and communications initiatives as the Chief Communications Officer. In collaboration with Amistad Program Managers, she creates specified outreach strategies for each program. As an Amistad Brand Ambassador, she is responsible for promoting and maintaining the integrity of the Amistad brand. Kristina enjoys working alongside her management team who have mentored her through new initiatives within the agency. Her favorite part of her job is the opportunity to provide a creative spin on programs that provide essential services to the most vulnerable populations within the El Paso community.

When Kristina is not promoting Amistad, she enjoys collecting and reading new books. As a coffee lover, she makes it a mission to enjoy a cup of coffee from local coffee shops. Kristina is an avid supporter of local events and makes an effort to attend as many as she can.



**KRISTINA PEÑA**  
Chief Communications Officer



Edna has been with Amistad for twelve (12) years and oversees the Finance Department. Leading a team of three (3), Edna assists Program Managers with the budgets for forty (40) programs. Her team ensures the agency's budget is efficient, and in compliance with each grant requirement. In working closely with the Chief Executive Officer, her team has maintained passing audits and kept the agency as a low-risk auditee. Her favorite part of her job is collaborating with different team members to gather accurate reporting information.



Edna is a die-hard Dallas Cowboy fan, and a lover of all sports. She enjoys collecting limited edition memorabilia, toys, and dolls, which are proudly displayed in her office. When she's not watching her favorite sports team, she's spending time with her husband of 36 years and three (3) daughters who are proud graduates of the University of Texas at El Paso.



**EDNA RIOS**  
Director of Finance

Zaide oversees the Aging, Disability & Transportation Resource Center (ADTRC), which houses eighteen (18) different social service programs. She is responsible for the overall operation, including leading a team of fifteen (15) employees. Zaide has been with Amistad for eleven (11) years and has seen her department go through many changes. Through her leadership, the ADTRC distributed close to \$10 million in utility assistance to individuals in need. Today, her department manages a budget of \$1.7 million and serves over 24,000 individuals a year. The favorite part of her job is watching her team in action. Seeing their clients leave with a smile on their face reassures her that her team is fulfilling Amistad's mission.

Zaide is passionate about nature, especially the ocean. She enjoys taking weekend getaways with her husband to Ruidoso to enjoy the relaxing scenery. As a new grandmother, she enjoys spending time with her grandson who will turn one in 2025. After much sacrifice, Zaide will be earning a degree in Business Administration and is proud to set an example for her children about the value of education.



**ZAIDE ECHEGOYEN**  
ADTRC Program Manager

# AMISTAD LEADERSHIP TEAM



**DENISE APODACA**  
ADTRC Supervisor

\* Denise supervises sixteen (16) programs within the ADTRC Department. She has been with Amistad for four (4) years and has contributed to the efficiency of her programs by updating policies and procedures to better serve clients. Denise serves in various committees including the El Paso Diabetes Coalition, Western Tech Advisory Committee, and Operation Stand Down. She has a passion for helping others, which is displayed in her efforts to improve customer service with her positive attitude. Through her leadership, the ADTRC has increased client satisfaction and acquired new programs such as the Amistad Diabetes Awareness Prevention Team (ADAPT). The favorite part of her job is the opportunity to help those in need by approaching each client with respect.

\* Denise is a music lover who never turns down a karaoke opportunity. She enjoys singing, dancing, composing songs, and writing poems. When she's not singing and dancing, she enjoys spending time with her three (3) children and granddaughter.

Art is the Lead Navigator for the Amistad Consumer Health Insurance Marketplace Enrollment Services (CHIMES) program. His team assists uninsured individuals obtain affordable healthcare through the Healthcare Marketplace. Aside from serving the El Paso community, Art and his team travel to Brewster, Culberson, Presidio, Jeff Davis, and Hudspeth County to serve individuals in rural areas. Art has been with Amistad for close to two (2) years and enjoys networking with community partners at information events. Most recently his responsibilities have expanded to assist caregivers of persons most recently diagnosed with Alzheimer's and Dementia.

Art is a dog lover who owns a cane corso, a pug, and a chihuahua. He's a Chicago Bears fan and enjoys taking the opportunity to see them play in person. When he's not watching his favorite sports team or his dogs, he enjoys spending time with his wife and two (2) daughters.



**ART HERNANDEZ**  
Lead CHIMES Navigator



**MICHELLE MOSS**  
Guardianship Program Manager

\* Michelle began her journey with Amistad eighteen (18) years ago in our Transportation Department. She later joined our Guardianship Department as a certified Guardian and now as a Program Manager leads in an effort to improve the quality of life for 450 individuals deemed incapacitated by the court. As a former Guardian, Michelle enjoys opportunities to advocate for her clients. Advocating, coordinating care, and providing a meaningful life for those who cannot care for themselves is her favorite part of the job. Most recently her responsibilities expanded to managing Unhomed Initiatives.

\* Michelle is a family-oriented individual who enjoys spending time with her family. Her close-knit family has provided support through her education, career and the purchase of her first home at the age of eighteen (18). Today, Michelle is a loving wife and proud mother of three (3) children.



# AMISTAD LEADERSHIP TEAM

Claudia has been with Amistad for fourteen (14) years and began her journey at Amistad as a Guardian. Claudia oversees the Money Management Program and shares the responsibility of managing the Guardianship Department. Her programs assist with the financial, social, and medical well-being of clients who cannot care for themselves. Most of the clients served in Guardianship are either elderly or living with a disability, a population Claudia has experienced as the most vulnerable. Her favorite part about her job is the opportunity to improve her clients' quality of life.

Claudia has always had a passion for helping others. Prior to her working at Amistad, she mentored adolescents for over ten (10) years. When she's not working, she enjoys spending time with her family and taking trips to visit her brother in San Antonio.



**CLAUDIA TARANGO**

Guardianship Program Manager



**ELIZABETH ANDRADE**

Guardianship Supervisor



Elizabeth has been with Amistad for seven (7) years. She oversees a caseload of her own as a certified Guardian and provides support to her Guardianship Program Managers. Aside from her casework duties, Elizabeth is tasked with onboarding new Guardians. She oversees their training and preparation for the Guardianship Certification exam. The favorite part of her job is her clients. Her clients make her smile no matter what kind of day she is having. Serving her clients and working alongside a strong team is what she appreciates about Amistad the most.



Elizabeth loves movies and enjoys watching a film on the big screen at a movie theater. She “dabbles” in cooking and enjoys trying new recipes. When she's not cooking or watching a movie, she enjoys spending time with her four (4) sons.

Claudia leads the Amistad Unhomed Initiatives, including the only 24/7 Street Outreach team in El Paso. The programs are designed to prevent homelessness for individuals and families at-risk, provide transportation to emergency shelters, connection to housing/rental programs, and access to additional community resources. Claudia has been with Amistad for three (3) years, and the favorite part of her job is experiencing individuals' growth. She finds it rewarding to see clients gain their self-confidence through a road to recovery.

Prior to her working in social services, Claudia took an interest in the aviation industry. She worked for a company that leased commercial aircraft and took courses pertaining to aircraft mechanics. In her spare time, Claudia enjoys spending time with her two (2) children.



**CLAUDIA TAYLOR**

Unhomed Initiatives Supervisor



# AMISTAD LEADERSHIP TEAM



**MIKE PACHECO**

Transportation Operations Manager



Mike oversees the Transportation Department as the Operations Manager. He joined the Amistad team when the transportation department managed the \$11 million Managed Transportation Organization grant. At that time, Amistad provided non-emergency medical transportation in twenty-three (23) counties. Today, alongside his field supervisors, Mike ensures the Transportation team is ready to transport vulnerable populations within our community through fixed routes, non-emergency medical trips, and special projects. The favorite part of his job is working with individuals with diverse backgrounds and learning something new every day.



Mike is one of the many Dallas Cowboy fans in the office, who enjoys watching football on Sundays. In his spare time, Mike enjoys fixing and programming computers. Mike is happily married and the proud father of four (4) children.

Bernardo has been with Amistad for seventeen (17) years and assists with the supervision of Amistad drivers as a Transportation Field Supervisor. He ensures Drivers are performing and maintaining their schedules in a timely manner. In coordination with his fellow supervisors, Bernardo maintains efficiency by performing safety inspections and assisting with scheduling. What he enjoys most about his job is helping others, which he believes is the embodiment of the agency's mission.

Bernardo enjoys doing anything with his family. Like any family, they enjoy taking vacations together, and watching the San Francisco 49ers during football season. When he's not enjoying time with his family, Bernardo enjoys completing DIY projects around the house.



**BERNARDO ESTRADA**

Transportation Field Supervisor



Aldo is a Transportation Field Supervisor with over ten (10) years of experience in public transportation. He oversees the onboarding process for new drivers within the Amistad Transportation Department. From the interview process to training, Aldo ensures drivers are prepared to transport vulnerable populations within our community. He has said that the greatest accomplishment of his department is assisting individuals with disabilities. This experience has opened his mind and heart to always assist others regardless of circumstance.



Aldo is an animal lover who enjoys pets of his own alongside his wife. Together, they enjoy traveling and attending live concerts when they can. When he's not enjoying some live music, Aldo enjoys taking his motorcycle out for a ride.



**ALDO MONTES**

Transportation Field Supervisor

David serves Amistad as the Building and Facilities Manager. He oversees the building maintenance and safety. His role ensures the building is up to code and maintains a clean presentable appearance. David has been with Amistad for close to seven (7) years and has held different positions within the agency. He has had experience as a Guardian, ADTRC Resource Coach, and was formerly the Lead CHIMES Navigator. As the Building & Facilities Manager, no two days are the same. David enjoys taking on new challenges and learning new tasks.

David is a true handyman who recently completed his backyard renovation himself and restores old furniture as a hobby on the weekends. He enjoys meeting new people and taking photos. He even had the opportunity to meet and take a photo with former Mexican President, Manuel Lopez Obrador. When he's not working on small projects, he enjoys spending time with his wife, children, and new grandson.



**DAVID GOMEZ**

Building & Facilities Manager





# IN THE COMMUNITY



Amistad believes in supporting community partners by setting up educational tables at community events. Team members attended several community events, trainings, and presentations.

WE ATTENDED OVER

**600**

COMMUNITY EVENTS



WE PROVIDED OVER

**400**

PRESENTATIONS TO  
COMMUNITY MEMBERS



# AMISTAD COMMUNITY EVENTS

Amistad has established a reputation of trust and compassion within our community by hosting several community events. Our efforts provide a safe space for families to learn about our programs and enjoy some fun activities.

OVER

# 300

INDIVIDUALS ATTENDED OUR  
HALLOWEEN CARNIVAL



THIS YEAR WE HOSTED  
**THREE (3) BLOOD  
DRIVES & TWO (2)  
HEALTH FAIRS.**

# Client Insights

At Amistad, we aim to embody our values of providing **EXCELLENT SERVICE**. See what some of our clients had to say on our Google Reviews.



Maricela helped my brother who is a veteran. She listened and helped him get the services he needed. He came home mentally more stable and for that I am thankful!!!!



Una institución magnífica para ayudar a los más necesitados yo tengo a mi madre de 90 años y siempre que he tenido la necesidad de ayuda me han cooperado con pañales y cobertores para la cama. Siempre muy atentos tanto como la recepcionista como el encargado de los pañales.



Eternamente agradecida con el personal de Amistad, todos, sin excepción son muy amables y otorgan la mejor ayuda. Rosita de recepción. David Chávez trabajador social, Norma Iglesias, Maricela García. GRACIAS GRACIAS GRACIAS.



The best place to enroll for your medical health insurance. The friendly staff is more than willing to help you in choosing the best insurance for your needs.

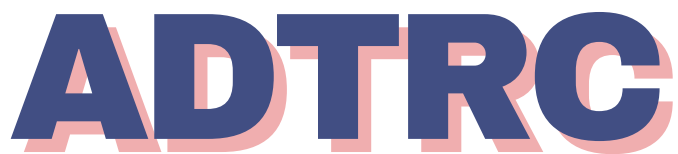


Norma was great, she helped me with my uncles application for long term care. She was very kind and had a lot of patience during the entire process.



The ADRC staff was very professional and helpful with providing direction to apply for services. I felt welcomed and encouraged that services are available for individuals who are in need and willing to go through the process of applying. I recommend this agency for anyone who is looking for services that are available from the State of Texas.





## Aging, Disability & Transportation Resource Center

The ADTRC is a one-stop community-based center staffed with professional Resource Coaches, Lifestyle 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 eighteen (18) different programs in this department, the ADTRC provides assistance with:

- Housing Options
- Access to Healthcare
- Employment Assistance
- Utility Assistance
- Veteran Assistance
- Application Assistance for: SNAP, TANF, Medicaid, CHIP, and Medicare Savings Programs
- Caregiver Support for individuals with Alzheimer's and Dementia



### ADTRC AT A GLANCE:



Over

**12,600**

Calls



Over

**800**

Applications



Over

**24,000**

Clients  
Assisted





# AMISTAD FOR VETERANS

## OUR GOAL

At Amistad, we respect the men and women who have served our country. We provide a supportive environment for families to thrive during and after their service. Our programs provide wrap-around services to Veterans, Active-Duty Service Members, dependents, and surviving spouses.

## WE PROVIDE ASSISTANCE THROUGH:



Individual, Group & Family Counseling



Peer Support



Rent, Mortgage & Home Buying Assistance



Utility Assistance



Career Readiness Workshops

# ADVOCATING FOR VETERANS



**2024 VETERAN'S  
DAY CELEBRATION**

As an advocate for mental wellness, our on-site Veterans Therapist hosts free mental wellness workshops every first Wednesday of the month titled Mental Health Munchies.

Veteran G. began attending Mental Health Munchies after participating in a community event this summer. Veteran G. has shared with participants that he has learned so much from our sessions, and goes out of his way to attend. The sessions have helped him cope with depression, and created a safe space for Veteran G. to interact and learn from other Veterans. Veteran G. has also been the raffle winner for two sessions! He has stated time and time again how much he enjoys the sessions because the Amistad staff is so kind and knowledgeable.



**OVER  
1,000**

**Veterans & support systems  
received services in 2024.**



# MONEY BASICS

Money Basics is a four-course program designed to increase financial literacy for individuals with intellectual and developmental disabilities (IDD). Resource Coaches curate a program for individuals with different abilities to achieve their personal, educational, career, and financial goals.

**OVER  
300** individuals completed the  
Money Basics curriculum.





# 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

**22,000** CLIENTS ASSISTED



2024 Employee of the Year

This year, CHIMES Navigator, Margarita Garcia was recognized as the Employee of the Year. Margarita assists families and individuals in need of affordable healthcare. Her customer service and empathy with clients is not the only one reason why she was nominated. Margarita has a positive attitude and has displayed leadership qualities throughout the year as part of the holiday committee. She makes an effort to RHISE to the occasion, embodying Amistad's values of Respect, Honesty, Integrity, Service, and Excellence. Thank you for making Amistad and your CHIMES Team proud!

# GUARDIANSHIP

The Guardianship Program provides caring and compassionate Guardianship services to individuals 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.



OVER

450

INDIVIDUALS ARE IN  
THE CARE OF OUR  
GUARDIANS



# 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

Amistad Guardians host several outings to promote their clients' quality of life. Some events include trips to the zoo, art classes, and holiday festivities. Every year, Amistad Guardians host a Summer Bash party and Holiday party. Community donations allowed Guardians to host events with dancing, delicious food, games, and holiday gifts for each client.

OVER  
**250** CLIENTS ATTENDED OUR SUMMER  
BASH AND HOLIDAY PARTY.





# THANK YOU FOR YOUR SUPPORT!





# EL CAMINO A CASA



The Amistad Unhomed Initiatives break barriers for unhoused individuals seeking shelter, rehabilitation, and essential hygiene items. El Camino a Casa Program takes a unique approach, by providing Intensive Case Management to clients in need. This approach establishes an individualized person-centered plan.

Through various funding sources, Amistad is proud to be the only 24/7 Street Outreach Team in El Paso. Intensive Case Managers provide unhoused individuals with a warm meal and transportation to shelter any time of day including, nights, weekends, and holidays.



OVER  
500

individuals have received  
Intensive Case Management.



# TRANSPORTATION

In 2024, our fleet provided non-emergency medical transportation as well as fixed route transportation and several special projects. Amistad is proud to be the lead and fiscal agent for West Texas El Paso Transportation Coordinating Committee (WTEP). In collaboration with community partners such as Sun Metro, County of El Paso, community non-profits, and local elected officials, Amistad provided over one (1) million miles of safe and accessible transportation to El Paso and surrounding counties.

AMISTAD PERFORMED OVER

**26,000** NON-EMERGENCY MEDICAL TRIPS





# THANK YOU FOR YOUR SUPPORT



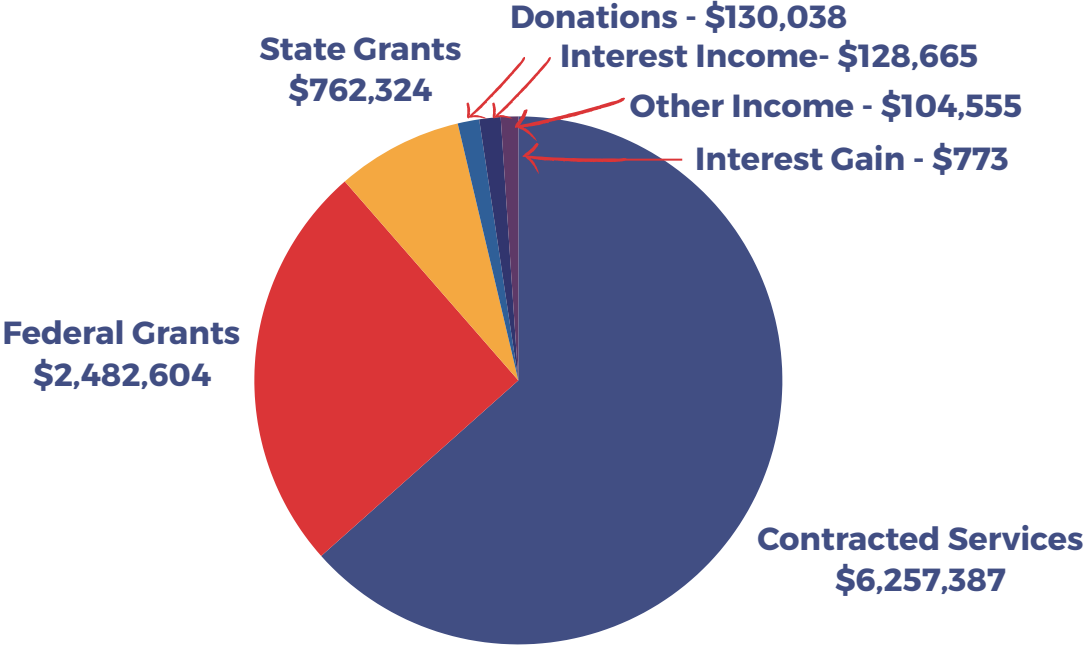
This year, your contributions help us create positive experiences for our clients. Together, we curated community events, addressed client barriers, and wrapped our wings around the underserved.

YOU CONTRIBUTED OVER  
**\$300,000**  
WORTH OF IN-KIND  
DONATIONS!

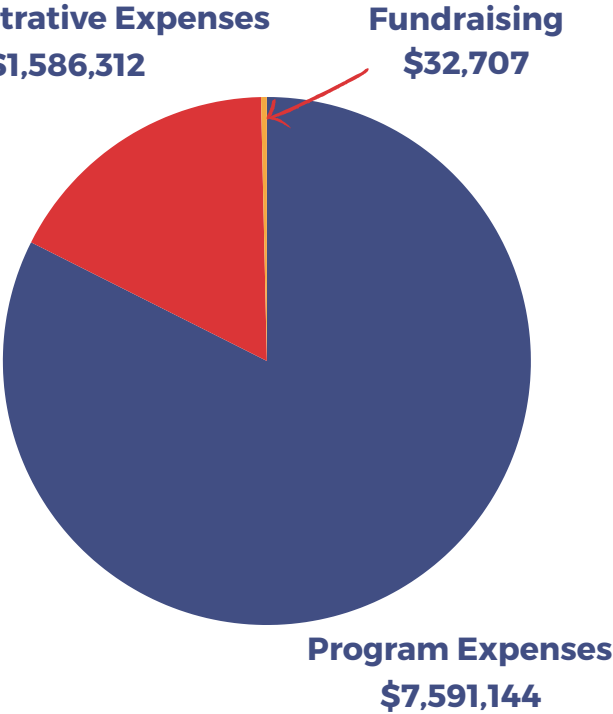


# FINANCIALS

Revenues:  
**\$9,866,346**



Expenses:  
**\$9,210,163**



\*Based on Fiscal Year 2024 & Audited as of Aug. 2024 Before Depreciation.



# 2024 LUCY G. ACOSTA HUMANITARIAN AWARDS



Amistad brought back the annual Humanitarian Awards to celebrate Angels within our community who provide services to individuals in their final moments. The annual fundraiser hosted a sold-out event of over 350 attendees at the Starlight Event Center. Special guest City Representative Chris Canales presented Amistad with a proclamation naming April 26th as “Amistad Day”. It was an honor to celebrate the 2024 Humanitarians, team members, and Amistad’s accomplishments. We’re grateful to our generous sponsors who contributed to this successful event.

TOGETHER WE  
RAISED OVER...

**\$75,000**

for programs that improve  
our clients’ quality of life.

**THANK YOU SPONSORS!**

**CIRCLE K** PRO™

TAWNEY | ACOSTA | CHAPARRO

*Truck Crash & Injury Attorneys*



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

# 2024 HONOREES

Honorable Judge Gamboa  
Hospice El Paso  
San Jose Funeral Home  
Vitalant Blood Services

EMCEE: ESTELA CASAS





# Contact Us

Because, we're here to help



## Address

3210 Dyer St. El Paso, TX 79930



## Telephone

915-532-3790



## Website

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