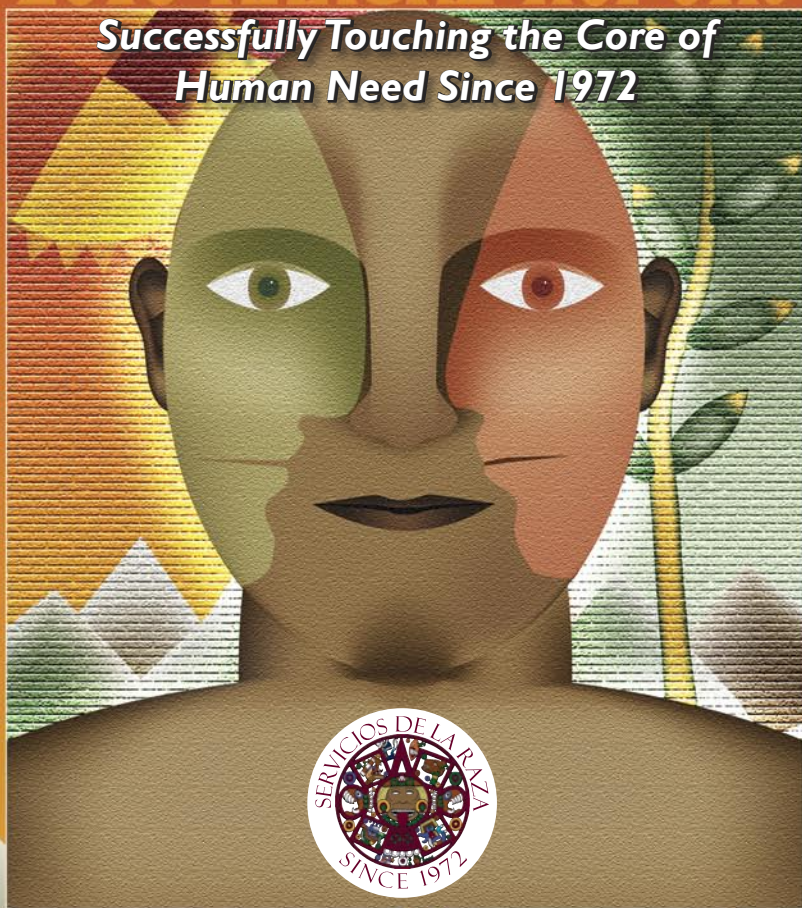


Flower song of Nezahualcoyotl
**Live here on
earth, blossom!**

Yncacaloxochitly mayexchitly - Raza oxiuaye

2010 ANNUAL REPORT

**Successfully Touching the Core of
Human Need Since 1972**



Servicios de La Raza's mission is to provide and advocate comprehensive and culturally relevant human services primarily, but not limited, to the Spanish speaking community

4055 Tejon Street, Denver, CO 80211

Phone: 303.458.5851 • Fax: 303.455.1332

Hours of Operation: Monday through Friday, 8 a.m. to 5 p.m.

www.serviciosdelaraza.org

Servicios de La Raza Executive Director Letter



Saludos a Todos:

As I near my two year anniversary with this history laden and most venerable institution of goodwill, service and advocacy, I cannot help but marvel at, and am humbled by, the incredible progress we have made in a relatively short period.

I marvel at the fact that, in the most severe recession since the Great Depression, we have been able to restore this organization to a position of prominence and relevance in our communities across Greater Metropolitan Denver and beyond. I am humbled by the outpouring of support from these same communities, our funders, our private and public sector agencies, our elected and appointed municipal, county, state and federal officials, and our gente.

While Fiscal Year (FY) 2009-10 started out with Servicios continuing the struggle to balance its books and develop a coherent strategy to structurally address an often frustrating and tenacious deficit; through hard, disciplined and meticulous work, we experienced a dramatically improved second half of our FY to end FY 2009-10 with an approximate \$8,806 non-cash loss. This 180 degree turn about was initiated and followed through with a flurry of cost cutting, grant writing, regenerating healthy relationships with funders and donors, and a refreshed Board of Directors.

Since February of 2010 to present, we have demonstrated a balanced budget for the agency. We will continue the work to raise funds through diversified strategies and methodologies. In FY 2009-10, Servicios produced stellar programming and services in all of its programmatic service areas. While this past FY has been exciting, the future holds a rich and rewarding promise for Servicios, and the communities we serve, as we expand programming and services in Domestic Violence with the LISTOS program, Mental Health, and Basic Emergency Services with the ENTRA program.

Servicios de La Raza's mantra, "Community Comes First" guarantees our success in perpetuating a "Trusted Hands" culturally responsive service model to all who come through our doors in need. We are proud to, once again, be an important and specific voice for our communities whenever and wherever social justice and peace is not present. Once again, we recommit ourselves to our mission, our values, our communities and our people.

Sinceramente,



Rudy Gonzales

Board of Directors Chairperson Letter

Dear Friends of Servicios,



Thank you for your continuing support as we mark our 38th year of service to the community!

Like most of us, Servicios has struggled through great challenges in this past year. However, despite the economic downturn and through your support, Servicios has not only survived but has thrived. We have been the beneficiary of your continued generosity and have enjoyed many program successes.

In this past year we have been able to provide mental health services to more clients; to increase the amount of food and clothing provided in our basic emergency services program; to expand our services to clients living with HIV/AIDS; and to build capacity in all of our program areas.

The Board is fully supportive of the passionate leadership of our Executive Director, Rudy Gonzales, and the committed efforts of our great staff to enhance the community presence of Servicios and to continue to provide quality services.

On behalf of all of the members of the Servicios Board of Directors, we thank you for your continued assistance as we partner with you to move forward in these upcoming years of great change and opportunity for Servicios and our community "family".

Sinceramente,



Adrienne Benavidez

About Servicios de La Raza Programs

Mental Health Program: Since 1972, Servicios' mental health program has been a core service for our community. Low cost or free services include individual, family and group therapy, psychotherapy, counseling, case management, medication management and psychiatric services, including evaluations and consultations to uninsured or underinsured people in need. The Mental Health unit's staff consists of a psychiatrist, psychotherapist and a case manager. Our psychiatrist and case manager are bilingual and the case manager provides translation services when necessary during client intake sessions. In the past year, the Servicios mental health program served 94 clients, nearly all of whom were Latino. 100% of these clients were indigent and would have not been able to receive care anywhere else.

Basic Emergency Services: Servicios de La Raza's Basic Emergency Services program handles the crisis situations that arise within families and among individuals, primarily in our Latino community. With case management and client advocacy, we move our clients to places of greater personal security. The Basic Emergency Services program provides food and clothing banks, daily bread distribution, retrieving lost wages and rental deposits, attorney referrals, and a certified fitting station and technician for Child Restraint Systems car seats. We conducted safety training instruction classes on proper installation of the seats for more than 168 participants and the community last year. Our Basic Emergency Services program served 7,938 people in 2009-2010. The Food Bank alone provided 546 cases — 13,656 pounds — of food. Over this last year, we experienced an 80% percent increase in the number of clients coming in for food and other emergency services. We could not do this work without our many community partners. Please see our list of collaborative agencies.

Domestic Violence: The Servicios VISTAS (Victims In Safe Transition And Self-sufficiency) Domestic Violence program, in partnership with Justice and Empowerment para Todos (JET) provides a wrap-around continuum of support for victims of domestic violence, from initial intake to advocacy and legal representation to translation in court. Domestic violence victims who come to Servicios are treated to a holistic array of services that includes supporting victims during legal proceedings, providing victims with referrals to legal resource providers such as law enforcement and legal proceedings support systems, development of safety plans, and referrals to outside community programs and safehouses. Our program includes follow-up services such as counseling, assistance with related immigration issues, emergency food and clothing assistance. Servicios experienced an increase of demand for this program by 125 percent for 2009. Domestic violence often rises as the economy declines. Our Crisis Line is operated by staff and volunteers, on a 24 hour, seven days a week basis.

La Gente (The People): La Gente is an intensive medical case management program and mental health counseling for individuals living with HIV. Servicios was the first community-based agency in Colorado to offer these services to the Latino community and we continue to provide these culturally sensitive and linguistically appropriate HIV/AIDS services. La Gente provides medical case management, mental health services, prevention education, emotional and social support programs, counseling, financial assistance, and individual and family client advocacy. During our last fiscal year, La Gente served 72 clients and their families and continues to have a high demand for its services.

YES (Youth Experiencing Success)/Workforce Investment Act (WIA) Program: Two programs, working in tandem to serve our youth. In 2009-2010, the YES/WIA Program served 350 young people, including 177 in the Servicios Summer Youth Employment Program. Servicios' YES Program provided tutoring, case management and job training for out-of-school youth and youth at risk for dropping out of school, offender youth and youth at risk of being incarcerated, foster care youth, homeless youth, pregnant/parenting youth, and youth at or below the federal poverty guidelines. The YES program also offered free GED classes twice a week.

The Servicios WIA Program focused on education, employment, and training opportunities. In partnership with Urban Peak, Servicios provided case management and guidance counseling to youth last year. The WIA program offered tutoring, subsidized/unsubsidized employment, career exploration, job readiness training, supportive services (i.e., transportation assistance, eye glass exams, clothing vouchers, and work tools), leadership development, goal setting and participant follow-up services. Once a participant has graduated from high school or has received their General Education Degree (GED), the WIA program assisted the graduate with procurement of up to \$4,000 for post-secondary educational opportunities or vocational/technical training.

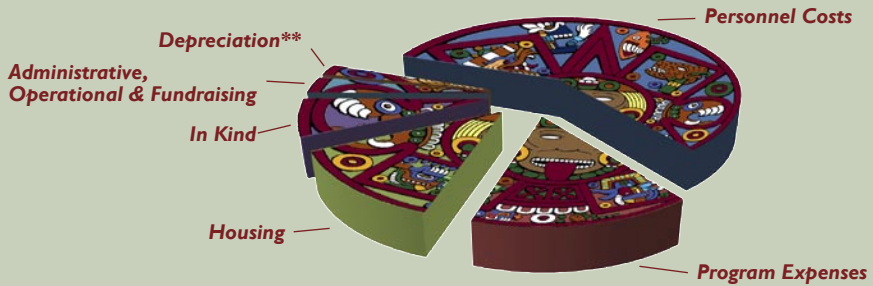
Servicios' 2009 Summer Youth Employment Program was one of three grantees from the City of Denver. In a partnership with myriad services providers, Servicios provided job training and employment placement for 177 youth from Denver's most impoverished communities. Servicios exceeded its goals by 26% and provided services to the largest offender and foster care youth demographic. Both of these extreme risk youth categories demonstrated significant quantifiable gains in communication, technology, relationships, data entry, presentation software, traditional office work, deportment, and acquisition efficacy.

Servicios Housing: Servicios Housing Apartments are sponsored by Servicios de la Raza and managed by Senior Housing Options. Servicios Housing provides an opportunity for 19 adults with chronic mental illness to live in their community. Servicios Housing has HUD subsidized rents, utilities are paid and rent is always affordable at 30 percent of adjusted gross income. Residents enjoy one bedroom units with a full kitchen and bath, security doors, an on-site manager, off-street parking, a coin-operated laundry, and convenient access to bus lines.

SUPPORT AND REVENUE



EXPENSES



SUPPORT AND REVENUE

(FY July 1, 2009-June 30, 2010)

Government Contracts	\$ 665,034
Housing	168,906
Foundations	155,093
In Kind	86,541
Mile High United Way	75,033
Net Client Fees and Medicaid	32,474
Commercial Rental Net Allocated Costs:	(22,116)
Contributions/Individuals*	15,019
Other	2,698
Total Support and Revenue:	\$ 1,178,682

EXPENSES

Personnel Costs	\$ 701,791
Program Expenses	181,923
Housing	154,513
In Kind	86,541
Administrative, Operational & Fundraising	37,233
Depreciation**	25,487
Total Expenses	\$ 1,187,488

* 100% of the Servicios de La Raza Board of Directors donated in 2009-2010.

** Non-cash Loss

Volunteers

The volunteers who lend their time, talents and resources to Servicios de La Raza are at the heart of our success. In this past year, we had 88 volunteers donate more than 5,806 hours. According to the Independent Sector, those hours have a value of \$62,104. Volunteers are involved in virtually every aspect of our work. They prepare food baskets in the Food Bank and sort gently-used clothing for the Clothing Bank. Dedicated volunteers staffed our Crisis Hotline 24 hours a day, seven days a week. Our volunteers can be found in our Community Garden during the growing season and helping with special holiday

projects during those times of the year. From volunteering for outreach into our community for many different programs to helping make our Fiesta celebration such a successful event, our volunteers are everywhere!!

In-Kind Donations

The extent of our in-kind donations is significant: Food, gently used clothing, grocery store certificates, toys, and a wealth of other goods were donated to Servicios in 2009-2010. These generous donations totaled \$86,541 and everything went in support of our clients in the communities we serve.

Servicios de La Raza Staff

Tammy Bellofatto • Caroline Constantine • Kimmy Dumont • Esther Gamez • Silvia Gonzalez
 • Rudy Gonzales • Edna Guitron • Betsaida Kringel • Samuel Lara • Josef Lopez
 • Cynthia Martinez • Angie Mondragon • Juanita Montoya • Ilena Norton, M.D.
 • Fabian Ortega • Jalene Salazar • Flora Simental • Paul Zartun

Servicios de La Raza Statement of Inclusiveness



Servicios de La Raza (Servicios) believes in the dignity and respect for all human beings. Servicios' ethics, practices and organizational behavior honor, reflect and demonstrate this belief on a daily basis in its service delivery of "culturally relevant human services primarily, but not limited, to the Spanish speaking community."

As a community leader in advocacy for human rights for all, Servicios promotes, supports and actively engages in cultivating an organizational climate of fair and equal treatment for all people, honors and respects each other's differences, and consistently strives to provide an equal opportunity to all persons to achieve success.

A community based organization born out of the struggle for social justice and peace, Servicios maintains, as one of its most precious tenets, the practice of inclusiveness. Servicios aggressively pursues input from its internal and external stakeholders regardless of race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, and marital status on all organizational plans, goals and objectives.

YES Program

Shelby came to the YES program as a single mother living in a low income household. Not wanting to drop out of school like some of her friends that became pregnant, she successfully completed 160 hours of structured work experience and is currently participating in another work experience. She has also graduated high school at the top of her class. She has a wonderful son, Levi, and is a great mother. She is completing her first semester at college, and is doing a great job maintaining her busy schedule.

Junior became interested in the YES program because of his experience as a homeless offender youth and a young father with one child and another one on the way. He had a job but was on the verge of being fired for poor attendance. He wanted



help getting his GED and finding a better job. Through the YES program, he was enrolled in GED classes and a work experience, which he successfully completed - and was hired on permanently. He has also received certification in First Aid, Flagging, Forklift Operating and has gotten his OSHA 10 safety card. Junior applied for and was accepted into a housing program, and was able to move his family into an apartment. Junior's life is now stable and he is pursuing his goals in order to become a good role model for his children.

VISTAS/Domestic Violence Program

A.V., an immigrant from Mexico, came to the U.S. seeking better opportunities for her children, husband and herself. From the beginning, A.V. was psychologically and physically abused by her husband. A.V. was scared to report her situation because of her immigration status and the constant threats from her husband to deport her and to harm their children. Her husband took their children to Mexico and then refused to return the children to A.V. Though he returned, family members kept her children from returning. He reminded A.V. daily that he would murder her and her family if she tried to bring her children from Mexico.



A.V. finally sought help from Servicios. She was assisted with navigating the administrative completion of divorcing her husband and filing appropriate papers for custody of the children. Throughout the process, A.V. received legal representation from Justice and Mercy Legal Aid Clinic (JAMLAC), an organization which currently partners with Servicios. A.V. was able to obtain the custody of her children and JAMLAC's attorney assisted A.V. in applying for a U-Visa, for which she was approved. A.V. is grateful and excited over her prospects for a new life, safe and with her children.

Board of Directors

Adrienne Benavidez, President

"I serve on the Servicios board because we are like family. We have to support each other"

Ricardo Padilla, M.D., Vice President

"The work that Servicios de La Raza does strikes close to my heart. It is very gratifying to be part of an organization that provides such vital services to the Latino community."

Thiensa Nguyen, Treasurer

"The work that Servicios provides is so needed in the community; and the impact that Servicios has on the recipients' lives are amazing. I just want to contribute as much as I can to help Servicios help the families that it reaches out to."

Van Lucero, Secretary

"Servicios is an organization that I believe in and it has consistently been in and served the Northwest community for 30 plus years. The community needs all services provided. It has a staff that is dedicated

to serving it's clientele. Most of all everyone is passionate about what they do."

James D. Butler

"Servicios de La Raza delivers extraordinary impact per dollar through highly efficient programming and an extremely dedicated, energetic and professional staff. It's a privilege to be associated with this great organization."

Justice Alex Martinez

"I'm proud to make any contribution to a quality organization that provides much needed professional services with awareness of culture and family."

Lorenzo Ramirez

"I serve on the Board of Servicios de La Raza to provide guidance and support for a well respected community based agency that has served the Latino community for the past 38 years"

Howard Zoufaly

John Abrahamson

Foundation Lists

AIDS Healthcare Foundation • Anschutz Family Foundation • Anschutz Foundation
• Colorado Foundation for Public Health and the Environment • Community Computer Connection • Daniels Fund • The Denver Foundation • Jared Polis Foundation • Kinder Morgan Foundation • Mile High United Way
• Rocky Mountain Chapter of Association of Nurses in AIDS Care • Safeway Foundation
• The Community Foundation Fund • Verizon Wireless Foundation • Wells Fargo Foundation

Government Lists

Federal Government • American Recovery and Reinvestment Act, Victims of Crime Act
• State of Colorado • Colorado Department of Human Services, Division of Behavioral Health
• Colorado Department of Human Services, Domestic Violence Program • Colorado Department of Public Health and Environment
• Colorado Department of Transportation
• Colorado Department of Public Safety, Victims of Crime Act • City and County of Denver
• Denver City Council District 9, Judy Montero
• Denver Office of HIV Resources • Denver VALE
• Office of Economic Development

Corporation and Non-Profit

Alternatives Pregnancy Center • Arc Thrift Stores
• Colorado Access • Colorado Health Network
• Colorado Health Network Assistance Fund
• Colorado Prevention Center • CREA Results LLC • El Grupo Vida Inc. • Gelman's Gourmet Market • Heinrich Marketing Inc. • Jefferson Center For Mental Health • Kong Company, LLC
• La Voz Publishing Co. Inc. • Leprino Foods
• Mediconnect Global • Mile High Ministries
• National Alliance for Hispanic Health
• Preferred Financial Corp. • Immigration Law Office of David Simmons • TeachSource Inc. DBA Nourish Comm. Fund • Urban Peak Denver

Donors

John T. Abrahamson • Polly B. Baca • Adrienne Benavidez • James D. Butler • Denise Fahey and Michael Fahey • Rudy Gonzales • Van Lucero • Alex Martinez • Joseph F. Mauro
• Thiensa Nguyen • Yolanda M. Ortega
• Ricardo Padilla, MD • Lorenzo Ramirez
And many anonymous donors through Colorado Access. We couldn't do it without you!

Volunteer List

Naomi Alarcon • Ronnie Alarid • Jeremy Lyle Alex • Tina Allen • Miguel Alvarado • Deb Amesbury • Hector Arce • Devina Arellano
• Jose Arroyo-Castanada • Jacob Barcelona
• Miguel Barragan • Guermo Beltran • Phillip Blain • Elaine Brineshyhte • Veronica Carbajal
• Alfonso Cares • Jacob Cardoza • Luis Castillo
• Jesse Castro • Yessica Cervantes • Chester Chacon • Kathy Clenin • Ashley Cook • Thomas Cordova • Bernadeette Cox • Aracely Creque
• Bennie Cruz • Maria Cruz Hernandez
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• Veronica Gamboa • Inez Garcia • Isiah Garcia
• Maria Garcia • Irma Gonzalez
• Anabel Gonzalez • Cristina Gonzalez
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• Rosa Martinez • Rose Martinez • Sergio Martinez • Viola Martinez • Rene Moore
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• Angie Reyes • Jaime Rodriguez
• Maria Rodriguez • Rory Rodriguez • Rosalba Rodriguez • Judy Romero • Teresa Sanchez
• Lilia San Miguel • Josh Sharp • Cassandra Simpson • Craig Stephens • Karen Terry
• Lyn Valverde • Maria Velazquez • Jayla Vera
• Katie Weintraub • Annette Williams • David Williams • Warren Woolfolk