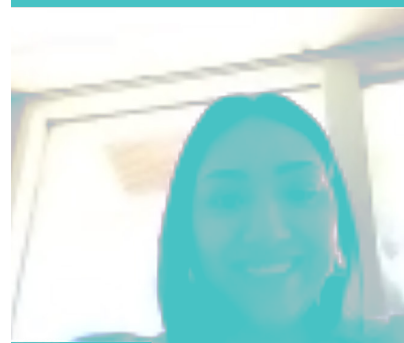




2019-2020

Annual Report





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From marches and protests, community events and census counts, to a global pandemic and shift to remote work and back to the office: this fiscal year certainly tested our agency. It proved our resilience and to a higher degree, our organizational agility. And it also evidenced how critical our work is to support our comunidad, especially during a year that significantly challenged humanity.

Our mission remains steadfast, to provide and advocate for culturally responsive, essential human services and opportunities.

These services are intended to assist low-income members of the community in overcoming the range of problems that result in a lack of resources and contribute to the perpetuation of the vicious cycle of poverty. Because of the value placed on the community, culture and language, Servicios de La Raza serves as an integral part of the heart of the Latino community in Metro Denver and now across the state of Colorado. We are a trusted and accessible community resource strategically linked with government entities, schools, religious institutions, and fellow service providers.

Reflections from Servicios' Executive Director Rudy Gonzales...

Saludos a Todos y Todas:

What a year 2019 – 2020 turned out to be for Servicios de La Raza. With a significant change in our fiscal management personnel to a commencement of a major organizational capacity building initiative to a global pandemic that threatened, and took, human life across our Planet Earth, Servicios de La Raza, its staff, its leadership demonstrated a profound resilience and an unshakeable commitment to community.

Although our fiscal year started out calm on July 1, 2019, the second half of it brought immense challenges; however, the opportunities were just as significant. The advent of COVID-19 in January with a national shut down that included Denver and Colorado began in March of 2020. Servicios de La Raza, as always, was ready. We are consistent in building programming and services that constantly meets the ever-changing needs of our communities. We pride ourselves on our ability to do more with less, to be nimble, agile in our work serving others.

Yet doing more with less does not make the historical inequity in funding and resources from public and private sector funders right. It was in this Spirit that Servicios led a coalition of Chicano nonprofits from July of 2016 to 2019 to significantly increase capacity building and general operating support funding for Latino community-based organizations, nonprofits, coalitions, etc. across Colorado. This culminated with LCFC CEO Carlos Martinez working with myself, LAEF ED Jim Chavez, and Nita Gonzales to develop a full capacity building process titled: "El Camino" The Road. This long arduous effort culminated in a foundational 3.2-million-dollar grant from The Colorado Health Foundation to be facilitated by the Latino Community Foundation of Colorado, CEO Carlos Martinez for capacity building for Latino organizations across Colorado. This success is only but a part of the significant transformation we can achieve when we come together to work for the common good in service to our communities.

Servicios was not finished and entered its own capacity building initiative producing a thorough Organizational Assessment which demonstrated needed resources in our administrative areas of fiscal management, human resources, and development to continue our own growth, programming, and services. This effort culminated in its own award of a 1.2 million multiyear grant from TCHF. Along with our hard work in development in the pandemic, Servicios saw a large increase in funding and resources from multiple funders resulting in new staff hires and programming that addressed the new needs relative to COVID as well as the ever-increasing needs of our BIPOC and LMI communities.

Another watershed moment happened with our considerable contribution to the 2020 Census. Servicios, including Contractors Armando Martin and Nita Gonzales, led a coalition of five statewide BIPOC organizations to reach and get responses from 257,407 Hard to Count people of color including Spanish and English speaking, Islamic and Indigenous communities; all while, again, pivoting to remote/virtual work in the pandemic.

Although still navigating this pandemic at the writing of this letter, Servicios is poised, now more than ever, to continue its remarkable growth to effectively serve our ever-growing Latino population and all Coloradans who need a hand up, who are mired in the throes of this ongoing pandemic or in crisis, in social inequity, injustice, the violence and trauma of poverty, racism, hatred, indifference. In fact, it is all we have ever done; and will continue to do.

Rudy Gonzales
Executive Director



... And Board of Directors President, Armando Martín

A global pandemic struck with ferocity in 2020. The daily stories of heartache and hope covered the airwaves and social media posts. The toll on individuals, families, and the places where they worked was beyond measure.

To survive, organizations of all types were forced to abandon plans and pivot to new strategies. Some enterprises were successful and others weren't. Moreover, the year was defined by social strife and racial upheavals that caused the country to take its frustrations to the streets in the summer of 2020. America once again was forced to examine itself, its norms, and values. As a result, Diversity, Equity and Inclusion programs swept across the landscape as a way to create equitable places of work and show the world how progressive and forward-thinking executives and boards took action when it came to race. Time will tell if the response has the heart and will of sustainable change.

So, what's the difference from one organization excelling and another faltering during a global pandemic or lifting a business from generations of racial inequities? In a word...LEADERSHIP. Indeed, scholars and leadership think tanks have pointed to leadership as the characteristic needed to unlock scientific wonders, medical breakthroughs, ending societal woes or even the quality to daily problem solving.

Many people believe excellent leaders are just born that way. Or that charisma, effervescence, or forceful personalities are required to be a leader. Nothing is further from the truth. Leadership is color blind and comes in all shapes, sizes, gender, and age. Gladly, leadership qualities like anything else can be learned. The classic book on leadership *The Leadership Challenge* by Barry Posner and Jim Kouzes defined leadership qualities as follows: Inspire a Shared Vision, Model the Way, Challenge the Process, Enable Others to Act, Encourage the Heart.

To this I add my own definition after years of observing leaders, domestically and internationally as a consultant for legendary training and coaching firm, Franklin Covey—Leaders lead. Good managers manage during the calm, but LEADERSHIP reveals itself during the storm.

There has been no year in recent history with more storms than 2020. And it is in 2020 that I was inspired most by a shared vision called *Servicios de La Raza* forged through the rise of the Chicano movement and the leaders that emerged from households, classrooms, and neighborhoods of Denver in the 1960's and 1970's. A shared vision that continues today with vigor of a startup and wisdom of legacy.

It is leadership at *Servicios de La Raza* that made the difference in 2020. Leadership is what turned a struggling nonprofit in 2009 with \$400,000 in debit and 6 employees into a thriving enterprise in the face of the trials and tribulations of 2020. If leadership leads then Executive Director, Rudy Gonzales displayed leadership, no adverbs needed, leading *Servicios* to a hallmark year, operationally and financially—immediately shifting tactics not knowing what the next day would bring as the COVID 19 was surging.

There was no playbook to manage one of the state's most important social service agencies during a world-wide crisis. I can point to the Kouzes and Posner leadership checklist when Executive Director, Gonzales and the *Servicios* team modeled the way by working long hours, displayed a shared vision to help the community, challenged the process every day at every step to improve the process, enabled others to act so they could perform their duties and encouraged the heart one client at a time.

As a board we believe it will be LIDERAZGO / LEADERSHIP of the rising generation that will help *Servicios de La Raza* reach the lofty goals that have been set and until now were only imagined. To the future leaders we say...LEAD ON!

Armando Martín
President, Board of Directors



BES

BASIC EMERGENCY SERVICES

The fiscal year 2019-2020 proved to be particularly challenging for the BES program. Due to the pandemic, most of the agencies' programs had to make significant adjustments to allow for social distancing, keeping clients and staff safe and healthy as possible. Many services were made available virtually to avoid in-person interaction. The pandemic also significantly increased community need for food and hygiene products, and the ability for them to be shared in a contactless manner.

BES began a delivery service to our most vulnerable communities. This included seniors who were unable to travel, immigrants and refugees who were afraid to come out for fear of violence or deportation, and people with disabilities. Since our volunteer program is staffed mostly by seniors, we saw a decrease in volunteers, as most of them had a great fear of exposure to the Coronavirus. We also faced challenges providing food to our homeless population, getting food to people who had been, inadvertently caught up in all the violence in the streets. Children unable to go to school, parents homeschooling, teachers without jobs, individuals losing their jobs amid the pandemic, friends and relatives dying due to COVID-19, having no closure as they were unable to see their loved ones before they died - there was much suffering this year.

Through it all there were some successes; non-profits were stepping up to the plate. A Precious Child donated 75 cases of laundry detergent, 75 cases of dish washing liquid and 75 cases of antiseptic cleaner. We Don't Waste brought in two pallets of fresh food every Wednesday and continues to do so, Saint Anthony food bank donated diapers, wipes and baby formula. Wal-Mart, along with A Precious Child donated new backpacks and school supplies for our back-to-school event. Chris Ortiz donated soil and flowers for our Memorial Garden. Mile High United Way donated masks and supportive services, and continues to do so. Amid this worldwide pandemic, the chaos and the sadness, Basic Emergency Services with our leadership team and dedicated staff continue to do all that we can to keep our communities out of crisis.



7,053
individuals received
food, clothing,
& hygiene products



375

Christmas food boxes distributed

279

Thanksgiving food boxes distributed

650

backpacks distributed

3,000

masks distributed

HELP

HEALTH ENROLLMENT, LITERACY & PROMOTIONS

The Health Enrollment Literacy and Promotion staff work to provide culturally and linguistically relevant information through presentations, education and enrollment to the English and Spanish-speaking communities throughout the Denver metro area. We work in a variety of health areas through community engagement, media, enrollment, navigation, and education.

Ventanilla de Salud (VDS) is a health resource center located in the Mexican Consulate of Denver. VDS offers preventive health services, health education, counseling, referrals, and timely detection, all free of charge. The goal of VDS is to improve the physical and mental well-being of our community, working to support clients in their care and increase access to primary and preventive services. The care is safe, confidential, free and in Spanish, provided regardless of immigration status. Under the Ventanilla de Salud, SDLR continues to work with CAHEP to increase awareness, knowledge, and access to care, regarding a wide spectrum of health issues impacting the community.

Our Health Coverage Guides are certified to assist all community in the insurance enrollment process through Health First Colorado (Medicaid) and the Connect for Health Colorado Marketplace. We have several locations to provide enrollment assistance to community in-person and over-the-phone. In April, we added virtual assistance due to the COVID-19 pandemic. In addition to enrollment assistance, our skilled staff provide health insurance literacy to help clients understand insurance options and how to utilize them. Having a deep understanding of health benefits ensures that clients seek the correct type of care.

HELP also serves ADAP (Colorado AIDS Drug Assistance Program) clients with health insurance applications through Connect for Health Colorado, Health First Colorado (Medicaid) and Off-Marketplace private plans through Denver Health and Kaiser Permanente. In January 2020, due to the quality of work we do, we received one of 11 mobile health units in the United States provided by the Mexican Department of Health.

528

Coloradans were enrolled into Health Insurance/Medicaid CHP

7,500

COVID-19 tests administered at the Ventanilla de Salud and over 10 testing events

350

face masks donated by Connect for Health Colorado

20,041

individuals were served at the Ventanilla de Salud



VISTAS

VICTIMS IN SAFE TRANSITION & SELF-SUFFICIENCY

The VISTAS program had an impactful 2019-2020 fiscal year, serving a total of 1,055 new victim survivors. The program saw a 20% increase in survivors accessing case management, therapy services, and our food bank during the COVID-19 pandemic. The pandemic's stay-at-home orders had our communities feeling displaced and trapped in their homes.

Mental health and substance issues were amplified, with anger, anxiety, depression, fear, and isolation at all-time highs. Clients not only faced the fear of their abuser but the fear and anxiety of not knowing how they will provide a safe shelter and food. Our staff worked with many clients in unsafe positions, being stuck at home with their abusers with no escape.

As a wraparound services agency, Servicios is devoted to providing clients with services they need. Beginning March 16, 2020, our agency began providing services remotely, through various platforms such as Zoom, Go-To Meeting, and Whats App as a way to meet with our clients via video. Our teams office phones transferred directly to our cellphones, making it easy for clients to reach us at anytime.

During this transition, our agency has remained flexible by vetting clients with thermometers and utilizing face masks and face shields when meeting in person with clients or accompanying them to court for emergency hearings. Our VISTAS Case Managers spend an average of 45 minutes per call when clients are accessing services for the first time. VISTAS staff always make time for clients to express their frustrations through these difficult times we are living in. Our clients have remained grateful for our services and care.

176
visa applications
submitted

56
address confidentiality
applications
completed

543
petitions for
Dissolution of
Marriages and Child
Custody made



TJCC

TRANSITION FROM JAIL TO COMMUNITY COLLABORATIVE

In 2019, the TJCC program served anyone who was interested in pre-release programming and those in need post-release. Following the 2018 and 2019 contracts, DDPHE, DSD Programs Team, and TJCC created a Continuous Quality Improvement committee that focused on reaching higher fidelity to the TJCC model and influenced program changes in the 2020 contract. It was agreed upon that the 2020 TJCC Program would focus on a more targeted population pre and post release, including only working with individuals that are medium to high risk of re-offending and who are getting release to Denver County.

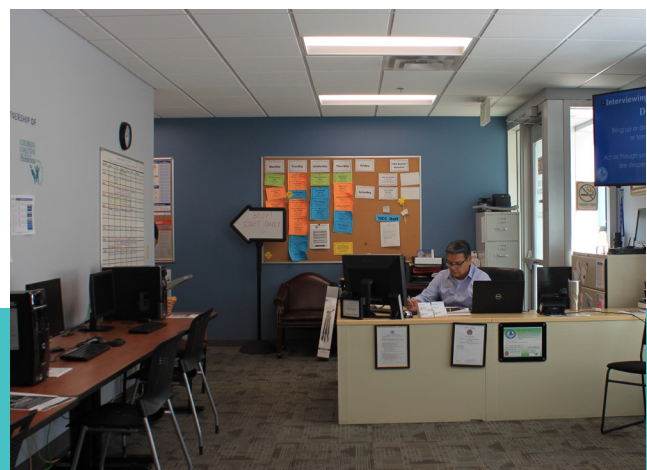
The Denver Sheriff Department's Program staff had the role of screening individuals for eligibility, assessing, and enrolling clients into a re-entry program in the jails and referring clients to TJCC services. TJCC would offer pre-release classes for these individuals and begin case management. Post release, TJCC offers case management, vocational services, behavioral health and peer mentorship. Both direct referrals from the Reentry program and Community Based Walk-In eligible clients were served.

TJCC quickly modified program services throughout the COVID-19 pandemic. Pre-release program classes continued through "correspondence" courses with individual lesson plans sent each week to DSD Programs staff to distribute, while case management with referred clients was performed through paper correspondence. TJCC main office and case manager phone numbers were added to the in-jail "free call list" for clients to have access to TJCC staff pre-release. This was utilized to pre-screen individuals before release and for clients to engage with case managers.

TJCC program post-release services continued throughout Denver and Colorado's Stay at Home orders by utilizing technology and adjusting to remote services for current and new clients. TJCC continued to adapt program services to meet the needs of clients pre and post release through the COVID-19 pandemic by working closely with DDPHE and DSD programs team.

The program created a strong partnership with Helping, Engaging & Motivating (HEM) Program through the Denver County Court. Through this partnership, TJCC helped 32 individuals have their Drug Misdemeanor 1 cases dismissed and future court dates vacated.

Amongst the many challenges we all faced this year, there were restrictions in place for vendors accessing the jail, TJCC staff were unable to make a personal, face to face connection with reentry track DSD referrals which greatly impacted pre-release enrollment to TJCC program and post-release engagement. Post-release classes were scheduled to start during the second quarter, but were unable to launch due to in-person safety restrictions. Clients that were unable to access technology, like a computer or phone, had difficulty navigating all remote resources and agencies. Our hope is that resources like this become more accessible and the vaccination work being done to eradicate COVID will bring in-person opportunities back.





1,725

individuals received pre-release
TJCC services during 2019

551

transitional post-release
services provided during 2019

38

were enrolled pre-release

57

were enrolled post-release in
the first half of 2020

Statewide Services

The need for culturally appropriate lifestyle modification programs and programs targeting monolingual Spanish-speaking new immigrants is expected to increase dramatically over the years, and Servicios de la Raza has had huge opportunity to expand our services to help our low-income communities meet their social determinants of health. Statewide Services has expanded the organization's reach by focusing on underserved communities with high rates of Spanish-speaking populations and high rates of behavioral health needs in Southeast Colorado Springs, Northern Colorado, the Western Slope and has reinforced its' services in the Denver Metro Area.

The staff in Statewide Services have established relationships with community organizations, social service providers, mental health providers, and direct health service providers across the state who are trying to reach the Latino community.

This fiscal year, our Statewide team was able to innovate its' services and programs to help the communities most impacted by the COVID-19 pandemic. Servicios de La Raza was a beacon of hope to the community in El Paso County with mobile food distribution located at the heart of the Latino community.

Every Monday since the stay-at-home orders were put in place, the Statewide team was able to distribute food to those in need. Over 10,000 individuals were served. COVID testing was also made available. At these food distributions, people were connected to other services including the Emergency COVID-19 relief funding, the Rental Assistance Program, and were reminded to be counted in the 2020 Census.



The financial assistance programs continued through the end of the year and have been opened to all residents in Colorado who did not receive the stimulus check and do not qualify for unemployment benefits. In partnership with the North Colorado Health Alliance, the Summer Feeding Program for Children was launched to feed children in Weld County. Servicios de La Raza was able to refer families to various sites to get nutritious food and services to address disparities during these trying times.

Statewide has continued to provide our Familia Adelante program virtually. This family centered, multilevel preventive intervention program was designed to link together groups of recently immigrated Hispanic parents and to empower them to take the leadership in structuring their adolescent's social ecology.

This fiscal year the participants of the National Diabetes Prevention Program in Spanish, graduated from their year-long lifestyle change program. This curriculum is designed to encourage healthy behaviors and reduce diabetes. The program promotes structured diet and physical activity interventions that helped participants achieve and maintain modest weight loss for overweight adults at risk for development of diabetes.



600+ backpacks were distributed at the Mobile Food Distribution in El Paso County

100 participants enrolled in the National Diabetes Prevention Program

30,000+ clients connected to resources through referrals, food distributions, and our programs

In partnership with over **30** schools and **9** school districts throughout the state to bring preventive programs to the students and their families

200 home food deliveries this spring/summer to families in Arapahoe county who did not have access to food



329 clients served from **8** counties

73% of therapy sessions were provided with no out-of-pocket costs

66% of clients served were Spanish speaking



Behavioral Health

The Behavioral Health Department specializes in providing culturally and linguistically responsive mental health and substance misuse services in English and Spanish to underserved and underrepresented populations. Behavioral health staff recognize the broader social and systemic factors that underlie issues experienced by communities of color and operate from an integrative theoretical framework, allowing for flexibility of clinical approaches depending on a client's individualized need.

In response to the COVID-19 pandemic, the behavioral health department began providing teletherapy to clients to avoid any disruption in services and established internal policies and procedures to continue providing telehealth services long-term. Our staff used innovative ideas to assist clients with the use of technology by hosting mini trainings on the use of telehealth platforms. In addition to successfully implementing telehealth services, behavioral health staff were trained in Trauma-Informed Care, and Teletherapy.

The Behavioral Health team has continued to expand its services and capacity to serve community members. In fiscal year '19-'20 the team welcomed one new bilingual behavioral health therapist, and five interns, all of whom are passionate and committed to serving the community. Our interns were enrolled in the fields of human services, social work and counseling psychology from various universities, including Naropa University, Regis University, Metropolitan State University of Denver and University of Denver.

The combined efforts of staff and interns allowed for continued programming with at-risk youth at Justice High School, providing services targeted toward justice-involved individuals, as well as services targeted toward victims. Behavioral health staff hosted an annual fundraising event at La Rumba promoting mental health awareness with partners and community members. The efforts of the behavioral health department continue to provide opportunities for increased access to mental health and substance misuse treatment services.

The Behavioral Health Department offered the following trauma-informed services:

- Individual, Couple, Family and Group Counseling
- Eye Movement Desensitization and Reprocessing (EMDR) Therapy
- Telehealth Services
- Parents on a Mission (Parenting Group)
- Community Art Studio
- Youth Services
- Case Management
- Substance Use Prevention and Treatment
- Level I & II DUI Education
- Level II DUI Therapy
- Peer Services



La Gente

HIV & STI SERVICES

The La Gente Program specializes in providing client-centered services to people living with HIV (PLWH). The bilingual program helps participants understand their diagnosis, gain and maintain access to medical care, treatment, emotional support and other resources that meet their needs. Through La Gente's various services, clients learn to self-manage their health so they may thrive with HIV.

La Gente serves a wide range of PLWH including straight and lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) men, women, and youth. By serving vulnerable and disadvantaged PLWH, La Gente is an integral part of a coordinated system of care providing crucial HIV treatment and care across the Denver Metro Area.

We strive to inform and engage our communities in order to minimize incidence of HIV & other STIs. It is our goal to fight alongside our community partners in order to eradicate AIDS diagnoses among the Latino community, a population disproportionately affected by the epidemic. La Gente partners with Denver area clinics and non-profits to provide free HIV, Chlamydia, and Gonorrhea testing services, free safer-sex materials and much more.

In the 2019-2020 fiscal year, La Gente partnered with Denver Sweet for two fundraisers, one in honor of World AIDS Day and also participated events such as the Enough! march from City Park to the GEO detention center as a demonstration of solidarity with immigrant communities. The program initiated a Tree of Hope community activity that would hang messages of hope and remembrance on one of our trees in honor of National Latino AIDS Awareness Day (NLAAD).

As the COVID pandemic took hold in March, La Gente quickly created policies that would ensure the safety of PLWH as well as staff so that services could continue remotely, as our clients are some of the highest risk populations for COVID-19. The program also created a widely disseminated info sheet for community regarding safer practices for intimacy and dating amidst the pandemic.

Although a difficult beginning to 2020, La Gente staff celebrated a huge accomplishment of one of its participants—citizenship! Come June, the city unfortunately had to put a hold on Denver PrideFest, a much-celebrated event that reaches tens of thousands of LGBTQ people and allies. This year marked the 20th anniversary of Pride celebrations in the U.S. Servicios completed a week-long bilingual Pride event, posting information, videos and more to engage our Latino community in all things Orgullo & Pride. Posts made that week hit a record high for the program's social media presence.

Despite the challenges the pandemic has had on clients and the community, La Gente continues to seek out ways to keep engaged and inform the community of HIV, sexual health practices, and more!

95
clients served

96%
of clients achieved/
maintained viral
suppression

over **\$800**
fundraised



WAGEES19

WORK AND GAIN EDUCATION AND EMPLOYMENT SKILLS YOUTH PROGRAM

The WAGEES-19 program, funded by the U.S. Department of Labor, provides case management and supportive services to anyone between the ages of 18-24 that have been justice involved. The program focuses on assisting individuals throughout the course of a year to find employment, enroll in vocational trainings, and enroll in post-secondary education programs. Program staff help participants get clothing, tools, shoes, and provide incentives once a milestone is completed. In addition, clients can receive services and support from the Behavioral Health program, the Employment Growth Program, the SOR program, and whatever else they may need that Servicios provides.

The 2019-2020 fiscal year brought both difficulties and growth to our team. The program first began in November 2019 with high hopes and goals. Case managers started attending job fairs, after school events, and started collaborating with the Denver Probation and Diversion offices to begin networking and educating the public about these resources. Enrollment rates started to increase and new partnerships began, which created a strong base for the program to keep building upon.

However, once the pandemic hit it became quite difficult to work with some of the individuals enrolled in the program due to the situations they were in as a result of COVID. Numerous individuals were not able to be contacted, others moved out of the city, and many could not find employment for months. Case managers have needed to invest more time and provide more support for the young individuals enrolled. This age group is challenging to work with as it is, and a pandemic would not make things any easier. Yet, case managers have continued to work diligently to serve clients while continuing to work on reaching monthly numbers.

43

clients were enrolled

24

clients were placed in occupational skills training

28

clients were placed in employment

19

clients received credentials



320 clients were enrolled

95% of clients successfully completed the program with more than just one outcome

6% recidivism rate

197 clients were placed in a vocational training during the 2019-2020 fiscal year

15 women were enrolled in the program

4 transgender individuals were enrolled in the program

The WAGEES team continues to do virtual presentations and job fairs with prisons throughout the state of Colorado.

This fiscal year, A WAGEES DOC video premiered in collaboration with the Latino Coalition. It is now being used all across the state to promote the WAGEES program at Servicios.



WAGEES

WORK AND GAIN EDUCATION AND EMPLOYMENT SKILLS

The WAGEES DOC program assists, supports, and motivates individuals that have been released from the Colorado Department of Corrections, to get them re-integrated into the community.

Clients are referred to us by parole officers and case managers throughout the Denver metro area by using a referral process. Once the referral is received, the client will be assigned to a case manager that will begin their enrollment in the program for 90 days. During the 90 days, clients are assisted to find jobs, they enroll in vocational trainings, and receive work clothes, tools, shoes, and incentives for their hard work and dedication. Once they have completed the 90 days successfully, they receive a certificate of completion and an incentive. Clients also receive support and services from other programs like the Employment Growth Program, SOR, Behavioral Health, BES, among others.

The 2019-2020 fiscal year was a year of many successes and lessons. Our WAGEES team reached our numbers by the end of December 2019, making Servicios number one in the state for another consecutive year. However, once the pandemic began, all staff were sent to work from home which led to numerous challenges, not just for our case managers, but for clients as well.

Within a short period of time the number of referrals kept increasing at a rapid rate. This made it difficult to enroll every client that would be referred to us and be able to assist them with their needs. Case managers had to learn a new system and logistics regarding purchases, billing, and one-on-one appointments with clients due to limited in-person contact.

During this fiscal year, a new WAGEES office was opened on 200 South Sheridan Boulevard to where half of our case managers have been transferred. Although this was a great achievement to be able to expand to another location and serve the west side population better, this too brought challenges regarding the systems that were already in place at the Servicios main office.

Despite these back-to-back challenges, the WAGEES team has successfully pushed through and has demonstrated effective communication and work ethic. Since the pandemic began, case managers have continued to work at the office with staggered work schedules to make sure clients are receiving proper and efficient services.

Some of the events that took place during the 2019-2020 fiscal year that the Wagees team contributed to included End of the Year Celebration, Christmas en Comunidad, A Winter Coat Giveaway, the Four Directions All Nations March, Census 2020 Training, and the Parents on a Mission program.



“One of the big things with Servicios that really helps our clients through our WAGEES program is that fact that we are a one-stop shop. So we are able to figure out their immediate needs, pacify that, and get them in a situation where they are stable.”

- Fabian Ortega, Deputy Director
excerpt from WAGEES DOC video

SOR

STATE OPIOID RESPONSE PROGRAM

The State Opioid Response Program (SOR) began in August 2019 to support Denver's victims of the opioid crisis with case management, medication assisted treatment referrals, and peer support groups. Our staff, who each have their own lived experience with drugs and alcohol, began training in mid-September in La Junta, CO with Recovery Coach Academy Training and have committed to continuous training since. Consistency has been a key factor in the success of this program for both staff with trainings and clients with their treatment plans.

The 2019-2020 fiscal year included trainings on parenting through recovery, needle exchanges, mental health first aid, overdose prevention, trauma-informed practices, and mental health awareness. These deep dives fully prepared our team for the road ahead. We made concerted efforts to reach out to different community partners and agencies throughout the Colorado recovery community to create viable options and solutions for those suffering with addiction.

We have working relationships with several treatment facilities throughout the state as well. These connections help us to guide those in need to map out a plan for their recovery process from detox to out-patient to after care treatment and everything in-between. Facilities we met with included clinics, hospitals, correctional facilities, community coalitions, women's shelters, and treatment centers to build to our ever-expanding list of resources. We also attended multiple events pre-COVID to connect with individuals and community.

During this fiscal year, our team served 167 clients and had over 300 referrals, helping each to the best of our abilities on their road to recovery. As we know, this road is bumpy. Folks in recovery live their lives one day at a time and things may change minute-to-minute, making it difficult to determine what is a "success". We often find our clients require more treatment and new additions to plan on their path. That's why we always celebrate the small successes.

One of these successes included working with her public defender to help a mother, who had recently given birth, on her road to recovery so she could regain custody of her baby. We helped her get into a treatment program, and after being removed from that program for being disruptive, we found one that was a better fit and she successfully completed. She is now in Sober Living and working towards getting her son. Hers is just one of many stories of slow, but hopeful progress as we partner on their journey to maintaining a healthy life.



EGP

EMPLOYMENT GROWTH PROGRAM

Servicios de La Raza Employment Growth Program (EGP) began to provide people with the basic resources and tools to obtain and sustain long-term employment. Our goal is to reduce barriers many of our clients face in the workforce. We assist job seekers by identifying appropriate career options and educational and training opportunities to excel in their chosen field.

This fiscal year we focused on creating a network to retain employment for our clients. Case management; resume building, and sending out job applications are just some of the services we provide. Our team attends job fairs and keeps constant communication with employers so we can ensure our clients are a priority for those employers looking to hire.

EGP faced many obstacles due to COVID-19. Job fairs are now being held virtually and many employers have been interviewing virtually or have stopped hiring altogether. This has made it difficult for the community we serve. We have also been assisting clients via phone and e-mail, providing intakes and assisting with resumes and applications virtually.

Our team attends virtual job fairs to provide job leads to those who have been searching for employment. This has undoubtedly slowed down our client volume, but we hope this will be momentary.

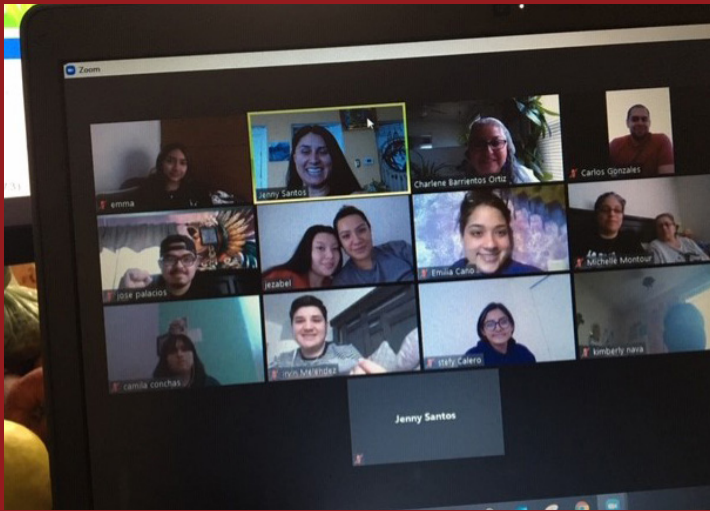
Our team works directly with Servicios' re-entry programs, assisting many clients who are on parole, on probation, or who have been incarcerated. These clients face a multitude of obstacles and we are dedicated to helping them stay out of the legal system. Securing steady employment is a big part of that.

EGP has been working on fine tuning our skills to become experts on everything vocational from how to dress for and speak at interviews to providing mental health resources for clients. Many of these clients have very harsh restrictions including limited time out of halfway houses, transportation, internet, and phone use. We have found the best results through maintaining a hands-on approach, walking our client's step by step through their job search and submitting applications. We want our clients to thrive and feel accomplished.

As a result of COVID, many of our clients have found themselves without the knowledge and resources to work, interview and train with employers that require virtual and technological capabilities. Servicios has been providing training and connecting many clients to various resources to improve these skills.

We have seen a big growth in clients compared to previous months as well as employers and recruiters who want to work with us. We have partnered with Glaztech, Barriers Technologies, Hire Connection, and Soderberg Masonry. Servicios will also be collaborating with the Denver County Sheriff's to offer inmates post and prerelease vocational services. We will soon begin our Financial Empowerment Program that will work in conjunction with EGP, where we will offer clients trainings on things like financial literacy, building credit, and budgeting. We are happy to see the program growing.

As of June 1, 2020, we have assisted 64 clients in retaining and maintaining employment. We have had 142 outcomes which include forklift trainings, flagger training, culinary arts, safety trainings, GED enrollment, and IT trainings. EGP hosted two job fairs pre-pandemic in Camp George West and Arkansas Valley Correctional Facility; with over 63 inmates in attendance. Unfortunately, all other in person job fairs had been cancelled, but we look forward to more in the future.



20 youth started the program prior to the pandemic (17 graduated)

Youth engaged in **13** sessions, half in-person and half over zoom.

27 volunteers participated in the Migration is Beautiful mural project for the community.

3 students received scholarships from the committee!



LA RAZA

YOUTH LEADERSHIP PROGRAM

The mission of the La Raza Youth Leadership Institute is to empower Latino Youth to achieve their educational and leadership potential and instill the desire to give back to the Latino Community. Social justice, human rights, and the advancement of the Latino community are at the forefront of this program. Since its inception in 2004, we have graduated 365 students. In 2020, seventeen youth graduated from the La Raza Youth Leadership Program (our 16th cohort) joining from five different counties.

In the past years we have had 95% of our youth graduate. Due to the pandemic, the average dropped by 10% (85% graduated). The youth participated in thirteen sessions. The sessions began in person in early 2020, then transitioned into a virtual platform due to the COVID-19 pandemic.

When the pandemic hit, a tough decision had to be made by both the youth participants and the committee members. We had to decide whether to continue with the program, figure out technological abilities, and debate alternate options. Youth and committee members realized the importance of the program and continued transitioning from in-person to Zoom, with conference calls being an alternate option.

Thirty-two presenters volunteered to educate (in person and Zoom sessions) the youth around issues including institutional racism, Know Your Rights, LGBTQIA+, Curanderismo, self-healing, suicide, Chicano studies, and more. During the COVID-19 pandemic, the importance of continuing to work with youth became vital as they transitioned into a new society of social distancing and quarantining.

The new changes impacted teens emotionally and physically, as human connection is essential for both youth and adults.

The other segment of the La Raza Youth Leadership Institute is the La Raza Youth Leadership Conference and the La Raza Youth Leadership Program. The conference exposes Latinx youth to higher education, career planning, self-esteem building, cultural identity and developing leadership skills. We are projecting that the next conference will take place in 2022.

Thank you to our incredible program presenters!

Rudy Gonzales, SDLR
Executive Director

Dr. Dellena Aguilar

Dr. Dominic Martinez, Senior
Director, Office of Inclusion
and Outreach| Undocumented
Student Services | University
of Colorado Anschutz Medical
Campus

William Mundo, Medical
student, University of Colorado
Anschutz Medical Campus

Itzel Martinez, Medical
student, University of Colorado
Anschutz Medical Campus
Michelle Montour, Chicana
Studies Teacher

Jenny Santos, Legal Victim
Advocate

Carlos Gonzalez, Community
Re-entry Specialist

Josef Lopez, Behavioral Health
Specialist, Lookout Mt. Youth
Services Center

Jennifer Roybal, SDLR Re-entry
Program Coordinator

Dr. Johnny Ramirez, DU
Visiting Teaching Assistant
Professor

Michelle Tijerina, Voz y
Corazón Program Coordinator

Miriam Tapia Salinas
Gisel Chavez Perez, College
Access & Diversity Fellow
Undergraduate Admission

Yvonne Cherena-Pacheco

Ara Cruz, Words to Power
Executive Director

Debora Montoya, Chicana
Studies Professor

Koreena Montoya,TRIO
Upward Bound, Director, Front
Range Community College

Charlene Barrientos-Ortiz

Thomas Lopez, Chief

Carlos Castaneda, Grupo
Tláloc Capitán

Miriam "Mimi" Puga Madrid,
The Denver Post Columnist

Jamie Torres, Denver Dist. 3
City Council women

Julie Gonzales, CO Senator
Dist 34

Serena Gonzales-Gutierrez, CO
House of Representative Dist 4

Celeste Razavi-Shearer. Yogini

Sylvia Ramos Gamboa,
VISTAS Program Director

Elen Ojeda, VISTAS Case
Manager

Faugier "Fryda" Ferreira,
Secretary for the Keeping the
Dream Alive & Metropolitan
State University Campus
Advisor (Denver Scholarship
Foundation)

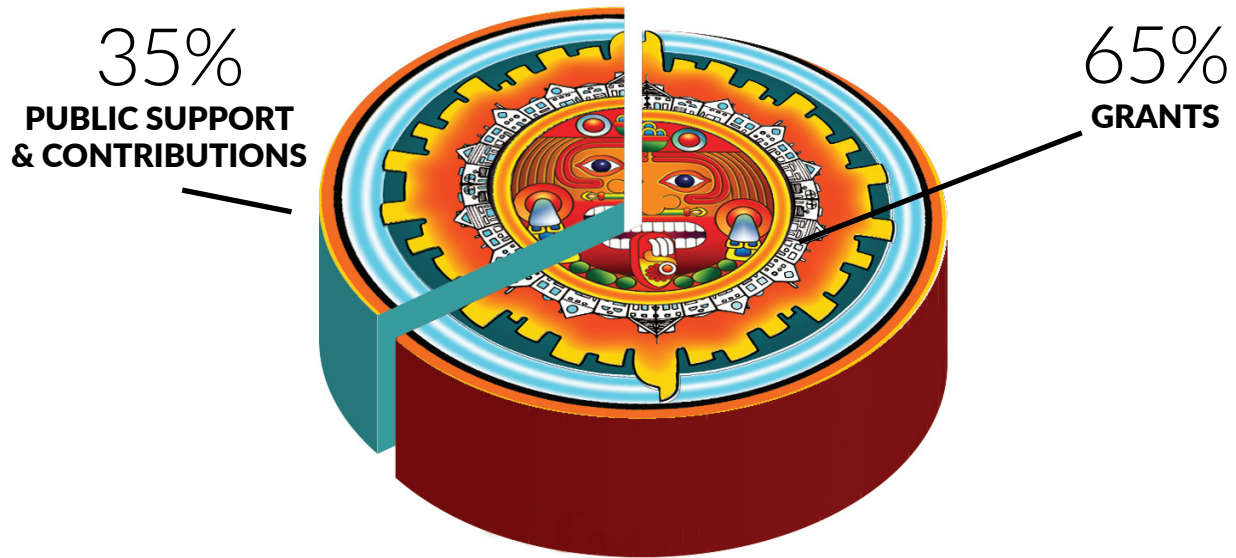
Adrian Mendoza

Victor Galvan, Political Field
Director

Joe Salazar, Esq. former CO
House of Representative

Finances

REVENUE | \$4,113,126



EXPENSES | \$3,554,115



ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$ 1,123,014
Grants receivable	446,979
Prepaid expenses and other current assets	<u>8,963</u>
Total Current Assets	<u>1,578,956</u>

PROPERTY AND EQUIPMENT

Land and building	1,743,833
Furniture and equipment, Vehicles	69,780 21,399
	<u>1,835,012</u>
Less accumulated depreciation	<u>(316,571)</u>
Net property and equipment	<u>1,518,441</u>

OTHER ASSETS

Deposits	<u>3,410</u>
Total assets	\$ <u>3,100,807</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable and accrued expenses	\$ 149,013
Accrued compensation and benefits	85,677
Line of credit	126,477
Note payable, current portion	<u>23,112</u>
Total Current Liabilities	<u>384,279</u>

LONG-TERM LIABILITIES

Note payable, net of current portion	<u>352,688</u>
Total Current Liabilities	<u>736,967</u>

NET ASSETS

Without donor restrictions	1,340,668
With donor restrictions	<u>1,023,172</u>
Total Net Assets	<u>2,363,840</u>
Beginning of period	958,813
End of period	<u>1,340,668</u>
Net Increase in Assets	\$ <u>381,855</u>

CASH AND CASH EQUIVALENTS

Beginning of Period	355,803
End of Period	<u>1,123,014</u>
Net Increase	<u>767,211</u>

TOTAL LIABILITIES AND NET ASSETS	\$ <u>3,100,807</u>
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Volunteers, Donors, & Contributors

Individuals

Alondra Gil Gonzalez
Amanda Orta
Ana Antonio Rodriguez
Ana Rodriguez Antonio
Anette Howard
April Cervone
Arely Campuzano
Belen Garcia
Bianca Munoz
Carlos Gonzales
Carmenlita Denise Rey
Elva Campuzano
Emilia Cano
Evelyn Rivera
Francisco Zamora Flores
Gerlyn Gonzalez
Isela Granada
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Markus Ramirez
Michelle Montour
Mireya Ramirez
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Nicolas 'Nico' Cunningham
Nicole Muñoz
Niko Cunningham
Raul Cruz
Rica Rodriguez
Shay Waller
Silvia Gamboa
Stephen DeHerrera

Victor Gandara
Yarahi Campuzano
Yesica Cervantes
Zefero Ramos

Interns

David Fernandez,
University of Denver
Gladys Aispuro, Metropolitan
State University
Julia Matamoros,
Regis University
Mary "Katie" Barajas,
Regis University
Sandra Rodriguez,
Naropa University

Companies & Organizations

A Precious Child
Alamo Draft House
Aurora Public Schools
Boost Mobile
Brothers BBQ
Care and Share Food Bank for
Southern Colorado
Cherry Creek Medical Aesthetics
Chika Lashes
Chipotle
City and County of Denver, Agency
for Human Rights and Community
Partnership, Office of Immigration
and Refugees
Colorado Rockies
Colorado Springs Food Rescue
Deerfield Community Center
Denver Avalanche
Denver Broncos
Denver DA
Denver Public Health
Denver Sherriff Department
Don Julio
El Paso County Public Health
El Paso County Sheriff
Fire On the Mountain
Front Range Community College,
Koreena Montoya

Galperin and Associates
Gang Rescue and Support Program
(GRASP)
Gleam Car Wash
Herradura
Hey Honey
Hispanos Unidos Colorado Springs
HQ Salon
Impact Charitable
Kettle One Vodka
King Soopers
La Rumba
La Rumba
Les Schwab Tires
Metropolitan State University of
Denver
North Colorado Health Alliance
Pepsico
Pikes Peak Community Foundation
Poudre School District
Prodigy Coffeehouse
R&A Roofing LLC, Miguel Ruiz,
Raicines Resturant
Safeway
Sephora
Starbucks
Starbucks
The Corner Store Framing
The Gazette
The Southeast Express
Tigre FM Radio
University of Denver
Vexen Lash Babe
Village Exchange Center
Vivent Health
Walmart
WASSER Law
YMCA of the Pikes Peak Region

Staff & Board Members who served within the 2019-2020 Fiscal Year



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REP. JOSEPH SALAZAR - PRESIDENT 2019
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ARRAH GALLAHER - VICE PRESIDENT 2019
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ANTONIO ESQUIBEL, PH.D - TREASURER 2020

LYNN ROSALES - SECRETARY
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REBECCA L. ROSALES
JOHN C. RONQUILLO, PH.D, MPA
CECELIA C. GARCIA

Administration

RUDY GONZALES - EXECUTIVE DIRECTOR
FABIAN ORTEGA - DEPUTY DIRECTOR
DANIELLE NACHOWITZ - COMMUNICATIONS COORDINATOR
DIANA LOPEZ - RECEPTION
GAIL GONZALES - CONTRACT CHIEF FINANCIAL OFFICER 2019

ASHLIE MASON - SENIOR ACCOUNTANT
JASON GUERRERO - CONTRACT CHIEF FINANCIAL OFFICER 2019-2020
SUMESH TRIPATHI - BUSINESS ACCOUNTANT
JACOB HEREDIA - COMPTROLLER
MONI LUCERO - BUSINESS OFFICE DIRECTOR
JAZELLE CASEUS - ACCOUNTS PAYABLE

Behavioral Health

ANA VIZOSO, LPC, LAC - PROGRAM DIRECTOR
RICK THOMPSON - SUBSTANCE USE COUNSELOR
CECILIA SARDIÑA - CASE MANAGER
GERALDINE MONTERROSO, LPCC - BILINGUAL THERAPIST
ANAÍSA LÚA, MA, LPCC - BILINGUAL THERAPIST
SUSANA ALBADRI - CLINICIAN

TJCC

FRANK CORDOVA - PROGRAM MANAGER
NEVA MARTINEZ ORTEGA, LPCC - CO-PROGRAM MANAGER
TERI WOLFE - CO-PROGRAM MANAGER (CCH)
JOEL ZAVALA - CASE MANAGER
JASON HARRIS - PEER MENTOR
PHILIP ROYBAL - PEER MENTOR
EVELYN HARDY - CASE MANAGER
MARCUS WEAVER - VOCATION SPECIALIST
LUCAS SWEENEY - VOCATIONAL SPECIALIST
SABRINA CAPLIS - CASE MANAGER
MARITZA VAZQUEZ - PEER MENTOR

WAGEES

JENNIFER ROYBAL - PROGRAM CO-COORDINATOR
ITZEL GONZALEZ - PROGRAM CO-COORDINATOR
STEPHEN DEHERRERA - CASE MANAGER
ANTHONY LUNA - CASE MANAGER
JIMMY CHACON - CASE MANAGER
ERYKA RIBOTA - CASE MANAGER
WILLIAM LUCERO - CASE MANAGER
STEPHEN DEHERRERA - WAGEES19 CASE MANAGER

Staff

La Gente

JALENE SALAZAR - PROGRAM COORDINATOR
JOSE PEREYRA-FAUDO - MEDICAL CASE MANAGER

BES

JUANITA MONTOYA - PROGRAM COORDINATOR
STEPHEN DEHERRERA - CASE MANAGER

HELP

HILDA GONZALEZ - PROGRAM DIRECTOR
DR. RICARDO GONZALEZ, MD, MPH - CLINICAL RESEARCH PROGRAM COORDINATOR, MEXICAN CONSULATE
JEHIMY PROANO - HEALTH COVERAGE GUIDE
ODALYS AVILA - HEALTH COVERAGE GUIDE
JULIANNA RAMIREZ - COMMUNITY NAVIGATOR

VISTAS

SYLVIA GAMBOA-VILLAR - PROGRAM DIRECTOR
BIANCA MUÑOZ - LEGAL VICTIM ADVOCATE
JENNY SANTOS - LEGAL VICTIM ADVOCATE
LIZBETH CAMPUZANO - CASE MANAGER
ELEN OJEDA - CASE MANAGER

Statewide Services

JULISSA SOTO - PROGRAM DIRECTOR
CINDY MARROQUIN - CONTRACTOR

State Opioid Response

JOHN DE LEON - PEER RECOVERY NAVIGATOR
LISA SAENZ - PEER RECOVERY NAVIGATOR
LILIA RICO - PEER RECOVERY NAVIGATOR

Employment Growth Program

LIZBETH CAMPUZANO - CASE MANAGER



Mil gracias for your support this fiscal year!

Stay connected:



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