



# Puertas Abiertas

Community Resource Center

2021-2022

Impact Report

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# from the executive director

Dear Beloved Community,

I am proud of Puertas Abiertas' dedicated and valuable team and Board of Directors who have risen to the challenges to adapt to serve the needs of our community during these last five years of unprecedented times of natural disasters and a global pandemic. The great support from our community, donors, partners, and volunteers has been fundamental to overcome the enormous adversity.

We have lived our mission, vision and values by continually advocating for and addressing the needs of our community. We carry our mission in our *corazones* (heart) because our families have lived similar stories.

Our commitment to serve our Latino community continues standing firm, and our vision to build an integrated community where there is no underserved population and where everyone has equitable access to services and resources and civic participation has only been further reinforced in our day to day efforts.

Additionally, we are excited to share that we decided to embark on a comprehensive strategic plan to strengthen our foundation and reevaluate our priorities and services to better serve our community. Please look forward to the completed report in Fiscal Year 2022-2023!

This report is all about Puertas Abiertas' impact in the community during Fiscal Year 2021-2022, and the fruits of our efforts. Just as we have been built from the community, we will continue to work for the community.

*Gracias por su confianza.*  
Thank you for your trust.

Sincerely,



Blanca Huijon,  
Executive Director



## BOARD OF DIRECTORS

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# who we are

**"I want to thank Puertas Abiertas' staff for the willingness, kindness, affection, and above all that beautiful vocation you have to seek the means to help others."**

**-Client, Veronica, 51**



## our mission

Our mission is to work hand-in-hand with Latinos to inspire and achieve healthy living, self-sufficiency, and opportunities for leadership and community engagement.

## our vision

Our vision is to create a healthy, integrated community where there is no underserved population and where everyone has equitable access to services, resources, and civic participation.

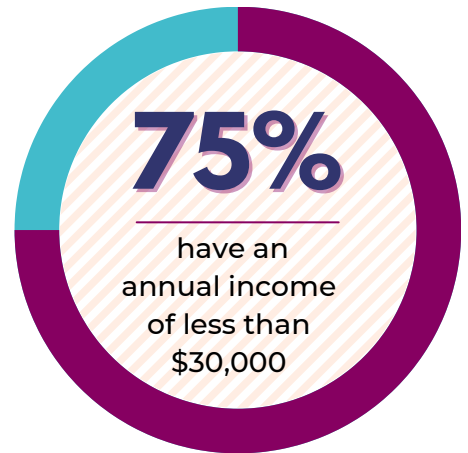
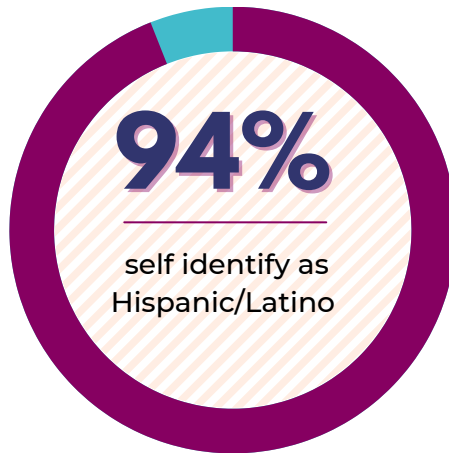
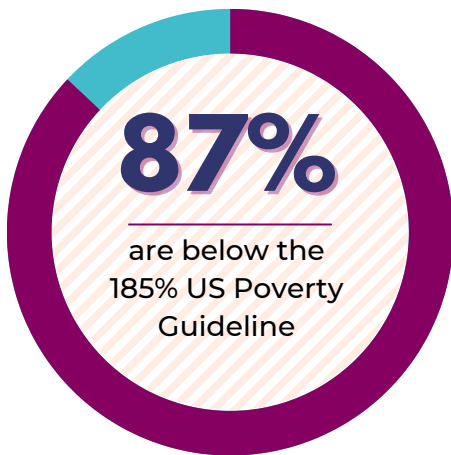
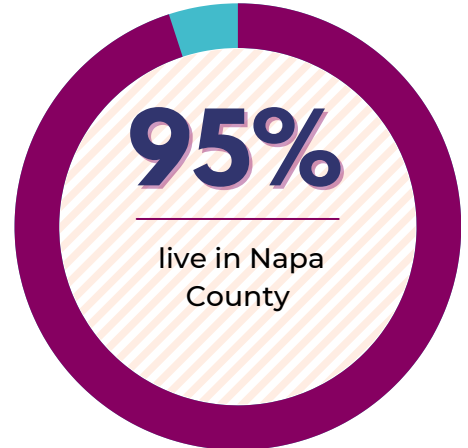
## our values

Our focus is to proactively solve problems and support our community's rights to access essential services. We follow our community's needs for expanding literacy, increasing well-being and productivity for Latinos because doing so means a happier, healthier, more economically vibrant community for everyone.

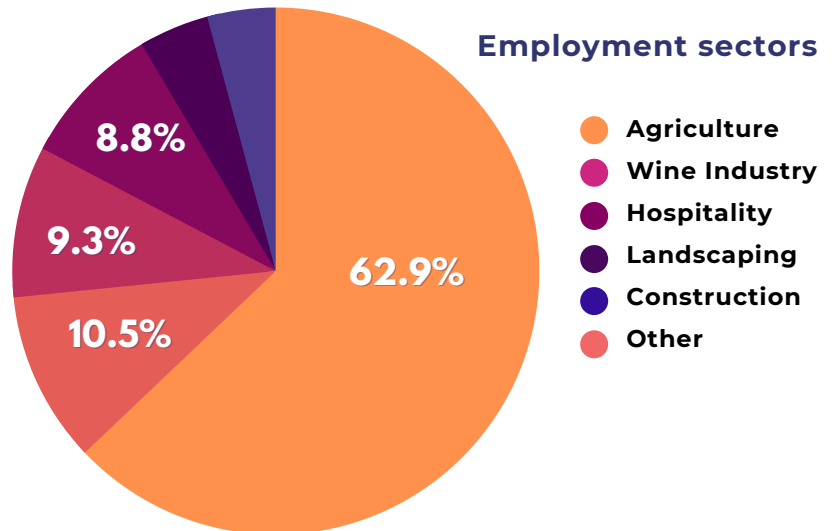
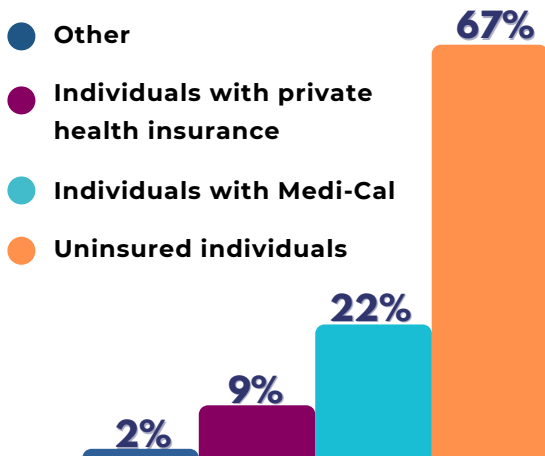
# who we serve

3,965

individuals served in 2021-2022



67% of clients do not have health insurance



# what we do

Puertas Abiertas is a vital resource and a gateway for access to health and social services and a culturally appropriate service provider to Latino families. We proudly hold a **culture of compassion** and **trust** while providing a warm and **non-stigmatized safe space** for clients from all walks of life.

We serve any individual or family in need who resides or works in Napa County. Our welcoming and resourceful team is fully bilingual (Spanish & English) and bicultural, and provides wrap-around services and case management through our **culturally competent programs** within our five core service pillars: (1) Health & Wellness, (2) Education & Self-Sufficiency, (3) Civic Engagement, (4) Legal Navigation, and (5) Disaster Relief.



Read ahead to see highlights from these programs!





# highlight

## Education & Self-sufficiency

Puertas Abiertas' **Financial Literacy** program is designed to teach the Latino population skills on how they can build self-sufficiency and increase their families' financial security. Topics covered include **opening and managing a bank account, saving strategies and budgeting, and credit building**, among others. Through programs such as these we are able to enable financial empowerment.

**\$15,000** was distributed to 15 clients at completion of the program for them to use to open a bank account, emergency savings, or urgent immediate needs such as rent or bills.

Our Education & Self-sufficiency programs offer life skills, education and guidance, and advocacy services to support personal growth and family stability. Amongst this program, the most in demand service is form filling assistance such as

- EDD Unemployment, Paid Family Leave, Disability
- Housing Applications
- Medi-Cal
- Social Security
- Simple translations amongst many other



**30%** of total clients served accessed our educational and self-sufficiency services

more than **700** forms were filled & more than **400** referrals were made!

# highlight

## Health and Wellness

**La Cultura Cura** is a free 10-week workshop series facilitated in Spanish by a bilingual/bicultural therapist. The program allows participants to explore the topics of wellness in all its aspects of mental health in order to develop a wellness culture and lifestyle by integrating mind, body, and spirit.

The program's culturally relevant approach allows participants to become more aware of the importance of caring for their mental health, breaking generational trauma cycles and stigma, and creating a stepping stone for individual counseling.

**In 2021-2022, our mental health and wellness programs, including La Cultura Cura, benefitted 95 individuals.**



## Promotoras

As part of the **Vaccine Outreach Collaborative** (a collaboration with other essential Napa County nonprofit agencies), Puertas Abiertas' Health *Promotoras* (Promoters) have been instrumental in disseminating reliable health information to the community! Through their outreach efforts

**800+**

vaccines were administered at two vaccine clinics, which Puertas Abiertas hosted

**250**

COVID-19 test kits were distributed

**50k+**

cumulative individuals were reached across Napa County

**We are so grateful for their support.  
Without them, this wouldn't be possible!**



# highlight

## Health and Wellness Cont.



The **Fruit and Veggies Bucks Program**, in partnership with the **Napa Valley Farmers Market**, has been addressing food disparities and alleviating food insecurities for low income Napa families. **Since 2020, the program has assisted 178 families with over \$40K for food!**

### how it works

Qualifying families attend the Farmers Market for three consecutive weeks. Each week they receive \$100 "bucks" (coupons) to purchase fruits and vegetables. **Through this program all families are treated with dignity and respect and equitably access healthy and good quality food which enriches their families' and their lives.**

**2021-22**

**alleviated food insecurities for**

**82 families \$21,400**



*"I am a single mother, and when I lost my job I worried about how I would feed my family. This program helped me bring food to the table when I most needed it."*

*-Fruit & Veggies Bucks client*



# highlight

## Civic Engagement

The **Citizenship Legal Services** collaboration with Immigration Institute of the Bay Area (IIBA), On The Move Family Resource Center, UpValley Family Resource Centers, and Puertas Abiertas continues to make an impact across Napa County to help eligible Legal Permanent Residents become naturalized US Citizens. Through Puertas Abiertas



811

clients received immigration services.

134

clients were helped with their Naturalization applications to begin their process toward US Citizenship.

1886

individuals were reached for the CLS program through our outreach efforts.

## Volunteer Highlight

*The common thread, theme, throughout all of my volunteer experiences, with every immigrant I met, is that I became the spectator, a bystander, eavesdropping into a private journey, of which I had no real understanding, how could I? A US born citizen! In their interactions with me, I saw in them a growing confidence, pride, courage, and self determination. The Citizenship Legal Services teams and I have been a vehicle for all of our clients to access a brighter future.[...]*

*If I can, if we can, instill in every immigrant that wonderful sense of "Si Se Puede", and enable people to walk taller and straighter, we are able to share in their successes and accomplishments. We are a stepping stone! [...]*

Kelly Pepper, CLS and Puertas Abiertas Volunteer since 2013 & Puertas Abiertas' Spanish Civics Class teacher since 2021. Pepper is pictured above on the left with board members and staff.





# highlight

## Legal Navigation



Puertas Abiertas offers referrals to trusted legal service providers and guidance to help clients obtain access to necessary legal services. Our partners include the **US Department of Labor, Napa County's District Attorney, Napa Valley Fair Housing, Bay Area Legal Aid**, among others. With our partners assistance we host quarterly informational workshops in Spanish on **Consumer Rights, Housing Rights, and Labor Rights**.

In partnership with Napa County's District Attorney's we developed an **Emergency Victim's Fund**. We **assisted with over \$31k** directly to individuals who have been survivors of crimes such as **Domestic Violence, Human/Labor Trafficking, Child Abuse, Attempt of murder/Assault, and Identity theft**.

## Disaster Relief

Post-pandemic, we continue to see first-hand, the difficulties many people are experiencing; financially, emotionally, and physically. As a response to the high demand, in 2021-2022, we continued assisting our vulnerable and low income community members with disaster relief and recovery. Through this program, we have provided financial assistance to cover rent and essential utilities costs in addition to continuing our Fruit & Veggies Bucks program and implementing additional mental health wellness programs.

**100% of the clients assisted experienced unemployment or loss of work hours due to the COVID-19 pandemic**



**\$313k**

in relief assistance was directly distributed to

**497**

families to cover rent and utilities

*Through Puertas Abiertas' programs, my son and I were able to enjoy a home this year which, due to unforeseen circumstances, we almost lost. Feeling devastated, just at the right time, I received a call from your program. I will never forget this blessing and receiving the kindness of those who helped me and not only that, took the time to listen to me, it was something invaluable. Thank you!*

-Disaster Relief client

# impact story



Client story submitted by  
Alejandra Quintana, Senior Case Manager

Puertas Abiertas' ability to create a sense of community, welcoming, empathetic, and safe space for vulnerable individuals is crucial.

A 49 year old client, reached out to us in June 2022. When he called, he had a difficult time opening up and being vulnerable regarding his situation and needs. Our Senior Case Manager guided him to share, bit by bit, what he felt comfortable with. First, he shared he was seeking mental health services and other resources after receiving the devastating news that he was diagnosed with cancer. He mentioned that he was going through a lot of emotional distress with feeling extremely overwhelmed, worried, and alone and he was having a difficult time processing the life changing news.

He went on to share that he was alone in the USA after migrating from Mexico. His family was back in Mexico and he has dedicated years of working hard to be the provider for the family. With the health news, he was, undeniably, uneasy about what his future held. Being an immigrant with no status or medical insurance, the fear of reaching out for support and services was difficult for him. As the weeks and months passed his illness was progressing. He had to get several surgeries which affected his speech, and has been going through chemotherapy all the while dealing with other medical emergency visits.

It is our moral responsibility as an agency to support our community in times of crisis, and provide a roadmap to access equitable services. The community has established such trust and hope in Puertas Abiertas that it is critical we assess, support and instill hope and stability in their lives to be able to navigate such challenging times. Below are some of the services we helped him with.

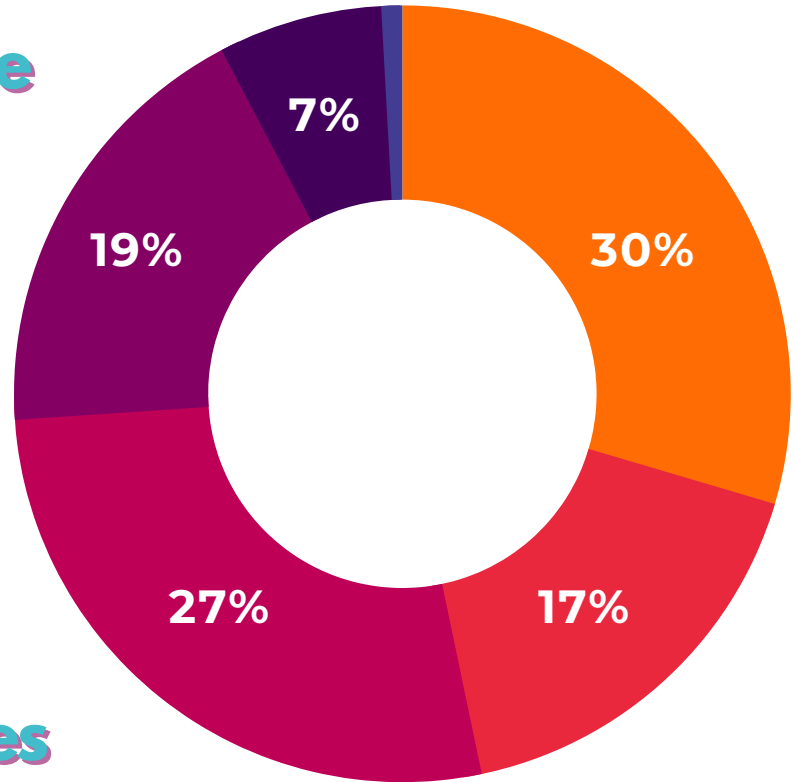
#### Services Accessed:

- Financial Literacy - Received \$1,000 Stipend
- Farmers Market Food Program - \$300 Fruits & Veggie Bucks to purchase fruit and vegetables
- Form Filling - SDI Application & certification
- Form Filling- DMV - To obtain a disabled parking plate
- Information for mental health services + added to Puertas Abiertas' waitlist (he mentioned he will reach out to us when his health allows
- Referrals/Information to resources at CARE Network
- Others

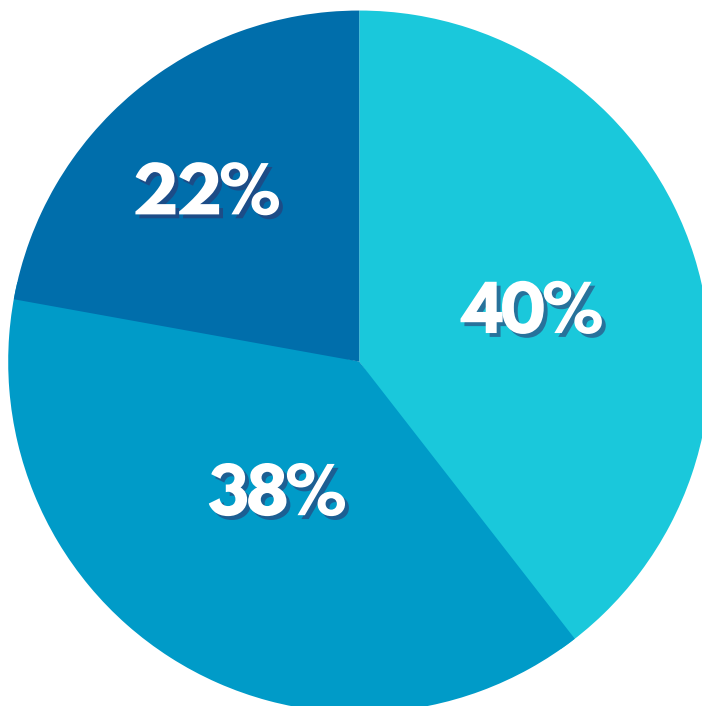
The client is a great example of resilience, self sufficiency, and determination. We are still in constant communication with him and feel glad that he is now comfortable enough to share updates with us regarding his health, needs, and questions he may have. Unfortunately, as of now he is still having emergency visits to the hospital due to his health and receiving radiation and chemotherapy. However, just being able to be a part of his story and help him in his resilience journey is invaluable. Especially knowing that he does not have family physically present to support him during these difficult times.

## FY 2021-2022 Revenue

Foundation and trust grants	\$153,445
Corporate and business grants	\$227,332
Corporate & business contracts	\$143,252
Government grants	\$247,126
Individual contributions	\$57,106
<b>Total Revenue</b>	<b>\$828,261</b>



## FY 2021-2022 Expenses



Operating Expenses	22%
Programs & Direct Client Assistance	38%
Salaries & Personnel	40%



# how you can help



## IN MEMORY

Make a donation in honor of a friend or family member.



## IN-KIND

Donate gift cards for groceries and clothing for families in need.



## VOLUNTEER

Get involved with various activities as a volunteer.



## CORPORATE DONATION

Underwriting or sponsor an event or set up a corporate gift.



## CORPORATE MATCHING GIFTS

Request that your employer or board match your contribution.

## how can you make a contribution?



Please make your tax deductible donation check payable to **Puertas Abiertas** and mail it to:

**Puertas Abiertas**  
**PO Box 3009**  
**Napa, CA 94558**



To donate online, scan the QR code or visit:

**<https://www.puertasabiernasnapa.org/donate>**

Puertas Abiertas Community Resource Center is a 501(c)(3) nonprofit organization in Napa  
**Tax ID#20-3126333**

# thank you

# gracias



## get in touch!

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