

2020

# Puertas Abiertas

Community  
Resource Center

## Impact Report



Community Resource Center  
Centro de Recursos para la Comunidad

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# about

Puertas Abiertas Community Resource Center (Puertas Abiertas) is a 501(3)(c) non-profit organization in Napa, California formed in 2005. Puertas Abiertas is celebrated in the Napa community as the gateway for access to health and social services, a culturally appropriate service provider to Latino families, and a collaborator with a wide variety of community partners.

People come to Puertas Abiertas whenever they have a need. They know Puertas Abiertas can be trusted to provide factual information and that they will be assisted with care. The Puertas Abiertas' team is bilingual (in Spanish and English) and bicultural. They create a culture of compassion and trust and provide a warm and non-stigmatized safe space for clients.

Puertas Abiertas has maintained its vitality as an essential resource that provides a variety of health, social, and educational services that have significant impacts on family interaction, financial stability, civic involvement, and educational success.

## 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.

**trustworthy**  
**welcoming**  
**resourceful**  
**efficient**  
**service-oriented**  
**collaborative**

# dear friends,

Since 2005, Puertas Abiertas has been committed to the vision of having a healthy and integrated community. Puertas Abiertas goes beyond advocating for the vulnerable community members and provides much needed support to our community. Our clients' stories resonate with and inspire our team. They spark our passion and dedication to serve our community.

I had the privilege and the honor of becoming Puertas Abiertas' Executive Director in August 2019. Less than a year later, the COVID-19 pandemic shook the whole world and greatly impacted our local communities. Since Puertas Abiertas is a vital service provider and trusted by the community to be available in times of crisis, we quickly reformatted and structured our operating system to continue providing necessary services.

In this past year, I have been amazed at the outpouring of support that our dedicated team and volunteers, committed board, donors, and all of you continue to give Puertas Abiertas. Your generosity has helped us create a stronger foundation to continue providing a safety net for the Napa Valley Latinx community to heal when faced with adversity. We will continue working diligently to address the needs of our community and find equitable solutions to create lasting change.

Thank you for being part of our family.

Sincerely,  
Blanca Huijon,  
Executive Director



## BOARD OF DIRECTORS

Sharon Macklin,  
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Vice President

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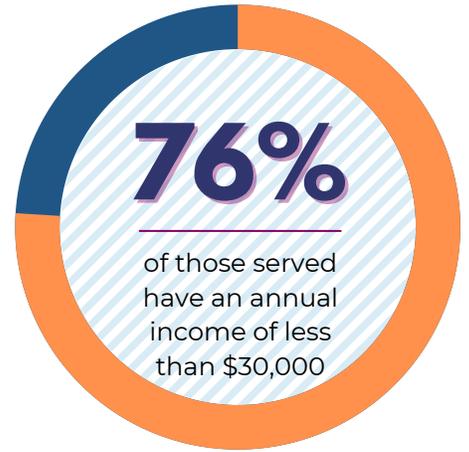
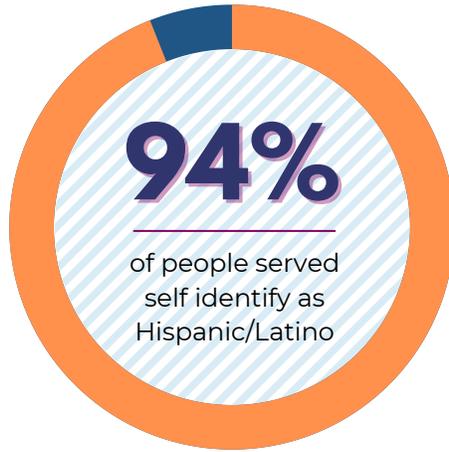
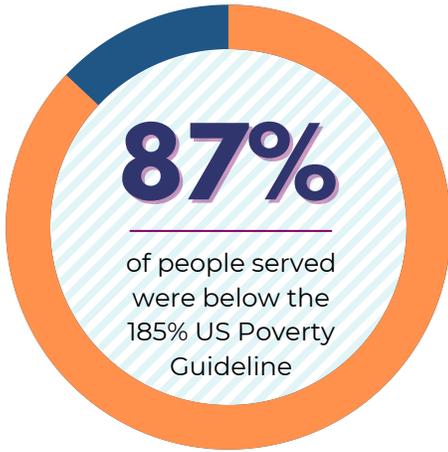
Stephanie Martinez,  
Member

# thank you

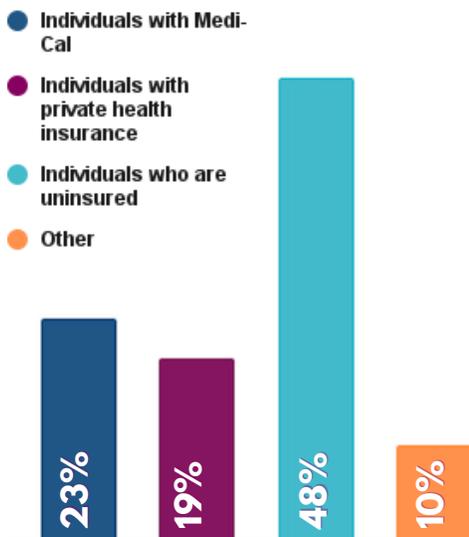
We are grateful to our supporters and donors who have believed and invested in us in good and challenging times. We honor the love which continues to keep our doors open. Thank you for nurturing our past, present, and future!

# gracias

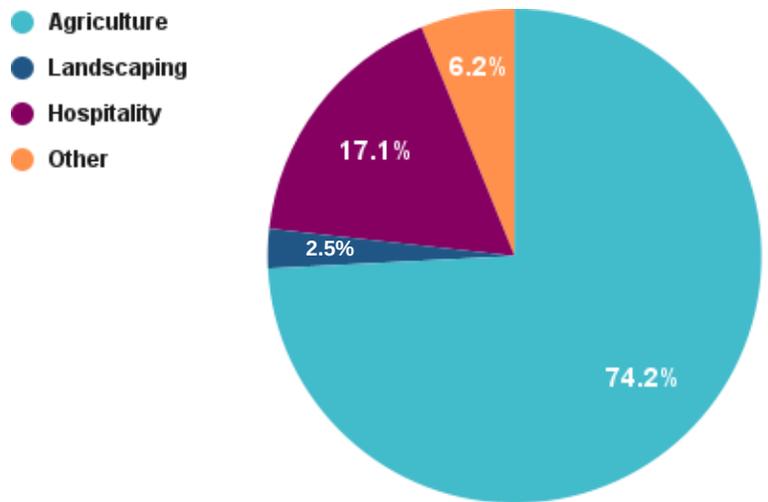
# who we serve



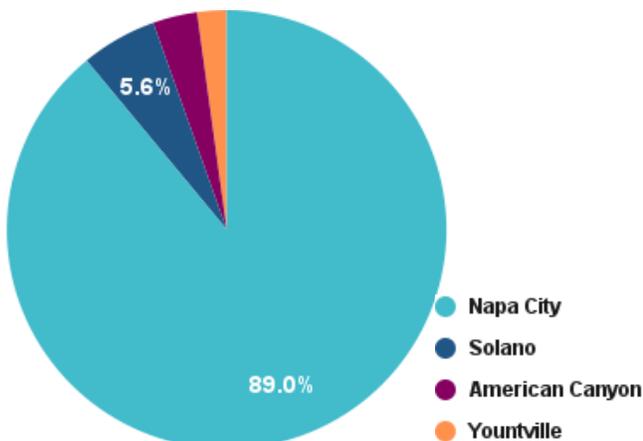
## Health Coverage



## Employment Sectors



## Client Locations



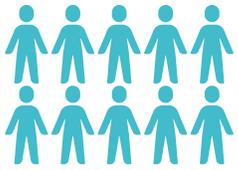
**34%** of clients have less than an elementary school education

**38%** of clients have an elementary and middle school education

**28%** of clients have obtained a high school degree or higher



# program impact



# 3,654

clients served in 2020-2021



## Top Service Highlights

### Social Services

# 1,736

individuals accessed our social services which include assistance with form filling, housing information, referrals, and informative workshops.

### Self-Sufficiency & Education

# 100

individuals accessed our educational programs and workshops; ESL, Civics Preparation, and Financial Literacy among others.

### Health & Wellness

# 94

individuals benefited from free in-house mental health services and psychoeducational workshops

### Volunteer Income Tax Assistance (VITA) 2020

# 248

tax returns were filed for free for low income families. We were flexible and met with clients virtually and in person while following safety guidelines.

## Community Reach

### 2020 Elections

# 6,254

 voters reached.

### 2020 Census

# 28,134

 individuals reached.

### Citizenship and Legal Services

# 1,839

 individuals reached.

# addressing the needs

## COVID-19 Disaster Relief Program

During the pandemic and stay-at-home orders, we shifted our focus to assist clients with immediate needs caused by COVID-19. Our priority services included referrals, educational programs and workshops, form filling (Medi-Cal, CalFresh, Unemployment, Disability etc.), mental health and wellness services (virtual counseling and psychoeducational workshops), and Disaster Relief Assistance (rental, utilities, and food assistance).

**\$315k+**

in disaster relief assistance  
was distributed to

**631**

families.



- **96 families** received **\$300** through our Fruit and Veggie Program in partnership with Napa Valley's Farmers Market to alleviate their food insecurity.
- **\$39,000** in gift cards was distributed to **195 families** affected by the 2020 wildfires.
- **\$22,880** in backpacks, school supplies, food, and water was distributed to **106 farmworkers families and 100 families** who work in other sectors through a partnership with Dreamers Roadmap.

## Impact Testimony

*"Puertas Abiertas always has its doors open to help us in difficult situations. They provide mental health connections, food, resources, but especially they lift our morale when we feel we are drowning."*

*-Maria S., Client, age 55*



# impact story

Amidst the COVID-19 pandemic, we received a phone call from a dad who was distraught and did not know where to turn. He is divorced and shared custody of his four children, all under the age of 16. However, due to a situation that happened to his daughters while at their mother's house, he immediately filed a police report and was given temporary full custody to protect his kids. He was calling us for mental health support for them since he did not want them to deal with the traumatic experiences in silence. Through our partnership with Napa County Mental Health Division, we were able to provide all of his children with one-on-one counseling services through Zoom and referrals to the county for further mental health assessments and therapy.



Furthermore, at the start of the pandemic, he was indefinitely laid off due to the scarcity of work caused by COVID-19. He is unable to apply for unemployment benefits and other public assistance resources and was struggling financially. Because law enforcement gave him temporary full custody of all his kids, he became the sole provider, and without a financial stream he was facing added stress.

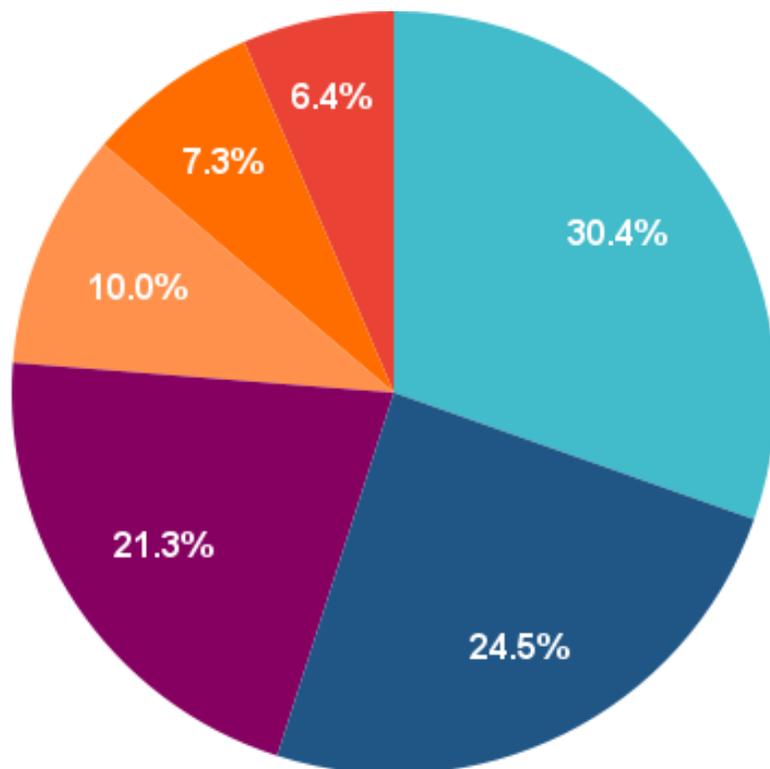
Additionally, while working with him, he called because his younger daughters tested positive for COVID-19 and the whole family had to be quarantined. Although he tested negative several times he had to re-test constantly for a month until cleared. This caused more financial stress on the family because he was not able to look for employment.

Through our Disaster Relief program we were able to help him cover one month of rent to alleviate some of the financial burden. We also provided him with food gift cards, information about the CANV Free Market Fridays, food bank, and a thanksgiving food basket which we dropped off at their doorstep while the family was in quarantine.

*"Thank you for being there when I thought I had to get through all of this alone."*

He has constantly expressed his gratitude and mentioned that his only priority is that his kids are safe, happy, and healthy. His resiliency and fighting spirit has helped him through these very challenging times. He has been very self-sufficient in advocating for himself and his family from reaching out to us for rental and food assistance, counseling services for himself and his kids, enrolling his kids in school and medical, to adjusting to their new living situation as a family. In these unpredictable times, it is critical that Puertas Abiertas, as a trusted source in the community, continues to provide these wrap-around services and lends a guiding hand in order to alleviate some of the burdens and help families find stable ground again.

## FY 2020-2021 Revenue



- Foundation and trust grants
- Corporate and business grants
- Government grants
- Individual contributions
- In Kind contributions
- Corporate contracts

Foundation and trust grants	<b>\$302,247</b>
Corporate and business grants	<b>\$244,055</b>
Government grants	<b>\$211,931</b>
Individual contributions	<b>\$99,682</b>
In Kind contributions	<b>\$72,776</b>
Corporate contracts	<b>\$63,700</b>
<b>Total Revenue</b>	<b><u>\$994,391</u></b>

## Expenses

Total Revenue

**\$994,391**

Expenses

**\$787,736**

Net Ordinary Income

**\$206,655**

# 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, visit:

<https://www.puertasabiernasapa.org/donate>



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