



**Empowering a
New Generation
of Americans**

Annual Report



2021

Adapting and Thriving through COVID-19

HUF & the Continuation of COVID-19 Pandemic

Strength in Unity

While it was a year of adapting and thriving, at HUF it was also a year of transition and new beginnings. Several senior leadership positions were filled with new faces and others were very well-deserved internal promotions. Simultaneously, we worked on re-openings at the agency level to commence providing on-site services, ensuring the safety of our clients and staff.

Our communities face great challenges. We are coping with an ongoing health crisis, potentially long economic challenges such as high inflation, straining household budgets, a housing shortage driving up rents and home prices, and historic levels of division in our country. Our roadmap for growth is ever evolving to adjust to the immediate needs of our community and clients as we all continue to pick up the pieces of where we left over two years ago. Hispanic Unity of Florida is constantly developing a model for transformative scale, outlining innovative approaches to achieving community impact and plans for sustainable funding.

HUF's vision for the next five years will build on the strong foundation we have created together. We strengthen and grow HUF's programs and services to assist more families with a faster response rate to meet their needs.



Felipe Pinzon
2022 President & CEO



John Guerrero
2021 Chair, Board of Directors

In 2020 I announced my retirement effective December 2021. The Board of Directors selected Felipe Pinzon, long-term HUF leader and the individual being groomed to succeed me, as the agency's new President and CEO. 2021 was a year of transition. Felipe was named Executive Director, co-led the agency and worked jointly on every project and major decision. Today, Felipe Pinzon is HUF's President & CEO and I am enjoying retirement. It is only fitting that Felipe recap HUF's accomplishments in 2021, but more importantly, share his vision for the agency moving forward. I am grateful to Felipe, HUF's exceptional team of staffers, our dedicated board members, collaborative partners, and supportive funders for all the support you've given HUF – and me – for the past 18 years.

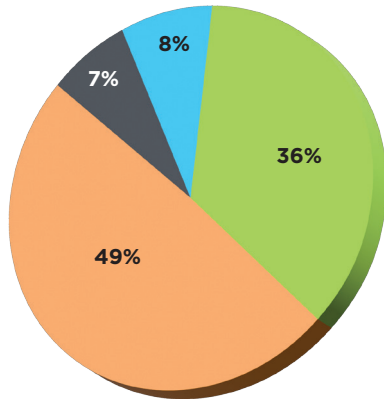


Josie Bacallao
Past President & CEO

Financials

Revenue

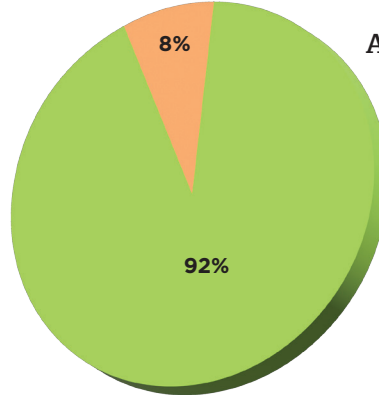
- Foundations
\$2,306,024
- Government
\$3,147,254
- Contributions
\$448,780
- Other
\$497,754
- Special Events
\$22,000



Revenue Total
\$6,421,812

Expenses

- Program Services
\$6,083,567
- Admin & Fundraising
\$548,634



Expenses Total
\$6,632,201

20,629

Number of Individuals Served

Vision & Mission

Our Vision

Everyone is empowered to live their American dream.

Our Mission

Empowering immigrants and others to become self-sufficient, productive and civically engaged.

Our Approach

For the past several years, HUF has been serving families using a two generation (2Gen) approach, which builds family well-being by intentionally and simultaneously working with children and their parents together. The 2Gen approach centers on the whole family to create a legacy of educational success and economic prosperity that passes from one generation to the next¹.

1. <https://ascend.aspeninstitute.org/2gen-approach/>

Economic Development

11,574
Individuals Served

COVID Update

HUF's Community Health Workers (CHW) focused on providing vaccine education and access to our community resources, including on-site vaccinations. We served a total of **4,426² individuals** in our efforts.

Main Number Continued to Serve as Emergency Hotline

Community members made **4,498³ calls** seeking information regarding HUF services, vaccination information, and requesting emergency assistance. Open communication during the pandemic was an important step to ensure families were directly connected to services they needed as quickly as possible.

Center for Working Families (CWF): Workforce Development

We began to see an increase in requests for employment services at the beginning of 2021, although it was challenging to connect with clients as many were fearful of enclosed spaces. We assisted **199 individuals** with resumes, job readiness workshop trainings, and job searches.

Health and Public Benefits: Income Supports

Comprando Rico y Sano

Food insecurity and the need for access to health and application assistance continued to be a primary focus of our public benefits team in 2021. CHW submitted **2,740 SNAP** (food stamps) applications in 2021.

CHW facilitated 18 in-person and virtual charlas (nutrition workshops) with an emphasis on increasing fruit and vegetable consumption and meal preparation at home. They also conducted cooking demonstrations and grocery shopping tours.

Te Ayudo

During 2021, **297 individuals** successfully submitted applications (and were approved) for affordable health coverage. HUF's mission during this time was to provide underserved individuals & families, including immigrants, with the knowledge to access healthcare options and navigate the health insurance and health care system. Clients learned to maximize coverage and other resources to increase their quality of life and improve their own health outcomes.

2. 1,107 Pfizer doses in total. Estimate determined assuming each individual received 1.5 doses

3. Estimate based on average calls answered by the VITA hotline for 12 weeks (3,345) and on the average calls answered by the HUF Hotline for 50 weeks (5,650). HUF is assuming 50% of the calls answered ended up in clients receiving some type of services, therefore, 50% of the callers were served in some other way.



Broward Tax Pro

Volunteer Income Tax Assistance (VITA) Program

As the pandemic continued through 2021, HUF began providing in-person tax preparation with many health & safety precautions. The VITA program served **1,638 families**, and submitted tax returns to the IRS through in-person, drop-off, and virtual options. More than \$1.9 million were refunded to working families who saved over \$500,000 in tax preparation fees.



Financial Capability and Wealth Building

HUF responded to families and small businesses' needs, by providing information about financial assistance to weather the pandemic.

Financial Coaching Program

382 individuals participated in virtual group and one-on-one sessions to set realistic financial goals, such as increasing savings, reducing debt, and establishing or improving credit scores.

First Time Home Buyers Program

336 individuals participated in monthly virtual orientations learning the steps to achieve homeownership, how to prevent foreclosure, and landlord and tenant rights and responsibilities. Nine individuals became loan ready through our program and are pending home purchasing due to recent economic shifts.

Emerging Entrepreneurship (EE) Program

HUF continued its partnership with Broward SCORE to deliver business education workshops online and in Spanish. In 2021, Emerging Entrepreneurs reached **1,556 individuals** through 35 workshops including four cycles of "Pasos Sencillos" on how to start a business.



Civic Engagement

2,511⁴
Individuals Served

During 2021, citizenship education and naturalization application assistance were provided virtually and in-person. Voter registration and other legal services - through HUF's partnerships - were also provided.

Pathways to Citizenship Program

- Provided citizenship education to **1,339 individuals** through online video conferencing, seven classes per week .
- HUF successfully submitted **621 N-400 applications (Application for Naturalization)**
- HUF helped **426 individuals** become American citizens

Voter Registration & Legal Services

- **1,172 individuals** received voter registration assistance and legal services



4. Estimate determined assuming each individual that attended citizenship classes also applied and became a citizen.

Education

2,046
Individuals Served

Family Strengthening Program (FSP)

FSP is a parent-education program that teaches the importance of nurturing behaviors and promotes healthy physical and emotional development in children. We served **320 individuals**, including children and parents/caregivers.

Unity 4Kids (U4K) Early Learning Center

U4K remained closed for much of 2021 due to the high positivity COVID-19 rate in Broward County. Families were referred to other HUF programs and community resources to meet their emergent needs. U4K safely reopened in August 2021, and served **34 individuals**, including parents and children.

English for Speakers of Other Languages (ESOL)

This program is designed for adult students, 18 years and older, to communicate competently in English and perform in the skill areas of listening, speaking, reading, and writing. **140⁵ students** learned English via in-person ESOL classes in partnership with Broward County Public Schools, between August and December.

Unity 4Teens (U4T) Program

Our year-round program for middle and high school age youth provides education and enrichment activities. As schools reopened in the later part of the year, our focus continued to be connecting with families and assisting them in accessing resources. The academic year started with in-person classes in August 2021 and so did our recruitment efforts for in-person youth development programming. We worked with a total of **830⁶ students** from Apollo, Attucks, McNicol and Olsen Middle schools and **722⁶ students** from Miramar, Deerfield Beach and Hollywood Hills High School.



5. ESOL in-person classes started in August. Estimate based on the enrollments between 08/2021 and 04/2022.

6. Estimate determined assuming HUF served each youth and at least one of their parents/caregivers.

Public Policy & Advocacy

As our clients and community continued to grapple with the COVID-19 pandemic, HUF's Public Policy & Advocacy efforts remained focused on immediate solutions.

Part of HUF's efforts to address the needs of our clients is to look for permanent, broad systemic changes by informing, educating, and working with our elected officials, stakeholders, and community partners.

HUF helps establish Broward County Community ID

HUF and community partners came together to establish a Community ID for individuals who cannot easily apply for a state identification card, such as victims of domestic violence, homeless individuals, those returning to society from incarceration, and immigrants.

2021 Public Policy Agenda & Advocacy with Elected Officials

HUF's annual Public Policy Agenda recommends solutions to the issues our community faces and is used as a guide to meet with elected officials, may it be in Broward, Tallahassee, or Washington DC. Having face to face meetings and building positive relationships with officials from all political parties is part of the work we do. These relationships allow us to share client stories while we advocate for our recommended solutions. The agenda focuses on education, healthcare, and economic sustainability, mirroring HUF's programs.



2021 Highlights

Our 2021 highlights include a quick view of our most profound accomplishments. We reflect on our mission statement and yearly goals to attain a better understanding of the impact we've had on our community. We will continue to find innovative ways to be a "Force for Good".

Transition in Leadership

- **President and CEO**
Josie Bacallao, HUF's President & CEO since 2004, retires December 2021. HUF's Board of Directors chose Felipe Pinzon as Executive Director in 2021 and he assumed the role of HUF's new President & CEO as of January 2022.
- **Vice President of Fund Development**
Shani Wilson was promoted as HUF's Vice President of Development in April 2021. She is now part of HUF's Senior Leadership Team.
- **Vice President of Programs and Public Policy**
Andres Connell joined HUF as the new Vice President of Programs in May 2021.

Reopening

During the height of the COVID-19 pandemic, HUF provided services remotely. In June 2021, we were able to finally reopen our doors to provide in-person services to the most vulnerable families, safely and successfully.

Temporary Protected Status (TPS)

The Miami-Dade Board of County Commissioners awarded Hispanic Unity of Florida \$500,000 to provide free Temporary Protected Status (TPS) services to immigrants and their families residing in Miami-Dade County.

COVID-19 Outreach and Education

HUF launched a COVID-19 Outreach and Education initiative and deployed tri-lingual (Spanish, Creole, Portuguese) Promotores de Salud who have "boots on the ground" experience building the foundation for community health outreach to those who are most "difficult to reach" through traditional methods and channels.

COVID-19 Vaccination Site

In partnership with the Florida Health Department, HUF launched an on-site COVID-19 vaccination site. Hundreds of immigrants and other members of vulnerable population were able to get vaccinated at our location.

State of Hispanic and Immigrant Broward

To commemorate The Jim Moran Foundation's 20th anniversary of improving the quality of life for the youth and families of Florida, Hispanic Unity of Florida (HUF) received a \$500,000 grant to advance racial equity in Broward County. This investment was directed at building HUF's capacity to work effectively with stakeholders to lead critical conversations about racial equity and to propose transformative solutions that address them. Urban League of Broward County, Jorge M. Perez Metropolitan Center at Florida International University, and Hispanic Unity of Florida, partnered to analyze social and economic inequities among Hispanic, immigrant, and Black communities in Broward County.

Data Management: A data-driven and outcomes-oriented agency

During 2021, HUF worked to build a strong foundation around data management and strengthen its data-driven culture by standardizing & implementing procedures and data collection tools. Measuring and evaluating programmatic and financial performance positions HUF as an outcomes-oriented agency. HUF selected a provider to for its central data management system, and aims to better serve clients by becoming more efficient and effective with collected data.

Technology to better serve clients

During 2021, HUF analyzed its communications platform and transitioned from a traditional phone system to a Voice over Internet Protocol (VoIP) system. This improved communication processes, call quality, and afforded HUF the opportunity to use data analytics to improve its customer service.

Annual Empowerment Partners

Mission-Capacity Level | \$250K-\$4M+



Visionary Level | \$100K-\$249K



Investor Level | \$75K-\$99K



Leader Level | \$50K- \$74K



Influencer Level | \$25K-\$49K



Supporter Level | \$15K-\$24K



Friend Level | \$10K-\$14K





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5840 Johnson Street
Hollywood, FL 33021

www.hispanicunity.org

954.964.8884