



Sant La 
HAITIAN NEIGHBORHOOD CENTER

ANNUAL REPORT

2019/2020



Dear Friends,

We ushered in 2020 with grand plans to celebrate our 20th anniversary, our 20 years of trailblazing community service, with the panache it deserved. But this global pandemic had other plans with its unprecedented impact on vulnerable communities, altering forever the ways in which we all conduct our affairs. We are deeply humbled that our 20th anniversary will be a most memorable milestone, reminding us of our purpose as front-line workers, redefining the meaning of resilience and servant leadership.

Sant La has remained steadfast in its mission. We have proven that we are indeed essential workers—processing thousands of applications for unemployment benefits, food stamps, health insurance and pandemic relief resources. We remained open to the public, providing timely and accurate information, food distribution, and support to families with school-aged children.

Like so many others, we also pivoted to virtual services including tax preparation, financial coaching, mental health counseling and youth enrichment programs.

We have also evolved our community engagement and communication strategies with a new weekly Teleskopi

Facebook Live show, which reaches over 2000 viewers; and expanded use of WhatsApp messaging to communicate important information to clients.

Deepening existing partnerships and forging new relationships was a critical strategy to alleviate the impact of the pandemic. We partnered with United Way, Dolphins/Football Unites, Axis-Helps South Florida, FLIPANY, Ballard Partners, Miami-Dade Department of Health and World Central Kitchen. We co-founded the Haitian American COVID-19 Coalition of South Florida to assess the pandemic's impact on the Haitian community and intervene by formulating culturally appropriate policy and solutions.

Sant La is deeply grateful for our community partners, allies, funders and donors who have made the load lighter this year and continue to trust in our commitment to our beloved community. We move forward to 2021 with resolve, conviction and clarity of purpose.

With Warm Regards,

Gepsie M. Metellus
Executive Director

AGENCY STATS



13,256 CLIENTS SERVED IN 2019-2020

EMPLOYMENT & PANDEMIC ASSISTANCE

1,633 job seekers increased their employability options with resume preparation, online applications, employability orientation, referrals to training programs and job placements.

991 clients were assisted with re-employment benefits filing.

1,380 unemployment claims were successfully processed.

209 individuals received assistance through Miami Pandemic Assistance Program.

HEALTH & FOOD SECURITY

1,118 clients gained health insurance through Medicaid & Florida KidCare.

252 with health coverage through the Affordable Care Act.

1,118 families accessed Food Assistance.

FINANCIAL CAPABILITIES

1,143 clients increased their financial capabilities through free tax preparation, financial coaching, consumer credit reduction, resolution of identity theft, and home-buyer education.

CORNERSTONE SERVICES

1,448 individuals were served through our cornerstone services, including information/ referral, care coordination, review of correspondence and naturalization/ passport, voter registration and census applications.

COMMUNITY EDUCATION, ENGAGEMENT & ADVOCACY

400+ episodes of Teleskopi have aired to over **500,000** Haitian-American households in South Florida to date.

25 Neighborhood Advisory members helped with our efforts in community needs assessments and policy advocacy.

STRENGTHENING FAMILIES & YOUTH

1172 visits for EDEN Place services through educational workshops, coaching, counseling, child behavior support and school advocacy

272 family visits for mental health services.

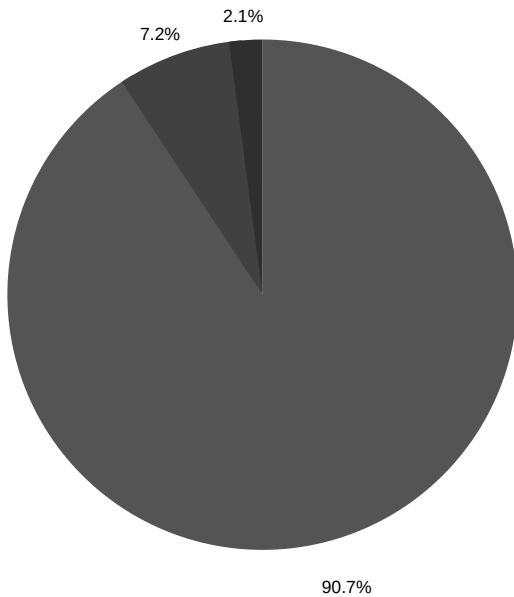
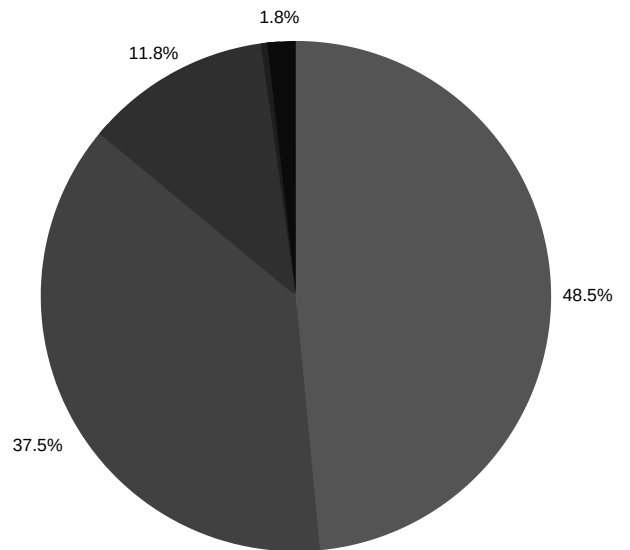
100 students participated in our after school youth enrichment program

60 families fostered strong parent-child relationships through our parenting program.



INCOME

Government Funding	48.5 %
Foundation Grants	37.5 %
Contributions	11.8 %
Events (net expenses)	0.4 %
Interest and Other	1.8 %



EXPENSES

Programs and Services	90.7 %
General and Administrative	7.2 %
Fundraising	2.1 %



MIAMI PANDEMIC ASSISTANCE PROGRAM

In partnership with the United Way of Miami-Dade through the Miami Pandemic Assistance Program, Sant La processed hundreds of applications for assistance with rent/mortgage, food and medication from individuals impacted by COVID-19. We also served as a pickup site for emergency assistance.

CENSUS 2020

Undeterred by the pandemic, the Haitian American Complete Count Committee 2020 (HACCC) conducted an unrelenting campaign via Haitian radio, TV, social media, faith-based outreach, phone-banking, influencers and trusted voices. We were met with numerous challenges including the delay of enumerators, nevertheless, we are proud of our efforts that rallied the community for an accurate count with Census caravans, carnivals and much more.

HAITIAN AMERICAN COMMUNITY AGENDA CONFERENCE

The Haitian American Community Agenda Conference, convened in February 2020, after its last meeting six years ago and its inaugural convening 20 years ago. It was a powerful coming together of community stakeholders to set new priorities and strategies for the continued advancement of South Florida's Haitian American community.

VOTER EDUCATION AND ENGAGEMENT

2020 was also Election year, thus Sant La joined forces with multiple community partners to coordinate an impactful grassroots voter education campaign. We educated community members on voter rights and ballot issues; assisted with voter registration and request for mail-in ballots, as well as directed new voters to polling sites.

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Herman Rivas, Accountant



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PRIVATE FOUNDATIONS

Allegany Franciscan Ministries
 Bank of America Foundation
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 Carnival Foundation
 The Dolphins Foundation
 The Ethel & W. George Kennedy Family Foundation
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 John S. & James L. Knight Foundation
 The Marlins Foundation
 Miami Foundation
 Open Society Foundations
 Peacock Foundation
 Publix Supermarket Charities
 United Way of Miami-Dade
 Wells Fargo Foundation

GOVERNMENT AGENCIES

Jackson Health System
 Miami-Dade County
 The Children's Trust
 The City of North Miami
 The City of Miami
 Career Source South Florida
 Miami Parking Authority
 National League of Cities
 State of Florida Department of Health
 United States Department of Human Services

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 Prosperity Now
 The Leadership Conference Education Fund
 The Women's Fund of Miami-Dade
 The Florida New Majority

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 Miami Marlins
 Northern Trust Bank
 Oleta Partners
 Royal Caribbean
 Unitransfer
 Waste Management

HAITIAN NEIGHBORHOOD CENTER, SANT LA, INC



Sant La's mission is to empower, strengthen and uplift South Florida's Haitian community by providing free access to information and existing services to ensure its successful integration.

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