



Self-Sufficiency  
 Employment  
 Security  
 Financial Health



Families  
 Parents  
 Children  
 Community



**Sant La**   
 Haitian Neighborhood Center  
 2009-2010 Annual Report

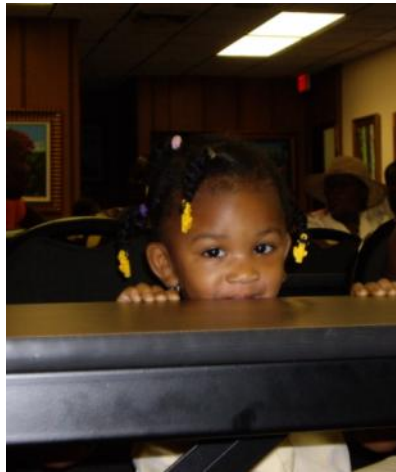
Advocacy  
 Naturalization  
 TPS  
 Census 2010



Earthquake  
 Survivors  
 Challenges  
 Successes



1-Stop Center  
 Information  
 & Referrals  
 Community  
 Education



## From Our Executive Director



Dear Friends:

On behalf of the entire Sant La Family, it is my honor to provide you with Sant La's 2009-2010 Annual Report.

**Needless to say, this has been a year that we will never forget.** As we close out our fiscal year, we reflect on the **extraordinary events of the last six months and the extraordinary measures we all took to respond.**

**The January 12th Haiti Earthquake left a mark that will color Sant La programs for years to come.** At first we, too, were overwhelmed with grief and the many heartaches that grew out of the rubble. The immediate death/destruction scenario evolved into survivor triage on so many levels. Then came the ramifications of rebuilding Haiti. The subsequent granting of Temporary Protective Status (TPS) to those in this country before January 12th was a blessing long overdue. At the same time, the 2010 Census compelled us to campaign hard to make sure the Haitian/Haitian American community was counted. **Sant La bulged at the seams, but our commitment to our community only grew stronger.**

I am proud to report that we have served over 20,000 clients this year. **Our efforts were aimed both at delivering services and being willing partners with others in order to make sure that as many people as possible were assisted in these difficult times. And we will continue to do so!**

I would be remiss if I didn't take this opportunity to thank all those who play important roles in helping us meet our challenges and goals — our friends, our funders, our board, and, of course, our staff. **Thank you all for being a part of what makes Sant La so amazingly responsive and effective — no words could properly repay you.**

Gepsie M. Metellus

[www.santla.org](http://www.santla.org)

## Sant La's programs and services impact real peoples' lives!

### Information & Referral Services

This component of Sant La's programming is the cornerstone of our work. This year alone we **served approximately 1,600 individuals.**



### Financial Services

Throughout the course of this year Alphonse Piard, Sant La's Director of Financial Literacy Services, has **assisted almost 200 individuals** with finance-related services including: id theft, financial literacy, mortgage modifications and tax clinic services. In addition, almost **1,200 clients prepared their taxes at Sant La, resulting in over \$1.8 million refunded and reinvested into the community economy.**

### Health & Safety Net Benefits

**Approximately 1,350 individuals**, have benefitted from Sant La's on-site Community Health Worker (CHW), Josette Josue, who is dedicated to assisting families access health & safety-net benefits — including food stamps, Medicaid and Florida KidCare.



### Employment Services

In 2009-2010, we saw an estimated 3,500 clients seeking assistance in the area of job placement, employability skills-building, application and resume assistance and interview preparation. With two full-time staff members, Charles Cazeau and Vensen Ambeau, Sant La has **successfully placed approximately 160 of those clients in employment situations, a placement rate of 15%.**



### Unemployment Claims

Our comprehensive employment program also services dislocated workers claiming unemployment benefits. Responding to the effects of the economic downturn, Sant La has assisted over **8,400 people in claiming unemployment benefits and resolving pending issues with the Agency for Workforce Innovation.**

### Strengthening Families

The parent-child relationship is critical to all families! Sant La assists Haitian/Haitian-American families with children ages 8-17 in **developing effective parenting skills and encouraging positive youth development** through communication and interaction. This year we have **graduated over 20 families that included participation by 28 parents and 52 youth.**



### "Teleskopi"

Our weekly TV show continues to educate, inform and entertain our community through a variety of topics, in a culturally and linguistically competent manner — all from the comfort of our clients' own homes or in Sant La's client waiting area. In 2009-2010 we **produced over 30 new episodes, bringing the grand total of programs to 200.**

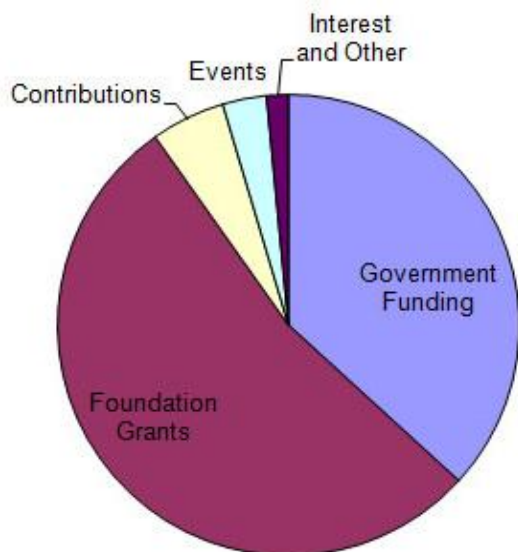
### Partnerships

Sant La's collaborative approach seeks **to promote and sustain collaborative relationships to support our mission.** We work closely with: Haitian media to inform and educate the community; the CBO Roundtable and Provider Network to foster collaboration amongst agencies and strengthen the systems of care for the community; and our Neighborhood Advisory Group (NAG), residents who keep Sant La abreast of what is going on directly in the neighborhoods that we serve.



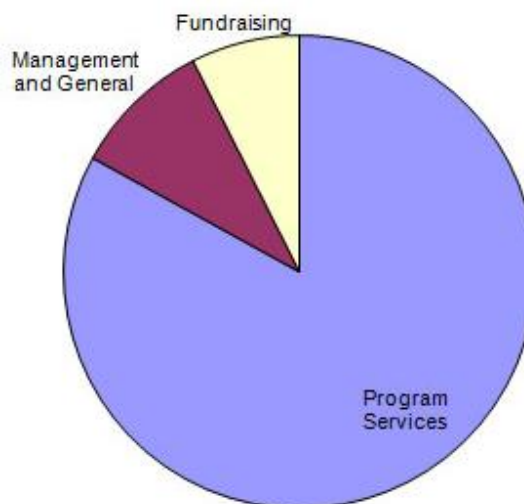
# Our Financials

Income 2009-2010



Government Funding	\$398,305	36.8%
Foundation Grants	\$577,496	53.4%
Contributions	\$56,033	5.2%
Events	\$33,172	3.1%
Interest and Other	\$16,393	1.5%
<b>Total</b>	<b>\$1,081,399</b>	<b>100%</b>

Expenses 2009-2010



Program Services	\$799,849	83.0%
Management and General	\$91,963	9.5%
Fundraising	\$71,860	7.5%
<b>Total</b>	<b>\$963,669</b>	<b>100%</b>

## Extraordinary Measures for Extraordinary Times

**On January 12<sup>th</sup>, the Haitian/Haitian-American landscape changed forever.** Sant La responded to the Haiti Earthquake in every way possible, while continuing to administer our existing programs. This was not always an easy task due to the nature of the Haitian people – **proud, hard-working, resilient and leery of public assistance.**

**The earthquake was followed by a flood of needs and challenges.** Stabilizing client families dealing with numbing news of tragedy and loss was a priority. Household economics were turned upside-down. A *Feed the Children* 18-wheeler arrived at Sant La, where food and other necessities were distributed. We referred 75 people to the Red Cross to serve as translators and organized trauma training for provider partners. Earthquake-related intakes were completed, and **this was just the beginning of the long road to recovery.**

Subsequently, **Temporary Protective Status (TPS)** was granted to Haitians in this country before January 12<sup>th</sup> – a just, but complicated and expensive blessing. **Few people realize that it costs \$470 per person to apply,** and we assisted many to begin the process free of additional charge and by providing small loans to those who had no other alternatives.

At the same time, Sant La executed an already-planned campaign to promote **the 2010 Census** to make sure that the Haitian/Haitian-American Community was properly counted – **a successful, multi-faceted effort benefiting Miami-Dade County as a whole in terms of future distribution of federal resources and political representation.**

**Throughout, Sant La served as a primary media contact in support of the Haitian/Haitian American community** – giving countless television and radio interviews to English, Creole and Spanish-speaking media outlets. **On May 13<sup>th</sup>, Sant La honored *The Miami Herald* and *AC360°/CNN* for their boundless and fearless coverage of the Haiti Earthquake and for keeping the story alive.**

### A Heartfelt THANK YOU

We continue to be **amazed by and grateful for the overwhelming world-wide response** to the Haiti Earthquake by all those who gave and continue to give money, goods, time/talent — **no amount was too small!** The outpouring of generosity and compassion continues to make a difference **as we strive to rebuild Haiti and heal the Haitian-American community.**

## Sant La's Board of Directors

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**Jean F. Renazile**, Board Vice-Chair and Program Committee Chair

**Marie Jo Toussaint**, Board Secretary and Evaluation Committee Chair

**Chuck Vodicka**, Treasurer

**Rulx Jean-Bart**, Nominating Committee Chair

**Ashaki Bronson**, Development Committee Chair

**Jim Ellison**, Audit Committee Chair

**Serge Boissette Pierre E. Liautaud Maria Pascal**

**Jean-Marc Piquion Ana Rios Ana Sejeck**

## Sant La Staff

**Gepsie M. Metellus**, Executive Director

**Ludnel St-Preux**, Director of Programs & Operations

**Vensen Ambeau**, Director of Employment Training & Counseling

**Karine Auguste**, Director of Community Involvement Programs & Media Relations

**Charles Cazeau**, Director of Employment Services

**Junie Dareus**, Receptionist/Clerk

**Josette Josue**, Community Health Worker

**Rose Mainville**, Program Support Specialist

**Desiree Marrero**, Special Projects Administrator

**Alphonse Piard**, Director of Financial Literacy Programs

**Rose Roberts-Desir**, Program Support Specialist

**Marie Claire St. Louis**, Custodian

## Our Funding Partners

### Private Foundations

Bank of America Foundation \* Coral Gables Congregational \* Green Family Foundation \* Health Foundation of South Florida \* JP Morgan Chase \* John S. and James L. Knight Foundation \* Marguerite Casey Foundation \* Neighbors to the Rescue \* United Way of Miami-Dade \* Wachovia Foundation

### Government Agencies

Miami-Dade County \* South Florida Workforce \* The Children's Trust \*  
The Internal Revenue Service Tax Payer Advocate Services

### Corporate Donors

AC Graphics \* American Airlines \* Bank of America \* BankAtlantic \* Becker & Poliakoff \*  
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Medica Health Care Plans \* Northern Trust Bank \* Premier Beverage \* Prestige Beer \*  
Sun Life Stadium \* The Miami Herald \* Unitransfer \* Voila \* Wachovia Bank