



**Empowering a
New Generation
of Americans**

Annual Report



2020

A Year of Reinvention & Resilience

HUF & the Covid-19 Pandemic

Our Team's Unwavering Commitment During Unprecedented Times

In 2020, no one was left untouched. The pandemic, economic collapse, and racial reckoning will be forever remembered by those who lived through that anxious and uncertain time.

From the beginning of the pandemic, HUF established guiding principles that provided the framework from which all future decisions were made.

First, the organization embraced its mission and ran straight towards the crisis, embracing its challenges. HUF learned the pandemic "pivot," an intricate dance of adjusting and adapting to serve the immediate needs of our clients, our team, and our community.

We reinvented ourselves to ensure that HUF would continue providing services through email, phone, videoconferencing, and in-person. Our staff was supported with necessary tools such as laptops, chairs and monitors to work remotely from the safety of their homes. We upgraded the ventilation system and instituted new safety protocols. We provided Covid-19 Safety Kits to every staffer. And, we reached out to funders and partners who responded by increasing funding, relaxing grant requirements, or making the grant funds "unrestricted." Many provided additional and direct emergency assistance funds for our clients.

During our process of reinvention, we focused on the most pressing needs of our community - assistance with the essentials of life: access to healthcare including Covid-19 testing, access to food, and emergency assistance to pay for rent, utilities, medications, and other essentials. Overall, HUF provided more than \$200,000 in direct emergency assistance.

Eventually, nearly every program and service at HUF continued to be offered digitally or in-person. Several programs were completely reinvented on virtual platforms. VITA, our no-cost tax preparation program, which pre-pandemic served 6,000 families annually, offered the same services through an encrypted website supported by tax experts via a hotline. And our citizenship classes which pre-pandemic were provided at 21 locations in Miami-Dade and Broward County, shifted to seven weekly online sessions. Citizenship now serves nearly 8,000 clients monthly from as far as Alaska.

Although some difficult decisions were made early on, nearly all of our team members remained on our payroll throughout 2020. The agency provided ongoing assistance to team members with additional human resource support and aid for families impacted by the virus. We also added much-needed capacity and customer service on the technology front.

Lastly, with the support of our Board of Directors and the Finance Committee, the agency focused on liquidity and safeguarding its reserves, critical for the agency in rebuilding post-pandemic. We benefited from the Payroll Protection Program (PPP) and the incredible support, flexibility, and generosity of our funders and donors.

Throughout the year, HUF was guided by a clear and compelling purpose: successful children, strong families, civically engaged individuals, and an inclusive and equitable community, even more during times of uncertainty.

Thank you to our team members, Board of Directors and Board Committee members, program partners, supportive donors and funders for ensuring that HUF would emerge through these unprecedented times as a strong, viable and resilient organization, ready to rebuild.



Josie Bacallao
President & CEO

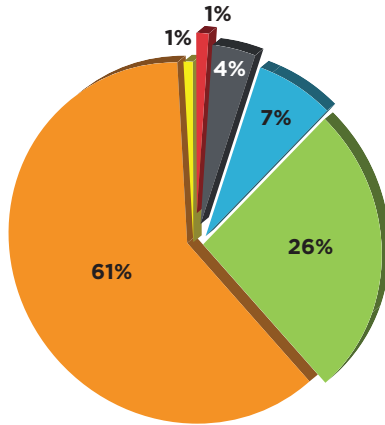


Lucia Rodriguez
2020 Chair, Board of Directors

Financials

Revenue

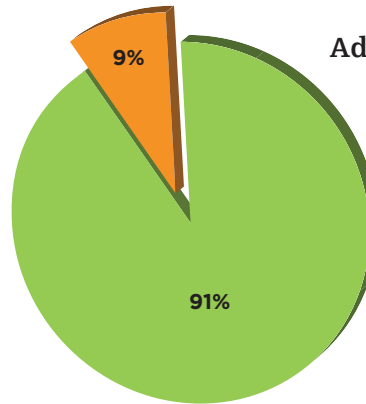
- Foundations
\$1,503,155
- Government
\$3,502,041
- Contributions
\$406,689
- Other
\$199,573
- Special Events
\$51,450
- In-Kind
\$81,816



Revenue Total
\$5,744,724

Expenses

- Program Services
\$5,031,997
- Admin & Fundraising
(Excluding In-Kind)
\$517,345



Expenses Total
\$5,549,342

23,531

Number of Clients Served 2020

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 Dream

Successful Children, Strong Families, Civically Engaged Citizens and Inclusive and Equitable Communities.

Economic Mobility & Entrepreneurship

16,690
Individuals Served

COVID Pivot

The focus for the Economic Development team of Coaches and Navigators was to provide emergency services and help families meet their basic needs. In 2020, HUF assisted **232** families and individuals with emergency assistance funds to help with basic needs such as food, housing & utility payment assistance.

Main Number Becomes Emergency Hotline

We were able to connect and provide services to more than **4100** callers seeking emergency assistance in a period of nine months. We increased our capacity in this area by adding staffers to the hotline, creating and updating a daily bilingual resource guide and publishing it on our HUF Safety website.

Center for Working Families (CWF): Workforce Development

Although job searches significantly decreased during the pandemic, we assisted **197** clients with their resumes and job searches.

Health and Public Benefits: Income Support

Comprando Rico y Sano

Food insecurity and the need for access to healthcare and assistance with accessing the state's re-employment system became the focus of our public benefits team in 2020.

Community Health Workers known as "Promotoras de Salud" enrolled **1,976** eligible applicants into SNAP.

Prior to the pandemic in 2020, we:

- Facilitated more than 20 charlas (nutrition workshops) to educate **350** individuals on the importance of increasing fruit and vegetable consumption and meals prepared at home
- Conducted cooking demonstrations and grocery shopping tours

Te Ayudo

Community Health Workers (CHW) had 228 one-on-one consultations with clients seeking health insurance. During each consultation, the CHW screened all family members for health insurance by asking about their healthcare coverage status. In total, we screened **638** family members for health coverage.

Volunteer Income Tax Assistance (VITA) Program

Due to the pandemic, we closed 16 brick-and-mortar tax-assistance locations along with 18 mobile sites due to the pandemic. The Broward VITA Coalition led by HUF immediately responded with a new approach to transition tax services to a virtual format. We partnered with Code for America/Code for Miami and became one of their nine national virtual tax pilot sites. We conducted the VITA tax preparation through GetYourRefund.org, a non-profit digital platform.



In addition, we established a VITA Hotline in three languages - English, Spanish and Haitian Creole - that provided the community with continuous access to:

- Latest updates regarding tax law
- Income tax filing deadline
- Direct information and referral to HUF's new virtual VITA virtual services.
- Government stimulus payments
- General income tax questions

Program Results:

- In the 2020 tax season, nearly 3,500 Broward County taxpaying working families and individuals took advantage of our program and had their income taxes prepared by certified tax professionals, who donated a total of 1,636 hours. More than \$4.3 million in taxes were refunded to working families and close to \$945K in savings of tax preparation fees.
- The VITA Hotline team handled 3,723 calls.

Financial Capability, Wealth, and Asset Building

Our team understood that both families and small businesses needed information about their options and assistance in accessing resources to help them weather the pandemic financially.

We partnered with the Small Business Administration(SBA) and Broward SCORE to provide workshops to small business owners on how to manage through a crisis as well as, how to successfully apply for the Payroll Protection Program (PPP) and other loan programs.

We reached out to all our families who had expressed interest in purchasing a home – and provided critical financial guidance – and in many cases – access to food and other emergency assistance. Other families, we discovered, remained employed and working, increasing their savings toward the purchase of a home. And our focus for them was to continue guiding them through their homeownership journey.

Financial Coaching Program

The team served 522 clients during group and one-on-one virtual financial coaching sessions.

First Time Home Buyers Program

Despite all the challenges, 191 clients participated in monthly virtual orientations where clients learned all the steps to achieve their dream of homeownership. We helped nine (9) clients and their 26 family members, successfully purchase a home in 2020, meeting 90% of our goal despite our families living through the pandemic.

Emerging Entrepreneurship (EE) Program

EE workshops successfully migrated from on-site to Zoom webinars designed and provided by Broward SCORE. In 2020 a total 32 Workshops and webinars were presented to 1,261 clients, including webinars on accessing funding during the pandemic, as well as, 4 cycles of “Pasos Sencillos” on how to start a business.



Citizenship, Civic Engagement, Legal & Equal Treatment Opportunity

4,649

Individuals Served

Due to Covid-19, we were forced to pivot our citizenship and naturalization services to a hybrid model offering virtual citizenship classes, naturalization and other legal services via phone conferences and in-person consultations. Clients who were not able to submit their paperwork online were scheduled for an on-site meeting, by appointment only, to review and sign documents, following strict COVID protocols guidelines.

Pathways to Citizenship Program

- Provided Citizenship services - seven classes per week through online video conferencing to 4,345 clients.

Naturalization & Other Legal Services

- 304 individuals received voter registration and other legal services



Language & Education

2,192

Clients Received Education Services

For the past three years, HUF has been serving students and their families using a two-generation approach (2Gen) which simply means we support and work with the whole family.

Immediately following school closures, we reached out to every family registered in our after school program – assessing their needs and connecting them to information and resources. For many, we became a lifeline. We continued this robust communication and assistance throughout the year.

Early on, HUF assisted with access to computers and internet services – including helping families connect to online schooling. We focused on critical needs from food to housing to health. Many of our families received direct emergency assistance to ensure they would not face eviction.

More than 200 families benefited from direct emergency cash assistance thanks to The Jim Moran Foundation, United Way of Broward County and The Frederick A. DeLuca Foundation.

Eventually, we continued to provide some of the services we had provided prior to the pandemic including:

Family Strengthening Program (FSP)

This is a parent-education program that teaches parents the importance of nurturing behaviors and how this approach promotes healthy physical and emotional development in their children. We served 147 families, 322 children and 229 parents/caregivers.

Unity 4Kids (U4K) Early Learning Center

In March 16, 2020, HUF made the difficult decision to close the U4K program due to the pandemic. Despite the closure, U4K's program conducted virtual STEAM field trips and hands-on activities, facilitated by the lead teacher with all the necessary material delivered to our families doors.

On Saturday, July 13th HUF held its first ever Graduation Car Parade for 10 graduating Pre-Kindergarten students. Prior to the event, staff delivered materials and supplies for vehicle decorations and banners and delivered caps and gowns to U4K families. The parade location was at HUF and each graduate, and their parent(s) had the opportunity to take graduation pictures. In 2020, we served **21 children and 38 parents**.

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. **243** students learned English via ESOL classes in partnership with Broward County Public Schools. The program provided online learning after March 2020.

Unity 4Teens (U4T) Program

Our year-round program for middle and high school age youth provides education and enrichment activities. As schools closed, our focus was on connecting to families and assisting them in accessing resources. We continued to work with youth to strengthen their academic success and help them process the challenges and stresses of online learning and for many, social isolation. We worked with a total of **460** students from Apollo, Attucks, McNicol and Olsen Middle schools and **879** students from Miramar, Stranahan, Deerfield Beach and Hollywood Hills High School.

Public Policy & Advocacy

The Covid-19 pandemic exposed deficiencies afflicting many segments of our society. Immigrants and Black families bore the brunt of the pandemic-induced economic fallout. We know that brown and Black workers were most likely to be laid off as a result of the pandemic. At the same time, these workers are overrepresented in essential jobs. In the case of Latinos, they represent 54% of agricultural workers, 35% of meat processing workers, and 29% of medical assistants, putting them at high risk of exposure to Covid-19¹. Yet, these families sustained our economy as front-line workers, perished at greater rates than other groups, and suffered the most financially.

HUF established a two-pronged Public Policy Agenda. One platform addressed short-term Covid-19 policies such as equitable healthcare access, food insecurity, and financial benefits during the pandemic. The other agenda addressed long-term issues which impact our clients and our community. These policy platforms can be found at www.HUFempowermentcenter.org.

HUF also played a leading role in re-establishing the Children of Immigrant Families Coalition (CIFC), whose mission is: To empower Florida's immigrant families, amplify their voices, and enhance the lives of their children. More information at: www.immigrantfamily.org.

In 2020, HUF completed work with the 2020 Census which spanned more than 18 months. A member of the Broward County Complete Count Committee, HUF was part of a regional effort to include "hard-to-count" populations and coordinated the work of 11 sub-groups. Despite being hampered by the Covid-19 pandemic in March 2020, the direct number of people reached through activities led by HUF is estimated to have exceeded 8,000. Our social media campaign was featured in National Census communications.

1. UnidosUS, "The Latino Community in the Time of Coronavirus: The Case for a Broad and Inclusive Government Response," July 2020, http://publications.unidosus.org/bitstream/handle/123456789/2066/unidosus_latinosinthetimeofcovid_executivesummary.pdf?sequence=8&isAllowed=y (accessed June 2021)



2020 Highlights

Special Funding Considerations

The Covid-19 pandemic required HUF to adjust its operations and priorities. Our organization, community, and clients are fortunate to have funders and donors who understood our emergent needs and granted flexibility in how we used grant dollars. They also provided additional funding opportunities to meet new needs.

In total, their flexibility and funding allowed HUF to:

- Distribute \$200,000 in emergency assistance directly to clients to pay for rent, utilities and medicine.
- Invest in technology, allowing us to transition nearly 70 full time staff to telework.
- Invest in public policy and advocacy work to ensure our clients remained in their homes, had access to food and healthcare during the pandemic.

Thank you to HUF's Covid-19 Funders: Amerant, Ansin Foundation & WSVN, Bank of America, BankUnited, Capital One, Chan Zuckerberg Initiative, Citi, Citrix, Comcast, Comerica Bank, The Frederick A. DeLuca Foundation, Health Foundation of South Florida, The Jim Moran Foundation, NALEO Educational Fund, PNC, Third Federal Savings and Loan, The TK Foundation, Truist, UnidosUS, United Way of Broward County, Voices for Healthy Kids and Wells Fargo.

Additional Contribution from Local Foundation

Thanks to Children's Services Council of Broward County (CSC), in 2020 HUF expanded its youth development program to serve more public schools, youth and continue to provide a 2Gen approach to families. Our funding was increase by 55%, from \$1.6M to \$2.5M. With the increase in funding, HUF will serve two more schools, additional youth and provide better services to the entire family.

2020 Entrepreneur Summit

For nearly a decade, Hispanic Unity of Florida produced the Entrepreneur Summit (E-Summit) to help local emerging and existing business owners "Get Informed. Get Connected. Get Inspired." Much like previous years, the 9th Annual E-Summit featured workshops in English and Spanish, engaging plenary and keynote sessions, and an American Dreamer panel discussion moderated by WLRN's Tom Hudson showcasing successful South Florida entrepreneurs. In an exceptional year, the "2020 Entrepreneur Summit" – presented by Chase - took place virtually. Each Wednesday in August, participants logged on to their devices and connected with their peers during Coffee Talks before each day's workshops and feature event. Recordings of workshops and feature events are available at www.hufesummit.org.

HUFsafety website

When the community quarantine began, we quickly recognized the need to stay connected and provide valuable information to our community as fast and efficiently as possible. We focused on creating a bilingual website with resources and information to help clients, staff, and our community weather the Covid-19 outbreak. The website housed critical resource information such as up-to-date economic aid, food drives, Covid-19 testing centers, and educational resources for parents. The HUFsafety.org website had 6,500 views in eight months.

HUF Capacity Building

Resiliency Director

In 2020, we added a Resiliency Director to our HUF Management Team. The position was created to support nearly every aspect of HUF's Covid-19 Recovery & Resiliency as well as, provide additional support to HUF's day-to-day administrative operations.

Technology

One of the biggest changes to our communication structure was transitioning to a new technology company during the start of the pandemic. With less than a month to complete the transition, we had three important goals:

- Create a new technology infrastructure
- Set up nearly 70 staff members to work remotely
- Provide virtual services to our clients and our community

By May 2020, HUF had fully transitioned to a cloud-based platform. One of the most exciting features of our transition is the helpdesk support where HUF staff can report all issues through an online ticketing system.

Annual Empowerment Partners

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



Children's Services Council
of Broward County
Our Focus is Our Children.



JPMORGAN CHASE & CO.



THE **JIM MORAN** FOUNDATION
"THE FUTURE BELONGS TO THOSE WHO PREPARE FOR IT."



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



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



**Tate Family Foundation Fund of the
Community Foundation of Broward**

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



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



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



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





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