

El Paso, Texas

2021 All-America City Awards



MISSION STATEMENT

To advocate, connect, and deliver social services to communities, ensuring a dignified and meaningful life for all.

Andrea Ramirez
Chief Executive Officer

COVID-19 FINANCIAL RELIEF
Need help paying for utilities?

AmistadCARES

Utility Assistance Program

Call us today 915.298.7307
(Select Option 1 + Option 1 + Zip Code)

www.projectamistad.org/amistadcares



On August 1, 2020, the City of El Paso granted Project Amistad \$500,000 in CARES Act funding to provide utility assistance to residents living within city limits.

After successfully dispersing the funds in 2020, the City of El Paso once again granted Project Amistad \$4 million for utility assistance on January 25, 2021.

Amistad**CARES** Requirements

Who qualifies?

Households with incomes no more than 80% of area median income (AMI)*

Household must meet the following conditions:

*AMI income limits depend on number of persons in family.
Based on El Paso, TX HUD Metro FMR Area:

1- \$33,000.00	2- \$37,700.00	3- \$42,400.00	4- \$47,100.00
5- \$50,900.00	6- \$54,650.00	7- \$58,450.00	8- \$62,200.00

- One or more individual in the household has:
 - Qualified for unemployment benefits **OR**
 - Has experienced a reduction in household income,
 - Incurred significant costs,
 - Experienced other financial hardship due directly or indirectly to the pandemic**AND**
- Has received a past due utility notice

Requirements:

- Must reside within the City of El Paso limits
- Have an active and verifiable account with utility company
- Must reside within the property for which the assistance is being requested
- Must NOT be receiving utility assistance from other sources

Amistad**CARES** 2021 Results

13,463

Total calls received for 2020
and 2021 to date

2,429

Total families served to
date

8

Resource Coaches
intaking and processing
applications

\$1.9 m

Assistance Provided to
Date

\$908,578.97

Water

\$725,306.09

Electric

\$357,795.83

Gas

Amistad**CARES** Challenges

Each client is eligible for up to 12 months of utility assistance.

- If we assist a client with 6 months of past due expenses, they remain eligible to receive up to 6 months of utility assistance if needed to complete the 12 months.

Decrease in Clients

- The decrease in clients was due to income tax returns, and stimulus checks being received. We received calls from clients wanting to cancel their appointment as they had paid their utility bills with their income tax and stimulus returns.

March saw a reduction of clients by 24% compared to **Feb**

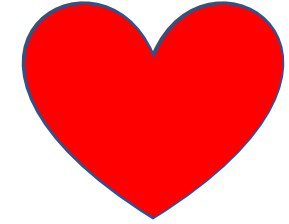
April saw a reduction of clients by 50% compared to **March**

May saw an increase in clients by 17% compared to **April**

Reaching Out and Creating Awareness

- When we noticed the trend in decreasing clients, we executed various strategies that were more grassroots than mainstream media. We provided outreach at food banks, grocery stores, apartment complexes, restaurants, etc. Contact the clients that only had a few months of support provided. As noted this was successful as it increased our numbers for May.

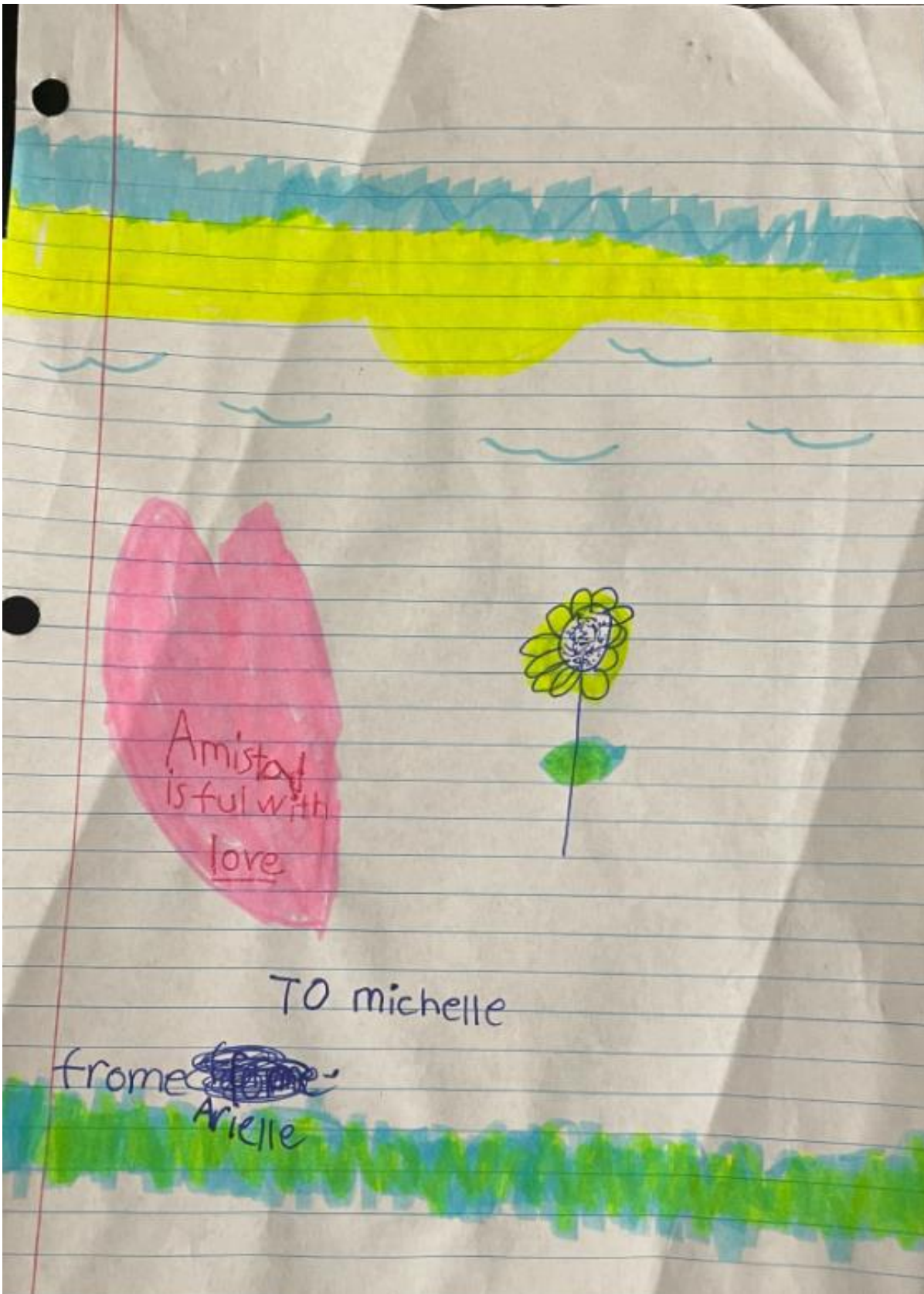
Amistad is Full with Love



On 5/14/2021 a single mother walked into Amistad requesting assistance with her utilities. Her water had been disconnected for several days. She is hearing impaired and was struggling with communication with the various utility companies. She did not have access to the bills and no way to obtain them as she was a victim of DV by her husband and they were separated. With little time and through the translators, Amistad- the Resource Coach (Michelle) was able to get the bills transferred to her name for submittance to AmistadCARES. She was provided with resources to further assist her in the community as well.

During their visit to Amistad, the Resource Coach provided the client's daughter with a clipboard, some paper and a bag of pens to allow her to entertain herself while her mom was on the phone with the utility companies. The child spoke briefly to the Resource Coach, and she asked her how old she was, etc.. The daughter shared that her Mom was hurt and upset that they had to use the bathroom in the backyard because the water was disconnected. As you can see from this picture, that she made for the Resource Coach- this child just saw **love**.

From the Resource Coach: The attached picture was drawn by the very reason why I do what I do every day. If only we could have the heart of a child and see life through their eyes..... Oh what a wonderful world this would be. **#Amistadislove**





PASO DEL NORTE
COMMUNITY FOUNDATION



BakerRipley
Community Developers

connectivetx

BARRACUDA

City of El Paso Rental Assistance 2021

Total Rent Commitments

\$4,172,059

Funds Provided to date

\$2,003,453.01

Tenant Applications

1,652

Number of Landlords

778

Participating Properties

1,117

Average months of rent paid

5

Average Rent

\$772

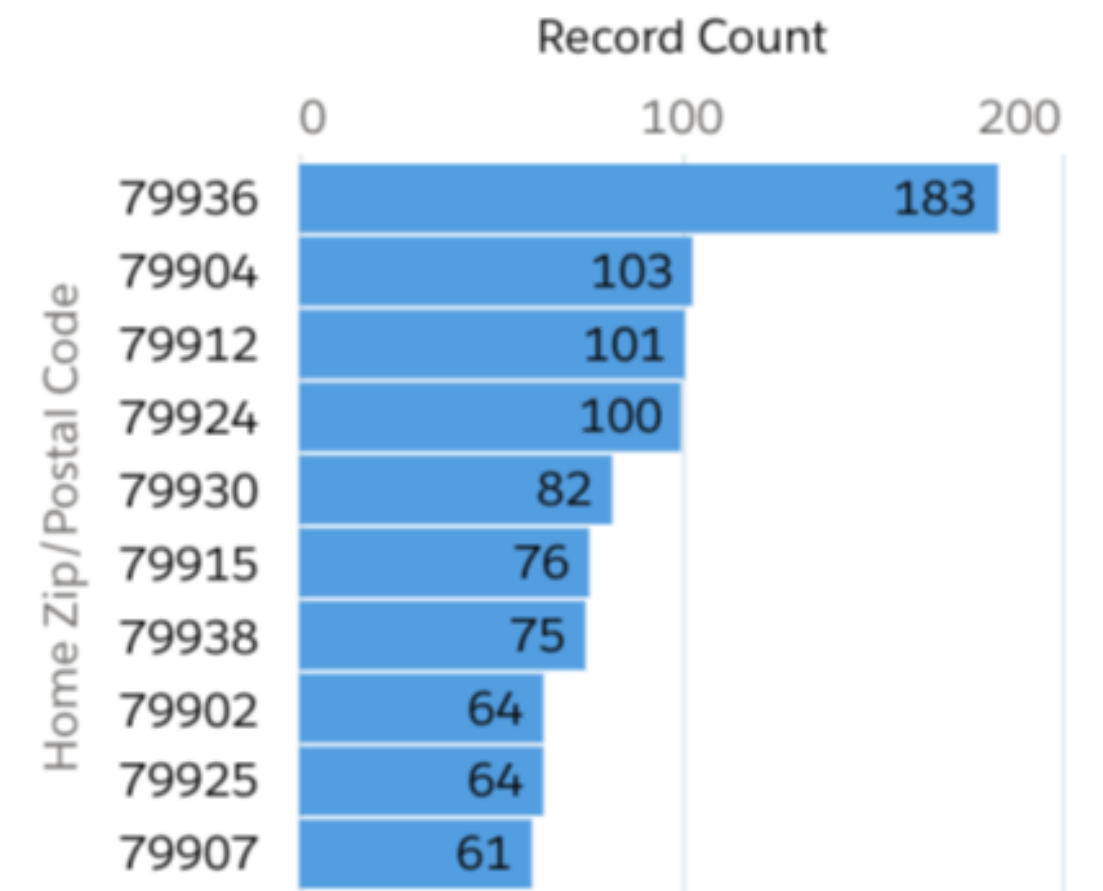
Of Rental Assistance Paid to Date:

Under 30% AMI – **78%**

Under 50% AMI – **16%**

Under 80% AMI – **6%**

Top 10 Property Zip Codes



“We’re very excited for the support this program offers as we still have so many tenants in need.” – *Esmeralda Adams, La Privada Apartments*

www.eprenthelp.org

QUESTIONS?

The logo for EPRENT HELP is a large, stylized house shape. The roof is a thick yellow diagonal line. The walls are white. The text "EPRENT HELP" is written in large, bold, black capital letters across the front of the house. The "E" and "P" are on the top line, "RENT" is on the middle line, and "HELP" is on the bottom line. The "H" and "P" are slightly larger than the other letters. The logo is set against a background of a blue and white abstract pattern that looks like a torn piece of paper or a paint splatter.

**EPRENT
HELP**

EL PASO UNITED

An Initiative of the United Way of El Paso County



United Way of
El Paso County

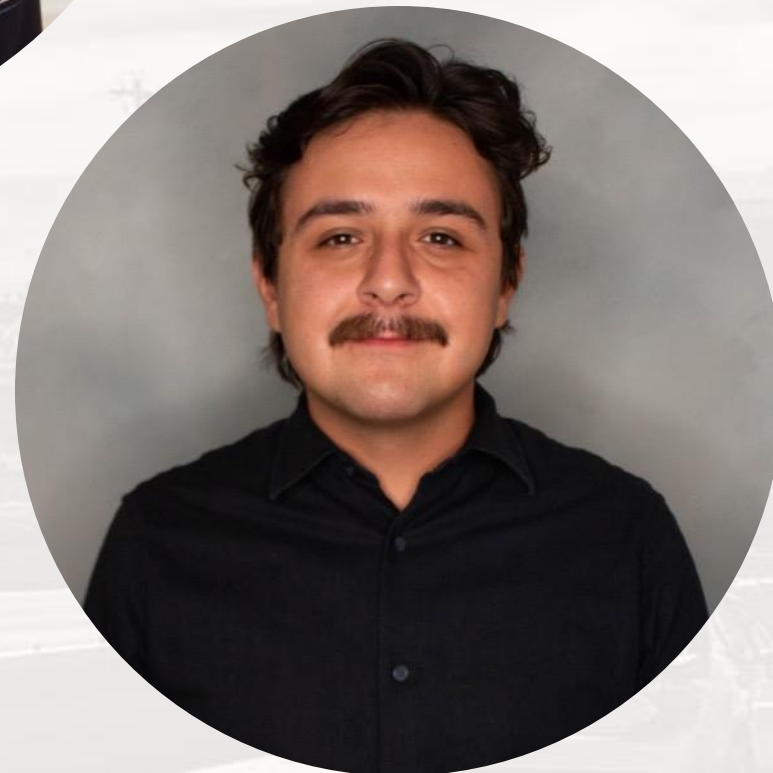


YOUR PRESENTERS



Christina Lamour

UWEPC, Vice President of Community Impact



Jorge Camargo

CRC Outreach Coordinator



ABOUT UNITED WAY

- The United Way of El Paso County, with corporate partners, organizations, donors and volunteers, stands up for the education, health and basic needs and financial stability of every person in our community.
- As part of the basic needs impact area– United Way of El Paso County is dedicated to disaster response within the community.

THE FRC



&



THE CRC

EL PASO UNITED

A United Way of El Paso County Initiative

The El Paso United initiative was established to promote long-term resiliency and encourage healing throughout the broader community. This initiative includes the Family Resiliency Center (FRC), which supports those affected by the August 3rd tragedy, and Community Resiliency Center (CRC), which supports those financially impacted by COVID-19.

DEFINING NAVIGATION

nav·i·ga·tion *noun*

- the process or activity of accurately ascertaining one's position and planning and following a route

El Paso United utilizes resource navigation to learn the needs of community members, access available resources, and assist the community member in navigating to available opportunities.

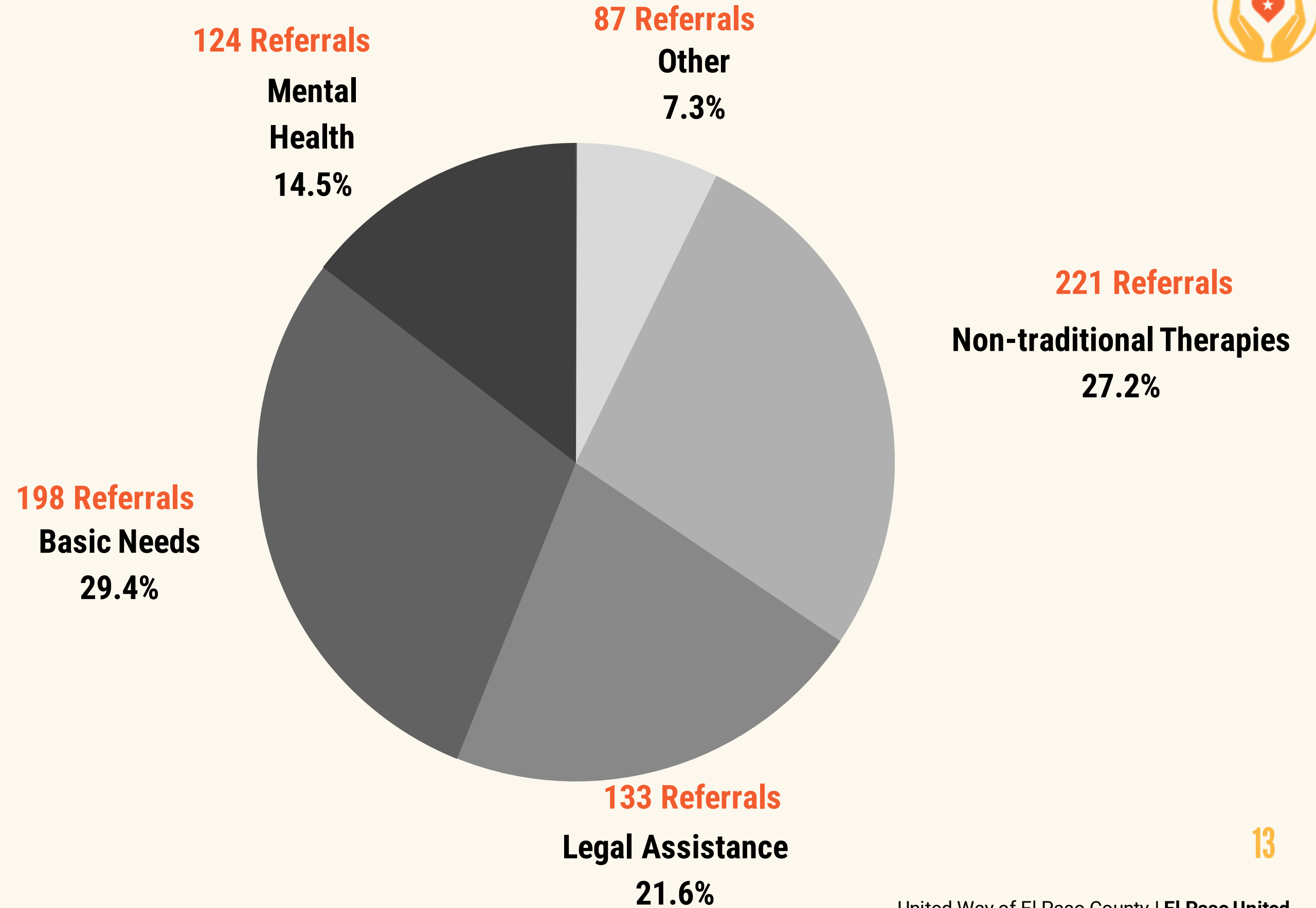
Resource navigation may be defined as guiding individuals and families in understanding and accessing social services based on need and availability.



FRC DATA

ONE YEAR MILESTONES

181 CASES PROVIDING
799 REFERRALS





EL PASO UNITED
Community Resiliency Center

*The CRC is funded through the
U.S. Department of the Treasury
Emergency Rental Assistance
Act.*



OUR PANDEMIC RESPONSE



Modeled after success of the FRC, the CRC provides resource navigation through highly trained Resiliency Navigators, to El Pasoans financially impacted by COVID-19.

This investment includes collaborative outreach efforts and a cohesive mass media campaign to further expand our holistic message.



CRC PROGRESS TO DATE

EL PASO UNITED COMMUNITY RESILIENCY CENTER

364

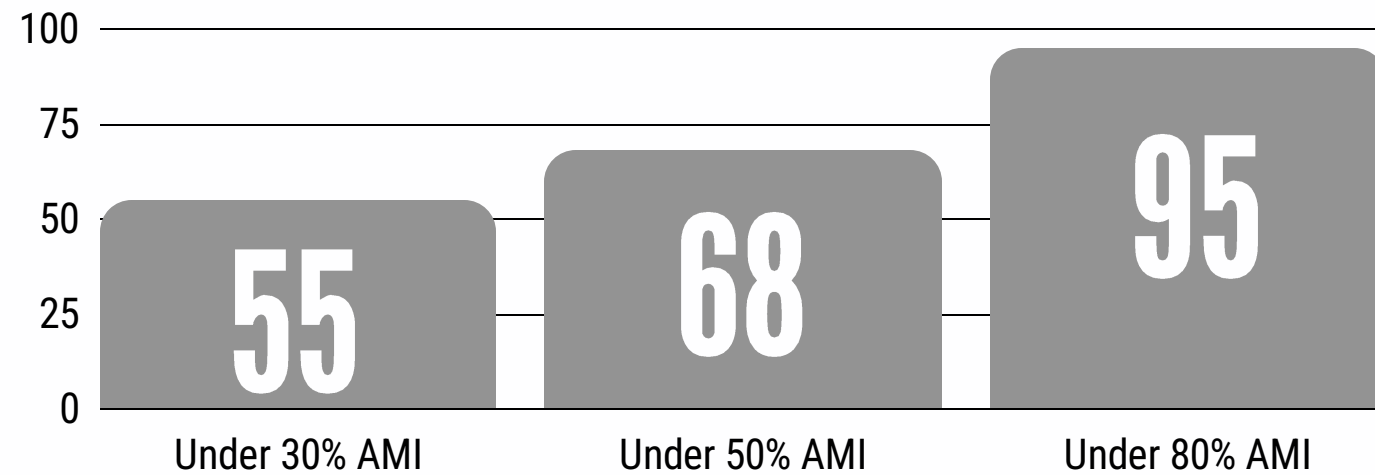
TOTAL CALLS RECEIVED

79

ELIGIBLE CLIENTS

212

INDIVIDUALS IN THE HOUSEHOLD



285

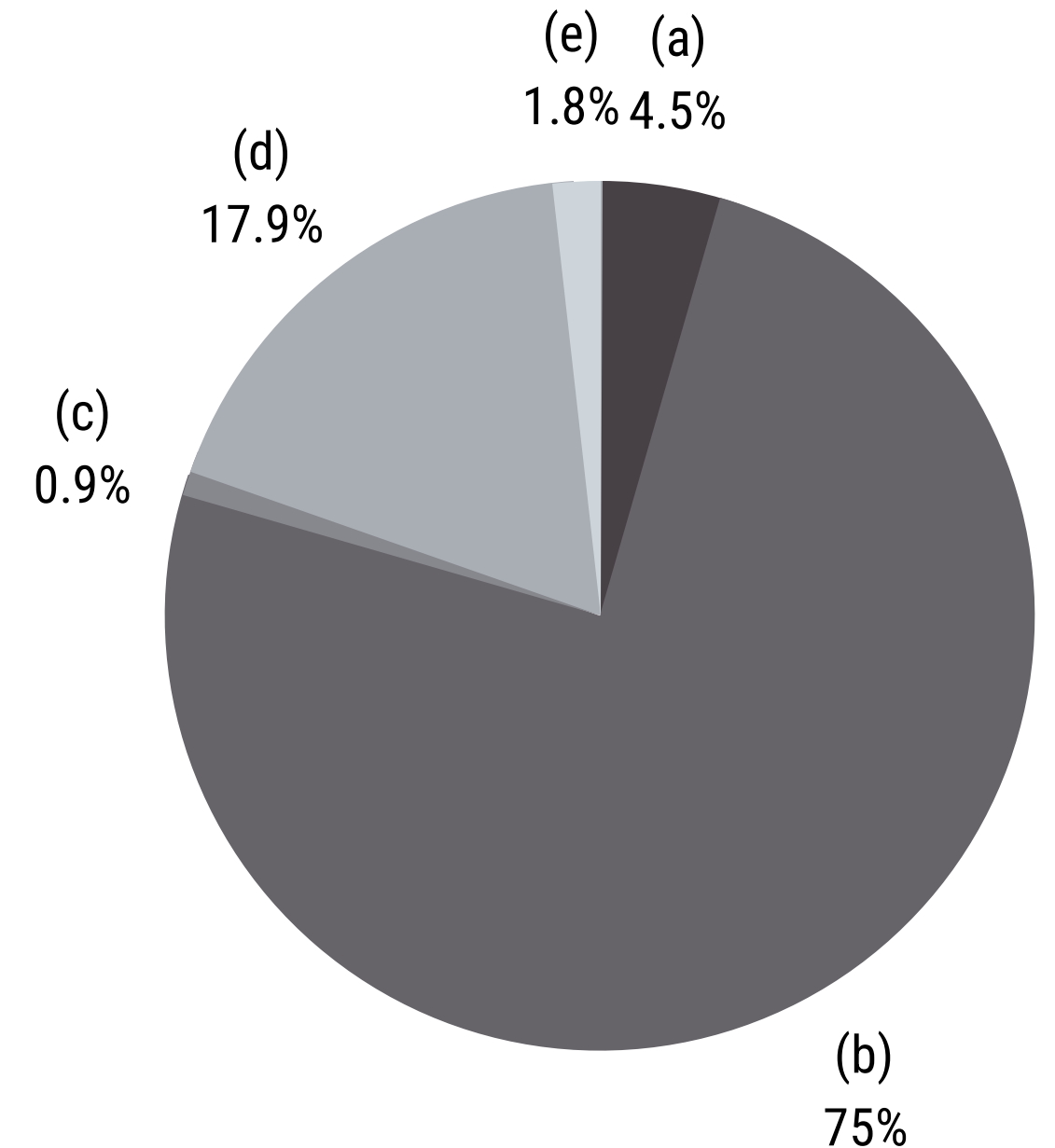
INELIGIBLE CLIENTS

ACCEPTANCE RATE OF CLIENTS 21.7%

130

TOTAL REFERRALS FOR ELIGIBLE CLIENTS

- (a) mental health counseling - 5
- (b) rent or utility assistance - 84
- (c) emergency housing - 1
- (d) food assistance - 20
- (e) workforce and job skill building programs - 2



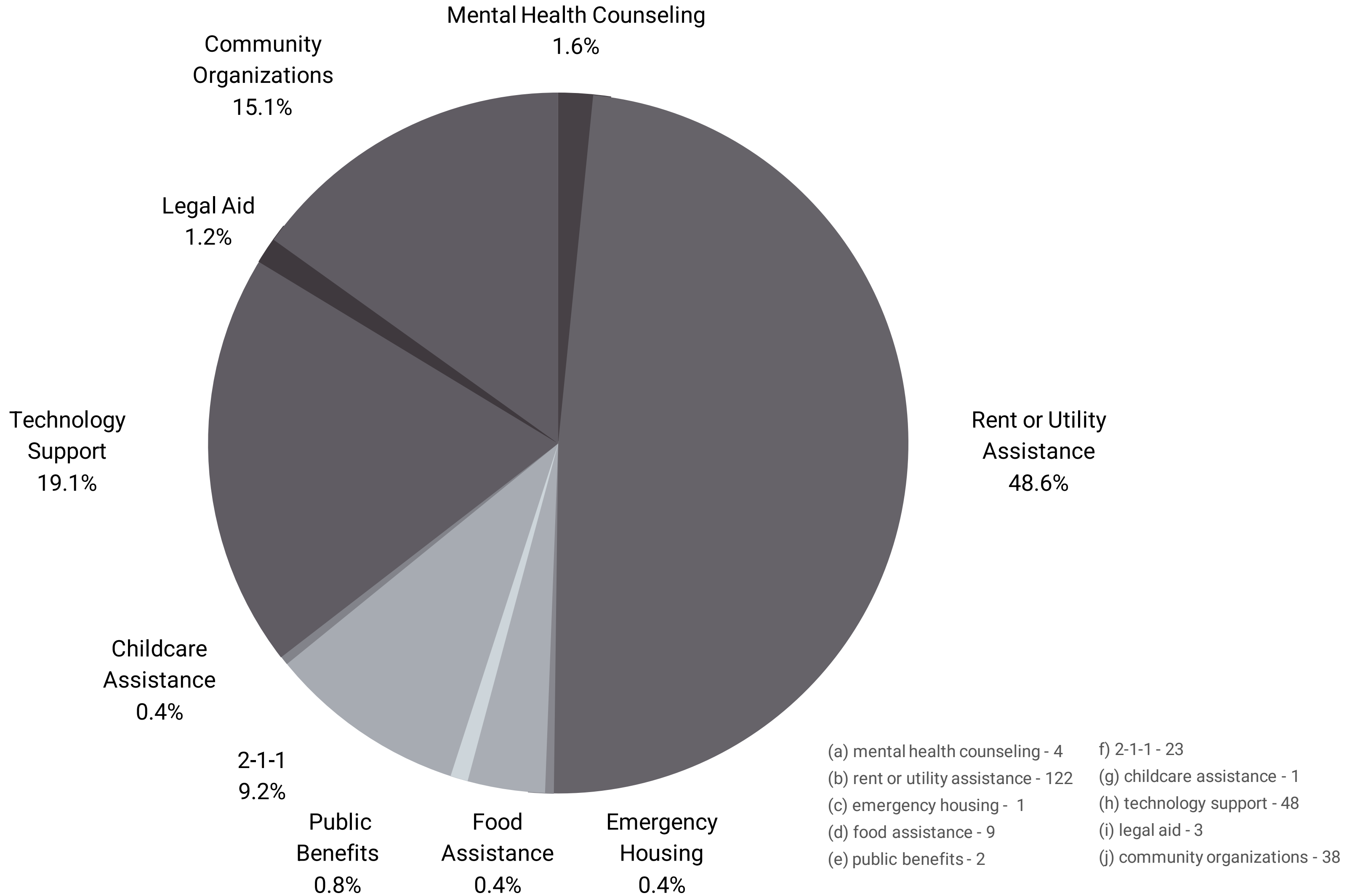
285

COURTESY REFERRALS FOR INELIGIBLE CLIENTS

- | | |
|--------------------------------------|----------------------------------|
| (a) mental health counseling - 4 | f) 2-1-1 - 23 |
| (b) rent or utility assistance - 122 | (g) childcare assistance - 1 |
| (c) emergency housing - 1 | (h) technology support - 48 |
| (d) food assistance - 9 | (i) legal aid - 3 |
| (e) public benefits - 2 | (j) community organizations - 38 |

United Way of El Paso County







WHY THE CRC

In addition to navigation services once a client is enrolled at the CRC, clients are eligible for further assistance to address their long-term economic well-being.



Mental
Health
Counseling



Food
Assistance



Work Force and
Job Skill Building
programs



FAMILY RESILIENCY CENTER

(915) 775-2783

frc@unitedwayelpaso.org



[@elpasounited.frc](https://www.facebook.com/elpasounited.frc)

www.elpasounitedfrc.org



COMMUNITY RESILIENCY CENTER

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www.elpasounitedcrc.org