

*Empowering*

*Personal*

*Credible*

*Progress*

*Impactful*

*Stabilizing*

*Decade of Service*

*Responsive*

*Sustainable*

*Advocate*

*Efficient*

*Compassionate*

*Strengthening*

*Caring*

*Integrated*

*Friend*



*Family*

**Haitian Neighborhood Center**

*2010-2011 Annual Report*

*Celebrating A Decade of Service . . .*



## From Our Executive Director

Dear Friends,

I am honored to share with you, Sant La's 2010-2011 annual report, reflecting our achievements this past year and celebrating a decade of service to the community. It feels like just yesterday Sant La was the vision of a group of individuals working together to address the lack of information and access to services in South Florida's Haitian community. Ten years later, the vision has been realized. Sant La is a valued and respected community reference. For this, I must pay homage to those responsible for our success.

First, I salute the vision and leadership of our founding members. Together, we have created the future we imagined.

Many thanks to the Sant La board for unmatched dedication and commitment.

Next are the heroes of Sant La; the staff members, who have given it their all and consistently exemplify our values and mission. Thank you; we are because you are!

To our community allies and partners, especially our CBO Roundtable members and our NAG, our success is your success.

To our clients, who have entrusted us with their confidence and respect, We cherish that sacred bond.

Last but not least, the equity investors in Sant La; our contributors, whose financial support advances our shared vision of a self-sufficient, fully integrated and productive Haitian community. We will work to continue to earn your confidence as your dividends multiply.

Friends, over the next decade, we pledge to continue to work towards incremental change as we work for transformational change.

Forever Sant La!

Gepsie M. Metellus  
Executive Director

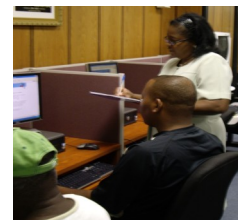
# The Value and Impact of Sant La's Work

## General Services

In 2010-2011 Sant La provided over 19,583 units of service to the community, and over 3,600 new clients walked through our doors. Our staff assisted over 500 earthquake survivors, completed over 50 applications for Temporary Protective Status and Deferred Action, completed 130 citizenship applications, prepared approximately 40 clients for citizenship examinations, read and responded to correspondence for over 1,250 clients and awarded 3 college scholarships. This report represents the work of 14 individuals working for over 27,000 hours.

## Assistance to the Unemployed

Over 7,800 dislocated workers were assisted in claiming their unemployment benefits, and dealing with the Agency for Workforce Innovation.



## Employment Security

In 2010-2011, our employment team assisted approximately 3,450 clients with employability skills-building, application and resume assistance, interview preparation and job placement. With two full-time and one part-time staff members, Sant La has placed 14% or 230 clients referred to employment.

## Increased Access to Services through Information, Referrals and Case Coordination

This is the cornerstone of Sant La's work. This year we referred approximately 1,640 individuals to other county services.



## Health & Food Security

Over 2,000 individuals, 1,041 of which were children, gained access to health & safety-net benefits — including Food Stamps, Medicaid and Florida KidCare.

## Economic Security

Sant La's Financial Services division assisted over 260 individuals with identity theft resolution, financial planning, mortgage modifications and Low Income Tax Clinic (LITC) services. In addition, 6 staff-volunteers prepared the taxes of 900+ clients through Sant La's VITA, (Volunteer Income Tax Assistance) resulting in over \$1.5 million refunded and reinvested into the local economy.



## Strengthening Families

The parent-child relationship is critical to all families! Sant La assists parents with children ages 8-17 to develop effective parenting skills and positive youth development through sustained communication and interaction. This year we graduated 26 families, including 30 parents and 46 youth.

## Community Engagement through "Teleskopi"

Our weekly TV show continues to educate, inform and engage our community through a variety of topics, in a culturally and linguistically competent manner. In 2010-2011 we produced over 20 new episodes this year, bringing the grand total of programs to 224.

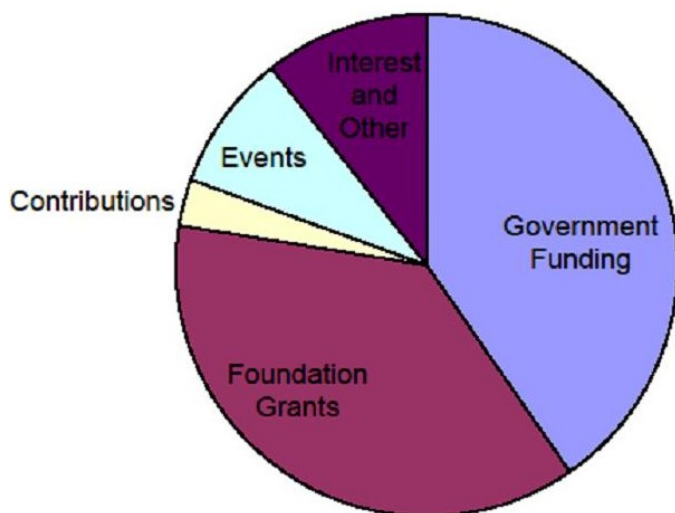


# A Snapshot of our Financial Stewardship

We epitomize doing more with less!

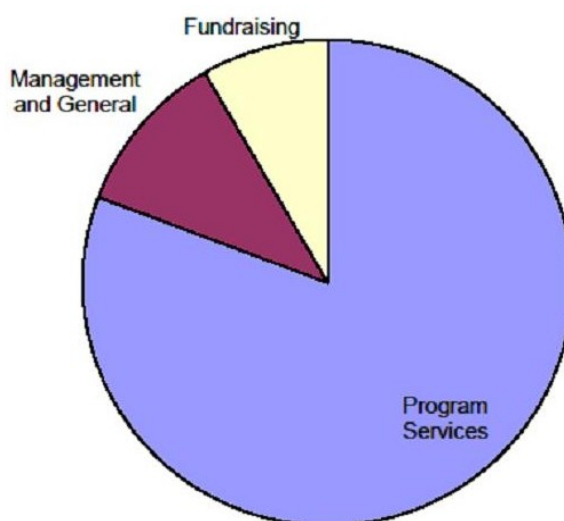
We judiciously invest your dollars in services while maintaining relatively low overhead costs.

## INCOME



Government Funding	40.4%
Foundation Grants	37.2%
Contributions	3.0%
Events	8.8%
Interest and Other	10.6%
	<hr/>
	100.0%

## EXPENSES



Program Service	\$913,971	80.7%
Management & General	\$123,217	10.9%
Fundraising	\$94,852	8.4%
	<hr/>	
	\$1,132,040	100%

## A Decade in Review

On June 15, 2001, we set out to Strengthen, Stabilize and Empower South Florida's Haitian community with a staff of three and a start-up grant of \$25,000 from the Kennedy Family Foundation. We anticipated serving an ambitious 600 clients. We have progressively grown to a staff of 14, a much larger budget, and serve a minimum of 3,600 to a maximum of 8,000 individuals annually. Since our inception we have impacted 96,000 lives!

## Sant La's Key Milestones from 2001 to 2011

- Created a community resource with breakthrough performance, accountability, transparency and outcomes
- Trusted and credible voice in articulating Haitian community issues, challenges and aspirations
- Established a culture of collaboration among service providers in the Haitian community
- Successful advocacy for government policies/investments in health and education that benefit the Haitian community
- Forged partnerships with local, state and national institutions to jointly address community well-being
- Published 8 White Papers about local Haitian community issues
- Created a successful television talk-show, Teleskopi, that has aired for the past seven years
- Partnered with The Brookings Institution to produce the first-ever socio-economic demographic report about the Haitian Community of Miami-Dade County
- Launched The Haitian Link, in partnership with The Miami Herald
- Established a Scholarship Fund for deserving Haitian students
- Set up an Organizational Endowment!

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Facebook.com, Keyword: Sant La Twitter.com/SantLa MiamiHerald.com/Haitian-Link

## Sant La's Board of Directors

**Jean F. Renazile**, Board Chair

**Rulx Jean-Bart**, Board Vice-Chair and Nominating Committee Chair

**Ana Rios**, Board Secretary and Program Committee Chair

**Marie Jo Toussaint, Esq.**, Treasurer and Audit Committee Chair

**Thomas Eugene**, Development Committee Chair

**Serge Boissette** ✨ **Ashaki Bronson** ✨ **Thamara Labrousse**

**Pierre E. Liautaud** ✨ **Maria Pascal** ✨ **Jean-Marc Piquion** ✨ **Regino Rodriguez**

## Sant La Staff

**Gepsie M. Metellus**, Executive Director

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

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

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

**Charles Cazeau**, Director of Employment Services

**Sherline Celicour**, Receptionist

**Junie Dareus**, Program Support Staff

**Arielle F. Dominique**, Program Associate

**Josette Josue**, Community Health Worker

**Rose T. 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 \* Carnival Foundation \* Coral Gables Congregational \* Florida Marlins Foundation \* Green Family Foundation \* Health Foundation of South Florida \* JP Morgan Chase \* John S. & James L. Knight Foundation \* Marguerite Casey Foundation \* Neighbors to the Rescue \* Publix Charities \* The Early Childhood Initiative Foundation \* United Way of Miami-Dade \* Wachovia Foundation

### Government Agencies

Miami-Dade County \* The Children's Trust \* The Internal Revenue Service Tax Payer Advocate Services, Low Income Tax Payer Services (LITC) & Volunteer Income Tax Assistance (VITA)

### Corporate Donors

American Airlines \* Aventura Hospital & Medical Center \* Bacardi USA \* Bank of America \* BankAtlantic \* Baptist Health South Florida \* Becker & Poliakoff \* Blue Cross & Blue Shield of Florida \* Coca-Cola \* Coastal Construction \* Florida Power & Light \* Humana \* Island TV \* Premier Beverage \* Prestige Beer \* Sun Life Stadium \* The Miami Herald \* Unitransfer \* Voila \* Wachovia Bank