Social Services

2019 marked a year of excellence in Social Services. We are the bedrock of Humanitarian by providing 16 different programs to our community and are committed to sustaining the legacy of Amistad, a banner in the form of a sarape, bright colors representing all the strengths of our agency. Each strand of social support that we weave into that sarape brings hope, healing and strength to the most vulnerable of our community. Through the Volunteers in Service to America (VISTA) Program, approximately $150,000 of cash and in-kind support was collected, which assists with an array of supplies, including organizing for clients in Guardianship with a Summer Bash and Holiday Party.

AguaCares: A partnership between EPWater and Amistad. For EPWater customers who are seniors (65+), facing financial hardships and at risk of being disconnected from water service. Eligible customers receive money management counseling, payment arrangement, emergency utility payment assistance, shower heads and water conservation kits. This year, 176 disconnections were avoided, 240 clients received money management counseling, 922 showerheads were distributed, and 58 conservation kits were installed.

Peer Support Program (PSS): A partnership between Texas Council on Developmental Disabilities (TCDD) and Amistad. Through the program, people with intellectual and developmental disabilities (I/DD) are trained to be peer support specialists and help other people with I/DD create person-centered service plans. During FY19, the PSS program recruited 15 mentors and developed 41-person centered plans for clients in the Guardianship Program. They also go above and beyond as mentors by taking their mentees to their first college basketball game, learning how to tie their own shoes, learning how to use a folding white stick and learning how to ride a bike again.

Supervised Visitation and Safe Exchange Program: A partnership between El Paso County and Amistad. For EPWater customers who are seniors (65+), facing financial hardships and at risk of being disconnected from water service. Eligible customers receive money management counseling, payment arrangement, emergency utility payment assistance, shower heads and water conservation kits. This year, 176 disconnections were avoided, 240 clients received money management counseling, 922 showerheads were distributed, and 58 conservation kits were installed.

Money Management Counseling

240

Application Assistance

214

Guardianship Clients

390

ADTRC Calls

6,188

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

Vision: Every individual has access to services that promote a quality life through the Amistad spirit of compassion.

Values:

Respect
Honesty
Integrity
Service
Excellence

Board of Directors

Corporate Management Team

Left to Right: Xavier Bahales, Chief Executive Officer; Sonia Morales, Community Relations Manager; Rosario Fernandez, Chief Operating Officer - Transportation; Dalia De Los Santos, Human Resource Director; Andres Ramirez, Chief Operating Officer - Social Services; Gerardo Blanco Chief Financial Officer

Amistad is an Equal Opportunity Employer. Amistad does not discriminate on the basis of race, religion, color or sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.
Advocate

Advocating to ensure that people, particularly those who are most vulnerable in society, are able to have their voice heard on issues that are important to them. Having their views and wishes genuinely considered when decisions are being made about their lives is imperative. Guardians and Peer Support Specialists advocate for clients assigned to Guardianship in various facets.

- Hosted the annual Summer Bash and Holiday Party
- Purchased 10 Apple iPads to assist with communication
- Installed Proloquo2Go app to foster language development
- Attended a UTEP basketball game
- Attended Gabriel Iglesias Comedy show

Connect

Social Media has allowed us to share stories and engage with our supporters, donors and volunteers. 1,230 followers get a peek behind the curtain of our organization and fuels our staff to improve our programs and services. Adopting social media allows us the ability to build stronger ties with the community.

Deliver

In 2019, Amistad’s Call Center received 80,295 calls that resulted in providing an array of transportation services including:

- 400 advance funds deposits
- 90,834 one-way demand response trips in El Paso county
- 25,604 mileage reimbursement trips
- 2,350 mass transit tickets

At Amistad, we hold ourselves accountable on how we effect social change. Corporate Social Responsibility, it is an opportunity for us to demonstrate excellent corporate citizenship within the El Paso Community.

In 2019, Amistad held several events and invited the community to partake in the events, these events include:

- Healthy Living, Positive Lifestyle Fair
- Veterans Community Closet
- Cereal Drive partnership with Hospitals of Providence
- Art is Healing
- Transportation to Refugees
- Pillow Case Project
- Halloween Hideout
Transportation

In Far West Texas, Amistad’s fleet of 60 vehicles has a strong presence on the streets and highways of urban and rural communities and ‘colonias’. Having traveled 1,990,695 miles, the agency provided transportation services to persons with diverse backgrounds and different abilities. Through a contract with the Rio Grande Council of Governments Area Agency on Aging, Amistad provided 2,487 one-way trips to dialysis, medical appointments, and other related approved destinations. The agency has contracts with Las Palmas – Del Sol, Money Management Program, Secure Transportation, Highlands Rehabilitation Hospital, Adult Protective Services, Guardianship Program and through the El Paso Metropolitan Planning Organization, a grant to transport the elderly and persons with disabilities under the Enhanced Mobility of Seniors and Persons with Disabilities (Section 5310) Program. These contracts resulted in the agency providing 12,232 one-way trips to various destinations. With the massive influx of migrants daily, the agency provided 3,415 one-way trips to refugees released by ICE who needed transportation to the airport or bus station. In addition, Amistad manages and operates the San Metro Mitigation Transit Service Neighborhood and Express Mass Transit serving areas in Northeast and West El Paso transporting a total of 76,001 individuals to the various transfer centers.

Amistad provides NonEmergency Medical Transportation (NEMT) for 23 Far West Texas counties and serves as the only nonprofit Managed Transportation Organization (MTO). It takes a team of experienced and dedicated professionals to provide and arrange the most cost-effective services to Medicaid-eligible clients, Children with Special Health Care Needs (CSHCN) as well as Indigent Cancer Patients in need of treatment and specialized medical services throughout Texas and beyond. For those clients who required extended stays outside of their counties, the Special Authorization Unit (SAU) arranged 771 long distance trips by air or ground and provided 21,038 meal and lodging services to the clients and their authorized attendants. To ensure personalized, accessible, and efficient services for clients residing outside of El Paso, Amistad teamed up with three Texas-based organizations that provided 45,287 one-way demand response trips. Amistad’s MTO team efforts in 2019 touched the lives of our clients a total of 266,579 times – an increase of 7% from last year.