



ANNUAL REPORT 2021

PUERTAS ABIERTAS

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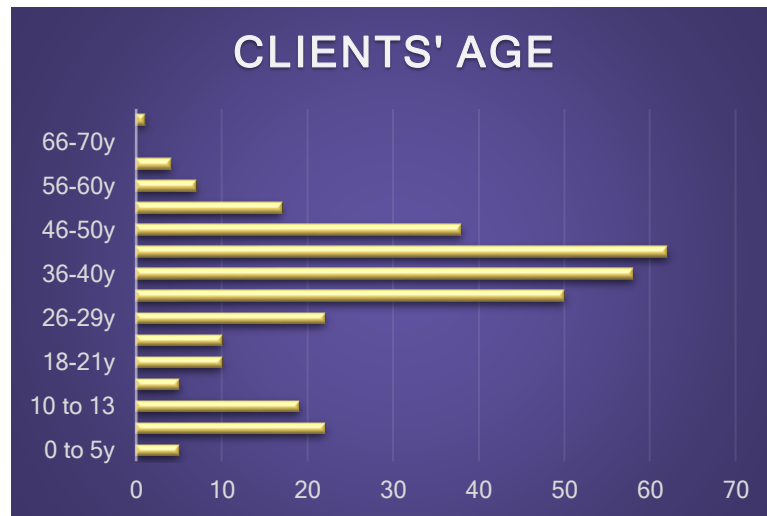
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BETWEEN JANUARY 1ST AND DICEMBER 31 OF 2021 PUERTAS ABIERTAS

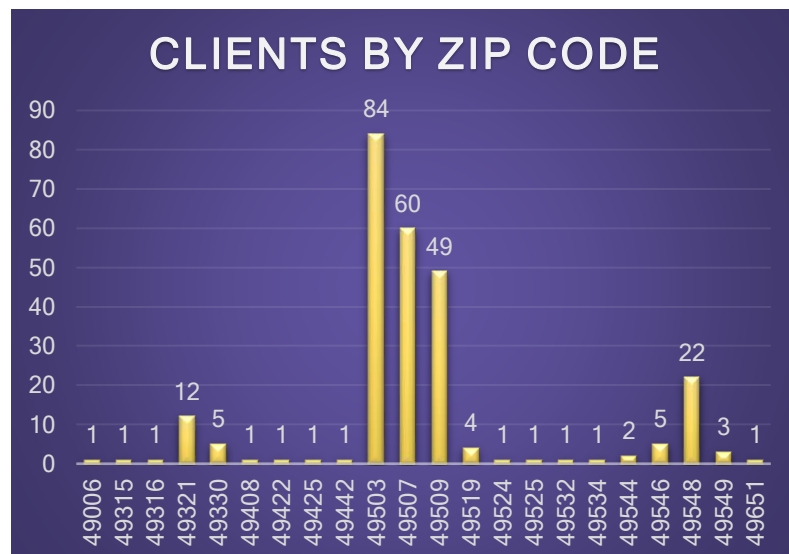
- Served **329** clients (265 Latinx women, 50 Latinx children, 14 Latinx men. All victims of domestic abuse, sexual abuse, or trafficking)



- **288** were female and **41** males. **5** clients identified at LGTBQ
- Did more than **5,655** encounters or visits (1:1 Therapy, Group Support, advocacy, classes, Physical Education, resource connector, interpretation, navigate systems, between other)



- The Average number of total visits was **17.2**, the Median number of total visits was **4**, the Most number of visits was **110**, and the Least number of visits was **1**
- Of the **329** clients, **267** identified as Hispanic/Latino and **62** multicultural. Any other person who did not qualify for our program was referred to another community organization.
- **84%** Of our clients have less than High School education. All Puertas Abiertas services are delivered to the clients on a simple way and based on their level of education for an easy understanding. **277** have Less than High School, **41** have High School Degree/GED, **10** have Associate Degree/Certification, and **1** Bachelor's Degree or More.
- **63%** of our clients have Emergency Medicaid, and **7%** have No Insurance. We continue to provide services at no cost to our clients. **84** clients indicating having Medicaid, **17** private insurance, **22** self-pay or no insurance, and **206** of them have Emergency Medicaid
- The number of clients based on their zip code are:



IMPORTANT OUTCOMES

- Puertas Abiertas has significantly increased the availability of culturally sensitive services addressing the cycle of domestic abuse at the individual level through education and empowerment in Kent County and other areas around West Michigan
- The number of clients seeking help tripled in 2021. We are currently receiving referrals from many organizations in Kent County and other areas around West Michigan. Puertas Abiertas partnered with various organizations in Kent and other counties to provide shelters and housing to their clients.
- Puertas Abiertas provided legal services to its clients achieving U and WAVA VISA and stopping deportations. Also, our clients have been able to apply for divorce, child custody, name change, child support, etc. We have established partnerships with Michigan Immigrant Rights Center, Legal Aid of West Michigan, and private lawyers through volunteer hours.
- Our organization had seven support groups for women, four support groups for child/adolescents, one support group for men, advocacy, job training, immigration, and family legal advice, translation, transportation, financial aid, food and clothing, domestic violence hotline in Spanish 7 days a week/24 hour a day, among others. All services are free of charge for our clients.
- Puertas Abiertas has been able to help clients to increase their self-sufficiency and personal independence through education and individual counseling. Our organization has coordinated with many community partners to provide different services such as GED, free computers, English, nutrition, and computer classes, among others. We have resolved many immigration issues protecting clients' confidentiality and helping them navigate the confusing court system through their immigration process.
- Our clients have learned different coping skills to deal with the everyday demands of living as abuse survivors empowering them to take charge of their futures and develop healthy emotional strategies. We continue to increase access to violence-free living

arrangements for women, children, and men, improving community wellness and mental health by advocating for the dignity and respect of Latinx families. As of 12/31/2021, Puertas Abiertas has coordinated services for its clients with more than 35 community partners.



*Andrea Inostroza MS, ATR, LLPC
Executive Director/Founder
She/Her Pronouns*

As a new year begins, I want to thank you for your generosity and support. With your help, in 2021, Puertas Abiertas empowered over 300 Latina women and their families to live healthy, safe, and satisfying lives free of domestic violence, sexual assault, and trafficking.

With the collaboration of over 35 community partners, and YOU our stakeholders, we cultivate transformational changes in the lives of our clients every day.

I want to give a tremendous and heart-felt thanks to our dedicated staff and volunteers who serve our Latinx women, children, and families.

Together, we can change our world!

¡Gracias!

211; Calvin CRC Family Assistance; City of Grand Rapids; CompreNew; COSECHA; Cook Art; Cook Library; D.A. Blodgett - St. John's; Dominican Sisters of Grand Rapids, MI; East Congregational Church; Good Food box; Grand Rapids Community Foundation; Grow Hub GR; Guatemalan Consulate in Chicago, United States; Gun Lake Cosina; Kent County Public Library; Link Up; Literacy Center of West Michigan; Maya Café; Mental Health Clinician of Color in Grand Rapids; Mexican Consulate in Detroit, United States; Mexo; MSU, Migrant Students' Service. High School Equivalence Program; Michigan Immigrant Rights Center; Michigan State University Extension - Kent County; Natural Maya; Nikki Salon & Ricardo Macias; Private Donors; Roosevelt Park Ministries; Roosevelt Park Neighborhood; Spectrum Health Community Program and Shared Services; Spectrum Health Healthier Communities Mas Vida, More Life; State of Michigan; Telamon Michigan; The Hispanic Center of West Michigan; Touch of Life NEM; Vida Acupuncture; West Michigan Hispanic of Commerce Foundation; West Michigan Migrant Resource Council; YMCA