



IMPACT REPORT

2018-2019

SALUDOS *from* CLAUDIA

I have been thinking a lot lately about what it means to “give back” and have come to the conclusion that it’s not really about giving back. We all have a common goal: we want a better world for our children and our grandchildren and generations to come. Our job is not to give back, but rather to make the world a better place.

Thank you for investing in a thriving Latino Community and thank you for working to make the world and the community a better place for everyone.



CLAUDIA CABALLERO
EXECUTIVE DIRECTOR

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SOCIAL WORK INTERN
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GRAPHIC DESIGN INTERN
Janey Green
SOCIAL MEDIA INTERN



EVERY LATINO & LATINA THRIVING

MISSION

The mission of Centro Hispano is to connect, integrate, and empower the Latino community through education and engagement, information and resources services, and community strengthening initiatives.

VISION

To see every Latino & Latina in East Tennessee thriving culturally, educationally & economically.

VALUES



LATINIDAD



COMUNIDAD



CORAZÓN

WHAT WE DO

SERVICES OFFERED

WORKFORCE DEVELOPMENT

English Classes
Digital Literacy
Adult Literacy

YOUTH & FAMILY ENGAGEMENT

Early Childhood Development
After-school Programs
Youth Leadership Programs

COMMUNITY RESOURCES

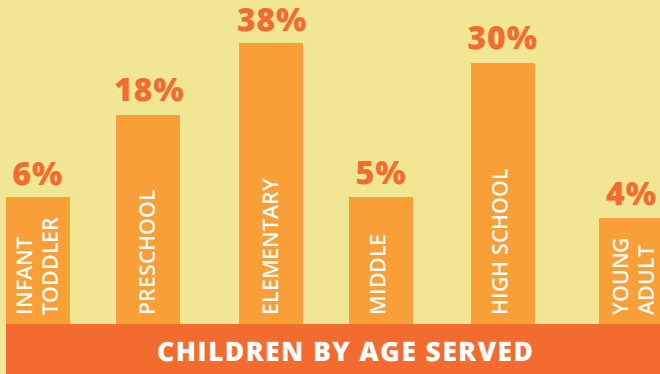
Health Education
Good-neighbor Workshops
Financial Literacy

2,003
CLIENTS SERVED

867 ADULTS

343 CHILDREN

793 INFO & REFERRAL



CLIENT ETHNICITIES

46%
México

20%
Central America

5%
Other

29%
South America



**MARIA MATNEY
& LUIS URREA**
*VOLUNTEER
COORDINATORS*

 **215** TOTAL VOLUNTEERS

 **3,309** TOTAL HOURS DONATED

 **81,689** VALUE OF VOLUNTEER HOURS

VOLUNTEERS

**VOLUNTEERS
BY PROGRAM**

50% ADULTS

37% CHILDREN'S

13% INFO & REFERRAL



\$455,000.00 TOTAL INCOME
TOTAL EXPENSES **\$455,080.00**

FY 2017-2018 INCOME

62% GRANTS
27% FUNDRAISING
10% DONATIONS
1% PROGRAM INCOME
1% CONTRACT FEES



FY 2017-2018 EXPENSES

57% PROGRAMS
14% OVERHEAD
15% OPERATIONS
14% FUNDRAISING
& ADVANCEMENT





MARIA SIRÁ
*Centro Client
& Business Owner*

“When you’re at Centro Hispano it’s like you’re with family.”

Not only did Maria Sira start her own Taqueteño business, TequeKnox, with the help of Centro Hispano’s Workforce Development Program, but she also found her home away from home.



SUCCESS STORIES

IN THE 2018-2019 FISCAL YEAR WE...

This year, we have accomplished many of our long-term goals with your help. We are excited to announce that our budget has increased tenfold since 2013, and we are continuing to grow financially to accommodate our clients. In addition to increasing our budget, we have increased our staff. We went from 5 full-time staff members and 9 part-time staff members to 7 full time staff members and 11 part-time staff members in the 2018-2019 fiscal year. The increase in staff, in addition to our larger budget, is helping to ensure that the Latinx community in East Tennessee is thriving culturally, educationally and economically.

In the 2019-2020 fiscal year, we hope to expand upon these achievements. Not only do we hope to continue our financial growth, but we also hope to obtain a new facility so we can better accommodate all of our clients. This new facility will help us impact more people in the community by allowing us to offer more classes, such as Hi-Set/GED classes for Spanish speakers, as well as Spanish classes for English speakers.

We are confident that with your support we can achieve all of our goals. Thank you for believing in Centro Hispano!

