



IMPACT REPORT 2023-2024

Table of Contents

Saludos de Claudia **page 2**

Our Mission, Vision, and Values **page 3**

Our Year at a Glance **page 4**

Community Resources **pages 5-6**

Workforce Development **pages 7-8**

Youth & Family Engagement **pages 9-10**

Our Year in Pictures **pages 11-12**

Who We Are **pages 13-14**

Latino Awards! **page 15**

Income & Expenses **page 16**

¡HOLA AMIGOS!

I'm delighted to present to you Centro Hispano's 2023-2024 Impact Report! As my team and I reflect on the past year, we can't help but smile at the incredible growth and energy buzzing through our community. I'm proud of our work *with* and *for* our neighbors—it's nothing short of inspiring!

At Centro, our clients don't just come to learn English or access resources—they come to find *familia*. We help folks sharpen their professional skills, navigate life's twists and turns, and support their children's education. Whether it's through job training, connecting people to services, or serving as guides through the college process, Centro Hispano is where vision meets action.

After 19 incredible years, we have embarked on a brand-new adventure! We've moved into the heart of Knoxville, partnering with the folks at the beautiful, historic Central United Methodist Church to open a new chapter for Centro. This move isn't just about a new building—it's about creating a new home. And guess what? You're invited! We can't wait for you to stop by *nuestra casa* and feel the warmth and sense of community that fills it.

So here's to you—our friends, supporters, and cheerleaders—who've been with us every step of the way. Your belief in our mission keeps us going strong. Together, we're building a more inclusive, more vibrant future for everyone.

With so much love and gratitude,



CLAUDIA CABALLERO
PRESIDENT & CEO | CENTRO HISPANO
claudia@centrohispano.org | 865.282.6430

MISSION

Our mission is to promote empowerment and civic participation through education, workforce development, youth and family engagement, and community building.

VISION

We envision an East Tennessee in which all Latino/a/e/x people can thrive culturally, educationally and economically.

VALUES



LATINIDAD



COMUNIDAD



CORAZÓN

OUR 2023-2024 FISCAL YEAR *at a Glance*



Centro Hispano made

2,755 referrals

to vital resources and engaged

1,214 individuals

in our programming.



Our work is supported by

209 volunteers from all over

the community. Their care and dedication

are priceless—but the dollar value of their

more than **4,000 hours** of service

totalled \$135,031.



We **tripled** our square footage!

COMMUNITY RESOURCES *2023-2024*

Centro's Community Resources team fostered connections to build a healthy community by providing education, expanding access, and promoting equity with...

- ▶ More than **2,300 attendees** engaged at **16 Health Events!**
- ▶ Health & Resource Fairs that served **888 clients**
- ▶ **2,462 phone calls and walk-ins connected to referrals** by our Information & Referral Team
- ▶ **1,702 subscribers** to its Health WhatsApp group



“ Civic participation is key to creating a more just and equitable society. ”

- Cristina Cáceres,
Director of Community
Resources



Our Civic Education Coordinator, Valeria Ramirez, sits down with our team's newest American citizen, Alan Miramontes-Flores, to register to vote!

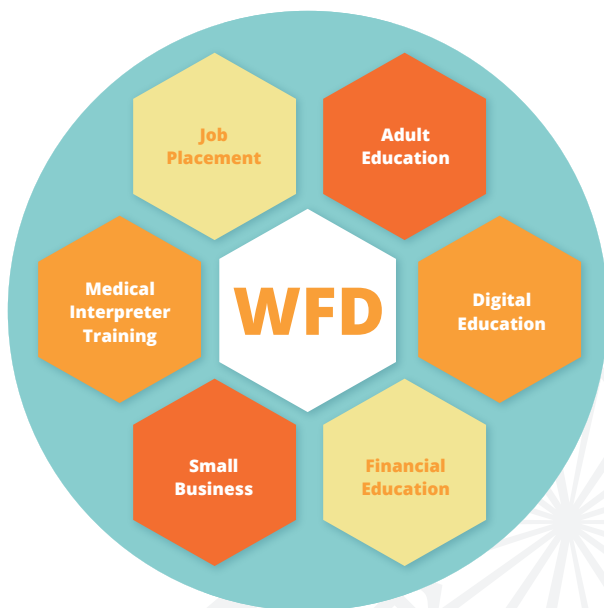


Wellness
program
(Bienestar)
graduation

WORKFORCE DEVELOPMENT *2023-2024*

Centro's Workforce Development team promoted economic empowerment through equity by forging new paths, growing entrepreneurs, and training the next generation with...

- ▶ **644 total ESL students** studying five different levels of English.
- ▶ **10 new, Centro-trained medical interpreters!**
During the practicum portion of their training, our interpreters provided **753 patients** with **1,143 hours** of free interpretation.
- ▶ **139 aspiring entrepreneurs** receiving **750 hours of business coaching** and establishing **15 growing businesses**.



“ HERE’S TO BIG DREAMS THAT START SMALL! ”

- Brandon Ledford, Director of Workforce Development



Las Mexicanas: Five of our 2024 medical interpreter graduates!

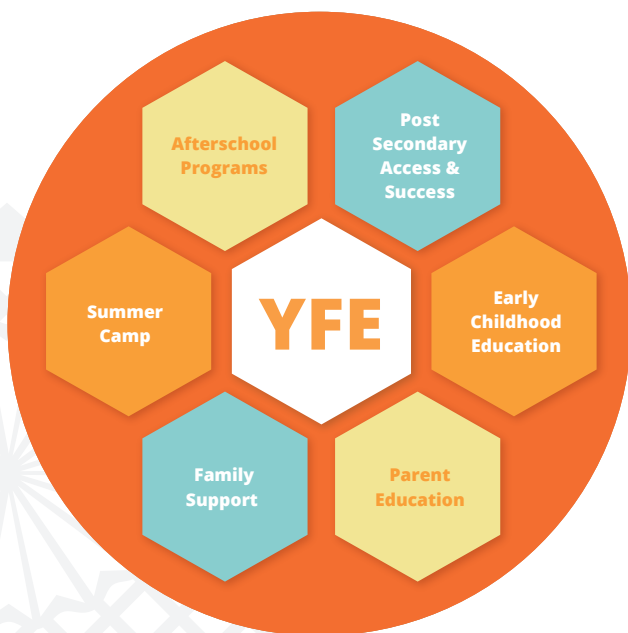


Grandes Sueños en Pequeñas Empresas lifts up aspiring Latino entrepreneurs, is cultivating an ecosystem of Latino business leaders, and helps to fuel the economic engine of East Tennessee.

YOUTH & FAMILY ENGAGEMENT *2023-2024*

Centro's Youth & Family Engagement team created enriching, supportive, and culturally affirming opportunities for youth and families by building strong foundations, empowering youth and their caregivers, and fostering community connections with...

- ▶ **457 youth receiving guidance along the path to higher education** during postsecondary events and programming
- ▶ **100% of postsecondary youth program participants** graduating, being admitted to a postsecondary institution, and receiving scholarship funding!
- ▶ **159 children flourishing** in afterschool and summer camp programming
- ▶ **57 parents learning evidence-based best practices** in parent education classes





“

Being in nature reduces stress, improves concentration, enhances learning, cultivates joy, and fosters better stewardship of the planet. Plus, it's a wonderful setting for families to bond!

- Dr. Megan Barolet-Fogarty, Director of Youth + Family Engagement

”

This year, Centro's Family Support Coordinator organized two family field trips to Great Smoky Mountain National Park (one to the Tremont Institute) so that families could spend time living and learning surrounded by some of our region's most admired natural resources!



OUR YEAR IN PICTURES

Nature's Magic...



In the News!



*Summer
camp fun*



Leaving her mark



Our littlest grads



Early Literacy...



ESL



WHO WE ARE

Executive Team



BRANDON LEDFORD
DIRECTOR OF WORKFORCE
DEVELOPMENT



CRISTINA CÁCERES
DIRECTOR OF COMMUNITY
RESOURCES



CLAUDIA CABALLERO
PRESIDENT & CEO



MARIA MATNEY
DIRECTOR OF OPERATIONS



MEGAN BAROLET-FOGARTY
DIRECTOR OF YOUTH & FAMILY
ENGAGEMENT

Board of Directors

Katrina Enriquez Vargas | Chair | Paralegal, Egerton, McAfee, Armistead & Davis, P.C.

Lisette Vergara | Vice Chair | Senior Financial Consultant, Regions Bank

Dr. Eboni Windford | Secretary | Director of Research and Health Equity, Cherokee Health Systems

Jovanna Milla | Treasurer | Public Relations Liaison, First Horizon Bank

David Bocangel | VP of Manufactured Housing Lending, FirstBank

Jamie Conry | Wealth Advisor, Insight Strategic Wealth

Dr. Frank Cuevas | Vice Chancellor for Student Life, University of Tennessee

Anne Hulse | Relationship Banker, Bank of America

Kori Lautner | Assistant Superintendent of Strategy at Knox County Schools

Daisy LeDuc | Marketing and Sales Consultant

Quineka Moten | Director of Programs and Outreach, The Change Center

Jaquelinne Padilla | Managing Partner, Qivira group

Gloria Palacios | Nonprofit Consultant

Britney Sink | Director of Alumni and Donor Engagement Pellissippi State Foundation

Staff

Katie Armendarez-Willocks | Director of Development

Samantha Benavides | Mobility Mentor

Lina Camacho Pinzon | Afterschool Program Coordinator

Marlene Cervantes Guerrero | Financial Education Coordinator

Hilda Castillo Hurtado | Small Business Coordinator

Zev Colson | Cuna Coordinator

Esmeralda Contreras | Site Coordinator

Melina Corzo | Development Coordinator

Luci Diego | Youth Support Specialist

Doris Fernandez | Bookkeeper

Rubí Flores Reyes | Adult Education Coordinator

Liz García Cardona | Resource Coordinator

Eimy Hurtado Quiroz | Marketing Coordinator

Enid Ludovic | Site Coordinator

Anabel Marchan Almao | Children's Caretaker

Claudia Mata | Senior Resource Coordinator

Paola Medina Rioja | Workforce Development Coordinator

Alan Miramontes Flores | Post Secondary Access Coordinator

Bonnie Ortiz | Family Support Coordinator

Celeste Paula | Health Promoter

Valeria Ramirez | Resource Coordinator

Dalia Rodriguez-Rojo | Medical Interpreter Coordinator

Dani Ray | Grants & Communications Coordinator

Jesus Ariel Yanez | Data & CRM Specialist

Cheyenne Woods | Office Manager

LATINO AWARDS!

The Latino Awards is Centro Hispano's biggest fundraiser of the year... *and it's a blast!*



To invest in this community event,
contact Claudia at Claudia@centrohispano.org

Muchas Gracias
TO OUR 2023 SPONSORS

COMPAÑERO LEVEL SPONSOR



MEDIA SPONSOR



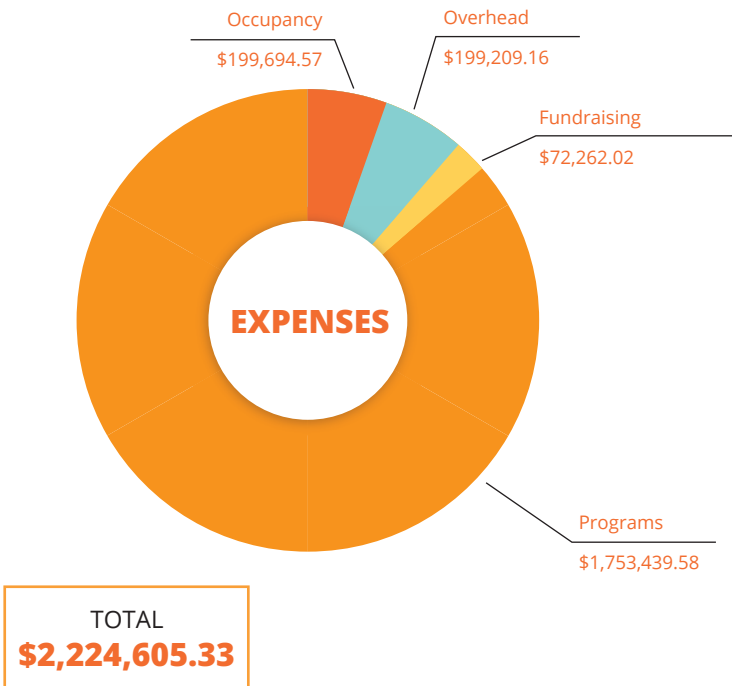
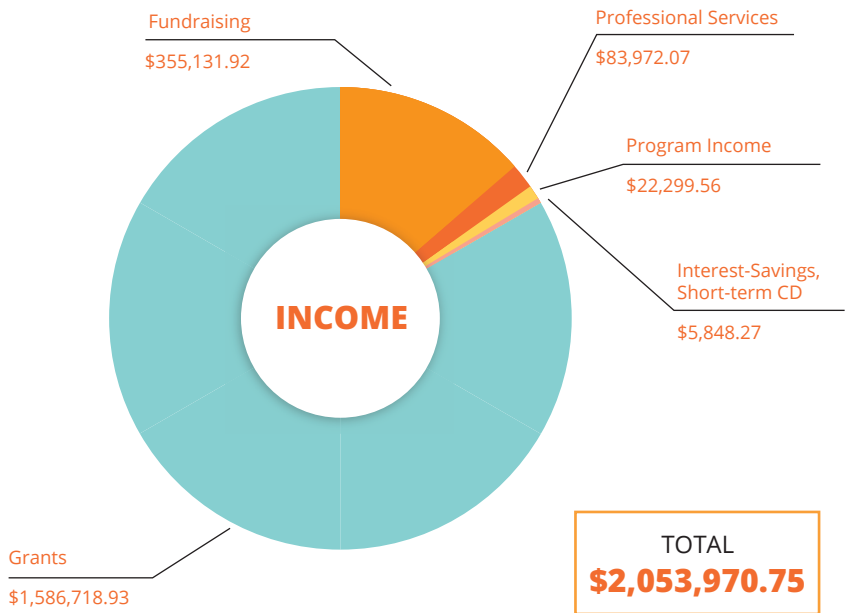
OUR FAMILIA
LEVEL SPONSORS

UT Medical Center
Dollywood
TVA
Bush's Best
Pellissippi State Community College
Clayton Homes
Pinnacle Financial Partners
Johnson University
Regions Bank
FirstBank
Pilot Company
Boston Government Services
Urgent Family Care

OUR AMIGO
LEVEL SPONSORS

Brighton Developers
City of Knoxville
SouthEast Bank
Knoxville Utilities Board
First Horizon
UTK Haslam College of Business
DOW Chemical Company
Team Health
Knoxville Area Association of Realtors
Roane State Foundation
Buckhead Construction Company
Home Federal
Egerton McAfee
UTK College of Law
UTK College of Social Work
Maryville College
Cherokee Health Systems
CINTAS
Vulcan Materials Company
Bank of America
Law Office of Rachel Bonano, PLLC
Department of Health
UTK Vice Chancellors

INCOME & EXPENSES 2023-2024



Gracias TO OUR GENEROUS FUNDERS



The Gene and Florence
Monday Foundation



