



# 2021 IMPACT REPORT

Transforming Lives. Strengthening Communities.



# LETTER FROM EXECUTIVE DIRECTOR

Dear friends and supporters,

From the bottom of our hearts, **we want to thank you for the ways you stepped up to show your support for our immigrant neighbors in 2021.**

As we enter our 49th year of service to our immigrant communities in Washington, D.C., Maryland, and Virginia, we continue to be in awe of the dedication and resilience of our Ayuda family. **You have helped pave the path for Ayuda's success, and we thank you.**

Over the past year we have come together to ensure that:

- **More than 2,700 low-income immigrants received** immigration legal services, domestic violence and family law services, comprehensive case management, and therapy.
- **5,000+ individuals received interpretation or translation services,** helping others overcome language isolation.
- **15,000 pounds of food, 15,000 diapers, and \$200,000+ in financial assistance** were provided to families severely impacted by COVID-19
- **Harmful policies that weaken legal protections for immigrants** were challenged by Ayuda staff and volunteers.

We have been able to accomplish a great deal in 2021, **but we have so much more to accomplish in 2022.**

**We are grateful for your passion, dedication, time, and contributions.**

Together, we continue to make sure our clients can access a full range of immigration and family law assistance, social services, and language support.

Thank you for being a part of the Ayuda family.

Warmly,



Paula Fitzgerald, Esq.  
Executive Director



## Mission

Ayuda advocates for low-income immigrants through direct legal, social and language services, training and outreach in the Washington, D.C., Maryland, and Virginia.

## Vision

We envision a community where all immigrants succeed and thrive in the United States.

## Core Values

**Excellence, Integrity, Collaboration, Inclusion,  
Client-centeredness and Wellbeing**

Ayuda's core values serve as a foundation for how we carry out our work. They thread throughout everything we do and serve as a commitment to one another and to the communities we serve.



# ABOUT AYUDA PROGRAMS

## LEGAL SERVICES

### IMMIGRATION LEGAL SERVICES

Lawful immigration status is the key that opens doors for immigrants to achieve financial security and stability. Many immigrants have viable pathways to lawful immigration status and U.S. citizenship, but lack the means of accessing legal representation to help them identify available immigration benefits, navigate the complex bureaucracy that controls access to immigration benefits, and present their case successfully.

Through **Ayuda's** extensive knowledge of immigration law, **Ayuda's** attorneys assess for all forms of possible immigration relief including U visas (for victims of crime), T visas (for victims of human trafficking), VAWA petitions, and more. Many of these forms of relief that **Ayuda** secures for our clients creates a path towards work authorization, legal permanent residency, and citizenship.

### DOMESTIC VIOLENCE AND FAMILY LAW SERVICES

**Ayuda** offers free holistic legal services in a culturally sensitive environment to low-income immigrant victims of domestic violence, sexual assault, and/or stalking. Immigrant victims are especially fearful of reporting their victimization. **Ayuda's** attorneys provide direct representation, education about legal rights, and advocacy so immigrant survivors can navigate their options, obtain protective orders, and secure custody of their children. Through **Ayuda's** services, survivors can rebuild their lives and raise their children in loving, safe homes.

### PROJECT END

Project END is a direct legal services project aimed at remedying the harm caused by immigration legal services fraud. Project END provides advice, counsel, and representation to victims of

fraud in civil, criminal, and immigration proceedings.

### PRO BONO

**Ayuda's** pro bono program leverages the power and resources of volunteer attorneys, who give their time and counsel to immigrant neighbors in need of services now more than ever, along with the expertise and commitment of **Ayuda's** expert immigration attorneys and staff who serve as mentors to volunteers and manage the clinics.

**Ayuda** works with pro bono attorneys to provide consultations to clients through limited scope, brief advice clinics. In addition, **Ayuda** works with pro bono partners to provide long-term representation to clients in immigration matters through **Ayuda's** pro bono pipeline.



# ABOUT AYUDA PROGRAMS

## SOCIAL SERVICES

**Ayuda** provides culturally-specific social services for immigrant victims of domestic violence, sexual assault, and/or human trafficking, as well as neglected children and youth.

Designed to holistically address short-term and long-term needs, **Ayuda's** multidisciplinary social services team empowers survivors and their families to achieve their unique goals. **Ayuda** provides safety planning, crisis intervention, case management, emotional support, trauma-informed individual therapy and mental health services, and support groups so survivors can achieve safety and self-sufficiency.

**Ayuda** advocates for and connect clients to vital services such as emergency and transitional shelter, food, clothing, or medical care. Clients receive emergency financial assistance, baby supplies through our partnership with the Greater DC Diaper Bank, and food for families

who are facing food insecurity through our partnership with the Capital Area Food Bank.

**Ayuda** also provides case management services at our walk-in and text-in clinics for survivors of domestic violence and sexual assault in Washington, D.C.



## LANGUAGE ACCESS SERVICES

**Ayuda** ensures that all of our neighbors can get assistance when they need it, regardless of the languages they use to communicate. Immigrants and Deaf individuals can experience confusion and profound isolation due to language barriers. Without adequate communication, basic services are beyond reach.

- **Ayuda** provides free in-person interpretation, telephonic and video interpretation, and document translations for thousands of Limited English Proficient or Deaf individuals who need support to communicate with a public interest lawyer or a victim services provider.
- Staff also train interpreters, lawyers, and advocates on effective interpretation and translation services.

## ABOUT AYUDA CLIENTS

For nearly 50 years, Ayuda has provided critical services to more than 150,000 low-income immigrants by giving them **access to justice**, helping them **heal from trauma**, and **overcome language isolation**.

Ayuda's clients are some of our most **marginalized** and **highly resilient** neighbors and community members.

In 2021, Ayuda provided legal and social services to...

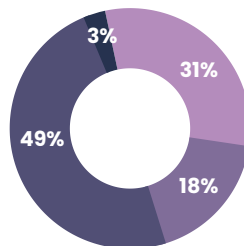
**2800**

LOW-INCOME  
IMMIGRANTS

FROM OVER **90** COUNTRIES

## CLIENT DEMOGRAPHICS

### Average Age of Client



Youth (0-17)

Young Adult (18-29)

Adult (30-64)

Elder (65+)

### Gender Identification



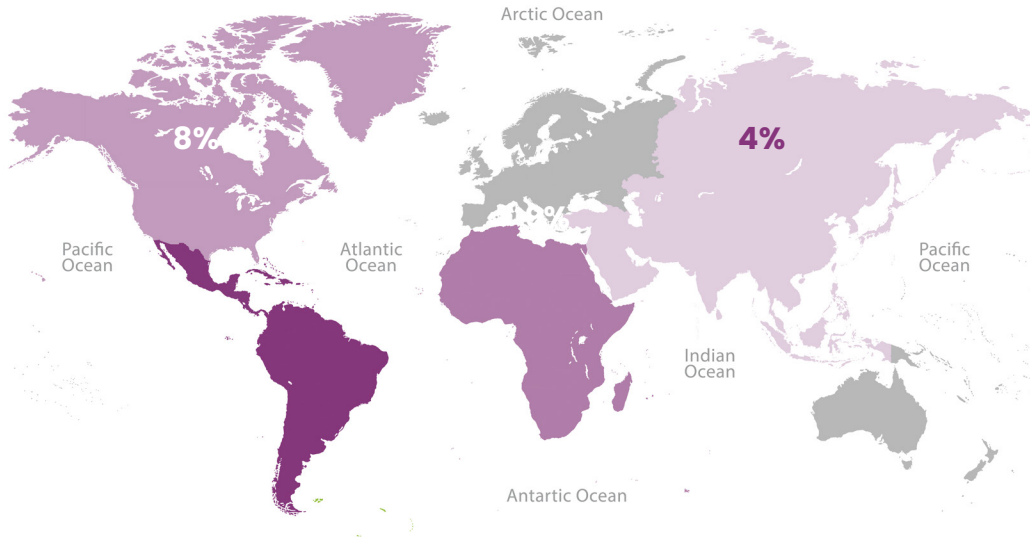
Women  
65%

Men  
34%

Other  
1%

## CLIENT DEMOGRAPHICS

### By Region



### Top 5 Countries

El Salvador

Honduras

Guatemala

Mexico

Peru

### Top 5 Languages

Spanish

English

Tagalog

French

Amharic

# LEGAL SERVICES



## 2021 UPDATE

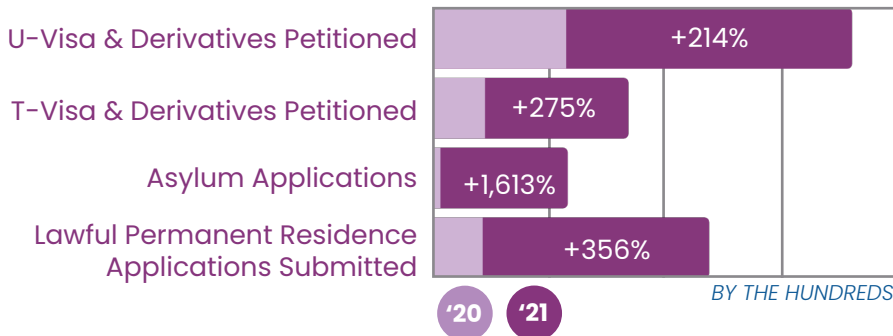
In 2021 - against the backdrop of a continuing pandemic, harmful immigration policies still in effect from the previous administration, and long processing times due to an immense backlog at USCIS - the Ayuda immigration legal program continued to provide in depth consultations and long-term case representation to more than 2,000 individuals.

Whenever there is a window for immigrants to obtain stable status, it is never certain how long that window will remain open. Ayuda's nimble immigration team is unique among non-profits for our wide-ranging expertise in almost all areas of immigration law making us the best resource for immigrants exploring their legal options and pursuing the best option(s) available to them.

In 2021, Ayuda's legal team supported...

**5,245** IMMIGRATION CASES  
**AND 696** IMMIGRATION MATTERS  
**RESOLVED**  
**2,265** INDIVIDUALS RECEIVED  
LEGAL SERVICES  
**670** CONSULTATIONS PROVIDED

## YEAR-OVER-YEAR INCREASE IN SUPPORT





# LEGAL SERVICES



**113** GREEN CARDS  
GRANTED

**221** WORK PERMITS  
SECURED

**488** APPLICATIONS FOR LAWFUL  
PERMANENT RESIDENCE SUBMITTED

**25** CITIZENSHIPS GRANTED

**50** VAWA SELF-PETITIONS & BATTERED  
SPOUSE WAIVERS

**52** SIJS GRANTED

**10** DACA RENEWALS GRANTED

**92%** ADJUDICATED CASE  
SUCCESS RATE



## DV/FL PROGRAM UPDATE

In 2021, Ayuda's DV/FL program for the first time extended its call-in clinic for survivors of domestic violence, sexual assault, and/or stalking seeking social services and representation in protection order and family law matters to Prince George's County residents.

Throughout the year, Ayuda's DV/FL program continued representing clients in state courts in Maryland and in the District of Columbia, representing 91 survivors in family law and protective order cases.



**167** COMMUNITY MEMBERS  
PROVIDED WITH INFORMATION  
AND REFERRALS

- **100** LEGAL CONSULTATIONS  
PROVIDED
- **67** INTAKES PROVIDED

**33** CIVIL PROTECTION ORDERS  
OBTAINED FOR SURVIVORS

**34** FAMILY LAW CASES IN WHICH  
WE HELPED SURVIVORS  
OBTAIN CUSTODY OF THEIR  
CHILDREN AND DIVORCE  
FROM THEIR ABUSER

**22** CASES HELPED SURVIVORS  
OBTAIN CHILD SUPPORT  
FOR THEIR CHILDREN

**91** FAMILY LAW AND PROTECTIVE  
ORDER CASES TO WHICH WE  
PROVIDED CLIENTS LEGAL  
REPRESENTATION

**17** CRIMINAL MATTERS IN  
WHICH WE ADVOCATED  
FOR VICTIMS' RIGHTS

# PROJECT END



## 2021 UPDATE

In 2021, Project END identified a number of cases with potential impact, including clients willing to come forward with demand letters, consumer complaints, and unauthorized practice of law complaints against fraudulent actors.

**For the first time in 2021,** Project END assisted an individual in filing a complaint with the Maryland Client Protection Fund to seek reimbursement for money paid to an attorney who failed to provide the promised services, and, while still representing the individual in immigration court, was disbarred.

Project END successfully represented a person who'd been the victim of an immigration visa scam, helped the individual report the scam to law enforcement successfully, and supported the client obtain an immigration status in the US based on that fraud.



22

**VICTIMS OF  
IMMIGRATION SERVICES  
FRAUD COUNSELED**

203

**INDIVIDUALS AND SERVICE  
PROVIDERS RECEIVED  
CONSUMER FRAUD TRAINING  
FROM PROJECT END PROGRAM**



**Project END has been co-presenting regularly with Latin American Youth Center. Having regular presentations help END increase its accessibility. Additionally, LAYC staff present on rights against law enforcement, which helps draw a diverse audience.**

In 2021, Ayuda continued to hold brief advice and referral clinics remotely. Through Ayuda's pro bono pipeline, pro bono attorneys are able to represent clients in immigrant matters such as T and U Visas, asylum applications, VAWA petitions, and immigration proceedings.

In particular, law firm partner, Orrick, started a project which supported survivors of trafficking who hold t-visas, make adjustments to those visas, and apply for permanent residency.

**190** IMMIGRATION CASES FOR WHICH  
ATTORNEYS PROVIDED PRO BONO  
LEGAL REPRESENTATION

**433** CLIENTS AND FAMILY MEMBERS  
SUPPORTED AT REMOTE CLINICS

**106** CONSULTATIONS CONDUCTED AT  
REMOTE CLINICS

**75%** OF CLIENTS WERE ELIGIBLE FOR  
IMMIGRATION RELIEF



# SOCIAL SERVICES PROGRAM



## 2021 UPDATE

In 2021 the Social Services team received additional grant funding and was also able to increase the number of clients served in all three offices. Ayuda case managers continue to help clients navigate complex systems and the increased barriers that COVID 19 has added to their daily activities.

The Social Services program piloted a new peer support group for victims of domestic violence and the intersection of supporting family members with disabilities. We are proud to be serving those whose voices are not heard and lack attention and services in our communities.



## SOCIAL SERVICES PROGRAM

**298** ADULT AND YOUTH  
SURVIVORS RECEIVED  
CASE MANAGEMENT SERVICES

**324** SURVIVORS AND 450 FAMILY  
MEMBERS SUPPORTED

**148** COMMUNITY MEMBERS RECEIVED  
INFORMATION ON DOMESTIC VIOLENCE,  
SEXUAL ASSAULT, HUMAN TRAFFICKING  
AND REFERRALS

**179** CLIENTS RECEIVED ADVOCACY  
AND SUPPORT TO ACHIEVE THEIR  
EMPLOYMENT AND EDUCATIONAL GOALS

**215** CLIENTS  
RECEIVED  
SAFETY  
PLANNING

**66** CLIENTS  
RECEIVED  
MENTAL HEALTH  
SERVICES

**117** CLIENTS RECEIVED HOUSING SEARCH  
SUPPORT AND ADVOCACY

### DIRECT CLIENT SUPPORT PROVIDED IN 2021



**\$363K**

PROVIDED IN  
FINANCIAL  
ASSISTANCE



**300**

FAMILIES  
SUPPORTED



**15,855  
POUNDS**

OF FOOD PROVIDED  
TO FOOD INSECURE  
FAMILIES



**15,100 DIAPERS**  
DISTRIBUTED DIRECTLY TO FAMILIES



# LANGUAGE ACCESS PROGRAM



## 2021 UPDATE

In 2021, Ayuda's language access program provided a Wellness Resiliency training for interpreters in collaboration with the Women's Center which focused on the impacts of secondary trauma on interpreters and how to deal with and process it.

The program started offering interpretation and translation services to legal services nonprofits in Prince George's County after much anticipation with funding from the Prince George's County Executive.

Throughout the pandemic our program has helped provide logistical support to non-profits by helping them meet their clients remotely with an interpreter present. In 2021, we created a system of checking vaccination status so that as individuals begin meeting again in person, they are able to do so safely.



In 2021 Ayuda's Language Access Program provided...  
**9,069 SERVICES**



# LANGUAGE ACCESS PROGRAM



6,574

ON-DEMAND  
TELEPHONIC  
INTERPRETATION  
SESSIONS

1,464

SESSIONS WITH LOCAL,  
TRAINED INTERPRETERS  
FOR NONPROFITS

934

DOCUMENT  
TRANSLATIONS  
PROVIDED

## Top 10 languages:

Arabic  
French  
Spanish  
Nepali  
American Sign Language  
Tigrinya  
Mandarin  
Amharic  
Vietnamese  
Bengali

## 7 trainings provided:

- 2 Language of Justice Interpreter Trainings
- 1 Community Legal Interpreter Bank Training for Staff of Nonprofits
- 1 Victim Services Interpreter Bank Training for Staff of Nonprofits
- 1 Wellness Resiliency Training for Interpreters
- 2 Trainings for interpreters and staff of nonprofits on new COVID procedures

99

NONPROFITS IN THE DC METROPOLITAN  
AREA CAN ACCESS THE SERVICES OF  
AYUDA'S INTERPRETER BANKS

55

LAW FIRMS HANDLING PRO BONO  
CASES CONTRACT WITH AYUDA FOR  
LANGUAGE ACCESS ASSISTANCE

## CLIENT STORY



Yanci grew up in a small village in El Salvador. Her mother fled El Salvador due to a severe domestic violence situation. Yanci then lived with her grandmother and her sister. Yanci was in school until she and her sister began fearing for their lives and had to come to the U.S. due to a family violence situation.

When she arrived in the U.S., it was Christmas time. Yanci's mother and her little brother were waiting for her. Yanci and her sister had a tearful reunion with their mother after being separated for so long. However, Yanci was experiencing difficulty living with her step-father so she moved out of her mother's house. A social worker at her school told her about Ayuda.

Young and alone in a new country, Yanci found Ayuda and her attorney, Victoria. Victoria applied for Special Immigrant Juvenile Status (SIJS) for Yanci and later she received her green card. "Victoria gave me hope that I wasn't going to be alone. She was always there to talk to me."

**“ Ayuda gave me a very big lift, which I will be grateful forever for. Ayuda is hope. Ayuda will give you the hand that you need when you most need it. ”**

Ayuda supported Yanci in searching for housing, applying for jobs, and ensured that her basic needs for food and clothing were met. She started attending college in the evenings.

Today, Yanci works as a paralegal at a law firm in Maryland helping immigrant youth apply for SIJS. Her own experience applying for SIJS with Ayuda inspired her to help other youth. As of today, two of Yanci's cases have been approved.

**“Ayuda is the best place for any immigrant, even if they have family or if they are alone. They are the best place.”**

**Her story is one of resilience and hope. To hear Yanci's story in her own words, scan the QR code.**



# AYUDA LEADERSHIP

## Senior Leadership

Paula Fitzgerald, Executive Director  
Laurie Ball Cooper, Legal Director  
Rossana Molina, Finance Director  
Ana Cristina Plaza, Social Services Director  
David Sokolowski, Development Director  
Rose Spero, Operations Director  
David Steib, Language Access Director  
Jessica Trease, Grants Director

## Board of Directors

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Lori Faeth, Land Trust Alliance (Vice Chair)  
Kate Ambler, International Food Policy Research Institute (Secretary)  
Kevin H. Metz, Latham & Watkins LLP (Treasurer)  
Tara E. Castillo, Alston & Bird LLP  
Jill Flack, Exelon  
Paul Lee, Steptoe & Johnson, LLP  
Miguel A. Martínez Jr., PwC  
Jayesh Rathod, American University Washington College of Law  
Marie Talwar, General Electric  
Samir D. Varma, Thompson Hine  
Christina Wilkes, Wilkes Legal, LLC  
Michael Woods, Verizon

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and Call Your Mother Deli  
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The Honorable Peter Kovar, Takoma Park City Council, Ward 1  
Diego Marquez, General Electric Company  
Victoria Ortega, Blank Rome LLP  
The Honorable Paul Wickham Schmidt, Georgetown Law  
Julian Serian, President and CEO, SOS International LLC  
Andrew Selee, Migration Policy Institute  
J. Walter Tejada, Tejada Consulting  
José Antonio Tijerino, Hispanic Heritage Foundation  
Michael Tubman, Former Ayuda Board Member



**Ayuda** staff October 1, 2020 - September 30, 2021. Listed in alphabetical order by last name.

Sabrina Acloque  
Irfana Anwer  
Lina Arslanian  
Diana R. Avellaneda  
Nikita Beenunula  
Gabriela Brito  
Rebecca Brunty  
Linda M. Campos  
Kendra Carson  
Mary Caulfield  
Giancarla Cazzol Sandoval  
Amy Cheng  
Katharine E. Clark  
Benny Del Castillo  
Fatoumata Diabate  
Wendy Diaz  
Joshua Doherty  
Brittania Elias  
Katherine Flannery  
Dana Florkowski  
Arlene Galvan  
Solangel Gonzalez

Victoria Hernandez  
Kelly Hii  
Gabriela Hilliger Carrasco  
Devon Johnson  
Paige Jordan  
Keilah Joyner  
Erin Sweeny Larkin  
Marilyn Lovo  
Victoria Maqueda  
Ambar Martin  
Shanti Martin Brown  
Monica Martinez  
Roberto Martinez  
Evelyn Miah  
Fatima Monastiriottis  
Berta Najera  
Maribel Nava  
Colleen Normile  
Corie O'Rourke  
Beatriz Ortiz  
Egbert Ospina  
Grace Pereira Soruco

Dominique Perez-Sangimino  
Ana Cristina Plaza-Troconis  
Michelle Romero  
Erica A. Rudolf  
Mirna Helen Sanchez  
Farieha Shah  
Kirsten Sippola  
Katherine Soltis  
Rose Spero  
Madeline Taylor-Diaz  
Ana Teo-Salvador  
Laura Trask  
Maria Vethencourt  
Silvana Carina Villagra  
Rebecca Walters  
Andrea Wein  
Lauren Wert

# SUPPORTERS

**Ayuda's** annual giving program relies on the generous donations of individuals, foundations and corporate partners. Our donors help us meet the growing needs of our immigrants neighbors. We invite you learn more about our work and make a donation at [www.ayuda.com](http://www.ayuda.com).  
(Donations January 1, 2021 - December 31, 2021)

## \$25,000 to \$999,999

Latham & Watkins, LLP  
Micron Technology  
Verizon  
Weissberg Foundation

## \$10,000 - \$24,999

Arnold & Porter Kaye Scholer LLP  
Bill & Melinda Gates Foundation  
Clark Winchcole Foundation  
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Capital Area  
World Bank Group Employees

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Nadel  
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Skadden, Arps, Slate,  
Meagher & Flom  
The BDM Family Foundation  
The Murray Family  
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Hale and Dorr LLP  
Wilson Sonsini Goodrich &  
Rosati Foundation  
Yona Roberts Golding

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Katherine Leonard  
Kenneth Rosh  
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Rachel Nancollas and Elliot Sprehn  
Southwest Airlines  
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Tetra Tech  
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Foundation  
Yona Roberts Golding

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Michael and Amy Sklaire  
Michael Dembski  
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Maziar Minovi

Mickey Martinez and Will  
Kuehnle  
Outten & Golden LLP  
Patrick Fuller  
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Rachel Klein-Kircher  
Rachel Lattimore and Tony  
Pavel  
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Takoma Foundation  
Washington Area Women's Foundation  
Women's Bar Association Foundation  
Verizon Foundation  
Virginia Law Foundation

## Government Funders

U.S. Department of Justice  
U.S. Department of Health and Human Services  
D.C. Department of Human Services  
D.C. Office of Victim Services and Justice Grants  
D.C. Mayor's Office on Latino Affairs  
Maryland Governor's Office of Crime Prevention,  
Youth, and Victim Services  
Maryland Judiciary Administrative Office of the  
Courts  
Virginia Department of Criminal Justice Services

Arlington County  
Fairfax County  
Prince George's County  
Montgomery County

## Nonprofit Evaluations

**Ayuda** received the highest ratings across 3 major non-profit evaluators in 2021 - Charity Navigator, Guidestar, and Catalogue for Philanthropy.

These evaluators base its ratings on non-profits' financial health and commitment to accountability and transparency. We couldn't have received this top rating without our donors. Thank you for trusting us with your donations, your volunteer time, and your good will. Your trust and support mean so much to us and the immigrant communities we serve in DC, Virginia and Maryland.

## FY21 Financial Statement

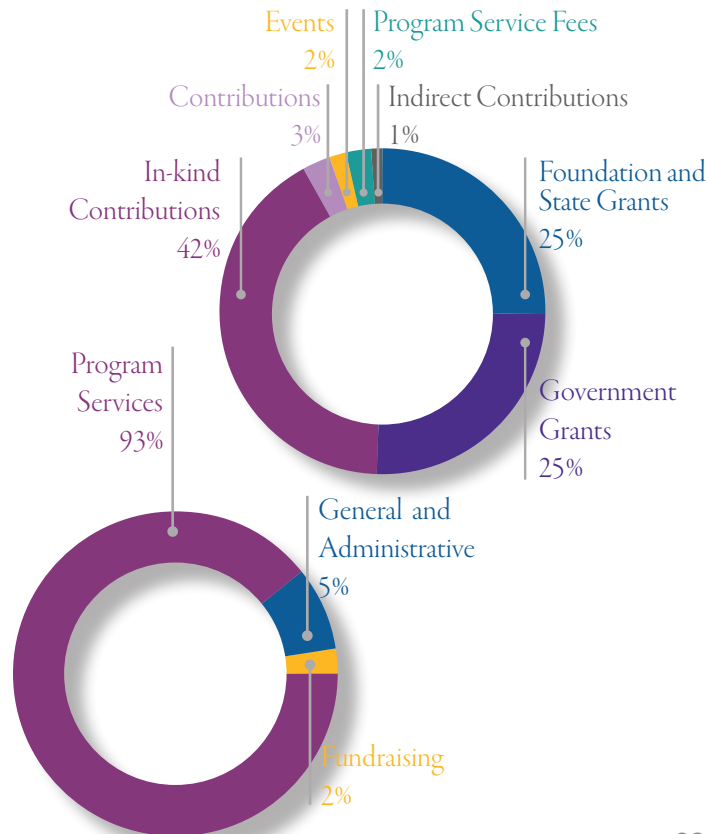
October 1, 2020 - September 30, 2021

### Revenue and Support

Foundation and State Grants	\$3,167,399
Government Grants	\$3,144,697
In-kind Contributions	\$5,188,325
Contributions	\$ 341,497
Events	\$ 214,850
Program Service Fees	\$ 307,458
Indirect Contributions	\$ 118,498
<b>TOTAL REVENUE AND SUPPORT</b>	<b>\$12,482,724</b>

### Expenses

Program Services	\$11,335,819
Supporting Services: General and Administrative	\$ 1,048,232
Fundraising	\$ 314,109
<b>TOTAL EXPENSES</b>	<b>\$12,698,160</b>







## CONTACT INFORMATION

Virginia Office  
2701 Prosperity Ave, Suite 300  
Fairfax, VA 22031  
703-444-7009

Maryland Office  
8757 Georgia Ave, Suite 800  
Silver Spring, MD 20910  
240-594-0600

Washington, D.C. Office  
1990 K Street NW, Suite 500  
Washington, D.C. 20006  
202-387-4848



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**Transforming Lives. Strengthening Communities.**