



2019 IMPACT REPORT

Transforming Lives. Strengthening Communities.



MISSION STATEMENT

Ayuda advocates for low-income immigrants through direct legal, social and language services, training and outreach in the Washington DC metropolitan area. We envision a community where all immigrants succeed and thrive in the United States.

Dear friends and supporters,

As I sit down to write this welcome letter, we find ourselves in unprecedented times. The global COVID-19 health pandemic has created a multitude of challenges we never thought possible. At this moment, the low-income immigrant communities we serve are at extreme risk.

Low-income immigrants are losing jobs and seeing reduced wages and are expressing grave concern for how they can support themselves and their families. In a time where the needs of the low-income immigrant community are even greater, Ayuda is there. More now than ever, immigrants like Lucia*, turn to Ayuda for support.

Lucia, a survivor of domestic violence and mother of two young girls, unexpectedly lost her restaurant job due to the pandemic. In addition to helping Lucia in her legal immigration case, Ayuda provided the emergency support she most needed – financial support – during this crisis.

Ayuda was able to provide Lucia with the financial assistance she so desperately needed because of the generosity of Ayuda supporters and community partners. With your help, Ayuda raised more than \$100,000 for immigrants and their loved ones.

There are many stories like Lucia's every day in cities across this country. Some sadden us. Some make us angry. Others inspire us. But whatever the story, the potential for better, transformative outcomes improves when our immigrant neighbors come to Ayuda.

Because of you and your support, Ayuda has helped more than 100,000 vulnerable immigrants, like Lucia, overcome barriers and achieve their dreams for 47 years.

Immigrants depend on Ayuda to help them access the most comprehensive package of legal, social and language access services available in the region.

We promise to be there for our immigrant neighbors, and we ask you to join us on this journey as we help more immigrants find safety, access justice and rebuild their lives.

Warmly,



Paula Fitzgerald, Esq.
Executive Director



Ayuda provides legal, social, and language services to help vulnerable immigrants in our neighborhoods access justice and transform their lives. Since 1973, we have served more than 100,000 low-income immigrants throughout Washington DC, Maryland and Virginia. **Ayuda's** expert and dedicated professionals help immigrants from anywhere in the world navigate the immigration and justice systems and access the social safety net. This comprehensive and welcoming approach breaks down barriers, helps those in need, and makes our communities stronger.

In 2019, Ayuda's programs assisted

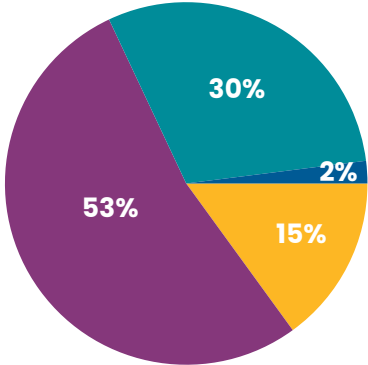


3,000
through Legal and
Social Services

5,700
through Language
Access Services



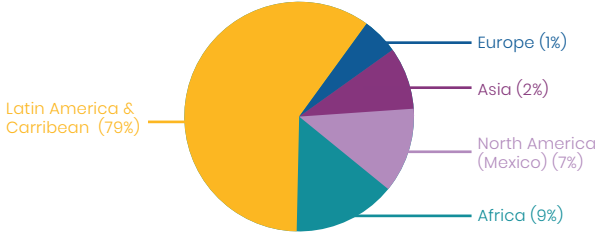
**Average Age of
Ayuda Client**



Youth (0-17) 15%
Young Adult (18-29) 30%
Adult (30-64) 53%
Elder (65+) 2%

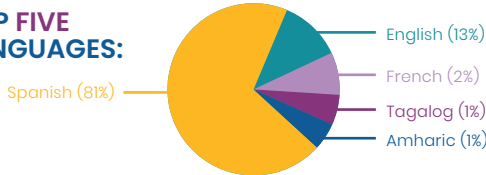
102 COUNTRIES OF ORIGIN

TOP FIVE REGIONS:



25 LANGUAGES REPRESENTED

TOP FIVE LANGUAGES:



LEGAL SERVICES

Immigration Services

Ayuda provides expert legal services so that low-income immigrants can overcome barriers and access justice. Unaware of their rights and overwhelmed by a complex legal bureaucracy and language barriers, many immigrants require the aid of a professional to navigate the U.S. immigration system. **Ayuda's** staff attorneys and pro bono program serve more than 3,000 individuals, and indirectly their families, every year by helping them obtain visas, work authorization, legal status, and more.



20 T VISAS
GRANTED
TO SURVIVORS OF
HUMAN TRAFFICKING

26 U VISAS
GRANTED
TO SURVIVORS OF CRIME



9 GRANTS
OF ASYLUM



783 IMMIGRATION
CONSULTS
PROVIDED

4,661 IMMIGRATION
MATTERS



170 GREEN CARDS
APPROVED

29 NEW U.S.
CITIZENSHIPS

41 DACA RENEWALS
APPROVED

Client Story



Ayuda Supervising Attorney, Katie Soltis, won an **extremely arduous asylum case** in 2019 for her client Camila*, an indigenous Ixil Mayan from Guatemala and survivor of severe child abuse and labor trafficking.

Camila was kept as a slave in a locked room for much of her childhood. She was forced to work under supervision, was physically abused, and lived in horrific conditions, with no opportunity to go to school and no contact with the outside world. She had a bucket in the room in which to relieve herself and was only allowed to shower while being closely watched by her captor, who was her biological father.

She escaped when she was eighteen years old and fled to the United States to join her mother, who she had been separated from for many years. Camila's mother herself had been forced to flee Guatemala when Camila was a very young child, after suffering years of domestic violence by Camila's father and captor. Due to Camila's resiliency, she was able to seek out the support she needed at Ayuda.

Katie, with the support of the Virginia legal team, filed more than 1000 pages of evidence in the case including expert witness statements, photographic and transcribed video evidence, forensic evaluations, psychological evaluations, and more. The team worked hard to find Ixil interpreters, translators, and experts throughout the United States, and in Guatemala, to provide evidence for the case.

This case presented many unique challenges and obstacles, but with the support of Ayuda's social services team and language access program, Katie and the Virginia legal team were able to provide Camila the holistic support she so desperately needed.

Camila is thrilled to have legal status, be on the path to recovery, and finally move forward with her life here in the United States.

**Images are illustrative only and not representative of Client or Attorney and client name has been changed for privacy.*

LEGAL SERVICES

Domestic Violence and Family Law Program

Ayuda offers holistic legal services in a culturally sensitive environment to low-income immigrant victims of domestic violence and sexual assault. Undocumented immigrant victims are especially afraid of reporting domestic violence. They fear immigration detention and deportation for themselves, their partner, or their family, as well as the potential for losing custody of their children. **Ayuda's** attorneys help hundreds of immigrant survivors navigate their options, obtain protective orders, and secure custody of their children so that they can rebuild their lives and raise their children in loving, safe homes.

In 2019, Ayuda's DVFL Program Assisted



145

**SURVIVORS SUPPORTED
IN DOMESTIC VIOLENCE, SEXUAL
ASSAULT AND STALKING CASES**



19

**CIVIL PROTECTION ORDERS
OBTAINED FOR SURVIVORS**

16

**CRIMINAL CASES WHERE
VICTIMS' RIGHTS WERE SUPPORTED**



139

**LEGAL
CONSULTATIONS
PROVIDED**

Project END

Project END is a direct legal services project aimed at remedying the harm caused by notario or immigration consultant fraud.

A notario, notario público, or immigration consultant in the U.S. is not an attorney nor an accredited representative of the Department of Justice in the U.S., and consequently, is not licensed to provide paid immigration legal advice or legal services.

Unscrupulous notarios or consultants routinely prey on immigrants who, because of linguistic, cultural, and financial obstacles, believe a notario or consultant can assist them with their legal issues. The fraudulent work of notarios or immigration consultants can have life-devastating consequences on its victims, including financial ruin, damage to a legal case, deportation, and permanent family separation.

Project END provides advice, counsel, and representation to victims in civil, criminal, and immigration proceedings.



39 VICTIMS
SERVED
OF IMMIGRATION
SERVICES FRAUD



\$4.5K
IN RESTITUTION
RECOUPED

Client Story

In 2018, a State's Attorney Office (SAO) in Maryland prosecuted a *notario* who had stolen money from our client and his family. The notario ultimately plead guilty to various violations and was ordered to be pay restitution to our client via Ayuda. Ayuda monitored the situation and, unfortunately, the notario was not making payments. We immediately notified the SAO who threatened legal action. Ultimately the notario began making payments to Ayuda clients in 2019.

This was a big win for Ayuda and our Project END clients. Without Ayuda advocating for clients from start to end, they likely would have not been paid the money owed.

Ayuda will continue to work to eradicate the fraudulent work of notarios which have life-devastating consequences on its victims, including financial ruin, damage to a legal case, deportation, and permanent family separation.

LEGAL SERVICES

Pro Bono

Ayuda is grateful for our growing partnership with area law firms and corporations who help us expand our capacity to serve the community by staffing our free legal clinics and providing pro bono full legal representation for clients in need.

1,187 CLIENTS AND FAMILY MEMBERS ASSISTED AT A PRO BONO CLINICS

62 MATTERS PLACED FOR FULL REPRESENTATION WITH A PRO BONO ATTORNEY

101 PRO BONO ATTORNEYS VOLUNTEERED AT CLINICS

74 ATTORNEYS RECEIVED TRAINING AND DELIVERED PRO BONO SERVICES

Roughly **75%** of Ayuda's consultation clinic clients are eligible for immigration relief.



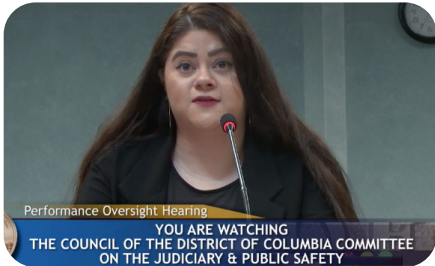
“ We are so grateful for the amazing structure and support provided by **Ayuda**. Together, we are able to offer the immigrant community high quality legal services through clinics and individual case work. ”

- Mark Herzog, Pro Bono Counsel, Sidley Austin LLP

Ayuda works to elevate our clients' experiences and attempts to make sure their voices are heard in policy conversations. We take public positions on federal policies that have an impact on immigrants and issue policy statements both in favor and opposed to policies, building on data and our own experiences to argue on behalf of our positions.

We also submit comments on proposed federal regulations that would have negative effects on our clients' lives. In 2019 Ayuda submitted an amicus brief in an appeal pending before the 4th Circuit that would affect many members of our client communities seeking asylum in the United States.

Ayuda also serves as a source of expertise for the media, policymakers, and advocates on immigrant rights and needs.



Ayuda Language Access Manager, Marilyn Lovo, testifies in front of the D.C. Council

Ayuda ensures a coordinated community response to meeting the needs of low-income immigrants through serving on the following 20+ coalitions and working groups:

- Victim Assistance Network (VAN) District of Columbia
- Victim Legal Network of the District of Columbia
- DC Consortium of Legal Service Providers
- CAIR Coalition
- Child Immigrant Collaborative
- The D.C. Coalition of Domestic Violence
- Language Access Advisory Committee for the DC Courts
- DC Language Access Coalition
- Fairfax County Domestic Violence Fatality Review Team
- Northern Virginia Human Trafficking Task Force
- Fairfax County Step Up 4 Kids
- Fairfax County Domestic Violence Action Center
- The Supervised Visitation Advisory Board and the Domestic Violence Action Center Advisory Team for Fairfax County
- The Fairfax County Domestic Violence Network's Core Leadership Group
- Montgomery County Legal Immigrant Service Provider Coalition
- Maryland Language Access Task Force
- Freedom Network U.S.A.
- VAWA Experts
- National Language Access Advocacy Network
- The DC Values Coalition

SOCIAL SERVICES

Ayuda supports and protects immigrant survivors of domestic violence, sexual assault, stalking, and human trafficking, as well as neglected children and youth. **Ayuda's** social services team works with our clients to identify their unique needs and goals. We support our clients in finding emergency and transitional shelter, food, clothing, or medical and mental health care for themselves and their children. **Ayuda's** services also include safety planning, crisis intervention, emotional support, and trauma-informed therapy so these survivors can heal and recover.

Social Services provided support to 221 clients during Ayuda's 2019 fiscal year.



New Initiatives

With support from the [Capital Area Food Bank](#), **Ayuda** launched a **food pantry** in its DC Takoma office and will be expanding into our Silver Spring, Maryland office in 2020.

Ayuda also launched a **Diaper Bank in VA** and expanded in January 2020 to Ayuda's Takoma and Silver Spring, Maryland offices.



8,000 POUNDS OF FOOD
PROVIDED TO 30 CLIENTS AND FAMILIES



8,000 DIAPERS
PROVIDED TO 43 MOTHERS



69 FAMILIES
RECEIVED TOYS FOR THE HOLIDAYS

Community Partners

Ayuda is grateful for our **community partners** that support our clients throughout the year with supply drive of clothes, toys, baby toiletries and more.



LANGUAGE ACCESS SERVICES

Ayuda supports our neighbors' right to access vital services regardless of the sign or spoken languages that they use to communicate. We provide free, professional language access assistance to nonprofits that serve victims of crime or clients with civil legal needs. We enrich the pool of professional interpreters in the area by offering free, specialized training on serving lawyers and their clients in an out-of-court setting and on working with victims of crime.

We serve **limited English proficient** and **Deaf individuals** in the District of Columbia, Maryland, and Virginia through our **Community Legal Interpreter Bank (CLIB)** and **Victim Services Interpreter Bank (VSIB)**.

54 Law Firms

handling pro bono cases contract with Ayuda for language access assistance

100 Nonprofits

in the DC metropolitan area can access the services of Ayuda's interpreter banks



602

DOCUMENTS TRANSLATED



1,441

IN-PERSON INTERPRETATIONS FOR NON-PROFITS



4,358

TELEPHONIC AND VIDEO REMOTE INTERPRETATIONS

Top languages requested:



New Initiatives

1

For the first time, one of **Ayuda's** specialized interpreter trainings was presented partially in American Sign Language.



2

Ayuda's Language Access Program launched the **Maryland Victim Services Interpreter Bank**, providing in-person interpretation, document translation, and telephonic interpretation services to victim service providers in Maryland.

Language Access Advisory Council

Ayuda's Language Access Program Advisory Council provides feedback and guidance regarding overall design, goals, performance, and implementation of Ayuda's interpreter banks and role in improving the lives of members of the limited-English proficient/non-English proficient and Deaf/Hard of Hearing communities.

- Naznin Saifi, Executive Director, Asian Pacific American Legal Resource Center
- Isabel Van Isschot, Language Access Senior Advisor, La Clínica del Pueblo
- Rebecca Lindhurst, Managing Attorney, Bread for the City Legal Clinic
- Susan Bennett, Professor of Law, Director, Community and Economic Development Law Clinic, American University Washington College of Law
- Adrienne Schreiber, Executive Director, Multicultural Community Service
- Chinh Q. Le, Legal Director, Legal Aid Society of the District of Columbia
- Lee Swanson, Senior Brief Service Attorney, Children's Law Center
- Suzy Ziaii, Domestic Violence Program Manager, DC Volunteer Lawyers Project
- Kristin Eliason, Esq., Co-Director of Legal Programs, Network for Victim Recovery of DC (NVRDC)
- Meghan Carton, Deputy Director, District Alliance for Safe Housing
- Jennifer Isely, Social Services Program Manager, TASSC International

GET INVOLVED

Volunteers & Interns

Ayuda welcomes volunteers and interns to assist in our legal, philanthropy, operations, language access, social services, and community outreach departments. Contact us to see how you or your workplace can become a partner in the work we do.

To learn more about getting involved as a volunteer or an intern, visit <https://ayuda.com/get-involved>.

We thank all our supporters for donating your time and energy in support of our mission and our clients.

Thank you.



**8,920
Hours**

**DONATED BY COMMUNITY
VOLUNTEERS AND INTERNS**



“ I enjoyed immersing myself in the legal issues that persist within the low income, immigrant communities of the DMV. I was particularly struck by the tenacity and determination of all the attorneys I met in Ayuda’s Maryland office. Volunteering with Ayuda means I’m not only contributing to my communities needs but also creating a lasting impact that’s worthwhile. ”

-Hugo Diaz, Spring 2020 Intern

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Jose Antonio Tijerino, Hispanic Heritage Foundation
Michael Tubman

PHILANTHROPY

Ayuda's annual giving program relies on the generous donations of individuals, foundations and corporate partners.

Your donation will help us meet the growing needs of our immigrant neighbors. Donations can be made through our website at www.ayuda.com. We invite you to learn more about our work at our annual fall Welcome Breakfast, or our annual Signature Spring Event, Standing with Immigrants. (Donations 10/1/2018-9/30/2019)

\$10,000 +

Arnold & Porter



LATHAM & WATKINS LLP



Southwest

Steptoe
STEPTOE & JOHNSON LLP

verizon

WILMERHALE

WILMER CUTLER PICKERING HALE AND DORR LLP

\$5,000 - \$9,999

Alston & Bird LLP

Andrew Dana

Anonymous

Bill & Melinda Gates Foundation

Brustin Family Foundation

Greenberg Traurig LLP

JBG SMITH

Milton and Dorothy Sarnoff Raymond Foundation

Morrison & Foerster Foundation

Sidley Austin LLP

Skadden, Arps, Slate, Meagher & Flom

Steele Family Foundation

\$2,500 - \$4,999

Alicia B. Sosman
 Baker Botts LLP
 Blank Rome LLP
 Calderon Seguin PLC
 Christina Wilkes
 Crowell & Moring LLP
 Diego Marquez
 Exelon
 Fried, Frank, Harris, Shriver & Jacobson
 Gina T. Richard, Cox Farms
 James Stewart
 Jayesh Rathod
 Joan Pepin and Michael Woods
 Kevin Metz
 Lawrence A. Schneider and Susan Ness
 Matt Kelly and Jessica Mailoux
 Matthew Smith
 Michael Lainoff
 Thompson Hine LLP
 Veronica Nannis
 Weiss Fagen Fund
 Whispering Bells Foundation

\$1,000 to \$2,499

American University,
 Washington College of Law
 Andrés Echeverri
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 Anna Boyd
 Carlton Greene
 Caroline Reaves
 Cecelia and Yuval Levin
 Cecilia Carmody
 Christ Church
 Clark Construction Group
 Claudio and Irene Grossman
 Covington & Burling LLP
 Cynthia Vega
 Dean and Karen Cooper
 Edward Foster
 Elina Teplinsky
 Elizabeth Hein
 Elizabeth Janopaul
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 Thu Family Foundation

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 Herman
 Julianne Jaquith
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 Kirk Sigmon
 Krum, Gergely & Oates LLC
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 TEGNA Inc.
 The Carnegie Endowment
 for International Peace
 Truth Initiative
 Winky Foundation

PHILANTHROPY

Foundations

Corina Higginson Trust
Crimsonbridge Foundation
DC Bar Foundation
District Social Justice Fund
Equal Justice America
Equal Justice Works
Greater Washington Community Foundation
Healthcare Initiative Foundation
Hispanics in Philanthropy
Maryland Legal Services Corporation
Meyer Foundation
Miller & Chevallier Foundation
Mousetrap Foundation
Share Fund
Skadden Foundation
The Morris and Gwendolyn Cafritz Foundation
The University of Texas At Austin

Government Funders

U.S. Department of Justice
U.S. Department of Health and Human Services
D.C. Office of Victim Services and Justice Grants
D.C. Mayor's Office of Latino Affairs
Commonwealth of Virginia, Department of Criminal Justice Services
Prince George's County
Montgomery County
Fairfax County
Maryland Governor's Office of Crime Control and Prevention
Arlington County

Nonprofit Evaluations

Ayuda received the highest ratings across 3 major non-profit evaluators in 2019 - 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.



FY19 Financial Statement

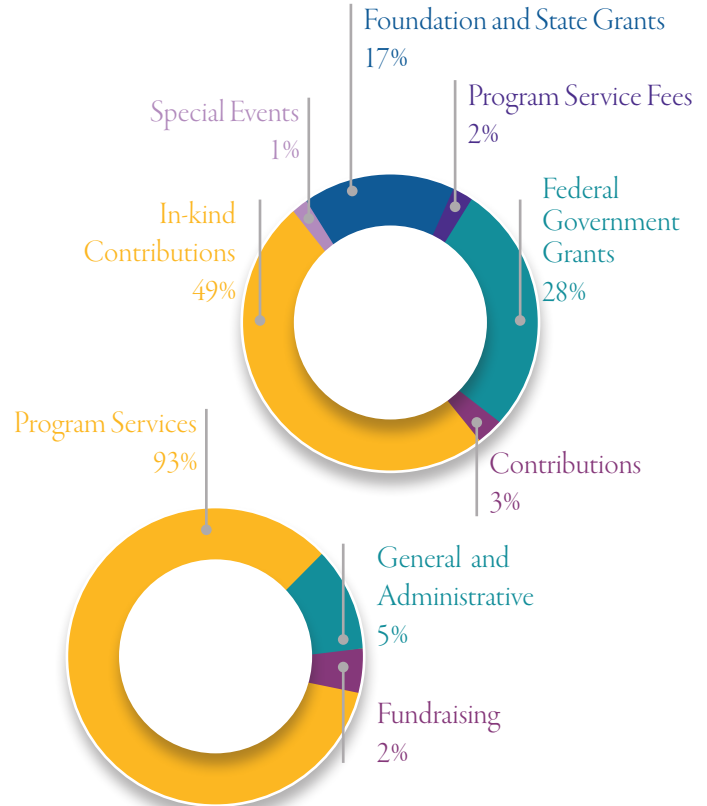
October 1, 2018 - September 30, 2019

Revenue and Support

Foundation and State grants	\$1,962,189.00
Federal government grants	\$3,278,882.00
Program service fees	\$252,503.00
In-kind contributions	\$5,627,298.00
Contributions	\$295,547.00
Special events	\$177,802.00
TOTAL REVENUE AND SUPPORT	\$11,594,221.00

Expenses

Program Services	\$10,611,688.00
General and Administrative	\$564,794.00
Fundraising	\$288,872.00
TOTAL EXPENSES	\$11,465,354.00





CONTACT INFORMATION

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Transforming Lives. Strengthening Communities.