

**STRONGER
TOGETHER**



**2020 ANNUAL
REPORT**

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Angelica Pérez-Delgado
President & CEO
Ibero-American Action League, Inc.

Welcome to Our 2020 Annual Report: Stronger Together

As we all know, 2020 brought our community unprecedented, challenging times. It brought to the forefront, the deadly consequences of the pre-existing condition of racial inequality in our community. For us at Ibero, it reinforced our mission and the continued need to advocate for the underrepresented and the underserved in the Latino community. It reinforced our commitment to **¡No más! (No More)**; our movement against the status quo that perpetuates the conditions and systems that oppress black and brown communities. This year made us all question the status quo, unite and begin to envision a new normal that offers equal access to opportunity and resources for all.

History has taught us that the greatest challenges often have a silver lining. Watching this community come together to serve; to self-reflect and lead difficult change has been a transformative experience. Most importantly, watching communities of color take charge of their narrative and champion change for their community has been inspiring. Our work is not over and now that we have the world's attention, we must forge forward and continue this critical work. **We are stronger together, ¡Juntos somos más fuertes!**

Our Mission

“Ibero, a dual-language human services agency, ignites the potential of individuals and families in New York State’s Latino Community.”

CARE MANAGEMENT SERVICES

One of our newest divisions, Care Management Services provides key stabilization services for some of the most vulnerable populations.

Children's Health Home Care Management

Our Children's Health Home Care Management Program is for children and youth with active Medicaid who have two or more chronic conditions. Chronic conditions may include mental health, substance use disorder, asthma, diabetes, heart disease, being overweight, and others. HIV/AIDS and having experienced significant trauma can also qualify a child for Health Home.

Supportive Housing Rental Assistance Program

The Supportive Housing Rental Assistance Program assists individuals with mental illness and supports managing of illnesses and developmental disabilities. It provides rental assistance, stable and affordable housing and support to individuals to live independently.

Adult Health Home Care Management

Our Adult Health Home Care Management works to ensure all those involved in individual care are working together and sharing information in supporting a person's record. Adults with active Medicaid who have two or more chronic conditions. Chronic conditions may include mental health, substance use disorder, asthma, diabetes, heart disease, being overweight, HIV/AIDS and others.



Managing During the COVID-19 Pandemic

Since the beginning of the COVID-19 pandemic, our care managers have become creative best serve our clients. Some members of our staff have been dropping off food for clients who were struggling due to their limitations. In order to maintain social distance while filling out health documents, our care managers have found it best to put their documents in their clients' mailbox, call the client to go over them as they sign, and have them return the consents in the mailbox while our care managers wait in the driveway.

In the past several months we have seen a reduction in hospitalizations and ER visits for some of our clients due to receiving more phone calls from our clients. Our care managers have shown the clients that they are willing to go above and beyond to assist them despite the pandemic.

CENTRO CIVICO

Founded in 1986, Centro Civico began as a Latino nonprofit organization in Amsterdam, NY and has since branched out into Albany and the surrounding region. In 2019, the agency merged with Ibero and is continuing to expand to meet a growing demand.

Developmental Disabilities Program

The Developmental Disabilities program serves individuals and their families through advocacy, outreach, case management, family activities, care coordination, respite programs, family reimbursement and community rehabilitation.

The Community Mobilization Program

The Community Mobilization Program serves Fulton and Montgomery Counties in providing needs assessment and community mobilization. It assists businesses and schools with development of HIV/AIDS policies and provides educational training. The New York State Department of Health AIDS Institute funds this program.

La Segunda Familia

La Segunda Familia provides participating youth access to a comprehensive set of age-appropriate and culturally-sensitive experiences and activities that include: individualized, group and family counseling, enrichment activities, youth issue workshops, self-esteem development, college field trips, targeted mentoring, and family enrichment programs

Language Services

Centro Cívico offers English as a second language classes for native Spanish-speakers, as well as language and cultural services such as translations, interpreters, health care referrals, and immigration consultations. Centro also has several programs that serve migrants and refugees.

Immigration and Citizenship Program

The Immigration and Citizenship Program assists individuals with navigating the process of becoming an



American citizen. In partnership with the Albany Police Department, the Immigrant and Refugee Justice Alliance Project serves immigrant communities from Afghanistan, Iran, Iraq, Burma, the Democratic Republic of the Congo, North Africa, Sudan, Syria and the Dominican Republic.

When the coronavirus pandemic began, Centro Civico closed its offices to the public, but have continued offering their services via phone, online and in the community. Centro Civico has partnered with the Amsterdam School District to provide grab-n-go meals for parents to pick up for their children. They also established a meal program out of their Albany daycare facility to serve their attendees.

Centro Civico has also provided technical assistance for parents and children learning how to do online school learning using Chromebooks. The staff has also established online immigration workshops and held a virtual gala to acknowledge their high school scholarship recipients.



Our trained bilingual and multicultural staff work with individuals to support their acquisition of important, basic life skills needed to manage daily responsibilities consistent with concepts of “Person Centered Planning.” We provide 24-hour staffing and nursing services to assist individuals transition to independent and supported living in community-based settings of their choice.

Community Habilitation Program

Our Community Habilitation Program helps participants acquire skills in the areas of meal planning and preparation, manage household finances and comparison shop.

Community Pre-Vocational Program

The Community Mobilization Program serves Fulton and Montgomery Counties in providing needs assessment and community mobilization. It assists businesses and schools with development of HIV/AIDS policies and provides educational training. The New York State Department of Health AIDS Institute funds this program.

SEMP Extended Program

The SEMP extended program provides job training, mentoring and follow-up visits to ensure that they are adapting well to their work environment. Pathway to Employment also provides education in pre-employment skills, integrated community vocational experiences, development of a vocational or career plan, to achieve the greatest level of independence possible.

Day Habilitation program

The Day Habilitation program teaches basic skills to increase independency. The program is offered four hours per day Monday through Friday. We also provide several family-support services.

Family Reimbursement Program

The Family Reimbursement Program helps families improve their level of caring for a relative with a developmental disability.

Monroe Recreation Program

The Monroe Recreation Program allows families and individuals to participate in various events in the community for inclusion and enhancing community participation. Respite Hourly provides relief to caregivers of individuals with developmental disabilities so they may dedicate time to self-care. Supportive IRA's provide individuals with 24-hour general care, nursing services and other support in a nurturing environment.

Transportation Training Program

The Transportation Training Program educates the individual how to use public transportation and be safe in the community.

Response to the COVID-19 Pandemic

Our residential staff have been paramount in keeping our clients healthy and safe throughout the pandemic. The hard work and dedication of our staff who have worked tirelessly throughout; many of them spending time away from their own families and working long hours to ensure we could support each and every one of our individuals. They have been flexible in the ever-changing policies and regulations as we navigate to through uncharted territory. We are appreciative of everyone who assisted our residential programs, especially day program staff. It has and will continue to be a collaborative effort!

DIVERSITY AND LANGUAGE SERVICES

As part of our goal to create access to resources for all communities, Ibero offers several services to help organizations stay current in today's multicultural world.

Cultural Competence Assessment and Training Program
The Cultural Competence Assessment and Training Program helps increase cultural competence among employees so they can work well across cultures. In particular, the training will explain the nuances of the multicultural world as it relates to the Hispanic/Latino culture.

Our experienced team provides real-world scenarios that demonstrate differences and similarities in the workplace and as they relate to healthcare, education and business and other fields. Our experienced translators will translate your documents from English to Spanish and Spanish to English using the most common dialect in the region.

We have received requests for translations of flyers to certificates, health documents, and a variety of other subject matter. We also provide interpreting services. Spanish language classes are available for individuals and staff in order to increase cultural and linguistic competence within the organization or business. Our instructors work with individuals at all levels and cater classes to the general and specific needs of every student.

We have also organized focus groups to assist local businesses and organizations determine if the services or products that they provide meet the needs of Latinos consumers. Ibero also conducts its own research to provide indicators of the Rochester market so we can help guide you in the right direction to achieve your goals.

In response to the COVID-19 pandemic, we worked with organizations such as the YWCA, Foodlink, Jordan Health, the city of Rochester, **Democrat & Chronicle** and many others to address COVID-19 related communications in a culturally responsive effort. We worked closely with these organizations to ensure that all materials and correspondence was translated in Spanish to meet the needs of their Spanish speaking consumer base.

We provided support to numerous organizations and helped to ensure that they had the support necessary to address diversity and inclusion as well as translation services as our ongoing partnership and support. We also provided our services to community initiatives such as the Monroe County Drive Thru Food Distribution, the city of Rochester Pandemic Response Assistance, MC Health Department Flu Vaccine/COVID Test Clinics and other Covid-19 related initiatives within our community.



EARLY CHILDHOOD SERVICES



Our Early Childhood Center offers an award-winning program for children as young as six weeks old through the age of five. Each child receives hands-on learning in the areas of developing and improving their motor skills, level of literacy, path to successful socialization, health and social/emotional wellness. All children attending achieve high attendance rate of 85% or higher and all meet next grade level success. The Universal Pre-Kindergarten (UPK) is open to 4-year-olds and follows the RCSD school calendar. We also have an all-day Head Start program for three and 4-year-old children using the Continuity of Care Primary Care model.



Early Head Start

Early Head Start is an all-day program for infants (starting at six weeks) to 3-year-olds. In partnership with the University of Rochester, the Tele-Med Program provides an on-site technician that conducts initial doctor visits with the sick child and a doctor via Skype to determine the child's condition so that parents do not have to miss school or work until the next step in their care. Each year, children who are enrolled in the Summer Leap Program participate in high quality curriculum in math, science, language, and literacy at our center. They also learn how to swim, which helps build their confidence. Our Summer Leap program was established after children from our center attended the first pilot program at Horizons at Harley.



Response to the COVID-19 Pandemic

In correspondence with the Rochester City School District, Early Childhood Service's Early Head Start, Head Start and UPK programs was unable to directly serve our students during the initially shutdown in the spring of 2020. In the meantime, we worked with organizations such as YWCA, Foodlink, Jordan Health, the city of Rochester and several others to address COVID-19 related communications in a culturally responsive effort to meet the needs of Spanish-speakers.

Since the start of the 2020-2021 school year, we have reopened our Early Childhood Center offering in-person and virtual school days. Sanitization has been a major priority within our facilities in order to continue ensuring a safe and educational environment for our students.

ELDER SERVICES

As the only senior center catered specifically for Latinos over the age of 60, our Centro de Oro (Gold Center) serves as an educational center and a “home away from home” for seniors.

They receive delicious and nutritional breakfast and lunch approved by the Monroe County Office for the Aging and can receive transportation from Medical Motors Services if they qualify.

All staff is bilingual and bicultural in English and Spanish. Avoiding isolation, learning how to combat stress and depression through education, lectures, informational presentations and health speakers have served as great tools in promoting wellness at our center.

Once a month a social worker is on site to assist with medical appointments and referrals for doctors, health homes, nursing homes, housing applications, DHS, SNAP and other community resources. The senior center is always enlivened by Hispanic music, with opportunities for fitness, dance, arts and crafts, games, book discussions, birthday and holiday celebrations and more. Programs also include outings to discover new places in the Rochester area. In addition, a mobile farmers market visits our site year-round, ensuring seniors to have access to fresh produce. It gives them an opportunity to eat healthier and live longer.

Since the COVID-19 pandemic began in March 2020, Centro de Oro’s facility has been closed to its seniors. Centro de Oro has adjusted its operations to ensure that their seniors have the essentials and do not feel isolated. We provide weekly grab-n-go meals, distribute culturally appropriate food boxes and newsletters about their peers. Our staff has established a robust online presence with Facebook groups and online educational sessions. They continue weekly online fitness classes and storybook readings. Centro de Oro’s staff also conducts weekly wellness calls and porch visits in partnership.



IBERO SCHOLARS



Our Hispanic Scholarship Program provides merit-based college scholarships to local high school seniors in eight counties. Between 2000 and 2015, the national college-going rate among Hispanic high school graduates grew from 22 to 37 percent, according to the U.S. Department of Education. While education is an important issue for Hispanic families, economic factors remain an obstacle to college enrollment. The Ibero Scholars program addresses this immediate and growing need. Our program is funded by an endowment fund that was established 20 years ago with a \$75,000 contribution from Kodak. The Rochester Area Community Foundation manages the fund, which provides nearly a dozen college scholarships to high school seniors every year. Our partners provide additional scholarships.

The scholarship application is distributed to all schools in eight counties, including Monroe, and posted on our website beginning in December. Students have until mid-March to complete the application, which is reviewed and ranked by our selection committee. The selection committee is comprised of local educators and professionals.

In 2020, the Ibero-American Action League was able to maintain the amount of scholarship donations necessary for our 91 recipients, despite adversity from the COVID-19 pandemic. Due to social distancing concerns, Ibero held its first virtual gala, which included CEO & President Angelica Pérez-Delgado, Mayor Lovely A. Warren, County Executive Adam Bello and former Ibero scholarship recipient Orlando Ortiz.

IBERO DEVELOPMENT

The Ibero-American Development Corporation (IADC) is an affiliate corporation to the Ibero American Action League and provides high quality affordable housing, in pursuit of equity in housing and wealth building opportunities.

IADC develops and manages high quality affordable residential units such as Buena Vista Manor for seniors, El Camino Estates I & II and housing for special needs population. In the past two decades, IADC has invested and/or spurred investment of over \$55M in and around the El Camino neighborhood. IADC also participates in the HOME Rochester program in the role of construction manager and sales providing first-time homebuyers education services to assist prospective buyers in navigating and utilizing the available resources to purchase a home.

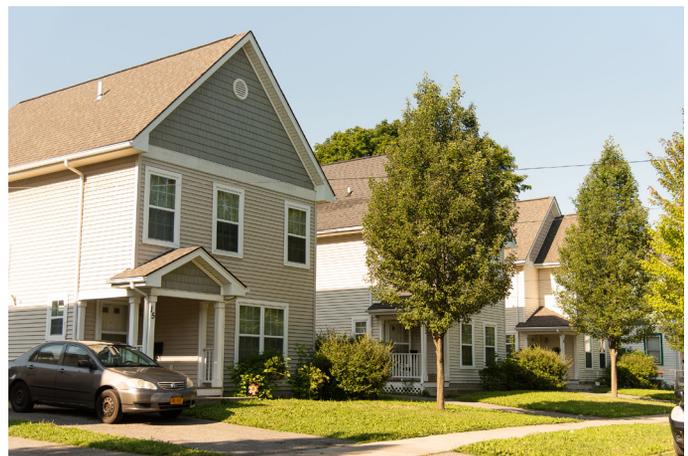
IADC, with the generous support of the Greater Rochester Health Foundation, has been engaged in community development efforts such as Project HOPE (Healthy Outcomes through Participation, Education & Empowerment) that has worked to improve the overall health and wellbeing of the community through residents' empowerment and action. Currently, IADC focuses its community engagement efforts around activating Conkey Corner and Don Samuel Torres Parks, with the City of Rochester recently investing approximately \$1M to improve the park.

In 2020, the grand opening of La Marketa at the International Plaza, an exciting new shopping destination on North Clinton Avenue, opened to bring culture and vibrancy back to the corridor. This \$2.6M project is currently managed by IADC. The plaza and the marketplace combine a community gathering space where local businesses and entrepreneurs can sell their products, a stage for live entertainment, and spaces for food trucks to participate.

IADC is the recipient of a Byrne Criminal Justice Innovation Grant for nearly \$1 million from the Department of Justice for Project CLEAN (Community, Law Enforcement & Assistance Network). The project is working to address

the opioid epidemic on North Clinton Avenue and the surrounding community with a cross-sector approach.

Since the beginning of the COVID-19 pandemic, IADC has been in the community distributing information regarding coronavirus precautions, such as the Six Feet Saves Lives campaign. Simultaneously, IADC has been working with Foodlink recruiting volunteers to provide boxes of food to families in need of groceries, with over 35,000 pounds of food delivered by staff to people's homes. In addition, IADC manages the distribution site at the Rochester Public Market, has done several mask/sanitizer giveaways, and has done its part to help keep people safe.





The Ibero-American Investors Corporation (IAIC) was incorporated 1979 as a NYS corporation under Section 807 of the Business Corporation Law and licensed by the Small Business Administration as a Minority Small Business Company (MESBIC) in the same year. Since its founding in 1979, IAIC has provided financing for over 350 new minority and women-owned business enterprises. And has provided over \$25 million for start-up or expansion of new businesses.

Currently, IAIC is financing and working with eight micro businesses, seven of them minority and women-owned in this community. These small enterprises have created, retained, or will create within the next six months, more than fifteen jobs. This year we received \$150,000 from the City of Rochester Economic Development Corporation to create El Centro Lanza, which will create a small business incubator and improve our entrepreneurship ecosystem by providing training and technical assistance to entrepreneurs, especially in the northeast of Rochester.

The Entrepreneurial Assistance Program (EAP) specializes in helping minorities, women, low-income individuals and veterans who aspire to realize their dream of owning a business or who already own and operate a business in all areas of business training and development. Services include formal business training in a classroom setting, developing business plans, applying for loans and grants, in-depth counselling, mentoring, guidance in completing the state certification process, and accessing capital. This program operates two Entrepreneurial Assistance Centers (EAC) in Buffalo and Waverly which are part of a state-wide initiative funded and administered by Empire State Development.

Due to COVID the program has moved online and continues to provide trainings and counselling to entrepreneurs. Success stories for this program include two award winning woman-owned businesses, B & W Towing and U. S. Traffic Controls. B & W Towing grew from a 2-person operation with one truck, to now employing over 10 individuals and owning a fleet of 40 trucks and heavy equipment, while generating \$1.8 million in annual revenue. U.S. Traffic Controls, who started with just a business plan now has \$5 million in annual revenue and employs 30 individuals.

In 2020 both of the centers were awarded additional funding to assist businesses impacted from COVID-19. Over 225 businesses have been assisted in securing loan relief funds in excess of \$3 million sustaining over 500 jobs and filing their reopening plans. In Rochester the EAP works with the KeyBank Business Boost and Build Program, in conjunction with the Urban League, to offer business development training and assistance to minorities and women.

PODER 97.1 FM

This past year, Poder 97.1 FM continued to prove the essential role it plays in the community as a source of critical information for Latinos. In response to COVID-19, the station staff and volunteers sprang into action creating daily news capsules in partnership with the *Democrat & Chronicle* and creating a COVID e-newsletter with the latest information on the virus and resources. Countless hours were dedicated to keeping the community informed while also working with the Monroe County Health Department, the City of Rochester and Causewave Community Partners.

The popularity of the station has only grown during the pandemic as it continues to bring the community together. According to the Nielson ratings, Poder leads all AM and FM stations in the region in the average number of listener hours per week. Considered the go-to information source for Latino consumers, our 24-hour radio station remains committed to its mission of educating and empowering this strong and growing market.

We promote economic development with our weekly business show *Be Inspired!* and discuss important community issues on *Su Hora Informativa (Your Informative Hour)*. This year we launched *El Poder de la Educación (The Power of Education)* a weekly education show for parents in partnership with the Eugenio Maria De Hostos Charter School. This year, we also launched a weekly history show, *Los Pioneros (The Pioneers)* where notable elders in our community are interviewed to archive the oral history of Rochester's earliest Latinos.

Poder was extremely active in voter registration and in driving participation in the 2020 Census. Businesses and organizations continue to invest in underwriting opportunities to promote their products and services. Our volunteer DJs are instrumental in our success and engaged in all aspects of our operations. We would not be able to do this without them and are so grateful for their continued commitment.



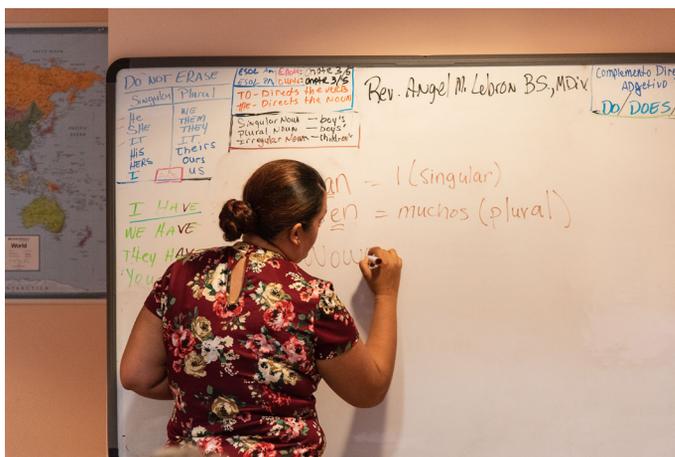


Our Stability, Education and Employment Services (SEES) division is a unique hub that offers services that focus on increasing the stability and quality of life among Monroe County residents. Our goal is to help individuals identify and implement steps that prevent repeated emergencies and develop plans towards self-sufficiency.

Our services include: apartment listings, landlord statements, food pantry listings, birth certificate applications, health insurance referrals, completion of non-legal documents and forms, short-term case management, short-term and long-term goal planning, GED tutoring, teaching English speakers of other languages (ESOL) classes, career training connections and more.



Since the COVID-19 Pandemic, the office has been closed for in-person services. Our SEES case managers continue to serve our clients remotely. In March 2020, a hotline was established in which clients could call and receive a referral for Ibero services or other community resources. SEES staff have played a key role in ensuring Spanish-speaking clients were connected to the appropriate resources throughout the pandemic.



With funding from the United Way and ESL, the Project Uplift program allowed SEES to help families during COVID with their urgent individual needs. This enabled us to help kids get the technology and books necessary to attend online classes from home. Project Uplift also helped us aid with urgent needs during the pandemic including appliances, furniture, transportation, groceries and professional certifications to gain employment. The United Way Eviction Prevention Program also provided funds to help those in need with rent and mortgage payments.

YOUTH SERVICES

The Youth Services Division's mission is to advocate for and enhance the quality of life for youth and their families in Monroe County. We achieve this by providing services in the areas of education, health, leadership development, cultural enrichment and employment.

ASPIRA Mentoring Program

The ASPIRA Mentoring Program provides leadership development, community engagement, career information, referrals and long-term mentoring for middle school students at the Eugenio Maria de Hostos Charter School.

Family Services Assistance Program (FSA)

The Family Services Assistance Program (FSA) increases parent engagement in order to positively impact student attendance, behavior and suspension rates. Supports families of students at East High School, Monroe High School, School #17 and the Eugenio Maria de Hostos Charter School by conducting home visits, setting goals, providing community referrals when needed, and holding a variety of parent workshops and trainings throughout the year.

Projecto Ayuda Outreach

Projecto Ayuda Outreach (PAO) provides both schoolbased and after-school substance abuse prevention, which includes one-on-one counseling and single session workshops for parents and youth. Funded by the NYS Office of Alcoholism & Substance Abuse Services (OASAS).

Restorative Justice Mediation Program

Restorative Justice Mediation Program provides restorative conversations and support for students at Monroe High School to reduce conflicts and suspensions, which results in a peaceful and productive learning environment.

The Safe Zone Training Program

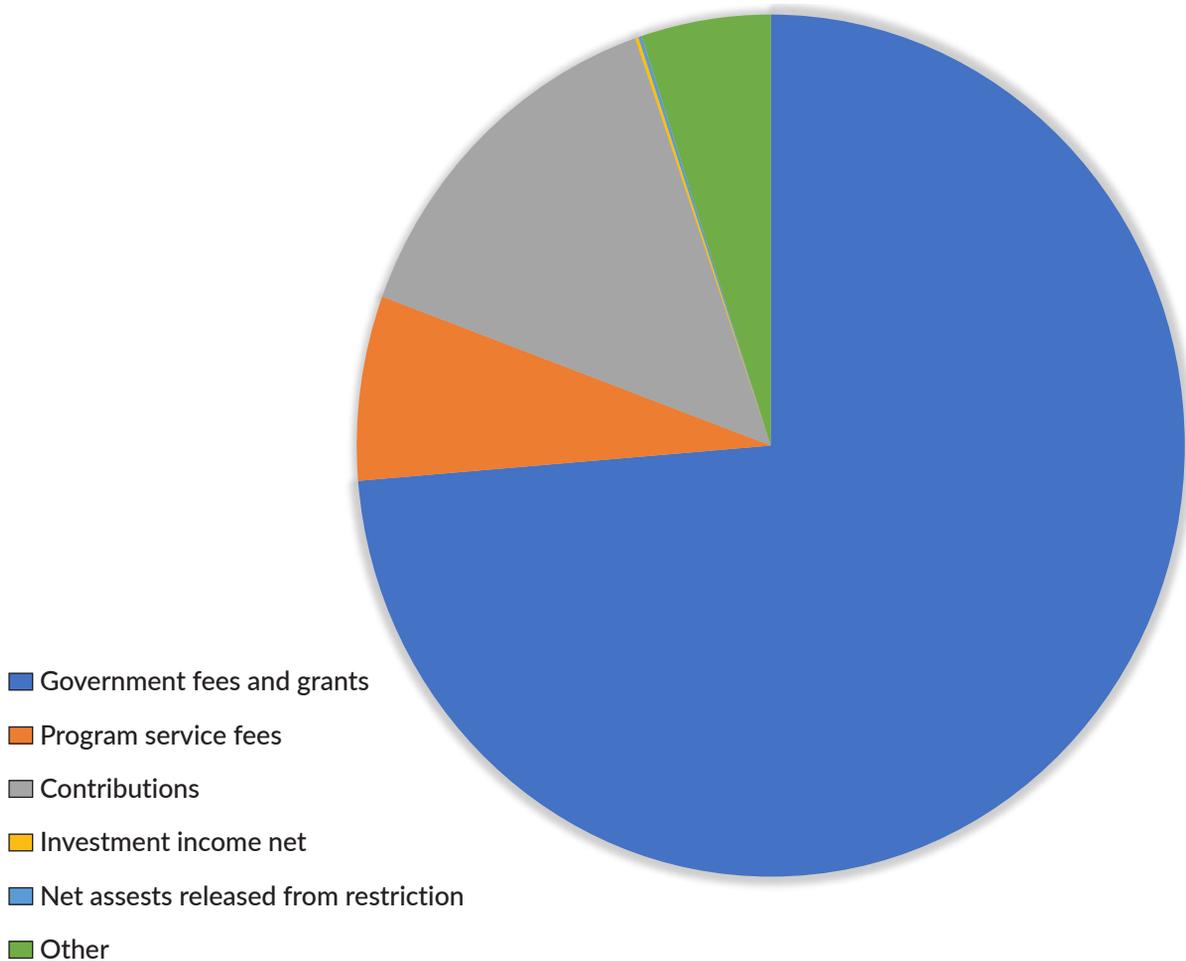
The Safe Zone Training Program helps participants to increase awareness and identify ways that participants and their organizations can achieve more safe and

inclusive spaces for LGBTQ+ coworkers and clients. In partnership with Trillium Health, the Women of Color Program provides services for women that include testing and education for HIV/STD/HCV prevention and linkage to treatment.

Since the pandemic began, Ibero has been able to move its services online and provide youth with critical support. While closely following safety guidelines, they have also been able to provide a hybrid model of support. Its intergenerational programs help youth feel connected with academic support, referrals to resources and even fun online movie nights for themselves and their parents. Ibero's Youth Services staff has delivered care packages with school supplies as well as food for families in need.



Source	2019	2020
Government fees and grants	\$10,835,555	\$11,166,462
Program service fees	\$1,188,316	\$1,048,716
Contributions	\$1,624,411	\$2,132,792
Investment income, net	\$18,046	\$19,036
Net assests released from restriction	\$201,017	\$20,523
Other	\$749,495	\$764,632
Total public support and revenue	\$14,610,849	\$15,152,161



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Susan B Anthony Museum & House
Susan Zucker
Dr. Telva Olivares
The Childrens Agenda
The Magellan Group
The Pike Company
Theresa Armstrong
Third Presbyterian Church
Tipping Point Communications
Tony Micchiche
Tri-Mar Consulting
Trillium Health
Unitarian Universalist Church
United HealthCare
United Way of Greater Rochester
University of Rochester
Usherwood Office Technology
USI Insurance Services
Valerie Berner
Vargas Associates
Vazquez Business Consulting
Veronica Dasher
Vertus Charter School
Victor Sanchez
Vision Automotive Group
Visions FCU
Wegmans
William Wynne
Willow Domestic Violence center
Women for Wine Sense
WoodForest National Bank
Yalisa Lorenzo
YMCA
Yolanda Albino
YourCare Health Plan
YWCA



817 E. Main Street
Rochester, NY 14605
information@iaal.org
585-256-8900
www.iber.org