



# CENTRO HISPANO

## **Annual Impact Report 2024, Created January 2025**

Centro Hispano  
650 W 100 N  
Provo Utah, 84601

Dear Centro Hispano supporters, partners, and community members,

We are pleased to present Centro Hispano's Annual Report for the year 2024, highlighting our commitment to serving the Hispanic and Latino community in Utah County. Through your continued support and dedication, we have made significant strides in fulfilling our mission of empowering individuals and families through equitable education, advocacy, and support services. This report highlights the impactful work carried out by our various departments and programs.

### **Immigration Legal Department**

Supported by: The Eccles Foundation, Community Development Block Grant (CDBG), The Rocky Mountain Power Foundation, Utah Office of Victims of Crime (UOVC)

This year our Immigration Legal Department has been a beacon of hope for hundreds seeking assistance with their immigration legal needs.

Centro Hispano was able to provide legal information and advice for 310 individuals and successfully was able to take on representation for 74 cases.

These cases covered a wide range of needs:

- Humanitarian cases provided critical aid to 10 individuals.
- Parole, Work, TPS, and Affirmative Asylum cases accounted for 22 cases, helping clients pursue stability and opportunity.
- Family or N-400 Petitions supported 6 families in reuniting and gaining citizenship.
- Court cases, totaling 14, ensured access to legal representation.
- Other cases (7) and those with multiple components (15) demonstrated our adaptability and commitment to complex situations.



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## Community Resources Department

Supported by: The Sorenson Legacy Foundation

The Community Resources Department at Centro Hispano has been instrumental in addressing a wide array of needs:

- Immigration-related assistance without representation including 67 DACA renewals, 16 I-90 applications, 6 fee waivers, and 10 N-400 applications.
- Filing for divorce assistance (1), and assisting 16 people filing for power of attorney
- Health-focused services such as Medicaid (15 consultations, 3 applications) and Medicare (7 consultations) provided vital support.
- Housing stability efforts included assisting 6 people with Provo City Housing recertifications.
- 31 notarizations
- Provided 819 individual legal and other types of document translations.
- ITIN assessments and consultations, totaling 268, highlighting our commitment to financial equity and empowerment.
- Fielded an estimated 2,000 calls and questions to our main phone line.

## Workforce Development

Supported by: The Lowe's Foundation, Comcast/ NBC Universal, JD Finish Line Foundation, Key Bank

Workforce Development has been dedicated over the last year to developing programs to enrich and strengthen the community as well as increase participants' earning potential.

- HVAC training had 90 participants, with 43 graduating
- Electrician training involved 80 participants, with 50 graduating
- English classes empowered 25 participants
- 17 individuals participated in basic computer classes
- Advanced training in computer programming benefited 14 participants

## Health Promotion Department

Supported by: Utah Department of Health and Human Services, Intermountain Health Care, The Church of Jesus Christ of Latter-day Saints, Kroger

### Food and Hygiene Pantry

- The food pantry served 463 individuals, ensuring food security for those in need.
- 800 basic hygiene kits were distributed ensuring dignity of those in need.



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## Health related classes and events:

- Students in our Safe Dates program (279 participants) learned crucial skills for fostering healthy relationships.
- Our parent class, Families Talking Together, educated 84 parents on how to talk about sex with their teenage children.
- The Tobacco Prevention and Control Program provided training and education to 300 students around Utah County
- The health promotion team participated in community tabling events engaging with approximately 2,500 individuals
- Bystander bully prevention training was provided to 25 students

## Our Community Health Workers played a pivotal role in public health outreach:

- COVID-19 efforts reached 4,678 individuals with testing and vaccine education
- 4,860 total COVID-19 tests were distributed.
- 123 people were connected to essential resources like bill payment assistance after being diagnosed with COVID.

## Low-Income Taxpayer Clinic

Supported by: The Taxpayer Advocate Service, Earned Income Tax Credit

Our Low-Income Taxpayer Clinic continued to advocate for financial justice, managing 493 cases and conducting 111 consultations. This program achieved remarkable outcomes, including:

- Recovery of \$184,136.90 in delayed refunds.
- Reduction of \$448,666 in tax liabilities, penalties, and interest.
- Representation of 9 taxpayers in U.S. Tax Court. Additionally, 53 educational events educated 2,120 taxpayers, enhancing financial literacy across the community.

## Special Events

Supported by: ¡Vamos! Health, SelectHealth, Molina Healthcare, U Of U Health Plans

Centro Hispano holds annual events for Three Kings Day, Day of the Dead, and Children's Day in Mexico. These events are largely cultural opportunities with traditional music, dancing, food, and other arts. Events with Centro Hispano are also a way to invite community partners to engage with the Hispanic community and share their resources with them.

- Three Kings Day: Held at Provo Library and had over 800 individuals attend
- Day of the Dead: Held at the Orem Library and over 800 individuals attend
- Children's day: Also held at the Orem Library and over 800 individuals attended



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## Social Media and Outreach

Through strategic social media efforts, Centro Hispano reached over 107,700 people, amplifying our message and expanding our impact.

## Conclusion

Centro Hispano's unwavering dedication to the community is evident in the breadth and depth of our programs. From legal assistance and health education to workforce development and community resources, we continue to empower individuals and families, fostering a brighter future for all. We are grateful for the support of our partners, staff, and community members who make this work possible.

As we reflect on the achievements of 2024, we remain committed to advancing our mission and expanding our impact in the Utah County community. With your continued support, we aspire to further enhance our programs and services, fostering greater opportunities for empowerment, advocacy, and inclusion for all members of the Hispanic and Latino community.

We extend our deepest gratitude to our donors, volunteers, staff, and community partners for their unwavering support and collaboration. Together, we will continue to build a more vibrant, resilient, and equitable community for generations to come.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jackie Larson', with a long horizontal flourish extending to the right.

Jackie Larson  
Executive Director/CEO  
Centro Hispano