Libertad: Freedom To Be

Annual Report 2020
Nurturing stronger familias to live out their dreams since 2004
When we formed El Futuro 15 years ago we knew we were in for a ride, but we had no idea what to expect on the journey ahead. Our hope of creating something new was embodied in the name we chose - El Futuro - because we were excited about "the future." There was no way for us to anticipate the roller coaster ride awaiting us with a changing healthcare landscape and, more specifically, the multiple "reforms" of the mental healthcare systems here in North Carolina. Later, when the market bubble burst in 2007, we held on and made it through an economic downturn that sent many off the rails. And if these weren't enough, we were often left dizzy by shifting immigration policies and the seismic immigration battles playing out across our country and the world. We, like the immigrant families we serve, experienced many ups and downs.

The experiences during our first 15 years were challenging but nothing like 2020. I'll spare you a recap, because I know you lived through it too. However, over the last year I came to love the name of our organization even more - El Futuro. The Future! In the midst of such adversity, I returned to the beginnings of our work when we were hopeful and dreamed of creating something better for our immigrant friends. Focusing on the future, though, doesn't mean we don't have to work hard today. In our work over the last year more people came to us and we provided more services than ever before. It was such a hard year and the stress was overwhelming for many families. So we found new ways to innovate and transform our work to help and support our patients during the pandemic.

We shifted all of our services to virtual interactions and with rigorous evaluation found them to be accessible and effective. We were even able to continue our yoga and mindfulness groups and saw our numbers grow. And in response to the stress felt by parents, we developed parent classes and groups to help caregivers during the pandemic.

We adapted our training and capacity-building efforts, also known as La Mesita, with a focus on supporting professionals all across the state (and increasingly across the country) to deliver excellent, evidence-based care. The La Mesita network grew by 50% and now has over 900 members. Finally, a team of staff and community volunteers evaluated a number of research proposals and helped decide which were a strong fit for the work at El Futuro, to continue our focus on practical research that benefits the community.

We had a lot going on in 2020, and I haven't even mentioned our therapeutic green space and community mural! Please come by our Durham clinic sometime to play in the stream, pick a vegetable from the garden and enjoy the mural's breathtaking images.

When I sit in that area and look at the mural and reflect on our work, the one image that best captures this moment for El Futuro is the monarch butterfly. It has come to symbolize immigration because of the long migration journeys monarchs make each year. Others who see the butterfly are reminded of the chrysalis and transformation that produces such a beautiful creature. And many see freedom which is fitting because there are several butterflies near or sitting on the Statue of Liberty that is prominently painted at the end of the mural. In that spirit, we are celebrating this year as one of freedom. "Freedom to be..." The last year has been hard but I feel like El Futuro has emerged stronger and our organization has transformed in some unexpected and surprising ways. Cesar Chavez said, "We draw our strength from the very despair in which we have been forced to live. We shall endure." Thanks to your support we have endured and El Futuro is strong. With your help many, many families are again dreaming and we're helping them complete the thought of "Freedom to be..."
Our two clinics are located in Durham and Siler City. Our primary services include therapy, psychiatry, and substance use treatment. We provide bilingual mental health treatment for Latino and families in North Carolina. We train other providers in culturally-responsive treatment approaches through our 1000+ member La Mesita Network. Our expert team of licensed professionals provides culturally-responsive care in a warm environment of healing and hope, where clients are treated with dignity and respect.

We participate in research and evaluation to improve mental health services for Latino families. We have been fostering stronger families to live out their dreams for 15 years. Our values include Confianza, Calor humano, Equidad, and Familismo.

Confianza: Developing deep trust first, then meeting mental health needs
Calor humano: Using a compassionate and understanding approach at all times
Equidad: Meeting people where they are
Familismo: Making people feel at home and honoring sources of support from family members who are important to them

El Futuro Board Members

Nilida “Nena” Peragallo Montano
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MBA – Member
UNC Health

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RTI International

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MPA – Member
Director of Strategic Partnerships, Office of NC Governor Roy Cooper

Merywen “Wenny” Wigley
MSc – Member
Associate Compliance Director at IQVIA

Our 43 employees

* El Futuro staff during a weekly team meeting
Our services

For families
- Individual therapy for personal concerns
- Therapy provided in group settings to build social connections and support
- Substance use and alcohol prevention and treatment
- Consultations with a doctor about medicines that help stress and other problems

For the community
- Therapeutic garden and play space
- Opportunities to reduce isolation and build social connections
- Vibrant community mural and Latino heritage celebrations
- Building community mental health

For mental health providers
- Research and knowledge sharing to improve Latino mental health best practices
- Training on reducing barriers to mental health access for Latino families
- Webinars, case consultations, virtual learning community, Learning Cohort
- Building the workforce of culturally-responsive mental health providers in NC
- Improved Latino mental health outcomes in NC and beyond

What our patients will find at El Futuro
1. Licensed and bilingual therapists dedicated to our patients’ emotional well-being
2. Individual, group and family treatments
3. Treatments to improve family communication, stress, problems at work, behavior in children, sadness, worry or irritability
4. Virtual appointments during the pandemic

La Mesita members provide services to many individuals around NC:

<table>
<thead>
<tr>
<th>Counties</th>
<th>#Member who serve</th>
</tr>
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<tbody>
<tr>
<td>Durham County</td>
<td>241</td>
</tr>
<tr>
<td>Alamance County</td>
<td>62</td>
</tr>
<tr>
<td>Buncombe County</td>
<td>62</td>
</tr>
<tr>
<td>Chatham County</td>
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<tr>
<td>Guilford County</td>
<td>107</td>
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<tr>
<td>Mecklenburg County</td>
<td>95</td>
</tr>
<tr>
<td>Orange County</td>
<td>193</td>
</tr>
<tr>
<td>Wake County</td>
<td>205</td>
</tr>
</tbody>
</table>

Freedom to be happy and feel joy

During 2020:

1,776 unique patients served with 11% growth in number of visits over previous year

80% clinical improvement or stabilization rate (reduction in symptoms like depression, anxiety)

85% functional improvement or stabilization rate (improved performance at work and school, fewer disciplinary referrals, more nurturing relationships at home)

13,492 treatment sessions

11% growth in number of visits over previous year
COVID-19 impacts

COVID Weekly Cases Trends

<table>
<thead>
<tr>
<th>Date</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/1 - 3/29</td>
<td></td>
</tr>
<tr>
<td>4/26 - 5/24</td>
<td>20,000</td>
</tr>
<tr>
<td>6/21 - 7/19</td>
<td>40,000</td>
</tr>
<tr>
<td>8/16 - 9/13</td>
<td>60,000</td>
</tr>
<tr>
<td>10/11 - 11/8</td>
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<tr>
<td>12/6 - 1/3</td>
<td>267,478</td>
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What we saw and heard from families

- Urgency to get “back to normal”
- Worry about people knowing I’m sick
- Gotta work, make money, not lose the job
- Post-COVID anxiety
- More case management needs
- This late in the game and people still don’t know about resources
- Parents are stressed and focused on basic needs = unable to co-regulate

35% of our clients have either had COVID or have had a family member who has had it. **Food, financial assistance, and parenting help are major needs.**

A lot of disinformation in the community about how to stay safe and COVID vaccines. People reaching out to El Futuro for support and information.

Types of diagnoses seen at El Futuro

- Primary Psychotic
- Bipolar and related disorders
- Unspecified mood disorders
- Miscellaneous
- ADHD
- Anxiety disorders
- Deferred or no diagnosis
- Substance use disorders
- Trauma and stress disorders
- Depressive

More people turned to us for help with stress-related symptoms. COVID-19 exacerbated the illnesses we typically see most.
COVID-19 impacts

We transitioned to telehealth to respond

The majority of patients indicate that TeleBehavioral Health appointments are just as effective as face-to-face appointments, but most prefer getting back into the clinic when it’s safe to do so.

El Futuro virtual services

Before the pandemic, our virtual services were primarily driven by a project engaging migrant farmworkers with the Office of Rural Health. But in March we rapidly changed all of our services to virtual.

El Futuro virtual services

<table>
<thead>
<tr>
<th>Unique clients/patients</th>
<th>Number virtual appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>500</td>
<td></td>
</tr>
<tr>
<td>1000</td>
<td></td>
</tr>
<tr>
<td>1500</td>
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During COVID: Jul 20 - Aug 20

Telehealth has proven just as effective as clinic-based care for those who have received care during the pandemic.

Please indicate if video appointments are more or less effective than in-person appointments:

- Much less effective: 15%
- A little less effective: 19%
- Same: 55%
- A little more effective: 6%
- Much more effective: 5%

Change in patient symptoms before COVID-19 vs. during COVID-19:

- Before treatment: 10%
- After treatment: 0%

Treatment is as effective during the pandemic. Those entering treatment on average have same level of symptoms.
Libertad: freedom to be Authentic

Our mural called "Libertad" was created to promote community vitality and well-being.
Thank you!

Our donors’ support is instrumental in making sure Latino families get the care that they need all across North Carolina.

“Many thanks for all that you do to positively impact so very many people’s lives! You and your work are appreciated!! and we are honored to support your mission.”

*Catherine S, Donor*

“Our whole family feels so fortunate that we get to be involved with this team. Thankful for all the Futuristas and all the familias”

*Staff member and donor of El Futuro*

“Congratulations on the rapid reaction to the crisis. TeleFuturo is a reflection of the organization’s commitment to being a step ahead and always looking to provide a better service”

*Alejandro Peña, Donor*

“Thank you all for what you do! Grateful now more than ever.”

*Anonymous*
Financial report

Sources of Revenue

- Grants and Contracts: 69%
- Fee-for-Service Revenue: 21%
- Individual & Corporate Contributions: 9%
- Other: 1%

Expenses and revenue

- FY19 expense: $2,611,788
- FY20 expenses: $3,228,914
- Expenses increased in FY20 by 24%

- FY19 revenue: $3,125,859
- FY20 revenue: $4,239,664
- Revenue increased in FY20 by 36%

We are grateful for the opportunity to share about our work.

Grants and financial donations ensure that we continue to provide mental health and substance use treatments to Latino families within a bilingual environment of healing and hope.
El Futuro

www.elfuturo-nc.org

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