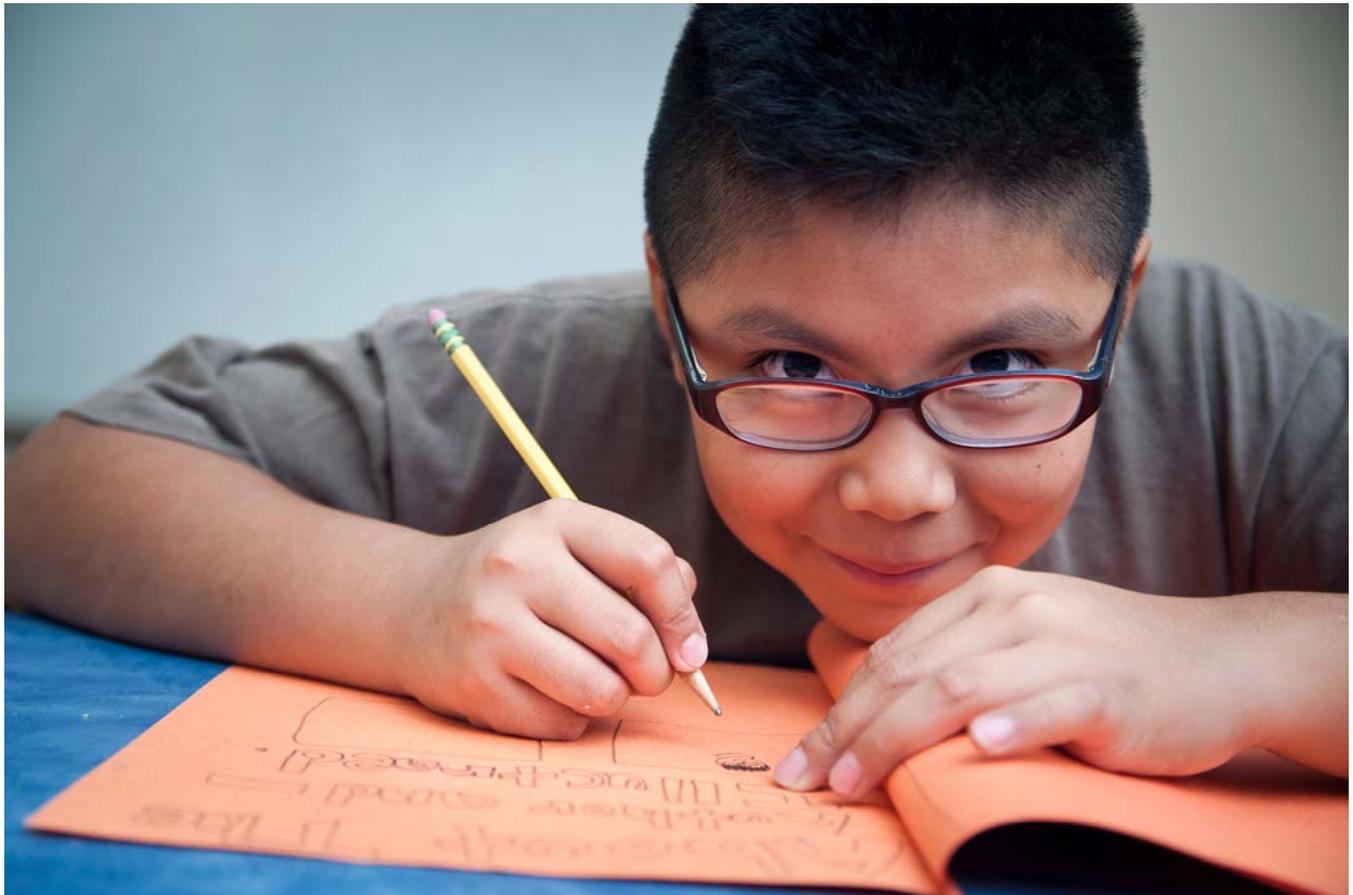




*Comunidades Latinas Unidas En Servicio
(Latino Communities United in Service)*



2013
IMPACT REPORT

LETTER FROM PRESIDENT & BOARD CHAIR

STRATEGIC HIGHLIGHTS

This report provides you with a summary of our accomplishments in 2013 and a few stories of the clients we're serving at CLUES. We hope you take the time to review it.

In addition to serving our clients, staff, and board, we've been busy building efforts to strengthen our organization. We created new internal management and leadership structures, streamlined procedures, created new ways for operating our organization effectively and efficiently, and most importantly, recuperated our financial stability.

Our most significant effort was bringing board and staff together to complete a three-year strategic plan. The plan builds on the success of our past work and introduces new areas of work for CLUES, including educational achievement and cultural and civic engagement. This process also allowed us to review and update our mission and vision:

Our Mission

To advance the capacity of Latino families to be healthy, prosperous, and engaged in their communities.

Our Vision

A thriving multicultural community enriched with confident and strong Latino families who contribute their voice, skills, entrepreneurial spirit, and cultural richness.

In 2013, we added three new board members, and said farewell to our former chairman, David Spalding. David served on the board of CLUES for seven years, and we are incredibly grateful for his service to our organization.

Last year, we counted on the support of over 600 volunteers who provided more than 20,000 hours of service. We could not operate as fully without their work and thank them for their support and commitment.

We want to thank all those who contribute to the wellbeing of Latino and immigrant families as well as the sustainability of our services. We invite your ongoing involvement as donors, volunteers, and partners, and look forward to our continued relationship.

BOARD OF DIRECTORS

Father Kevin McDonough,
Archdiocese of St. Paul and
Minneapolis

Frank Fernandez, Blue Plus for Blue
Cross Blue Shield of Minnesota

Thierry Ibri, General Mills

John Pacheco, U.S. Bancorp
Foundation, U.S. Bank

Dr. Inell Rosario, Andros ENT &
Sleep Center

Alan Willits, Cargill

Mario de la Torre Borja, 3M

Lenys Alcoreza, United Health Group

Mary Jo Avendaño, Minnesota
Department of Human Services



Ruby Lee
President



John Pacheco
Chairman

PROGRAMS & IMPACT

CLUES impact areas are designed to provide access to resources and opportunities for clients and empowering them by harnessing their strengths and honing their skills. Our culturally and linguistically skilled staff meet clients where they are and walk alongside them as they pursue goals to advance the health and wellness, economic position, and educational opportunities for themselves and their families. By pairing and integrating services, CLUES continues with clients as they progress on the continuum from poverty to prosperity.



EDUCATIONAL ENRICHMENT

CLUES Educational Enrichment programs span early childhood education, youth mentoring and college preparation, and adult basic education integrating English as a Second Language, and distance learning. In addition, we offer internet-based educational opportunities, computer literacy instruction, and workforce trainings for adults complemented by early childhood literacy and youth college preparation. Through CLUES Educational Enrichment services, children, youth, and adults gain the skills necessary to achieve educational and professional success, and improve their lives and the communities in which they live.

CULTURAL & CIVIC ENGAGEMENT

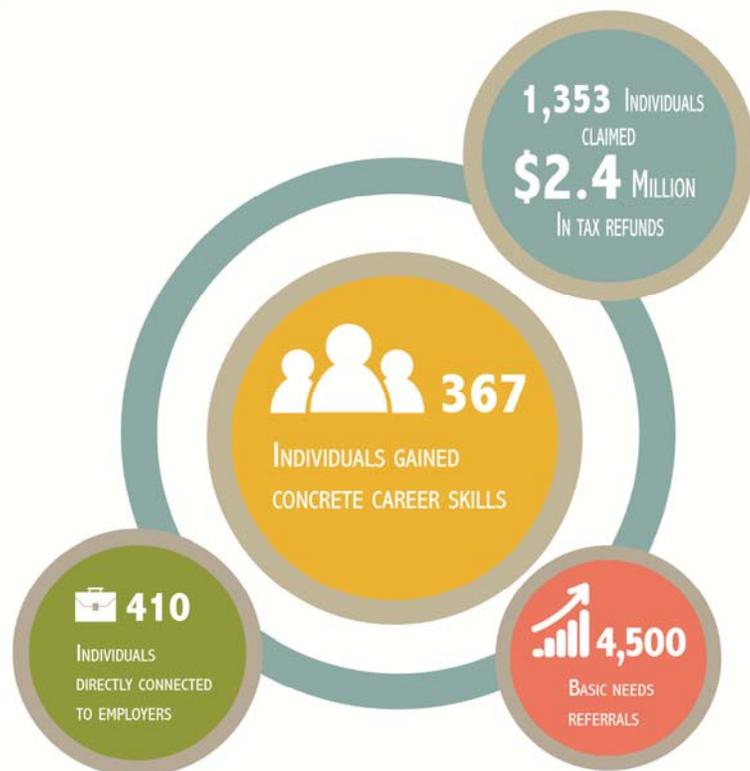
As a new 2014-2016 strategic goal, CLUES cultural and civic engagement focus strives to build social and cultural capital while lifting the voices of Minnesota's Latino community. We encourage our clients to be engaged in areas and issues that matter to them and their families. In 2013, CLUES helped to advance health and economic policies targeting Latino disparities. We hosted Congressmen Luis Gutierrez (D-IL), Keith Ellison (D-MN) and local elected officials to discuss immigration reform. CLUES will continue community events including Al Niño Con Cariño, a holiday event that offers low-income families the opportunity to provide their children with a holiday gift; and the Book Fiesta, a multicultural literacy event that provides books to children in their home language and promotes literacy. With corporate volunteers and local community organizations, we respond to critical community needs, address inequities and opportunities allowing Latino families to be healthy, prosperous, and engaged.



PROGRAMS & IMPACT

CLUES Economic Vitality services include community navigation, employment, and financial empowerment services that work together to reduce poverty, increase economic opportunities, and create and sustain financial prosperity for adults and families. Our Community Navigation Program guides clients as they search for needed services and income supports. Job search assistance, workforce preparation classes and trainings, and access to a wide variety of employers through CLUES Annual Community Resource and Jobs EXPO, and job retention support are offered through our employment programs. Our financial empowerment programs integrate financial literacy education, one-on-one counseling, tax preparation, homeownership counseling, and foreclosure prevention. CLUES also offers access to “Lending Circles” that weave culturally relevant traditions with credit building, matching savings and financial literacy education in order to help low-income individuals to access capital and to build assets.

ECONOMIC VITALITY



HEALTH & FAMILY WELLBEING

The health and family wellbeing of our clients is linked to other aspects of social and community development. CLUES' health services focus on prevention and health equity, while our Behavioral Health programs provide community education, assessment, intervention, therapy and support groups. Our Family Wellbeing programs emphasize meeting families where they are and building on their strengths through parenting classes, one-on-one counseling, in-home assessments and therapy, education, prevention and support groups for victims of sexual assault and domestic violence, as well as comprehensive services for elders and their caregivers. Community Health Navigators focus on the most pressing health concerns for Latinos, including equal access to health care services and insurance, healthy nutrition, tobacco-use cessation, cancer screenings, and diabetes prevention.



SUCCESS STORIES

MARIA

When Maria* joined CLUES Pathways to Employment Job Readiness Program, she lacked confidence in her English language skills and attributed this to her failure at securing employment. With little confidence, limited English language skills, and a large employment gap on her résumé, Maria did not believe she would ever find success.

After attending CLUES Job Readiness and ESL classes, Maria enrolled in CLUES Customer Service Skills Enhancement Training, where she received the support of her trainer and classmates and began to build confidence in her English language skills and herself. With help from a CLUES Employment Coach, Maria updated her résumé and cover letter and gained valuable job search and application skills. Through a career-mapping activity, she also discovered that her skills and experience in the hospitality sector could translate into a new career in the healthcare field in the U.S.

Result:

With the education, training, and support that she received at CLUES, Maria secured a full-time position in the healthcare field. She says that her life changed the day she walked through the front door of CLUES.



IVAN

Ivan* came to CLUES Citizenship Day event to learn more about the process for applying for citizenship and to complete all documents and forms required. He had legally adopted his niece due to a recent family trauma, and learned that he could also apply for citizenship for his niece based on the circumstances of the adoption. Not having ever thought this would be a possibility, Ivan broke down; but his tears were ones of joy and relief. Without CLUES Citizenship Day, Ivan would never have known that his niece was eligible for citizenship.

Result:

Ivan left CLUES with two completed citizenship applications, and with the hope and joy that he and his newest family member would become U.S. citizens together.



SUCCESS STORIES



▶ VERONICA & EMILIO

Veronica* and her son, Emilio*, initially came to CLUES to participate in the ESL Classes and Children's Program. Since then, Veronica has attended a domestic violence support group, frequented the open computer lab, participated in the Holiday toy event, and found a job with the help of a CLUES Employment Coach. While Veronica had little formal education and limited English skills, she believed it was important for her and Emilio to continue to take classes. She placed great value in her ability to learn, side-by-side with her son.

Result:

Emilio attended the Children's Program daily and his literacy skills blossomed. He now loves being read to and reads books at home. While he has always been well behaved and listened to his teachers, Emilio now also engages much more with other students.

▶ REBECCA & LUCAS



Rebecca*, a teen mother, was referred to CLUES Family Services Program when physical fights and domestic violence between herself and her boyfriend threatened the safety of their 5 month-old son, Lucas. The CLUES Parenting Worker collaborated with Rebecca and her boyfriend to develop a safety plan for Lucas, improve communication, and establish mutual goals regarding a safe environment for Lucas. When the domestic violence intensified, Rebecca decided that she did not want Lucas growing up as a witness to violence and left her abuser. CLUES Parenting Worker immediately transported Rebecca to a domestic violence shelter where she and her baby would be safe.

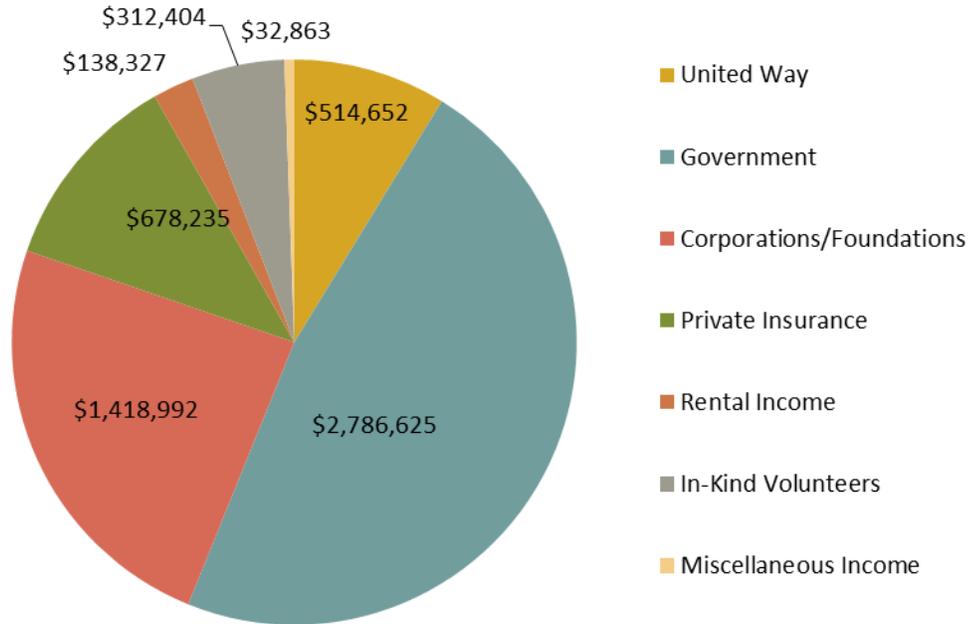
Result:

Rebecca was soon able to make arrangements to live with a trusted family member, and she and her son are now living in a stable, violence-free environment. Rebecca continues to meet with CLUES staff to learn about her child's development, attachment, and patterns of domestic violence. They have also helped her to access additional community resources such as winter clothes and toys during the holidays. Rebecca continues to work toward her goals and expresses relief that her son will grow up in a home without violence.

2013 FINANCIALS

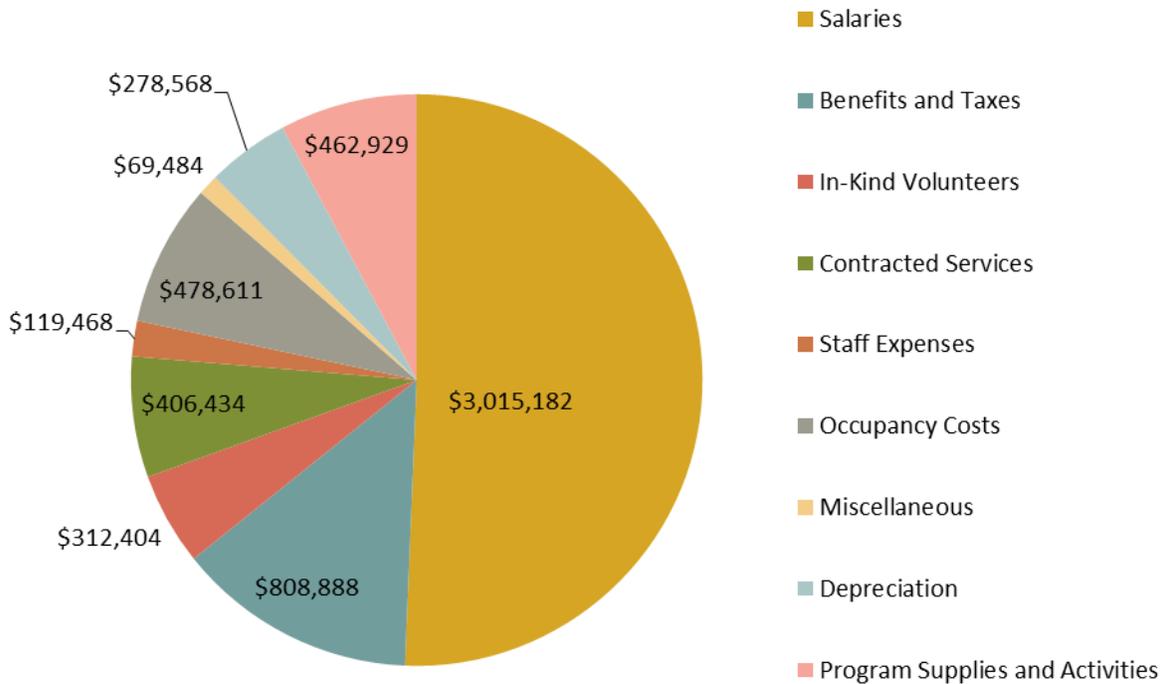
Revenue \$5,882,098

(audited)



Expenses \$5,951,968

(audited)



2013 CORPORATE & FOUNDATION DONORS

Muchas gracias to CLUES generous corporate and foundation donors. Together with our committed volunteers and individual contributors, they helped support our critical community services.

3M Foundation	Ecolab Foundation	Otto Bremer Foundation
AARP	F.R. Bigelow Foundation	RBC Foundation
Allianz	General Mills Foundation	The Saint Paul Foundation
Allina Foundation	Hardenbergh Foundation	State Farm Foundation
Ameriprise Financial	H.B. Fuller Foundation	Stevens Square Foundation
Andersen Corporate Foundation	Health Partners Foundation	Target Foundation
Hugh J. Andersen Foundation	Hispanic NFL Federation	TCF Foundation
Aronson and Associates	Katherine B. Andersen Foundation	Thrivent Financial for Lutherans Foundation
Blue Cross Blue Shield of MN	The Kresge Foundation	UCARE
Best Buy Children's Foundation	Marbrook Foundation	U.S. Bank Foundation
Boss Foundation	McKnight Foundation	Vanguard Foundation
Boston Scientific Foundation	Medica Foundation	Archie D. & Bertha H. Walker Foundation
Patrick and Aimee Butler Family Foundation	The Minneapolis Foundation	Wells Fargo Foundation
Caring Tree Foundation	Minnesota Humanities Center	Wittenberg Family Foundation
Cities 97 Fund	NALCAB – National Association for Latino Community Asset Builders	Women's Foundation of Minnesota
Comcast Foundation	NCLR – National Council of La Raza	Xcel Energy Foundation



COMUNIDADES LATINAS UNIDAS EN SERVICIO

St. Paul Office | 797 East 7th Street | St. Paul, MN 55106 | 651-379-4200

www.clues.org

Minneapolis Office | 720 East Lake Street | Minneapolis, MN 55407 | 612-746-3556
Aging Well Services | 882 South Robert Street | West St. Paul, MN 55108 | 651-379-4200
Brooklyn Park—Northwest Family Service Center | 7051 Brooklyn Blvd | Brooklyn Center, MN 55429
Mankato | Centennial Student Union—Room 269 | University of MN Mankato | Mankato, MN 56001