



HAVEN NEIGHBORHOOD SERVICES

Annual
Impact Report
2023



About Us

Haven Neighborhood Services leads financial capability and housing services in Los Angeles County.

Haven Neighborhood Services, established in response to the 2008 Economic Recession, is committed to empowering vulnerable communities in Los Angeles County. We focus on addressing the financial struggles of Low and Moderate-Income (LMI) individuals and families, offering free financial and housing education and services. With over 30% of renter households dedicating at least half their monthly income to rent and utilities, the risk of homelessness rises. In a city like Los Angeles, where median rent consumes 46.7% of the median income, daily stress escalates amid a global economic downturn. Our mission is to provide impactful financial capability, housing, and support services, enabling LMI individuals and families to achieve economic inclusion, mobility, and lasting financial security. Through resource leverage and institutional support, we strive to empower vulnerable individuals to break free from the cycle of poverty, prevent homelessness, and overcome financial and housing crises.



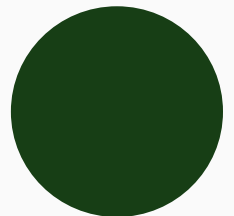


Our Mission

At Haven Neighborhood Services, our mission is to
“financially empower vulnerable communities in Los Angeles County by providing no-cost financial / housing education and services to end their financial/ housing crisis.”

Our Vision

Our vision is to one day reach every underserved community in California **to end their financial and housing crisis for good!**



Our Core Values

Our Commitment and Core Values: At Haven Neighborhood Services, our unwavering commitment to seven core values forms the bedrock of all our endeavors.



1. Collaborative

We champion collaborative cross-sector efforts to enhance programming and referral performance, addressing the additional needs of our clients.



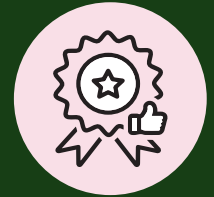
2. Effective

We optimize program effectiveness through the development of targeted best practices for addressing financial and housing distress.



3. Empowerment

We empower communities financially through education and direct services to achieve tangible goals.



4. Excellence

We ensure program excellence, meeting both the financial and housing needs of the community.



5. Responsible

We deliver top-tier education and services with responsibility, respect, and cultural sensitivity to our clients.



6. Integrity

We implement the highest standards of commitment, ethical and moral practices to satisfy the trust of our community members.



7. Stewardship

We utilize our trusted stewardship of vital resources and services to enhance the financial well-being of all clients.

Our Work



Organizational Background

For over a decade, Haven Neighborhood Services, a 501 (c)(3) nonprofit organization has maintained an unwavering commitment to the financial health, housing security, and education of our community members. All services that Haven Neighborhood Services provides are FREE at no-cost to our clients. Our organization, founded during the aftermath of the 2008 Economic Recession, addresses financial and housing crises among economically vulnerable individuals and families.

Service Area

Haven Neighborhood Services, based in South Los Angeles at Mercado La Paloma, operates satellite offices throughout Los Angeles and neighboring counties. These include West Los Angeles (Department of Veteran Affairs, City of Santa Monica's Virginia Avenue Park), Inland Empire (UC Riverside), and multiple FamilySource Centers (FSC), such as All Peoples Community Center, El Centro del Pueblo, Barrio Action Youth & Family Center, El Nido Family Centers, and Watts Labor Community Action Committee. VITA services are extended through FSC sites and various pop-up locations across the region to ensure widespread access to essential services.

Focus Population

We exclusively target a 100% Low-and Moderate-Income (LMI) demographic, providing educational workshops and direct services to a diverse range of groups, such as At-Risk Youth, BIPOC, Domestic Violence Survivors, Justice-Involved Individuals, LGBTQ+, Seniors, Transitional Age Youth (TAY), Undocumented Immigrants, U.S. Military Veterans, Homeowners/Renters, and more.

Success Story

Jessica Aquino's Inspiring Student Loan Discharge: A Remarkable Path to Financial Freedom



In February 2023, Jessica Aquino, a soon-to-be mother of two in Los Angeles, found herself at a Financial Literacy workshop, standing on the brink of a life-changing moment. Together with her husband, they dreamt of a home for their expanding family. Despite financial aspirations, an unresolved burden from a past decade haunted Jessica.

Ten years ago, Jessica chased her dream of becoming an esthetician at Marinello School of Beauty. Unfortunately, the school closed abruptly, leaving her without a certificate, burdened by student loan debt, and with a damaged credit score. Despite her frustration, Jessica, determined and resolute, connected with Haven's Financial Coach at a workshop. With the coach's help, they unearthed a single blot on her credit report—her student loan. As the school had closed before she could finish, a loan discharge was pursued, and the coach aided in the paperwork, dispatched promptly to the loan administrator.

The moment of revelation occurred precisely 30 days later, on Jessica's birthday. The letter she received brought unimaginable relief – her student loan was discharged, erased from her credit report. It was a birthday gift beyond expectations, the best surprise she had ever received. Subsequent meetings with the financial coach confirmed the removal and showcased a substantial boost in her credit score, injecting motivation into Jessica's pursuit of financial stability.

Now focused on maintaining her improved credit score, Jessica follows responsible credit usage and timely payments, grateful for the assistance in erasing the loan from her record. She remains dedicated to her financial coaching sessions, gearing up for the realization of her dream – the purchase of her first home.

Jessica Aquino



Program Overview

Haven Neighborhood Services employs a three-pronged strategy to empower communities by enhancing financial capabilities and ensuring housing security.



1. Financial Capability and Housing Education Workshops

cover key areas such as financial literacy, first-time homebuyer guidance, online banking, and fundamental tax principles.



2. Direct Financial Capability and Housing Counseling Services

offer a comprehensive range of support, including financial coaching, student loan guidance, bank account enrollment, budgeting and savings assistance, credit counseling, debt management, identity theft recovery, and free tax preparation through Volunteer Income Tax Assistance (VITA). Our housing counseling services include foreclosure prevention, pre-purchase and refinance guidance, and rental counseling.



3. Supportive Services

with over 75 local organizations, we provide immediate financial intervention and holistic assistance to our clients via a referral-based model.

2023 Achievements & Highlights:

A Year in Review 1/2

January

Haven secures three vital contracts for Volunteer Income Tax Assistance (VITA) with the Los Angeles FamilySource Centers. These contracts are crucial in providing free tax assistance in underserved communities, ensuring LMI individuals and families in Los Angeles receive unclaimed tax credits.

Haven secured three FSC contracts to offer free tax preparation services, ensuring LMI individuals and families in Los Angeles receive unclaimed tax credits.

Haven secures American Rescue Plan Act (ARPA) Funding for Volunteer Income Tax Assistance (VITA) Program for underserved communities.

In collaboration with the Department of Consumer and Business Affairs (DCBA) and Korean Youth Community Center (KYCC), Haven received (ARPA) funding to administer VITA Services in underserved cities within Los Angeles County lacking a VITA site.

February

Haven was given a United Way Grant to conduct Financial Capability Workshop and research at Jordan Downs in Watts, CA.

Haven has been awarded a grant to conduct a pilot financial capability workshop for Jordan Downs residents, a 700-unit public housing apartment complex in Watts. This initiative is a collaboration with affordable housing development agency BRIDGE Housing.

March

Erika Toriz Named Women of the Year by LA County Board

Haven Neighborhood Services proudly announces that Erika Toriz, CEO, has been honored as one of the recipients at the 38th Annual "Women of the Year" Commemorative Celebration, themed "Celebrating Women Who Tell Our Stories." Recognized by the Los Angeles County Board of Supervisors and Commission for Women, Toriz is celebrated for her exceptional contributions to social and economic change, serving as a role model, and advocating for women's rights.

Her outstanding performance as CEO has significantly improved the quality of life for women.

Haven Takes Action Against Santa Monica Crypto Scam

Haven assisted Santa Monica households affected by a crypto Ponzi scheme orchestrated by CryptoFX, LLC, as the city discovered that over 100 locals fell victim to the fraudulent scheme. In collaboration with the California Department of Financial Protection and Innovation and the U.S. Securities and Exchange Commission, Haven provided free financial coaching and aided victims in filing claims with the court-appointed Receiver in the CryptoFX SEC case, while urging residents to exercise extreme caution and contact relevant agencies if approached by CryptoFX representatives.

April

Haven was Awarded City of Santa Monica's 2023-27 Human Services Grant.

Proudly selected for the 2023-27 Human Services Grants Program, Haven Neighborhood Services will provide essential Financial Coaching and Literacy Workshops to Santa Monica's low-income residents under this four-year contract.

May

Breathe LA County's Guaranteed Income Project: Haven Neighborhood Services Enrolls 100+ Residents

In collaboration with Los Angeles County and Strength Based Community Change (SBCC), Haven Neighborhood Services effectively enrolled over 100 eligible residents in the Breathe LA County Guaranteed Income Demonstration Project. This initiative aims to provide 1,000 residents with a monthly unconditional cash transfer of \$1,000 for a duration of three years.

June

Successful Fiscal Year Completion: Exceeded All Contractual Deliverables.

This includes the following outcome deliverables for all contractual clients: Enrollment, Financial Knowledge Improvement, Credit Enhancement, Debt Reduction, Tax Prep, and Bank Account Enrollment.

2023 Achievements & Highlights:

A Year in Review 2/2

Amity Foundation Grants Haven for Justice-Focused Community Programs.

Haven receives funding from Amity Foundation's Non-CFCI Program Area 8, specifically in the form of grants for justice-focused community-based organizations. The funds are designated for capacity building and expanding programs aimed at supporting justice-involved individuals.

Haven's Financial Literacy Triumph

Haven celebrated its most successful financial literacy workshops in partnership with Maternal and Child Health Access (MCHA), a nonprofit dedicated to enhancing the well-being of low-income women and families. Together, they provided impactful cycles of financial education, empowering the community through advocacy, education, and direct services.

Haven Secures Triple Consecutive CalMoney Smart Grants.

For three consecutive years, Haven received the CalMoney Smart Grant from the State of California's Department of Financial Protection and Innovation. This grant, established by Senate Bill 455 (Ch. 478, Stats. 2019), created the Financial Empowerment Fund. The DFPI utilizes this program to provide grants for the development and delivery of free financial education and empowerment initiatives, specifically targeting unbanked and underbanked communities.

Haven Secures IRS VITA Grant to Expand Tax Services.

Haven recently achieved a significant milestone by securing its first federal grant through the Internal Revenue Services' Volunteer Income Assistance (VITA) Grant Program. The grant aims to bolster Haven's mission of providing free tax services across its service areas.

Bridging the Digital Gap

Collaborating with AT&T's Human-I-T, Haven Neighborhood Services, Pacoima Beautiful, El Nido Family Center, and other organizations, a collective effort yielded 300 free laptops distributed to students and families, aiming to bridge the digital divide and empower them for success in the digital era.

Noel Lopez, Haven's COO, delivered a presentation at the inaugural CBO and Mental Health Clinic Convening organized by ACES-LA Network.

He discussed overcoming historical challenges in clinic-community referrals, emphasized the benefits of the Closed Loop Referral (CLR) system, outlined opportunities to integrate core patient/family care in the CLR process, and suggested practical steps to uphold joint dedication to bolster family and community resilience while addressing childhood adversity, economic disparities, and trauma.

Haven Achieves HUD Certification for Expanded Housing Services.

After a year-long process, Haven Neighborhood Services has obtained HUD approval, enhancing its program to provide improved housing counseling services and increased resources for low-to moderate-income community residents.

Year-end Progress: Haven Achieves Staffing Milestone, Advances Mission with Increased Deliverables and Funding.

Haven concludes the year with doubled staffing and operational capacity, while simultaneously escalating efforts in achieving new deliverable goals and securing additional funding to further its impactful mission in underserved communities.

Success Story

Financial Renaissance: A Tale of Academic and Economic Triumph



In the bustling city of Los Angeles, Ivan Hernandez, a dedicated university student balancing academics and a full-time healthcare job, underwent a transformative financial journey starting in late 2022. His pivotal moment occurred when he discovered Haven Neighborhood Services, leading to a significant shift in his financial trajectory. As a Haven client, Ivan not only excelled in his studies but also made remarkable strides in achieving financial goals. Guided by a skilled financial coach, he mastered maintaining a positive cash flow budget, surpassing minimum credit card payments. Ivan enrolled in the credit builder program called “Save2Build,” recording timely loan payments to credit bureaus while securely storing them in a locked savings account.

Ivan's commitment to financial excellence is evident through ongoing sessions with his coach, seeking advice on credit management, saving techniques, and balanced budget maintenance. After a year in Save2Build, Ivan's credit score soared to an impressive 733, a remarkable increase of 120 points. His efforts allowed him to trim \$1,000 in consumer debt, reducing his credit utilization to just 15%.

These achievements pave the way for Ivan's upcoming auto purchase, reflecting his commitment to a brighter financial future. With an enhanced credit score, he gains access to more favorable financing opportunities, ensuring manageable monthly payments and setting the stage for continued financial success.

Ivan Hernandez

Financial & Housing Education Workshops Impact Summary

Comprehensive financial and housing education workshops constitute a cornerstone of our financial capability programs. These meticulously designed workshops aim to not only augment participants' knowledge but also instigate positive behavioral changes, equipping them with the necessary tools to seamlessly transition into and benefit from direct services.

1,902

Total Workshop Enrollments



1,161

Financial
Literacy



266

Online
Banking



333

First-Time
Homebuyer



142

Tax Principle
101



Graduation Rates

88%

Total
Graduates

91%

Knowledge
Enhancement



Post-Workshop Engagement

73%

Graduates Transitioning
to Financial Coaching
or Housing Counseling
Services

Direct Financial & Housing Services Impact Summary

Utilizing a research-backed framework, delivering High-touch Direct Financial and Housing services entails personalized one-on-one counseling to effectively tackle financial and housing insecurities, foster behavioral changes, and furnish relevant tools and resources for a more thorough enhancement of the financial and housing well-being of our clients.



Financial Coaching Services



327

Bank Account & Credit
Building Product
Enrollments



133

Clients Improving Credit
Scores by 80+ Points



44

Clients with 3+ Months
of Saving Deposits



72

Clients Reducing
Consumer Debt by 30%



494

Clients Completing
Monthly Budget Sheets



88%

Overall Financial
and Housing Crisis
Intervention Success

494
Enrollments

Housing Services



4

Total Number of
Homes Purchased



134

Total Number of
Homes Prevented
from Foreclosure

173
Enrollments

Volunteer Income Tax Assistance (VITA) Program

The VITA program is an integral part of our asset-building services, offering the LMI community the chance to submit precise and prompt tax returns without charge, in a culturally aware and linguistically sensitive manner. This facilitates an increase in annual income through the tax return, potentially transforming it into savings for the future. By eliminating barriers to tax preparation expenses, the program enables families to allocate returns towards their financial objectives.



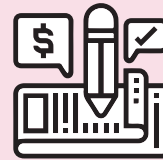
1,781

Taxes Filed



1,395

Taxpayers
Claimed +1
Federal Tax
Credit



771

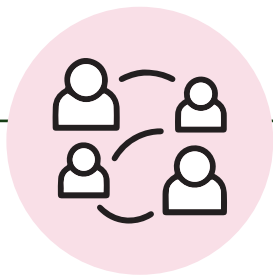
Taxpayers
Claimed CalEITC

\$2,789,048

Total Refunds (Federal+State)

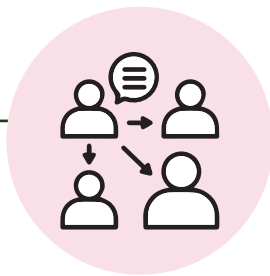
Supportive Services

Through a referral-centric framework, our organization engages in seamless collaboration and orchestrates referrals to over 75+ local partners, ensuring a thorough and all-encompassing approach to deliver financial intervention and supportive services, effectively meeting the immediate needs of our clients.



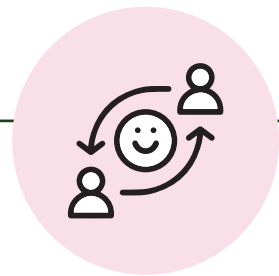
443

Referrals Received
from Community
Partners (CBOs,
Financial and Public
Institutions, etc.)



155

Referrals Given to
Community Partners
(CBOs, Financial and
Public Institutions, etc.)



93%

Referral Success



Success Story

From Financial Confusion to Freedom: Erik's journey unfolds with great success at the West Los Angeles's Veterans Affairs.



Erik Garcia, a proud US Army Veteran, found himself at a crossroads when he sought assistance from Haven for Financial Coaching and tax preparation at the West Los Angeles Veteran Affairs Domiciliary. Under the expert guidance of a financial coach, Erik's transformative journey from confusion and stress to financial empowerment unfolded.

Entering Haven, Erik wasn't merely seeking financial guidance; he was yearning for support and understanding. The Haven Team, recognizing the unique challenges veterans like Erik face, embraced him wholeheartedly. With a focus on establishing clarity, Erik and his financial coach crafted Strategic, Measurable, Attainable, Realistic, and Timely (SMART) goals tailored to his specific circumstances.

Residing at the VA Dom presented Erik with a unique opportunity, one that he seized with determination. With Haven in his corner,

Erik successfully designed and adhered to a manageable monthly budget, a crucial component of his debt reduction plan.

Leveraging Haven's free tax preparation services, Erik not only tackled his 2020, 2021, and 2022 taxes but also unlocked substantial refunds that fueled his savings and debt management objectives.

Erik's primary aim was to enhance his financial literacy skills and take control of his economic destiny. Through dedicated participation in the Financial Coaching program, Erik not only learned the ropes but applied them rigorously to decrease his debt and master healthy budget management. His success story serves as a beacon for others navigating similar challenges, showcasing that with the right support and guidance, anyone can transform their financial trajectory.

Erik Garcia

Comprehensive 2023 Operating Budget Report



Program Revenue

Grants / Contracts

\$1,084,983

Corporate contributions

\$201,500

Membership

\$0

Individuals

\$1,176.85

Fundraisers, events, sales

\$4,500

Total

\$1,292,159.85

Program Expenses

Staff salaries and wages*

\$545,518.90

Fringe benefits

\$49,733

Occupancy and utilities

\$13,948

Program Supplies

\$54,504.22

Equipment/Supplies

\$21,675.65

Printing and copying

\$6,510

Total

\$724,360.59

Telecommunications

\$5,599.94

Travel and meetings

\$4,613.89

Marketing and advertising

\$1,416.69

Staff and volunteer training

\$6,250.00

Contract service

\$7,549.30

Other: Insurance

\$7,041.00

*(excludes administrative)

Success Story

Resilience Unleashed: Financial & Entrepreneurial Transformation



In the heart of Los Angeles, Ana Patricia Galaviz, a single mother of three, seamlessly balances a full-time job with an entrepreneurial spirit. Under the guidance of her steadfast Financial Coach at Haven Neighborhood Services, Ana underwent a transformative financial assessment, setting the stage for a remarkable turnaround.

Teaming up with her dedicated Financial Coach, Ana crafted a personalized action plan that addressed her credit needs. This led to the establishment of a bank account, the creation of a balanced monthly budget, and enrollment in the Save2Build program, all pivotal in bolstering her financial stability. In an astonishing eight months, Ana's credit soared from invisibility to an impressive score of 813.

Driven to expand her financial knowledge, Ana actively participated in the FDIC Money Smart Financial Literacy workshop provided by Haven Neighborhood Services, acquiring valuable skills. Empowered by this newfound financial acumen, Ana secured her first business loan of \$15,000. This crucial investment catapulted her sewing business into existence.

Ana's exceptional journey persists as she collaborates diligently with her Financial Coach, focusing on strengthening her credit, amplifying savings, and advancing her entrepreneurial ventures with unwavering determination.

Ana Patricia Galaviz



Thank You Sponsors & Donors

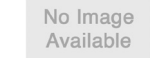
“Dear invaluable sponsors and donors, your unwavering support is the heartbeat that propels us toward success! Your generosity is not just a lifeline but a symphony of hope and empowerment that resonates through our team and community. Inexpressible gratitude flows from our hearts to yours, as your selfless contributions enable us to not only dream but to flourish and make a lasting impact. Thank you, from the depths of our hearts, for your boundless generosity and steadfast support.” – CEO, Erika Toriz





Thank You Community Partners

“Infinite gratitude cascades towards our esteemed community partners. With profound thanks, we express our heartfelt appreciation for your commitment to our community—a force instrumental in lifting the spirits. In the collective tapestry of your partnership, we discover the resilience to not only reach but elegantly soar towards our shared aspiration of instilling hope and upliftment of those in need.” - COO, Noel Lopez



Inland Empire Banking Coalition



