

## A very strange year

2020 was difficult for everyone. It was especially catastrophic for vulnerable members of our community, making Self Help's work more vital than ever. We rose to the occasion by transitioning to a new digital records system, onboarding dozens of remote volunteers, and fundraising as much as we could to meet overwhelming demand. Though we were unable to hold our annual Salvation Army bell-ringing fundraiser this year, immensely generous community giving allowed us to continue our programs when they're most needed. Thank you!



Cards of appreciation from grateful clients decorate Self Help's office.

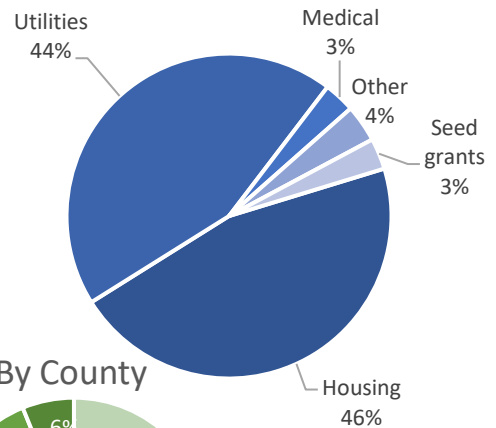
## The impact of COVID-19

Over half of our clients have experienced significant economic burdens caused by the pandemic.

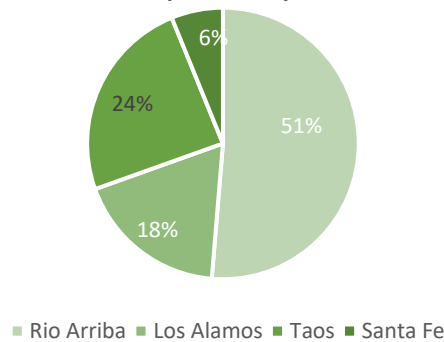
- **Loss of work.** With layoffs, cuts to hours or pay, or the need to quarantine, New Mexicans lost work at unprecedented levels this year, with unemployment peaking at over 13%.
- **Childcare changes.** During school closures, guardians missed work to supervise children.
- **Funeral expenses.** We saw heartwrenching stories of families unable to pay for funeral costs after a loved one died from COVID-19.
- **Distance learning costs.** Nearly 1/3 of households in our area lack internet, and 1/5 lack a computer. Acquiring these for distance learning was a major burden for many families.
- **Family violence.** Victims of domestic violence often faced isolation with their abusers, while escaping safely was more challenging than ever.



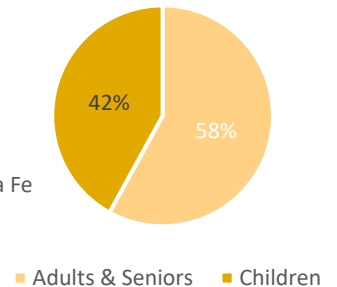
## Assistance by Type



## By County



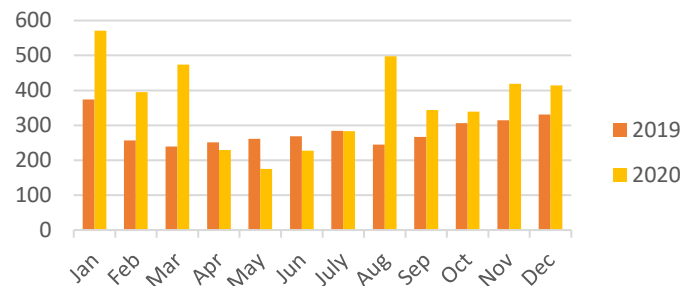
## By Age Group



## Direct financial aid:

452 families  
1101 household members  
\$106,781 distributed

## Incoming Calls Per Month



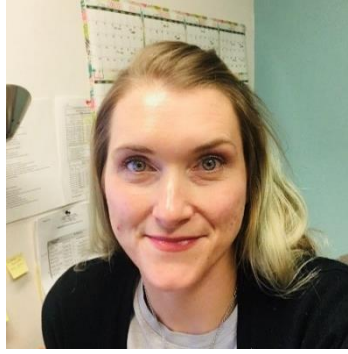
## Referrals:

1,009 consultations  
1,797 referrals to other agencies  
5,810 additional web users

## Self Help Social Distance Scrapbook: Getting Things Done From Home



Self Help Director Maura Taylor shows off her work-from-home setup, complete with tea. She and Megan worked an A/B schedule this year so that only 1-2 people were in the office at a time.



Self Help Program Coordinator Megan Fox worked in the office two days a week, doing everything under the sun to help us keep pace with community needs.



RE/MAX First partnered with Self Help and the community Coins for Christmas drive to help recoup lost bell-ringing funds this December, with amazing results. The fundraiser raised over \$8,300!

**Volunteer Spotlight:** this year, Self Help had over a dozen volunteers who pitched in from home—it's because of them that we were able to rise to occasion and meet the needs of the pandemic. We're so grateful for our volunteers! ❤️

## 2020 Testimonials

*"I have received the assistance I desperately needed to rebuild my life. I now live in a community that has generously helped and welcomed me. **Self Help has been vital to me.** Without this organization, I do not know how I would have navigated this experience. I will always be grateful for the compassionate folks at Self Help."*

-From a survivor of domestic violence; we helped her rebuild her small business after her traumatic event, then helped her secure and furnish a safe home.

*"Mr. Rogers said to look for the helpers, and you guys are really the helpers. I don't know where we would be right now without you and **we won't ever forget this.**"*

-From a mom who was laid off at the beginning of the pandemic and was at risk of eviction; Self Help made a partial rent payment and negotiated a payment plan with her landlord.

*"I really appreciate your efforts. **Not just the money part, but also the human being part.**"*

-From a disabled client waiting to be approved for Disability benefits; we kept his lights on in the meantime.

*"I can't express enough how much your financial assistance with rent helped my kids and me. I never thought I'd find myself in a situation where I faced eviction, but there I was. **I desperately needed help, and you offered it.** Thank you."*

-From a single mom who was at risk of eviction before the pandemic; we paid her back rent so she could stay in her home while she waited for her first paycheck from a new job.

*"We feel grateful to live in a community where **people take care of each other.**"*

-From a survivor who escaped domestic violence with her young children. Self Help caught them up on a bill and connected them to community resources.

