



UNITED WAY
North Central New Mexico

How Your Donation Helps

When you give to United Way, you directly support programs and service that transform lives.
You can be a part of our collective impact:

211 HELPLINE – CONNECTING PEOPLE TO ESSENTIAL SERVICES

United Way's **211 Helpline** is a free, confidential resource connecting people in need to critical human services like housing, food, childcare, and mental health support. In 2024, Community Navigators answered over 19,000 calls and made over 21,000 referrals; This lifeline ensures that anyone facing hardship knows where to turn for help. Usage of this service increased tremendously in the last two years, reflecting both increased needs and efforts to inform the community about 211.



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North Central New Mexico
&

PRESBYTERIAN
Health Plan, Inc.



I was having trouble affording groceries. I called 211 for help and was told about ARPA funds. With that resource, I was able to purchase a week's worth of groceries along with items for Thanksgiving. This information helped me when I really needed it.



FAMILY ADVOCACY SUPPORT

Nationally, one in three women and one in seven men are victims of some form of domestic violence, which means that in the Albuquerque metro area, approximately 80,000 women and 30,000 men are victims of domestic violence each year.

More than 5,900 people sought services at FAC last year. Victims receive a wide array of supports, like shelter, food and clothing,

physical safety, physical and mental health attention, advocacy and legal support, and ultimately opportunities for sustainable, positive change. FAC mitigates the effects of domestic violence and strengthens the path to resiliency.

Those who visit the FAC have access to services from the Albuquerque Police Department as well as the following agencies: Domestic Violence Resource Center, NM Children, Youth & Families Department, NM Legal Aid, NM Rape Crisis Center, Para Los Niños, and Sexual Assault Nurse Examiners.



I am a former two-time victim of domestic violence... I left my first husband and ended up at the Family Advocacy Center ... She connected me to all of the right people so that I could build my life from scratch. Today, I am a case worker for the state, a freelance paralegal, a domestic violence activist and so much more. I spent years being silent and now I have become the voice for those who don't have one. I am no longer a victim or even a survivor – I am a thriver!

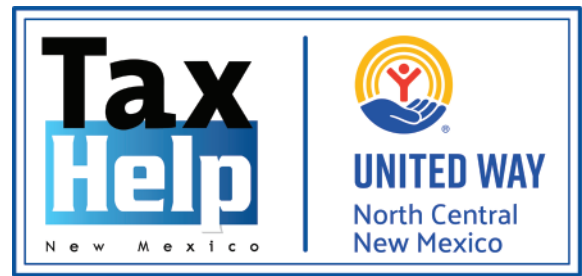


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TAX HELP NEW MEXICO

Tax Help New Mexico offers free tax preparation services to New Mexico households with an annual income of \$67,000 or less. Tax Help relies on 190 volunteer tax preparers who work at 23 regional sites. In 2024, they completed 9,433 returns, resulting in \$16.2 million in refunds/credits returned to New Mexicans, which allows families to build their financial stability and contributes to New Mexico's economy.

Tax Help NM also offers Money Matters, a financial education program supporting family stability. These free, FDIC approved courses teach participants how to manage their money and make smart decisions about saving and planning for retirement. The Money Matters core curriculum includes budgeting basics, smart credit management, banking and borrowing. These one-hour sessions are offered online or in person. The curriculum can be customized based on specific needs, such as adding additional topics around small business, buying a home or managing debt.



The most common comment I get is, 'I didn't think I had to file because I'm low income,' and that's correct—they don't have to file. But they're unaware of a New Mexico low-income rebate. Tax Help NM ensures they don't miss out on potential refunds they're entitled to, putting money back into their pockets.



— Delores Garcia, THNM Volunteer

UWNCNM programs create a ripple effect of positive change:

- **Healthy Communities**—everyone has access to the resources they need to be healthy and safe community spaces
- **Youth Opportunity**—students develop skills to realize their full potential in school and beyond, including meaningful work-based learning experiences to prepare students for success
- **Financial Stability**—building skills towards increasing earning potential and lifting families out of poverty
- **Community Resiliency**—residents are housed, children and families don't worry about going hungry, and there are emergency supports and services for our neighbors in need

By donating to United Way, you're supporting a network of local programs that solve real problems and create lasting solutions. Together, we can build a strong, healthier, more resilient community.

COMMUNITY GRANTS

UWNCNM'S Community Investment Grants distribute over \$2 million dollars per year to support agencies working towards collective impact. Embracing the principles of Trust-Based Philanthropy, UWNCNM's grants not only fund critical needs and services, but support agencies beyond the check to build relationships and capacity in our nonprofit community.

UWNCNM funds agencies that align with local priorities in our Impact areas:



Healthy Community

Improving health and wellbeing for all



Financial Security

Creating a stronger financial future for every generation



Youth Opportunity

Healing young people realize their full potential



Community Resiliency

Addressing urgent needs today for a better tomorrow

Grantee Outcomes

In FY24, UWNCNM's Community Investments funded 81 organizations who served 230,450 individuals across our Impact areas, including:

School Readiness—10,245 individuals impacted, including 465 elementary students supported by over 355 volunteers, who saw their reading scores increase by 10%–40% more than non-participating peers.

Equitable Health Related Services—6,967 individuals impacted, including over 100 disabled veterans and their families, who report reduced alcohol consumption, better sleep, and spending more time with family and friends.

Community Safety—17,767 individuals impacted, including counseling for 242 and case management for 546 survivors of interpersonal violence and trafficking.



704,670
lbs of food distributed



15,258,614
meals served



360
monthly food boxes



123
families permanently housed



894
individuals housed



78
emergency rental assistance to tenants



3,400
unsheltered individuals receiving healthcare



1,075
crisis intervention and intensive behavioral health



1,328
families housed during medical emergencies



2,838
pairs of shoes for students in need



350
unsheltered individuals receiving comprehensive case management



427
basic needs supplies for drop-in youth