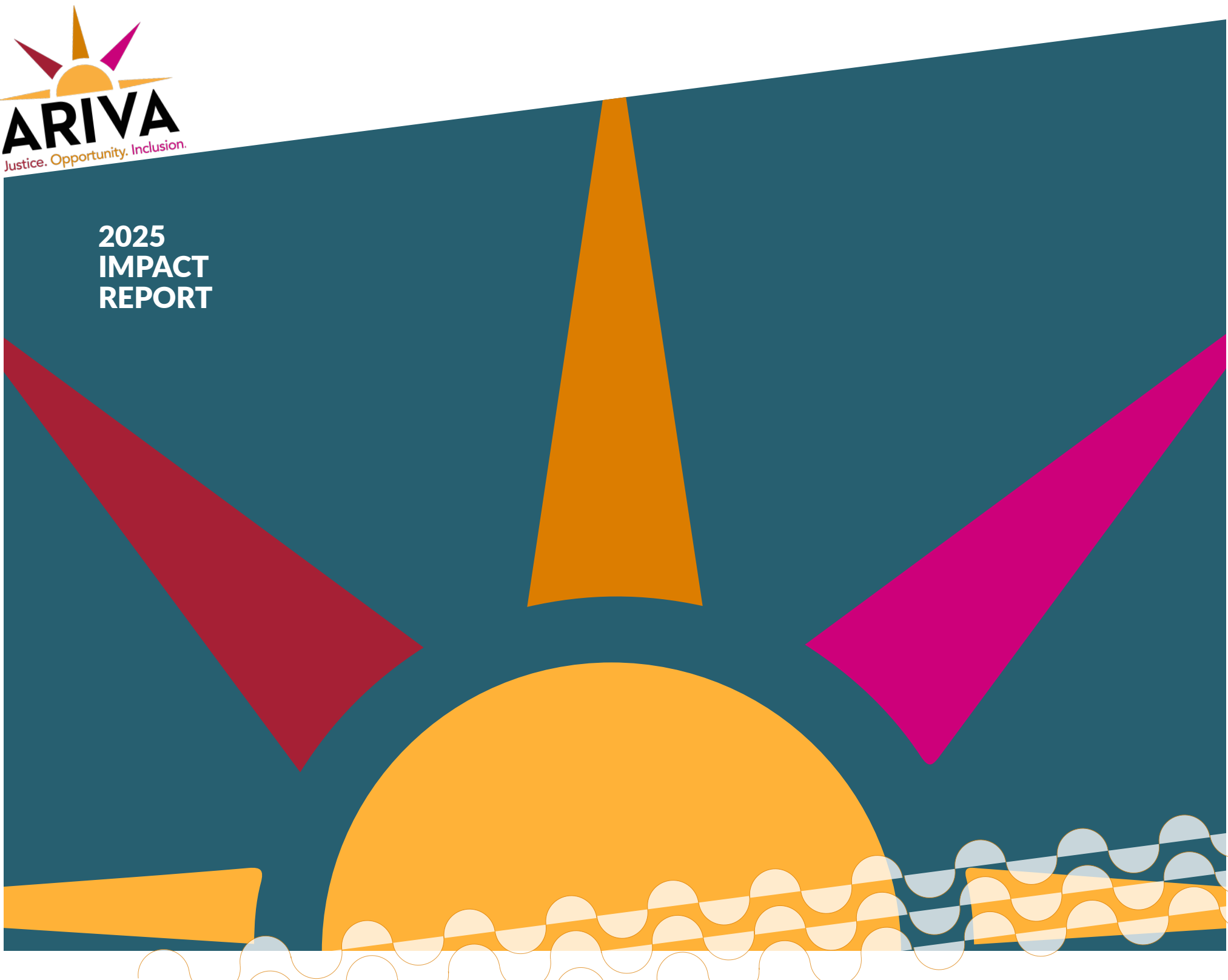


**2025  
IMPACT  
REPORT**



# FROM THE EXECUTIVE DIRECTOR



Dear Friends,

I am pleased to share with you our 2025 Impact Report. Despite the many challenges facing our Bronx community, Ariva continued to operate, and even grow, our financial capabilities programs, assisting almost 9,000 clients in our VITA income tax assistance program and more than 4,700 people in our financial counseling program. Our services are open to all New Yorkers, and we remain steadfast in prioritizing the most vulnerable among us, especially our immigrant neighbors. Two new, very generous grants from Capital One and the Citi Foundation made much of this expansion possible.

At Toast to Ariva 2025, we celebrated Ambassador José Sandoval Zambrano, Consul General of the Consulate of Ecuador in New York, which hosts our Ventanilla program. In partnership with the Mother Cabrini Health Foundation, M&T Bank, and Ariva, the program provides comprehensive financial capabilities services to Ecuadorian nationals and other Latin American New Yorkers. The Ventanilla at the Ecuadorian Consulate assisted over 750 clients in 2025, and we are honored to be able to recognize the important contributions the Consulate makes to our city and our communities.

The elders in our neighborhoods are another important priority for us. We have a program very close to our hearts, the Bronx Senior Empowerment Project, which provides free tax assistance and financial counseling onsite at four senior-serving community host sites. And, in 2025, we also started working with Bronx youth. Youth programming is new to us; in the Financial Literacy for Youth initiative, sponsored by the NYC Department of Consumer and Worker Protection (DCWP), our financial counselors will be working with Bronx public school students and their families.

As the 2026 income tax filing season is now upon us, some of our tax sites report up to 15% of clients have no bank accounts. Starting this year, the IRS is phasing out paper refund checks; this presents both a challenge and opportunity for us. We hope this filing season to help most of our unbanked tax clients open safe, affordable, conventional bank accounts, moving them into the financial mainstream.

You can read about all of these initiatives and more in the following report, where you will also hear from some of our clients and volunteers.

We are very proud of our accomplishments, and we know well we cannot do it without you: our community partners, volunteers, donors, and hard-working staff and Board of Directors. Thank you all for everything you do for us and with us and our community.

Irene Baldwin

# WHERE WE SERVE

## Year-Round Locations

### Ariva at Spring Bank

69 East 167th St.  
Bronx, NY 10452  
Tax Preparation and Financial Counseling

### Ariva at University Heights

67 West Tremont Ave.  
Bronx, NY 10453  
Tax Preparation and Financial Counseling

### Ariva at West Farms Housing

6 West Farms Sq.  
Bronx, NY 10460  
Tax Preparation

1 West Farms Sq.  
Bronx, NY 10460  
Financial Counseling and  
Small Business Program

## Senior-Dedicated Sites

Tax Preparation and Financial  
Counseling for Seniors (60+)

### Bronx River Community Center

1619 East 174th St.  
Bronx, NY 10472

### JASA

2049 Bartow Ave.  
Bronx, NY 10475

### Parkchester Enhancement Program (PEP)

1525 Unionport Rd.  
Bronx, NY 10462

### Serviam

2848 Bainbridge Ave.  
Bronx, NY 10458

## Community Partner Tax and Financial Counseling Sites

### Bridge Builders Community Partnership

156 West 164th St.  
Bronx, NY 10452  
Financial Counseling

### Bronx Workforce 1

400 East Fordham Road  
Bronx, NY 10458  
Financial Counseling

### Commonpoint

1665 Hoe Ave.  
Bronx, NY 10460  
Seasonal Tax Preparation

### Community Justice Connect-Bronx

3213 Third Ave.  
Bronx, NY 10591  
Financial Counseling

### East Side House

201 St. Ann's Ave.  
Bronx, NY 10454  
Seasonal Tax Preparation

### Gotham Health-Morrisania

1225 Gerard Ave.  
Bronx, NY 10452  
Seasonal Tax Preparation

### Lehman College/CUNY on the Concourse Bronx Business Tech Incubator

2501 Grand Concourse, 3rd Fl.  
Bronx, NY 10468  
Financial Counseling and  
Small Business Program

### Lower East Side People's Federal Credit Union-Bronx

941 Intervale Ave.  
Bronx, NY 10459  
Financial Counseling

### Part of the Solution (POTS Grand Concourse)

2450 Grand Concourse Ave.  
Bronx, NY 10458  
Seasonal Tax Preparation;  
Financial Counseling

### Part of the Solution (POTS at Webster Ave.)

2759 Webster Ave.  
Bronx, NY 10458  
Seasonal Tax Preparation;  
Financial Counseling

### Rose Hill Housing

2855 Southern Blvd.  
Bronx, NY 10458  
Financial Counseling for Seniors

### West Bronx Housing and Neighborhood Resource Center

220 East 204 St., Suite A  
Bronx, NY 10458  
Financial Counseling

## Youth Ministries for Peace and Justice (YMPJ)

1384 Stratford Ave.  
Bronx, NY 10472  
Seasonal Tax Preparation

## La Ventanilla

### Consulate General of Ecuador in New York

800 2nd Ave., 2nd FL  
New York, NY 10017  
Financial Counseling and  
Seasonal Tax Preparation

### Consulate General of Mexico in New York

27 East 39th St.  
New York, NY 10016  
Financial Counseling

## Ready to Rent Program

### 163rd Street Improvement Council

926 Sedgwick Ave.  
Bronx, NY 10452  
Financial Counseling

### Center for Urban Community Services (CUCS)

198 East 121st St.  
New York, NY 10035  
Financial Counseling

### Community Justice Connect-Jamaica

149-13 Jamaica Ave.  
Queens, NY 11435  
Financial Counseling

### Cypress Hills Local Development Corporation, Inc. (CHLDC)

3214 Fulton St.  
Brooklyn, NY 11208  
Financial Counseling

### Office of NYC Council Member Pierina Sanchez

2065 Morris Ave.  
Bronx, NY 10453  
Financial Counseling

### HANAC

27-40 Hoyt Avenue  
South Queens, NY 11102  
Financial Counseling

## Spring Bank at Red Hook

356 Van Brunt St.  
Brooklyn, NY 11231  
Financial Counseling

## St. Jerome H.A.N.D.S.

330 East 138th St.  
Bronx, NY 10454  
Financial Counseling

## Susan's Place

1911-21 Jerome Ave.  
Bronx, NY 10453  
Financial Counseling

## University Neighborhood Housing Program (UNHP)

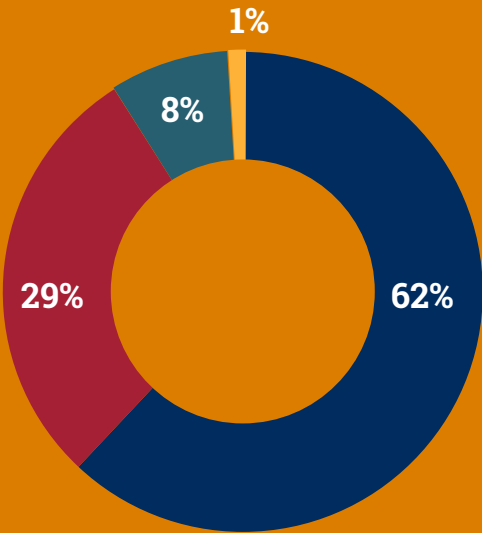
2715 Bainbridge Ave.  
Bronx, NY 10458  
Financial Counseling



# OUR COMMUNITY

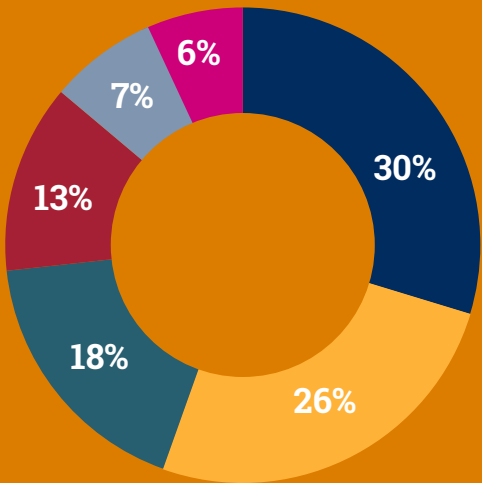
## 1: Race / Ethnicity

- 62% Hispanic/Latino
- 29% African American
- 8% Other
- 1% White/Asian



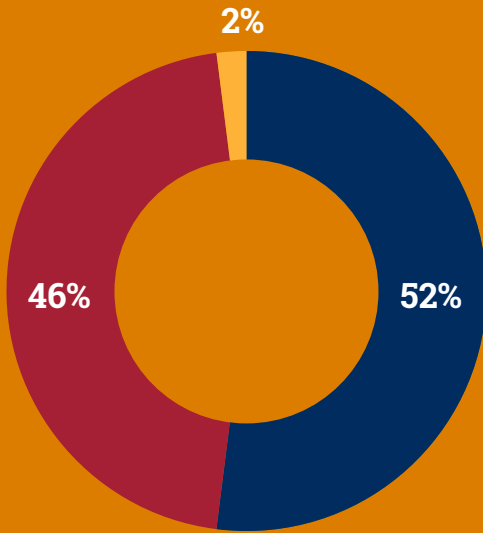
## 2: Income

- 30% under \$10,000
- 26% \$10,000 - \$19,999
- 18% \$20,000-29,000
- 13% \$30,000 - \$39,999
- 7% \$40,000-49,999
- 6% over \$50,000



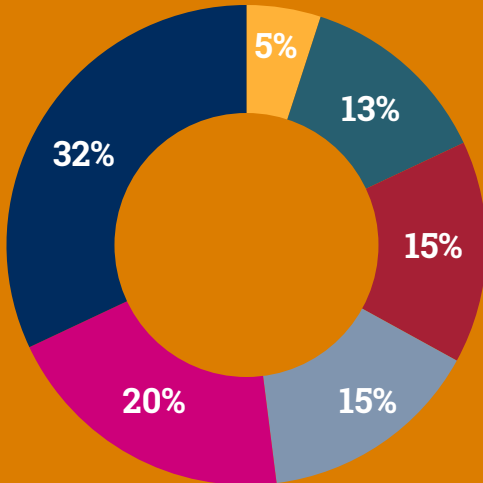
## 3: Language

- 52% English
- 46% Spanish
- 2% Other



## 4: Age

- 5% 16-24
- 13% 25-34
- 15% 35-44
- 15% 45-54
- 20% 55-64
- 32% 65 and over



# OUR PROGRAMS

## Tax Preparation

In 2025, Ariva's [tax program](#) continued to lead the way in providing free, high-quality tax preparation services in the Bronx. The program served 8,878 individuals across 12 locations, including 11 sites throughout the Bronx and one site at the Consulate of Ecuador in Manhattan. These efforts reflect our dedication to making tax preparation services accessible to all, especially communities with the greatest need.

A key component of the tax program's success is volunteer participation. In 2025, our volunteer program doubled, with 109 volunteers contributing 4,500 hours to provide tax preparation services to our clients. We are grateful for our productive partnership with New York Cares, which provided more than 20% of our volunteer base.

With the generous support of our key funders—The Fan Fox & Leslie R. Samuels Foundation, Flagstar Bank, New York Foundation for Eldercare, and NYC Council Member Amanda Farías—the Bronx Senior Empowerment Project continued to grow in 2025, serving 913 older adults at senior-serving sites during tax season and 128 during post-tax season at our year-round locations. Ariva has established tax sites dedicated to serving seniors at four Bronx community-based organizations: Bronx River Community Center, JASA, Parkchester Enhancement Program (PEP) for Seniors, and Fordham-Bedford Housing Corporation's Serviam Campus. This initiative provides seniors with a safe, trusted, and accessible pathway to file their taxes and gain access to financial counseling. In addition to providing tax services, the project actively engaged older adults as volunteers and part-time employees at our Bronx senior sites, creating meaningful opportunities for civic participation and workforce engagement.

Looking ahead in 2026, we are expanding our tax program through new Bronx host site partnerships with financial support from Capital One and Citi Foundation, further strengthening our presence in underserved Bronx communities. We have established a new host site at Commonpoint in the West Farms neighborhood, and, thanks to direct support from Capital One, Part of the Solution (POTS), a long-term host, has expanded to a second location on the Grand Concourse. These partnerships will significantly expand our reach to low-income Bronx residents. We will also continue to grow the Bronx Senior Empowerment Project by supporting older adults through meaningful employment, volunteer opportunities, and financial counseling services.





# OUR PROGRAMS

## Financial Counseling

In 2025, Ariva provided [financial counseling](#) to over 4,700 clients in more than 7,800 individual sessions through our Financial Empowerment Centers, Ready to Rent, The Ventanilla, NYS Financial Literacy Initiative, Bronx Initiative, and Entrepreneurship programs. We have also expanded our reach through partnerships with 24 community organizations that host our financial and entrepreneurship counseling services. Additionally, 652 people met with both a tax preparer and a financial counselor, receiving integrated services that addressed both tax benefits and their financial goals.

Thanks to the support of M&T Bank and the Mother Cabrini Health Foundation, our Ventanilla programs at the Consulate of Ecuador and the Consulate of Mexico in New York have continued to be successful, serving more than 1,500 clients in 2025. Through our Ready to Rent program, we helped over 1,000 people prepare and apply for the NYC Housing Lottery, in collaboration with the NYC Department of Housing Preservation and Development (HPD), the NYC Department of Consumer and Worker Protection (DCWP), and the NYC Council, and supported by partnerships with nine NYC Housing Ambassador organizations: Nos Quedamos, Kingsbridge Heights Community Center, Cypress Hills Local Development Corporation, Flatbush Development Corporation, HANAC, Ocean Bay Community Development Corp., FUNDAVENYC, Good Old Lower East Side (GOLES), and the Chinese-American Planning Council, Inc.

We provided 340 [entrepreneurship](#) clients with support in 2025. With support from the NYC Department of Youth and Community Development (DYCD), we served entrepreneurs in the Bronx neighborhoods of West Farms Square, Belmont, and East Tremont.

*(continued)*



## OUR PROGRAMS

### Financial Counseling (continued)

Through additional funding from Capital One and the Citi Foundation, we were able to expand our entrepreneur and small business program to all neighborhoods in the Bronx and provide services at a new site out of CUNY on the Concourse. We also continued to serve entrepreneurs at the Mexican Consulate of New York. We are excited to be able to help self-employed individuals, gig workers, and microentrepreneurs launch and expand their small businesses. Our clients are learning about legal structures, business plans, how to apply for an Employer Identification Number, the importance of separating personal and business finances, and much more. In July, in partnership with the Consulate of Ecuador in New York, we hosted an entrepreneurship fair where more than 100 people connected with legal resources, NYC Small Business Services, and financing options.

Looking ahead in 2026, during tax season, we will have a financial counselor serving our Bronx seniors in person at all of Ariva's senior-dedicated tax sites: Bronx River Community Center, JASA, Parkchester Enhancement Program (PEP) for Seniors, and Fordham-Bedford Housing Corporation's Serviam Campus. Thanks to an expansion of the Mother Cabrini Health Foundation grant, we will also prioritize year-round financial counseling for Bronx seniors.

Through a partnership with the NYC Department of Consumer and Worker Protection (DCWP), Ariva is excited to be a part of a new initiative, Financial Literacy for Youth, which will help public school students and their families develop skills to manage their personal finances. In 2026, we will provide financial education workshops to NYC public high school students and one-on-one financial counseling sessions and workshops to their parents in the Bronx. In addition, we will partner with financial institutions to deliver the NYC in-school banking pilot, providing students and their families with access to safe, affordable bank accounts and banking education.

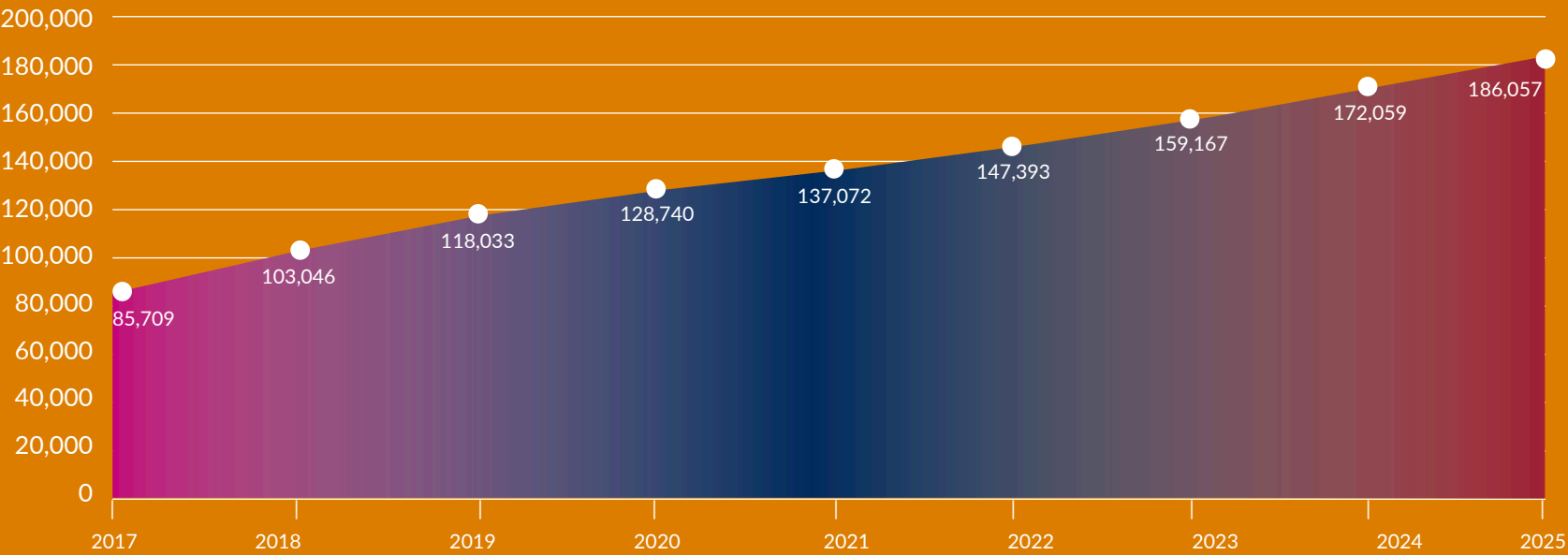


# OUR NUMBERS

In 2025



Over the Years: Total Clients Served





### Kylie: Overcoming Health and Financial Challenges

We never know when a health crisis will impact our lives. Whether physical or mental, our own personal journey or that of a loved one, a health crisis can also send us into a financial or tax crisis, too. Kylie, one of our first-time tax clients, came to us for support this year after overcoming a health challenge and four years of delaying filing her taxes.

With years of experience in the hospitality business, Kylie found herself out of work during the pandemic when the city shut down. Thankfully, she found several side gigs and kept her bills paid. But in 2021, she knew she was experiencing health challenges she needed to prioritize, and she stopped working to rest and heal. “I ended up on SNAP benefits and cash assistance for the first time in my life. I couldn’t access the medicine I needed at first and struggled for a couple of years to find relief,” she said.

As Kylie took time to recover, her mother supported her financially and her close friends stepped in to help. By early 2025, she had almost regained her health and was getting ready to start a new job. She knew it was time to repair her finances, but she was nervous about owing late fees and the impact on her credit score.

“I finally had the mental stamina to take care of the rest of my life, including buckling down and cleaning up my finances. I was nervous that if my new employer ran a background check, they might see the mess. And, I knew I needed help,” she said. She found Ariva on the web and called to make an appointment with our tax preparation team. Libretta, an Ariva Project Coordinator, called to meet with her the next day, providing her peace of mind and guidance about required paperwork.



One of her most thrilling surprises upon filing her taxes was discovering that her student loans—over \$20,000—had been paid off from federal programs and tax credits!

Kylie has also taken advantage of Ariva’s free, one-to-one financial counseling and is on the path to budgeting and credit building. “I wish I had known about Ariva sooner. I procrastinated because I was afraid and didn’t know what to do. It was so easy, and now it’s done. The team at Ariva was so helpful!”

**“Libretta was very kind, very clear. She made it very simple for me to contact federal and state agencies to get paystubs for the last four years. They sent me everything in a few weeks, and the Ariva tax team handled the rest.”**

*Photos are representative only.*

### From Uncertainty and Confusion to Financial Empowerment: Elena and Her Family

When Elena Victoria arrived in New York City with her husband and daughter, their relocation from Argentina was not what they had expected. They imagined a different city, a different kind of new beginning—but when they moved to the Bronx, they knew no one, had no credit, no employment, and no roadmap. At least not yet.

“Life in New York City was hard,” Elena recalled. “We moved here from Argentina thinking we had saved enough money, but the reality here was different. “For the first few months, Elena and her family lived in a single room, depended on food banks, borrowed money, and waited for work permits. Just as her daughter was about to celebrate her sixth birthday, the turning point came: an introduction to Ariva through a local food assistance organization. Free financial counseling assistance with Ariva’s financial counselors opened the door to resources—and hope.

“[They] taught us how to build credit, look for work, and fix our immigration status,” Elena said.

With every visit, Elena and her family strengthened their financial skills—from filling out forms to building financial goals. They started dreaming again, too, about their new careers, launching a business, and permanent residency. “We still go over our notes when we need to re-center and focus on our financial goals again,” Elena said.

Two years filled with hardship, growth, and resilience have led Elena to a place of clarity—not just about how far she has come, but about the path she now feels called to walk. From the earliest days of navigating unfamiliar systems and cultural norms to building credit and filing documents she once couldn’t understand, Elena has transformed



confusion into confidence. “Ariva is a lighthouse in the middle of the storm. If you see a sign that says ‘Ariva,’ walk in. You’ll find people who care and guide you with heart, knowledge, and resources.”

Elena’s financial journey in the United States has created a deeper sense of purpose: “Now I want to give back. I imagine there’s another woman out there like me, feeling lost who needs free financial help. I want to volunteer, to show them it’s possible.” Elena wants to teach her daughter about empathy, service, and strength. “If one day she sees someone struggling, I want her to know it’s her turn to help ‘shine a light’ when they can’t see the way.”

**“What surprised me the most about working with Ariva wasn’t the information—it was their empathy. They weren’t just financial professionals behind desks; they were people who checked in, who remembered us and our story. Sometimes it felt like, ‘They believe in us more than we believe in ourselves.’”**

## OUR CLIENTS

### Ready to Rent: Felicia's Journey to a Home She Loves

When Felicia came to Ariva's Ready to Rent program with her housing needs, we were eager to help her find a home where she felt safe and that she could afford long-term. Through the Ready to Rent program, New Yorkers like Felicia receive free financial counseling from Ariva to prepare to apply for the New York City Housing Lottery. That kind of one-on-one assistance is critical when navigating a complex system like the housing lottery—*especially* when one of the main reasons for application denials is due to incorrect income calculation.

For Felicia, a 74-year-old senior living alone, the Ready to Rent program ensured she was prepared to submit her housing lottery application. Elizabeth Gomez Castrillon, one of our financial counselors, worked with Felicia every step of the way to help her get ready to apply. Forty-five days after submitting her application, Felicia was notified that she won the NYC housing lottery! Within a few months, she moved to her new, seniors-only apartment building.

The NYC housing lottery process can feel overwhelming, but our financial counselors are committed to alleviating the stress. Stories like Felicia's inspire us to expand our services to reach even more New Yorkers.



**“ I was fearful when applying, but Elizabeth made herself available when I felt fear and had questions. Because of Elizabeth and the support of Ariva, I was so organized. I had everything in order, all of my finances and materials. Everything I had was correct and ready to submit.”**



## OUR CLIENTS

### Nathaniel: Improving His Credit Score and Launching a Small Business

Checking your credit report consistently and thoroughly is crucial to maintaining and increasing your credit score—especially when you're applying for a loan or launching a business.

When Nathaniel, a native New Yorker and disabled veteran, came to Ariva through the Veterans Affairs (VA) hospital for financial help, he was eager to quickly improve his credit score for two reasons: he was preparing to apply for a mortgage for a condominium, and he was ready to turn his entrepreneurial idea into a small business. Through our financial counseling and small business programs, Ariva's team was available to guide him toward both goals.

"My credit score improved a lot. First, I learned how to repair it and now I'm working toward making it better," said Nathaniel. "And eventually, I was approved for a mortgage!"

As our financial counseling team helped Nathaniel build credit, our small business program helped him with his mental health counseling business called Better Than the Best. They provided guidance on business formation, explaining the distinctions between an LLC and a corporation and how each could affect taxes and liability. Together, they refined his concept, reviewed the first draft of his business plan, discussed goals, and began outlining a plan to move toward formal registration.



“Ariva showed care and concern for my situation, and it was a very positive experience. Working with them was one of the best things that happened to me, and I encourage everyone to take advantage of Ariva's free financial counseling.”



## VOLUNTEER SPOTLIGHT

### Financially Empowering New Yorkers: Alex Dang

In 2025, more than 100 people joined us as tax preparation volunteers, all from different backgrounds, all dedicated to providing thorough, confidential free tax preparation services in NYC. Our free tax preparation services are fueled by dedicated volunteers like Alex Dang, who first joined our volunteer community during the pandemic in 2020.

The idea of becoming a community tax volunteer intrigued Alex. Volunteering with Ariva to prepare tax filings is quite the opposite of his day job as a software engineer and has given him the opportunity to make connections with people he otherwise would have never met.

“Taxes can seem like such a complex field, and it seemed interesting to get hands-on experience, especially because I don’t have any knowledge of taxes besides doing my own,” Alex said. “Plus, my job isn’t customer facing in any way, so it felt like a fun way to interact with other people that I normally wouldn’t meet in life.”

In 2025, Ariva welcomed Alex back at our Spring Bank tax site, one of our busiest year-round locations. As an experienced tax preparation volunteer, Alex took on quality review, which is a crucial step in helping us efficiently process returns.

Some volunteers appreciate the opportunity to strengthen their English-speaking skills and apply tax knowledge to their schooling. No journey is the same, but every volunteer leaves a lasting impact on our community, and our community leaves a lasting impact on our volunteers.



“Everyone has to do their taxes, so you meet a lot of different people. You also get to work with so many other volunteers. They’re all in different fields from me, and they all have their own motivations for volunteering.”

## CELEBRATING WITH OUR SUPPORTERS AND FRIENDS

In 2025, we enjoyed another wonderful **Toast to Ariva** celebration with our community at Serviam Hall through the generosity and hospitality of Fordham-Bedford Housing Corporation. We honored José Sandoval Zambrano, Consul General of Ecuador in New York, in recognition of our successful partnership with the Consulate of Ecuador and our mutual commitment to bring financial inclusion and empowerment to the communities we serve.

Because of you, our generous donors, sponsors, and friends, we raised more than \$47,000 at Toast to Ariva to support economic justice, opportunity, and inclusion in the Bronx and beyond. We are grateful for your [support](#), which helps us to provide financial guidance, peace of mind, and skill building to thousands of New Yorkers.





**CELEBRATING WITH  
OUR SUPPORTERS  
AND FRIENDS**

**Toast to Ariva 2025**



# THANK YOU TO OUR DONORS AND PARTNERS

## Individual Donors

Astrid Andre  
Irene Baldwin and  
Mike McGrath  
Shanthi Bhadriah  
Walter Blenman  
Heather Blumberg  
Judy Blumberg  
Diana Breen and Michael Ritter  
Will and Lindsay Bressman  
Jim Buckley  
Daeman Di Stefano  
Steve Flax and Pat Cassidy  
Friend of Ariva  
Orville Froome  
Jose Garcia  
Josh Garcia  
Susan and John Grbic  
Gianina Kesselman  
Heng Ly Family  
Barry Mann  
Colleen Marocco  
Linda McLaughlin  
Maribel Montilla  
Adelaide Morin  
Kathleen Scott  
Anthony Spinelli  
Bob Swanton and Lin Iervolino  
Teri Wade  
LaKia Williams  
Gerard Wollweber

## Corporate

Apple Bank  
BankUnited  
BNY  
Capital One  
Citi Foundation  
Dime Community Bank  
Flagstar Bank  
Fordham-Bedford Housing  
Corporation  
Hanover Bank  
JPMorgan Chase  
Lower East Side People's FCU  
M&T Bank  
Metropolitan Commercial Bank  
Part of the Solution (POTS)  
Spring Bank  
University Neighborhood Housing  
Program  
West Farms

## Foundations

The Fan Fox & Leslie R Samuels  
Foundation  
The Irene Ritter Foundation  
Mother Cabrini Health Foundation  
New York Foundation for Elder Care  
Robin Hood Foundation

## Government

NYC Council  
NYC Council Member  
Amanda Farías  
NYC Council Member  
Kristy Marmorato

NYC Department of Consumer and  
Worker Protection  
NYC Department of Housing  
Preservation and Development  
NYC Department of Youth and  
Community Development  
NYS Department of State  
U.S. Department of the Treasury -  
Internal Revenue Service

## In-Kind Support

Bitly  
Fordham-Bedford Housing  
Corporation  
Spring Bank

## Partners

163rd Street Improvement Council  
Bridge Builders Community  
Partnership  
Bronx River Community Center  
Bronx Workforce 1  
Center for Urban Community  
Service (CUCS)  
Commonpoint  
Community Justice Connect – Bronx  
Community Justice Connect –  
Jamaica  
Consulate General of Ecuador in  
New York  
Consulate General of Mexico in  
New York  
Cypress Hills Local Development  
Corporation, Inc.

East Side House  
Gotham Health – Morrisania (NYC  
Health & Hospitals)  
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Lehman College/CUNY on the  
Concourse Bronx Business Tech  
Incubator  
Lower East Side People's Federal  
Credit Union  
New York Cares  
NYC Small Business Service  
NYS Department of Taxation and  
Finance  
Office of NYC Council Member  
Pierina Sanchez (District 14)  
Parkchester Enhancement Program  
Part of the Solution (POTS)  
Rose Hill Housing  
Serviam Campus (Fordham-Bedford  
Housing Corporation)  
Spring Bank  
St. Jerome H.A.N.D.S.  
Susan's Place  
University Neighborhood Housing  
Program (UNHP)  
West Bronx Housing and  
Neighborhood Resource Center  
West Farms (Fordham-Bedford  
Housing Corporation)  
Youth Ministries for Peace and  
Justice (YMPJ)



# OUR LEADERSHIP AND STAFF

## OUR BOARD OF DIRECTORS

### Officers

Heng Ly, Chair  
Walter Blenman, Vice Chair  
Susan Grbic, Treasurer  
Steven Flax, Secretary

### Directors

Lemuria Alawode El  
Diana Breen  
Josh Garcia  
Gianina Kesselman  
Myriam Rebling  
Robert Swanton  
LaKia Williams

## OUR TEAM

### Administration

Irene Baldwin  
*Executive Director*  
  
Jose Lainez  
*Custodian*  
  
Angelica Muñoz  
*HR Associate*  
  
Roy Nielsen  
*Fiscal Director*  
  
Bellamy Puch  
*Fiscal Associate*

### Tax Program

Nilda Bonilla  
*Administrative Assistant*  
  
Libretta Champagne  
*Project Coordinator*  
  
Maribel Montilla  
*Tax Program Director*  
  
Claudia Munoz  
*Senior Tax Preparer*  
  
Madelin Quezada  
*Senior Tax Preparer*  
  
Isabelle Storella  
*Volunteer Coordinator*

### Financial Counseling Team

Sergio Aguilar Diaz  
*Financial Counselor*  
  
Sidy Diakhate  
*Senior Financial Counselor*  
  
Elizabeth Gomez Castrillon  
*Financial Counselor*  
  
Nancy Gutiérrez  
*Financial Educator*  
  
Javier Lopez  
*Financial Counselor*  
  
Daysi Lopez Castillo  
*Financial Counselor*

Leticia Lopez Elizalde  
*Financial Educator*

Kaalvin Melendez  
*Financial Counselor*

Kerly Moreno  
*Financial Counselor*

Adelaida Morin  
*Senior Program Director*

Jose O'Boyle  
*Administrative Assistant*

Nelson Querales  
*Financial Counselor*

Miguel Ramos  
*Financial Counselor*

Roland Rapalo  
*Program Manager*

Raul Sosa Ruiz  
*Entrepreneurship Counselor*

Lisa Silver  
*Program Manager*

Jose Souffront  
*Financial Counselor*

Melissa Toonkel  
*Program Director*

Fernando Zea  
*Financial Counselor*

## OUR VISION FOR 2026



We will continue to strengthen and expand our programs and services to bring financial justice and empowerment to more New Yorkers in the Bronx and beyond, especially those who are most in need of assistance, including seniors, immigrants, and entrepreneurs. We will continue to build strong community partnerships that enable us to work together to have an impact and improve the quality of life for people and families in neighborhoods throughout New York City.

### Get Involved

#### *Volunteer or Intern With Us*

By serving as a volunteer tax preparer with Ariva, you can help the community, learn new skills, and be part of a dedicated team. Some of our volunteers have returned each year for more than a decade. College students are welcome to intern with us for college credit. Find out more about the benefits of volunteering or interning at [ariva.org/volunteer](https://ariva.org/volunteer).

#### *Support Our Work*

We exist to help New Yorkers build financially empowered and prosperous lives—and we can't accomplish this important mission without your support. No dollar amount is too small! Every little bit helps us bring free financial services to those who need it most. Please consider making a donation; visit [ariva.org/donate](https://ariva.org/donate).