



Annual Report

2023

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Dear readers,

We're going to do this introductory letter a little differently this year. Instead of sharing my reflections on the past year, I'm going to hand over the mic to someone very special. Karla Veliz has been a Glasswing volunteer and Fellow, and now she is a full-time member of the Glasswing staff as a trainer with our SanaMente mental health program. She is one of about 80 Glasswing team members who started out as program participants and now work with us full-time.

What I love about Karla's story isn't just that we have watched her flourish as an "individual, professional, and mother," as she says, over the years. It's that her story encapsulates what is possible when young people are given the chance to cultivate their potential. She has become a wonderful role model to so many people—including her own son—and has had a lasting impact on her community.

I'll turn things over to Karla now, and from there, I hope you will enjoy reading this report.

You'll see that it's a little different this year, with sections written by various Glasswing team members. One of our greatest strengths here at Glasswing is the incredible range of perspectives and voices that our team brings to the table. This report provides a window into that breadth. I hope it will reveal to you just how much can be done when changemakers come together with a shared vision to empower communities and transform lives.

With gratitude,



A handwritten signature in black ink, which appears to be "Celina".

Celina de Sola,
Co-Founder & President

Letter from a Glasswing Trainer

My Glasswing story began in 2016, when I became a volunteer for the Soccer Club at the El Mezquital 1 School in Villa Nueva, Guatemala. I was 18 years old and a stay-at-home mom to a wonderful two-year-old boy. In my neighborhood, more than half of the girls were also stay-at-home mothers. Jobs were scarce.

I had never taught before. I had always been shy, and public speaking frightened me. Now I was leading groups of children from first to sixth grade. I saw how they needed a safe space to be well and flourish.

Glasswing staff encouraged me to continue growing as an individual, professional, and mother. They helped me invest in beauty school and in the materials I needed for the profession. Soon, I got a job teaching cosmetology. It was my first opportunity to help other women and girls achieve financial security.

I was still nervous about being a leader and terrified of public speaking, but I had unwavering support from Glasswing.

During the pandemic, I applied and was accepted to the very first cohort of Glasswing Fellows. I was not only developing my own leadership skills, but as a mentor, I was helping others develop new skills too.

I am now a Glasswing employee in the SanaMente program. I train doctors, teachers, police officers, and others how to recognize the impact of stress and trauma and develop skills to cope and manage this impact.

Just last week, a doctor said to us, “Thank you for reminding us that we have to take care of ourselves not only physically, but also mentally. These are things we know we should do, but we don’t always do them.”

My work with Glasswing is driven by a deep passion for learning and contributing meaningfully to my community and my family while investing in myself. I’m now enrolled at a university—something I never even dreamed of. I’m pursuing a degree in business administration.

I can’t believe it, but now I am an example to others. My brother wasn’t interested in continuing his studies, and now we’re studying together. That’s a source of great joy for me. Also, there is no better way to teach my son to follow his dreams than through my own example.

Throughout my journey, the spirit of solidarity and shared growth that I’ve experienced encourages me to continue to thrive and give 100% of myself to everything I do.



Karla Veliz,
SanaMente Trainer

Mission

Our mission is to address the root causes and consequences of violence and poverty through education and health programs that empower youth and communities and strengthen public systems. At Glasswing, we believe that every person has both the potential and the right to thrive, no matter what adversity they face. We engage thousands of volunteers to ensure sustainable change, while fostering hope and community pride.

Empowering Communities

Transforming Lives



Glasswing Model

Innovate

We design, implement, and oversee our own projects, providing flexibility and local ownership in all our programs.



Mobilize

We train thousands of community members, empowering individuals to become part of the solution and share in the commitment.



Connect

We capitalize on a community's existing strengths—its people—to create more integrated communities.



Monitor and Evaluate

We assess and modify existing programs to ensure success and sustainability year after year.



Where We Work



★ *HQ: San Salvador, El Salvador
*USA HQ: New York City, New York

● Regional offices: El Salvador, Costa Rica, Dominican Republic, Guatemala (Guatemala City & Quetzaltenango), Honduras (Tegucigalpa & San Pedro Sula), Panama, Colombia, Mexico, Washington DC

● Project offices: Ecuador, Trinidad and Tobago, Jamaica

A Year of Impact

Glasswing programs have touched 3+ million lives since 2007, including 620,599 in 2023.



2023 Milestones and Highlights



January

Glasswing reaches 600 employees

Celina de Sola receives the Social Innovation Award from the Schwab Foundation for Social Entrepreneurship

February

The annual Glasswing leadership summit is held in Antigua, Guatemala

Glasswing Panama celebrates its 10th anniversary

April

Glasswing begins 2023 Teaching at the Right Level programming for remedial education in El Salvador, Guatemala, and Honduras

May

“Reimagining Mental Health,” our 3rd annual virtual mental health conference, is joined by over 900 participants

December

150,000 volunteers are mobilized through Glasswing programs

September

Over \$1 million is raised for children and youth at our 9th annual Benefit Gala

August

The Glasswing Youth Impact Leaders for Central America Youth Festival 2023 is held in Honduras and Guatemala

Our Partners

Glasswing works with diverse partners throughout Latin America, the Caribbean, and the United States, some of whom are listed below. We are proud to support our partners' initiatives in the region and, in turn, receive their support as our programs develop and expand.

Building strong alliances around common causes is key to repairing and expanding the social fabric in the communities where we work. Multi-stakeholder partnerships allow us to leverage human, financial, and material resources, which are essential to driving sustainable impact.

We have established partnerships with a wide variety of organizations, including international agencies, multinational corporations, national and local government entities, foundations, and other nonprofits. We are grateful to all of our partners and donors for their extraordinary support.

Government Partners

- International Development Research Centre (IDRC)
- New York City Department of Education
- Partnership for Central America (PCA)
- United States Agency for International Development
- United States Department of State
- US Embassy Costa Rica
- US Embassy El Salvador
- US Embassy Guatemala
- US Embassy Honduras
- US Embassy Mexico
- US Embassy Panama

International Organizations and Partners

- Abdul Latif Jameel Poverty Action Lab (J-PAL)
- Catalyst 2030
- Central America Leadership Initiative (CALI)
- Chemonics
- FHI 360
- HIAS
- Inter-American Development Bank (IDB)
- Inter-American Foundation (IAF)
- Mercy Corps

- OneKid OneWorld
- Peace Corps
- Points of Light
- Pratham International
- UNICEF
- World Bank

Foundations

- The Audacious Project
- Caoba Foundation
- The Children's Trust
- Comic Relief/Red Nose Day
- Con Cora Foundation
- Doughty Family Foundation
- Felix and Matilde Siman Foundation
- Girl Rising
- The Children's Trust
- Howard G. Buffett Foundation
- Kellogg Foundation
- Mortenson Family Foundation
- Schwab Foundation for Social Entrepreneurship
- Skoll Foundation
- SRS Family Foundation
- Summit Foundation
- Tides Foundation
- Tinker Foundation

Corporate Partners

- 3M
- AbbVie
- American Airlines
- AT&T
- Banco Agrícola
- Banco Agromercantil de Guatemala
- Banistmo
- Banpaís
- Cargill
- Chevron
- Citi
- Dell Technologies
- DHL
- Dutch Bros Foundation
- FEMSA
- Fossil Foundation
- Grupo SURA
- Henkel
- JP Morgan Chase Foundation
- Medtronic Foundation
- Millicom
- Morgan Stanley
- Price Philanthropies Foundation
- Samsung
- Sanofi
- Starbucks
- TELUS International
- WebHelp



Glasswing Programs

The following is an overview of the types of programs Glasswing implements in Latin America, the Caribbean, and New York City. We adapt our programs to their unique cultural contexts, ensuring that communities have the specific resources they need to lead their own transformations.



Education

We work with teachers, parents, students, and volunteers to transform public schools into centers of community, where children and youth of all ages build life skills and resilience. Students engage in learning through extracurricular activities such as robotics, debate, leadership, art, glee, and soccer. We meet them where they are, offering trauma-informed mental health and academic support. Students in our programs have better attitudes toward school, are more engaged in class, and are more likely to stay in school. Eighty-eight percent improve their grades, and 90% improve their self-esteem.

Health

We believe that everyone has the potential to improve their communities' public health outcomes. We provide services that improve overall physical, mental, and emotional health. Our mental health work includes our flagship program SanaMente, which trains frontline workers in trauma-informed care, and Avanzando el Futuro, a Colombia-based program that provides refugees, migrants, and host communities with access to health protection and psychosocial and legal services.

Youth Development

Youth-development programs build young people's life skills, raise their self-confidence, and enhance their employability. Among our programs are Jóvenes Líderes de Impacto (Youth Impact Leaders), a service-learning initiative and first-work experience for 15- to 22-year-olds that is supported by the Howard G. Buffett Foundation; Jóvenes Constructores (YouthBuild), a six-month program for 17- to 25-year-olds that builds skills and provides vocational training; and Girls Clubs, which provides girls who face extreme challenges such as poverty and violence with mentor and peer support.

Community Empowerment and Volunteering

At Glasswing, we believe in a communities-first approach to local transformations, where community members are key decision makers and implementers of change. That belief is manifested through programs such as Glasswing Volunteering, in which 150,000+ local actors have done everything from repairing schools to promoting healthy living and self-care. Another core program of community empowerment is Glasswing Fellows, in which young adults—many of whom are former Glasswing students—become mentors themselves, building positive connections between schools and communities.

Additional Programs

Glasswing programs range widely and at times defy categorization. Our innovative programs dedicated to youth and community empowerment span everything from the revitalization of public parks across El Salvador, to a corporate volunteer program where young people in Costa Rica learn about macronutrients through virtual-reality headsets, to a “meditation bus” for high school students in New York City. We believe that the most effective programs are agile, contextually relevant, and responsive to local and community needs.

Highlights from a Year in Glasswing Programs





Featured Program

SanaMente

At Glasswing, we believe that **as individuals change, the community changes**. And as the community changes, the environment changes. Each and every one of us has the power to create spaces of care where people find support and relief.

That belief is at the heart of SanaMente, our flagship mental health program that trains frontline workers to understand the impacts of stress and trauma on themselves and others, and acquire the skills to manage and heal.

We consider it essential to expand access to mental health in communities that have been affected by violence. To achieve this, we support institutions—schools, hospitals, clinics, and police stations—that frequently interact with people exposed to potentially traumatic situations. In two years of implementation, **we have trained 22,523 frontline workers in El Salvador, Honduras, and Guatemala**.

Through SanaMente, Glasswing has become recognized as a leading organization in the advocacy of and support for mental health, generating important alliances with government and private institutions. These partnerships will allow us to implement the next phases of the SanaMente model.

In the year ahead, **interventionist training will begin**. This training will be for volunteers from key institutions who wish to develop skills to offer focused, non-specialized psychological support on an individual basis. The next step is the **training of trainers**, during which volunteers will learn how to conduct SanaMente training, multiplying the impact in their organizations.

The program aims to be sustainable within a variety of situations and contexts. Our ultimate goal is for institutions to integrate the SanaMente model into their organization's culture and daily language, becoming **spaces of trauma-conscious care where staff do everything possible to reduce the impact of adverse situations**.



Susy Verónica Araujo Andrade,
Regional Health Associate

“It has made a huge difference for me to receive mental health support. Now, resilience and the ability to respond to emotional challenges are essential parts of achieving balance in my daily life and ensuring that I’m prepared for all that my profession requires.”

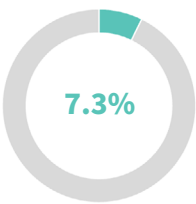
— Nohelia,
police officer and SanaMente
participant, Guatemala

“



Program Evaluation Results

Before
SanaMente
training...

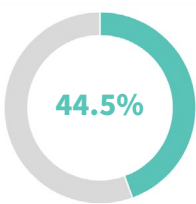


People felt very **integrated into their community**



1 in 10 felt **integrated into their work team**

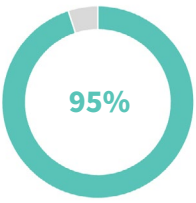
After
SanaMente
training...



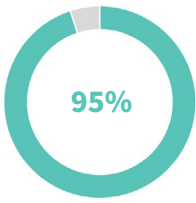
People feel very **integrated into their community**



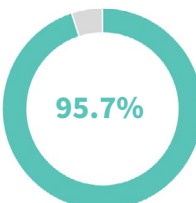
5 in 10 feel **integrated into their work team**



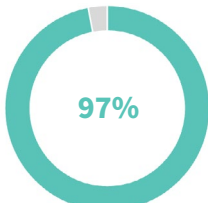
People who report awareness of the mental, physical, and behavioral conditions that **affect their well-being**



People who say the training supported the **improvement of their work environment**



People who perceive that patients, citizens, and students show favorable attitudes after **receiving trauma-informed care training**



People who report **incorporating new strategies** into their attention to patients, citizens, and students

Source: Program evaluation, 2023, profiling 764 personnel in public health, citizen security, and teaching in Honduras, Guatemala, and El Salvador



Meet Walther

“As a nursing assistant, I’m in constant contact with people in stressful and traumatic situations. Once, I had to attend to an inmate who came in badly beaten. During lunch, he was handcuffed to the stretcher, and food was out of his reach. He was accompanied by a policeman, who was eating next to him and did not help.

I remembered that in one of the SanaMente trainings, we were taught to implement trauma-aware care and attention, creating opportunities for people to feel safe.

So I decided to intervene. I approached the inmate and arranged his food so he could eat comfortably. I asked how he was feeling. We had a conversation.

Thanks to that and other experiences where I was able to use the tools of the SanaMente program in the care of users, I realized how beneficial these trainings are for the community. They allow us to expand our thinking and approach patients in a more complete way, avoiding mistreatment and mistrust.

My mission as a professional now is to give better care, not to stigmatize patients, and to always be open to talking to them while practicing self-care. **Today, I know that I am a health professional by and for them, but that I must also look after my own well-being.**

— Walther, 34 years old, Guatemala



“No one can give what they do not have. Public employees must take care of their mental health.”

— Dr. Sandra

Meet Dr. Sandra



Dr. Sandra, from El Salvador, has been in the public health care system for 33 years.



Featured Program

Youth Empowerment Programs

“Youth empowerment” isn’t about *bestowing* power. It’s not that type of “empowerment.” It’s about *uncovering* the power and strengths that young people have within themselves. It’s about youth empowering themselves.

In vulnerable environments marked by violence, too often, those strengths become buried. Young people struggle to find opportunities; many are forced to migrate. Within their communities, youth may be perceived as a threat, rather than a resource. After all, gang recruitment can start before a child turns 14.

Unlocking the limitless potential within young people requires a few things. It requires that communities shed the stigmas surrounding youth. It requires collaborations within local ecosystems—with local stakeholders, governments, and implementing partners—to adapt to cultural contexts. And it requires the provision of real, practical trainings that allow youth to learn to lead within their communities, while finding opportunities in the formal job market.

That is what Glasswing’s youth-empowerment programs do. Through them, young adults gain skills and learn to realize their potential. In the **Jóvenes Líderes de Impacto (JLI)** initiative, for instance, young people ages 15 to 22 in Guatemala and Honduras gain a first-work experience, receive a monthly stipend for six months, and are trained in life skills. They join local organizations and develop an understanding of themselves as agents for change (some results of the program are shared on the following page).

JLI, which is funded exclusively by the Howard G. Buffett Foundation, laid the foundation for a regional program, the **Central American Service Corps**, whose other service-learning initiatives include **Jóvenes con Propósito** in Guatemala and **Raíces Centroamericanas** in El Salvador. Glasswing’s youth-empowerment projects span other programs too, including **Jóvenes Constructores**, **Project NIDO**, **Creando Profesionales**, and **Glasswing Fellows** (see p. 23).

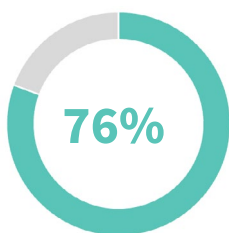
Each of these programs has unique features. The El Salvador–based Project NIDO, for example, includes livelihood programs and trauma recovery, as well as the Núcleo LabHub, a center for youth development in San Salvador where young people learn digital manufacturing skills. What connects all of our youth-empowerment initiatives is that they link youth people with skills that enhance their entrepreneurship and employability. The ripple effects of increased opportunities are wide-ranging, from reduced forced migration, illicit activities, and violence to an increase in access to basic needs, a better educational environment, and improvements in health and well-being.

In the process, we work closely with communities to help them see their young people as the future—a future that needs to be invested in.



Florencia García,
Regional Programs Director

Jóvenes Líderes de Impacto by the Numbers



18-22-year-olds who were placed in **educational, entrepreneurial, employment, or internship opportunities**



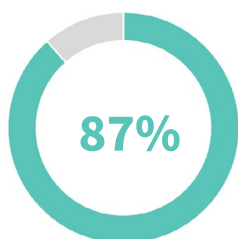
9 out of 10

Participants who, through service learning, feel more confident that they can **contribute to issues in their communities and be agents of change**



8 out of 10

Participants who are more **hopeful about their socioeconomic future, with goals** they can realize in their home countries



Community stakeholders who demonstrated a **perception of youth as agents of change and community assets**



9 out of 10

Participants who previously considered leaving their country in search of opportunities, and who **found viable alternatives that allowed them to remain and contribute to the development of their communities**

“My business idea was born here. I was able to find the ability to say, ‘Don’t be afraid. Do it!’ Today, I describe myself as a full person, a talented young woman with leadership skills, a young woman leader with a lot of confidence.”

— Creando Profesionales participant
Raquel, 27, El Salvador



“

“With the learning from the program trainings, I was able to build my CV. I’ve gone to job fairs. I even went to job interviews with a lot of confidence. I’m currently working, and I’m happy because I’ll be able to continue to support my family.”

— Jóvenes Líderes de Impacto
participant Olga, 20, Quetzaltenango,
Guatemala





Meet Alejandro

“The first time I heard about Club Núcleo was through my mom. She attended a parents’ meeting and told me that in the club, there’s a lot of teamwork. That caught my attention. Participating in the club, I learned about design, laser cutting, 3D printing, prototyping, how to create budgets, and how to present our ideas. My favorite topic was prototyping. **I learned that our ideas don’t always come out the first time, but we have to keep trying until we succeed.**”

The Ideathon was an opportunity to develop a project that would solve a problem at school. With my team, we identified an opportunity to make a vertical garden to benefit the cafeteria, since the cost of buying vegetables is pretty high. The project was based on an automatic irrigation system, which works with a plate configured to start watering at a specific time, so we don’t waste water. To get our project going, we attended school for 12 Saturdays to train in seed planting, and then we built the garden with the support of an engineer.

My time at Club Núcleo helped me to focus my knowledge. I’m going to continue studying architecture. I think that teamwork and prototyping will help me a lot. Many people don’t know how to work in a team, and that’s why it is difficult for them to get ahead. **What I keep in mind from this project is not to give up.”**



“When I come out of the program, I come out a young woman without fears, with a more positive experience of what I am going to do in my life.”

— Yorleni

Meet Yorleni



Yorleni, a mother of two in Honduras, built an event-decoration business with the skills and support she gained during Jóvenes Líderes de Impacto.



Featured Program

Glasswing Fellows

Many Glasswing Fellows started out as students in Glasswing's Community Schools program. Today, they are the ones who are helping students.

They do that through a number of activities, including:

- Assisting students who need extra support in their studies
- Facilitating clubs and workshops for parents
- Recruiting volunteers
- Serving as mentors for those who need guidance and socio-emotional support

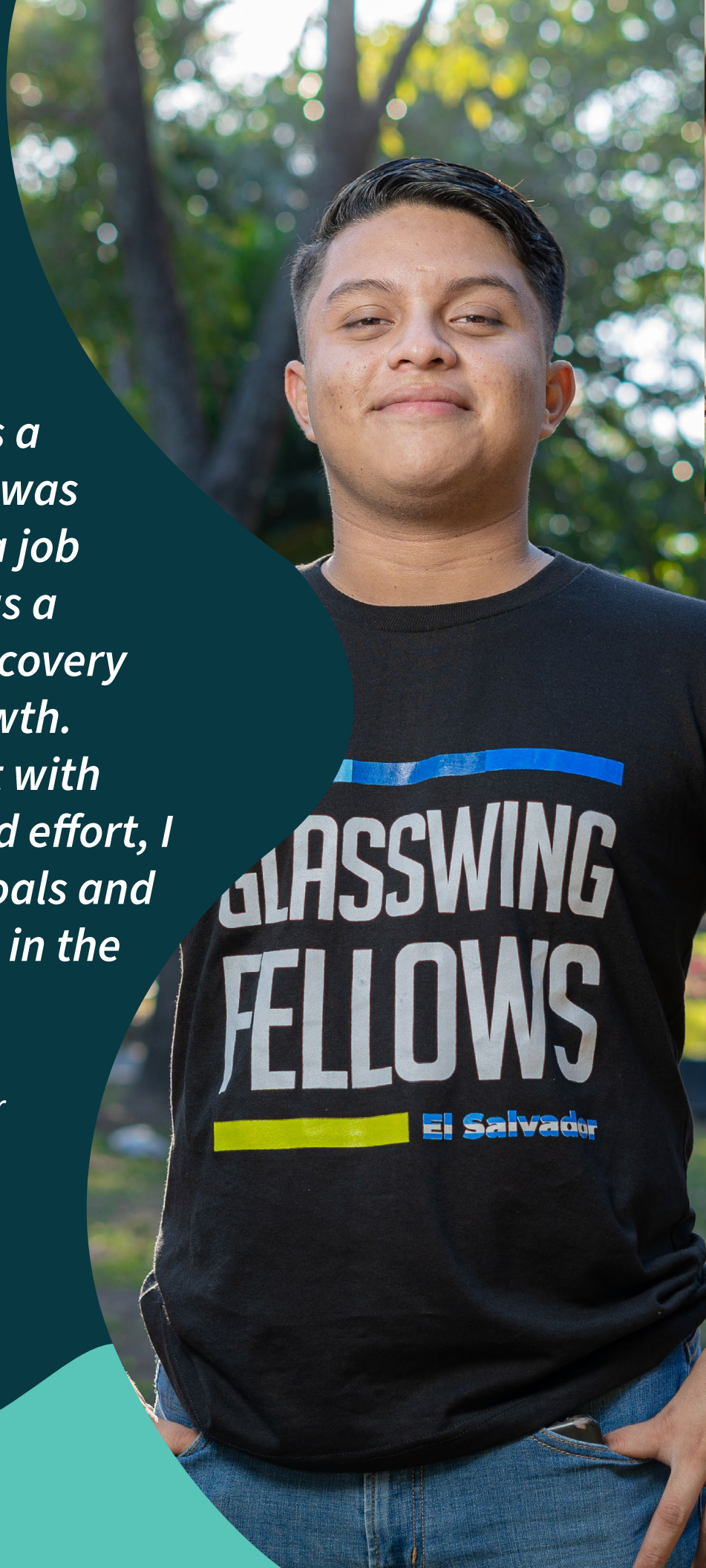
The Glasswing Fellows program provides a work experience for young people, allowing them to refine their skills, develop their ability to articulate their viewpoints, and acquire knowledge through service. However, the program transcends a work-based learning opportunity and career-readiness initiative. The Fellows' involvement also fosters positive connections between schools and communities, enhancing educational outcomes and a sense of hope and community.

Since the program's inception, 118 youths have completed it successfully, with ongoing cohorts underway. In 2023, Glasswing Fellows provided vital support to over 7,000 students in 53 public schools.

“

“My experience as a Glasswing Fellow was much more than a job opportunity. It was a journey of self-discovery and personal growth. It showed me that with determination and effort, I can achieve my goals and make a difference in the lives of others.”

— Anderson, El Salvador





“I said, ‘No, I don’t want to continue with that dream, because maybe I can’t achieve it.’ ... And in that workshop, they taught us that it is not difficult, you have to keep fighting until you achieve it.

When they told us that, I started thinking and said, ‘Yes, I’m going to continue trying to make that dream come true.’”

— Girls Club participant,
El Salvador

Featured Program

Girls Club

The above comment reveals the impact that Girls Club has had on the lives of participants since its initial implementation in El Salvador, and through its expansion to Honduras, Guatemala, Mexico, Costa Rica, and Panama.

The club promotes the **empowerment of girls and adolescents between nine and 18 years old**. Over the course of 20 weeks, they learn:

- Physical, emotional, and mental well-being
- The prevention of risk situations
- The promotion of a life project

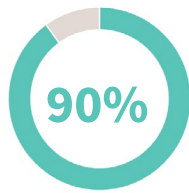
These three modules are implemented thanks to the valuable contributions of Volunteer Mentors, who dedicate their time and attention to carrying out weekly club sessions in various community headquarters.

Through experience, we recognize the **crucial role that family members and caregivers play in participants’ healthy development and well-being**. For this reason, we strive to create spaces for open socialization and dialogue about their role in the lives of these young women. So far, the results confirm the need to continue fostering these spaces for exchange and growth.

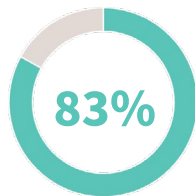
During 2024, we plan to continue expanding implementation and updating the curriculum. One particular initiative we look forward to carrying out is the addition, across all program countries, of a second “level” for Girls Club participants who complete their first year, with a focus on leadership and teamwork skills. The second level is a testament to the **importance of instilling values of leadership and agency**.



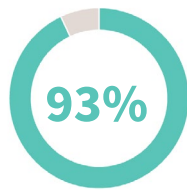
Susy Verónica Araujo Andrade,
Regional Health Associate



of participants were able to **identify the various types of violence**, including sexual, economic, and psychological



successfully **recognized instances of violence in their daily lives**, as well as alternatives to counteract them



attributed an **improvement in their self-esteem** to their experience in the club

In general, girls expressed that the club has empowered them to improve their self-image and strengthened their decision making and interpersonal skills.

Girls now believe in their ability to achieve goals, feel better equipped to face the world, and are determined to pursue their dreams.

“

“I have learned that women can also lead something. Men aren’t the only ones who have that power to lead something.”

I feel that I can look for a need in my community, and I can be the one to lead that.”

— Nalleli, Girls Club Participant from El Salvador



Meet Nahomy

“My mother passed away when I was only six years old, and for a long time, I felt a big void. It affected me throughout my childhood and adolescence. For a long time, I felt very lonely. I cried a lot at night, and I felt like I was constantly depressed.

This year, I had the opportunity to participate in Girls Club. The first great lesson I got from joining was to learn to manage my emotions better, but above all, to not be afraid to express how I feel without fear of what other people will think of me. I am no longer afraid or ashamed to cry, laugh, or get angry freely, whenever necessary, with anyone.

The club has taught me to love and accept the way I am. Now, I just let my emotions flow, and I can show myself as I am in a freer way. I have also learned exercises to calm myself down and return to calm when I face difficult moments.

I am now a volunteer lifeguard in my municipality. One of my goals is to continue studying, to go to college. I know that with my efforts and the support of other people, I will achieve it.

Things are getting better for me. **I now consider myself to be someone with goals and dreams**, an emotionally stable person who knows how to relate better to others.”

— Nahomy, 17 years old, El Salvador



“As girls, we are capable of doing anything we set our minds to.”

— Griselda

Meet Griselda



Through Girls Club, Griselda built a support network, learned from mentors, and gained confidence.



Featured Program

Glasswing's Community Schools

Children and youth who grow up in environments characterized by poverty, a lack of access to basic services, and the presence of violence face more pronounced social challenges and risks that hinder their full potential.

Since its foundation, Glasswing has embraced the conviction that **the best way to address such challenges and obstacles is through the integration and participation of all sectors of society:** citizens, businesses, foundations, government, and nonprofit organizations. This belief underlies our commitment to the Community Schools strategy.

A **Community School** brings together parents, educators, and community leaders to co-create learning environments that serve as **safe havens and centers of growth for students**. This collaboration ensures that every child receives the comprehensive support they need to navigate their educational journey successfully. In addition to improvements to school infrastructure, help with homework, tutoring services, access to extracurricular activities, and academic support, the Community Schools program collaborates closely with teachers and parents, equipping them with tools and strategies to create safe and nurturing school environments.

In 2023, Glasswing implemented the Community Schools program in **79 schools across eight countries:** El Salvador, Guatemala, Honduras, Costa Rica, Panama, Mexico, Colombia, and the Dominican Republic. **Nearly 8,000 students participated in our after-school programs.** These programs, led by dedicated volunteer mentors, extend learning opportunities beyond the classroom, significantly boosting students' sense of safety, belonging, and emotional intelligence. This holistic approach not only addresses immediate academic needs but also cultivates skills and relationships that students carry into life, reinforcing the essential role of education in societal strength and cohesion.



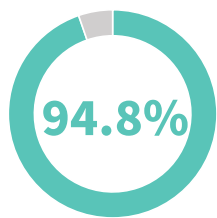
Maritza Trejo,
Regional Director of Education

Survey Results

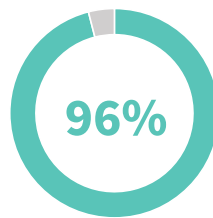
Every year, we conduct an end-of-year survey for Glasswing's Community Schools. This allows us to assess feedback in relation to the program's four main objectives:

- Creating enabling environments
- Enhancing individual assets in program participants
- Involving youth in positive community development
- Increasing a sense of agency

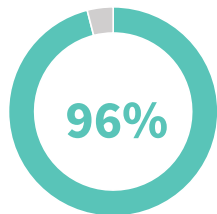
In 2023, we expanded the survey to include teachers, school principals, and parents in addition to students. The survey captured responses from 560 teachers, 60 principals, 716 parents, and 1,103 students.



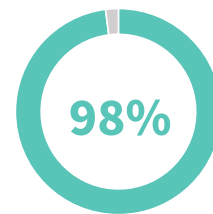
Students report an increase in the number of trustworthy individuals available to discuss problems or provide support



Parents agree that Glasswing clubs motivate students to attend school



Parents consider that participating in clubs helps students get along better with their peers



Teachers and principals agree that Community School activities allow students to develop positive beliefs about their future, such as graduating, continuing their studies, or starting a job or business

“Glasswing is a space where I can develop with confidence.”

— Student, 14, Honduras

“I feel that this can help me open doors in the future. It also helps me express myself more, be more sociable, and face my fears.”

— Student, 17, Colombia

“

“Before, I felt sad that I could not read well. With the help of my teachers from the club, I have improved my reading. Now, I like to read stories, and I read them to my little sister so she can sleep.”

— Student in a remedial club,
Honduras

“Students who participate in the clubs have a wider vision of their futures. I wish these programs existed when I studied.”

— Teacher, El Salvador



Meet Nahomi

“When I was 13 years old, a tumor was discovered in my left ovary. After a complicated surgery and several chemotherapy sessions, I managed to recover.

That experience taught me to challenge myself, to know no limits. Even when I hit rock bottom, there were always people who pushed me to get back on my feet.

I first heard about Glasswing when I was a high school student. I decided to enroll in the Community Schools program, in the Debate Club. That was a very special experience because it allowed me to participate in different competitions and even to leave the country. **I also found people who always believed in me and who helped me get ahead and help others.**

At the club, I was always taught critical thinking, analysis, and how to express my ideas in a better way. It was there, too, that the desire was born in me to volunteer to support others, just as they had supported me.

Currently, I am studying software development and digital business engineering. I received a scholarship for academic excellence, and I have started with what I am passionate about: programming.

The goal I have set for myself is to be able to teach girls that it is possible, that being a girl does not prevent us from anything. We can always think outside the box to achieve our dreams.”

— Nahomi, 18 years old, El Salvador



“We can always think outside the box to achieve our dreams.”

— Nahomi, Debate Club participant

Meet our Glasswing students



We asked students in Glasswing Community Schools about their dreams for the future. Here's what they said.



Featured Program

Teaching at the Right Level

Glasswing uses the Teaching at the Right Level (TaRL) methodology, developed by the educational organization Pratham, to meet students where they are academically and emotionally. Based on the results of a simple assessment, TaRL groups elementary students according to their learning level, rather than their age or grade.

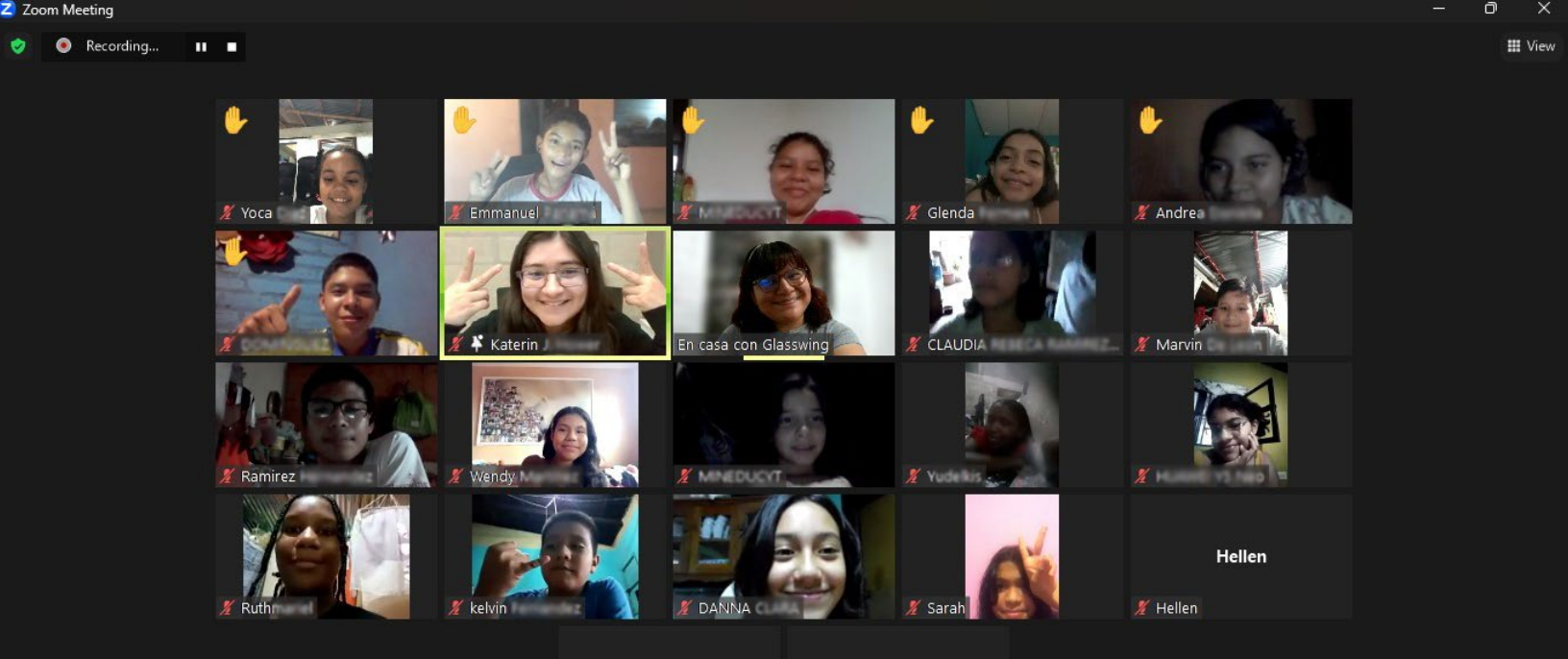
To date, Glasswing has assessed over **9,000 students** and **provided remedial education to 5,500 students**. The results from this intervention have shown that **77% of students who participate in the remedial clubs improve their math skills, and 80% improve their reading skills**, narrowing the learning gaps within their grades. Furthermore, **more than 400 volunteers and teachers** have been trained to become facilitators of the methodology and successfully guide children toward their appropriate learning level.

Comments from teachers and parents reveal a significant change in students' motivation to learn. As one teacher from Guatemala said, "The girls began to be interested in the classes. They greatly improved their educational, mathematical, and reading levels. They were taking care of their homework and were more involved in class."

Due to the effectiveness of these interventions, Glasswing collaborated with other organizations such as Price Philanthropies, Tinker Foundation, USAID, and the Ministry of Education in El Salvador to share the TaRL methodology. With the Ministry of Education in El Salvador, Glasswing is the technical lead in the adaptation of assessment tools and training materials, providing ongoing support to the government's initiative to offer remedial education nationwide.



Maritza Trejo,
Regional Director of Education



Featured Program

En Casa con Glasswing

En Casa con Glasswing is a virtual community where volunteers, students, and families share learning experiences, regardless of their location. The platform promotes the exchange of knowledge, celebrates multiculturalism, and extends social impact through educational workshops that can last from one to several video calls.

In 2023, 1,838 participants took part in Zoom workshops, and 2,510 engaged in webinars and social media challenges. Students from various countries—including Guatemala, El Salvador, Panama, Honduras, Mexico, and the Dominican Republic—participated in diverse learning activities.

These sessions were facilitated by volunteers from across the globe, fostering a rich, heartfelt exchange of cultures and connections. In a survey, 100% of virtual volunteers said they would recommend the initiative.

Selection of topics from En Casa Con Glasswing workshops



Personal finance



Cooking and healthy living



Entrepreneurship



Dance and Latin rhythms



Scholarship application techniques



Toy making

“Thank you for allowing me this treasure of an experience. It challenges me to continue acquiring knowledge and always be willing to make suggestions.”

— Volunteer with En Casa Con Glasswing



Featured Program

Volunteering

We believe in the **power of empathy and transformation through volunteering**. That is why Glasswing designs and implements individual, community, and corporate volunteer activities in which parents, teachers, entrepreneurs, employees, university students, and others dedicate their time and experience to being positive role models for young people.

Volunteering is the beating heart of our organization. It represents the collective commitment of passionate individuals who dedicate their time and energy to making a tangible difference in the lives of those who need it most.

In 2023, **7,773 volunteers** gave back through Glasswing programs. We saw steady progress in participation, allowing for the continuous improvement of our programs at the regional level.

We also **distributed our first satisfaction survey** among Glasswing volunteers last year. Participation reflected the commitment that volunteers have to our mission in the countries where our programs are developed, including Mexico, Guatemala, El Salvador, Honduras, Costa Rica, Panama, Colombia, and Dominican Republic.

Glasswing volunteers are ambassadors of hope and positive change. They directly contribute to building stronger and more resilient communities.



Sonia Arteaga,
Regional Volunteer Coordinator



**9 out of 10
volunteers...**

felt their volunteering helped participants believe in themselves and envision an optimistic future

told us they would volunteer with Glasswing again

told us they would recommend volunteering at Glasswing to friends and family



Meet Meybelline

“My name is Meybelline. For four years, I have been a volunteer educator for the Soccer Club at the school where I was a student years ago.

My life as a student was difficult. I was kicked out of different schools, and the only thing I remember enjoying was playing basketball. I wish clubs had existed back then. Had they existed, things would have been different for me!

Sports and volunteering have helped me overcome adversities, like drug addiction and painful losses. Today, I am a working mom. I sell food and sweets by the community soccer field.

Being a volunteer has helped me a lot as a mother. It helps me spend quality time with my children and has allowed me to establish strong ties with them through the sport of soccer. **I am now aware of how important it is to allow children to make their own decisions and educate them with autonomy and freedom.**

I look back, and I am proud of what I have accomplished. I am able to better manage my emotions and use dialogue to solve the problems that I encounter on a daily basis. I’ve learned to greatly value what I have and am able to face challenges with a much better attitude. **I like to know that what I do is important and that people can count on me.**”

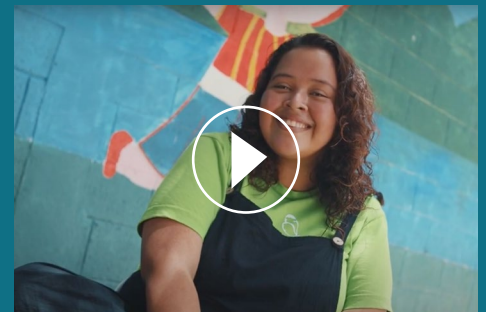
— Meybelline, 42 years old, El Salvador



*“Just as you can
change someone’s life,
you also
change yours.”*

— Volunteer from
Honduras

Meet Gabriela



Gabriela, who volunteers with Glasswing’s Girls Club in Guatemala, discovered a new identity: “Gaby the mentor.”



Spotlight: Corporate Volunteers

Glasswing has joined forces with more than 100 local and international companies to design and implement high-impact volunteering initiatives. We specialize in tailor-made volunteer programs based on specific company interests and community needs. Our volunteering partnerships are designed to achieve societal impact and contribute to building a positive employee culture.

Ninety-three percent of the employees who have participated in our projects wish to continue taking part in corporate volunteer opportunities.

To all the organizations and team members who have partnered with us as volunteers, we thank you for your support, service, and commitment.



*Upper left: TELUS volunteers participate as educators in after-school programs in El Salvador.
Lower left: Cargill volunteers build a school vegetable garden in Costa Rica.*

Top: AbbVie volunteers participate in a school-renovation activity in Costa Rica. Lower left: A Walmart volunteer participates in “Make Magic with Walmart,” wrapping and donating gifts in Guatemala. Lower right: A Samsung volunteer participates in a reforestation activity in Panama.





Featured Program

Glasswing New York

The needs of New York City's migrant population are changing. More than ever before, schools are working with **students whose basic needs are unmet, making learning secondary to survival.**

Since April 2022, over 170,000 migrants have arrived in New York City, and nearly 30,000 migrant youth enrolled in the city's public schools in fall 2023. As of January 2024, over 70,000 migrants were living in city homeless shelters. Our school partners report that 25% or more of their students live in hotels and shelters and lack adequate winter clothing and food. As recently arrived families try to navigate employment, housing, and asylum paperwork, legal services are virtually nonexistent.

What we do

Glasswing New York programs focus on mental health and social-emotional skill acquisition to meet the needs of recently arrived migrant and Latine youth in four New York City high schools. We promote the authentic engagement of migrant youth and foster their development into engaged and energized community members.

Students in Glasswing programs strengthen the skills and networks needed to thrive in adverse circumstances. Below are some of our cornerstone initiatives:

- In **Reading Clubs**, students learn stress management through reading and discussing representative novels in intimate peer groups.
- In our **Internship Program**, youth work in teams to build social, communication, and critical thinking skills, as well as increase their ability to plan, set goals, integrate feedback, and persevere when faced with challenges.

A year of collective action

In 2023, **we worked directly with over 200 migrant students, building relationships of trust and safe spaces that promote collective well-being and resilience.**

We saw students invest in improving their school communities. Recognizing that a significant portion of students at one of our partner high schools resides in shelters, the youth-created and -led **Youth Inspiration Club** there is working to make their school a warm and welcoming home. Together with a university partner, students at another school advocated for and built a hallway library where they could study and read in between classes. At a third school, students set up “The Fit,” a student-run closet, so peers in need could access warm clothing and accessories.

We also broadened the reach of our corporate and university partnerships by planning more initiatives and onboarding more volunteers than ever before. As a result, some of our volunteers have been inspired to create their own projects. The group that built the hallway library is planning a university-wide walk-a-thon to raise funds for a school makeover in Latin America. Now a volunteer, an alumna of our program is helping to create a program that offers virtual reading support to students at our partner schools.

The results

By the end of 2023, students had improved mental and emotional well-being, stronger resilience and self-determination, and a greater sense of belonging. Participants report an increased understanding of their own emotions, how stress impacts them, their behaviors and choices, and the emotions of others.

Additionally, almost 90% reported developing skills and strategies to regulate their emotions and behaviors. Glasswing activities increase opportunities for engaged behavior and the development of social, communication, and English-language skills.

Looking ahead

In 2024, as we expand the scope of our programming to include caregivers, we move toward the Glasswing model of schools as centers of communities—and sources of refuge and hope.



Dionne Delgado,
Senior Program Specialist



Bridget Kane,
US Engagement Director

“

“Thank you for teaching me that no matter where you come from, you can find your purpose.”

— Nancy, internship participant,
Glasswing New York





Highlights from a year of Glasswing events

2023 was a year of events that enriched, inspired, and uplifted our Glasswing community.

Events ranged from the Glasswing Youth Impact Leaders for Central America Youth Festival 2023—where over 1,400 young people gathered in Guatemala and Honduras to learn about sustainability and green skills—to thoughtful discussions among Glasswing leadership and other experts at various forums. Among them were the 2023 Central America Donors Forum in Costa Rica, Chemonics Local Partners Summit in Washington, DC, USA, and Festival de las Ideas in Mexico.

Two of our biggest milestones in 2023 were our “Reimagining Mental Health” conference and Ninth Annual Benefit Gala.



Reimagining Mental Health

We celebrated Mental Health Awareness Month in May with our third annual virtual conference, **“Reimagining Mental Health.”** Over 900 registrants joined the discussions led by 45 panelists from around the world.

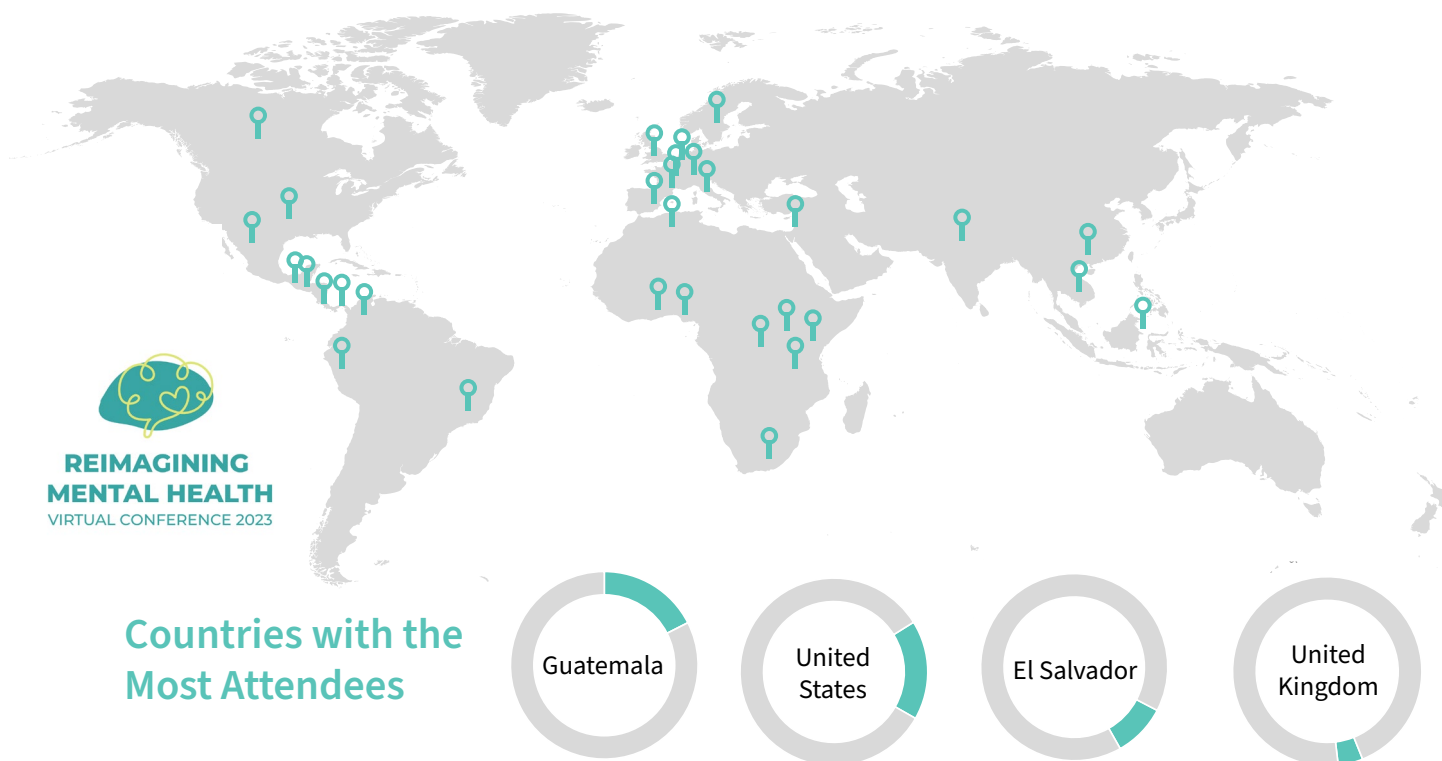
The event capped a month-long digital campaign, **#PathwaysForHealing**, through which contributors shared strategies and resources for building social support, practicing self-care and well-being, and prioritizing mental health.

900+
registrants

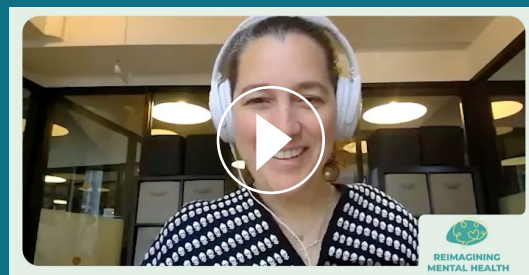
30+
countries

45
panelists

12
sessions



Watch sports commentator Fernando Palomo share his #PathwaysForHealing



Watch the replays for “Reimagining Mental Health”



Ninth Annual Benefit Gala

On September 21, over 400 Glasswing friends and supporters joined us in New York City for our Ninth Annual Benefit Gala.

The event, held during National Hispanic Heritage Month, honored entrepreneur Lucy Doughty for her philanthropy and featured a musical performance by Alex Sensation. More than a million dollars were raised for children and youth in Latin America, the Caribbean, and New York City.



“

GLA
2023

“I have always been determined and disciplined, but Glasswing nurtured the leader and changemaker in me. I learned the power of having hope and aspirations.”

— Susana, a former Glasswing student from El Salvador, in a speech at our Ninth Annual Benefit Gala



International Press Highlights



["Glasswing Receives Social Innovation Award in Davos"](#)

ElSalvador.com, El Salvador



["The Power of Mental Health to Break Cycles of Violence and Promote Peace"](#)

Stanford Social Innovation Review, USA



["La Sesal Signs an Agreement on Mental Health with Glasswing International"](#)

La Tribuna, Honduras



["Inside the 2023 Glasswing Gala Honoring Philanthropist Lucy Doughty"](#)

Vogue, USA



["Celebrating the Ninth Glasswing International Charity Gala"](#)

Reforma, Mexico



["Mentorships That Transform Lives"](#)

La Prensa Gráfica, El Salvador

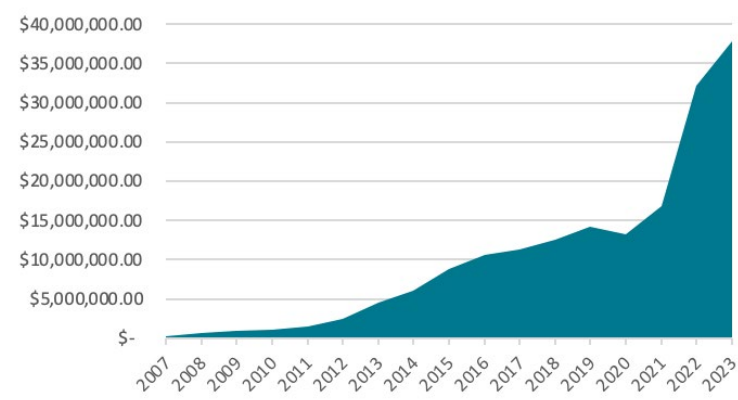


["Youth Trained to Ensure Employability in Digital and Technological Areas"](#)

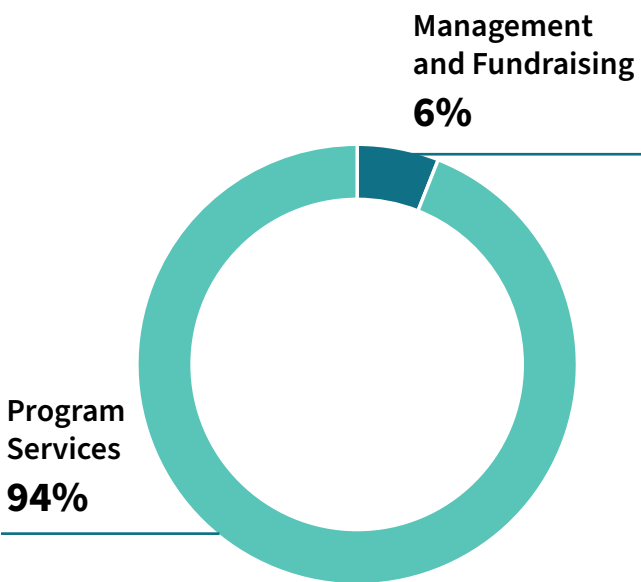
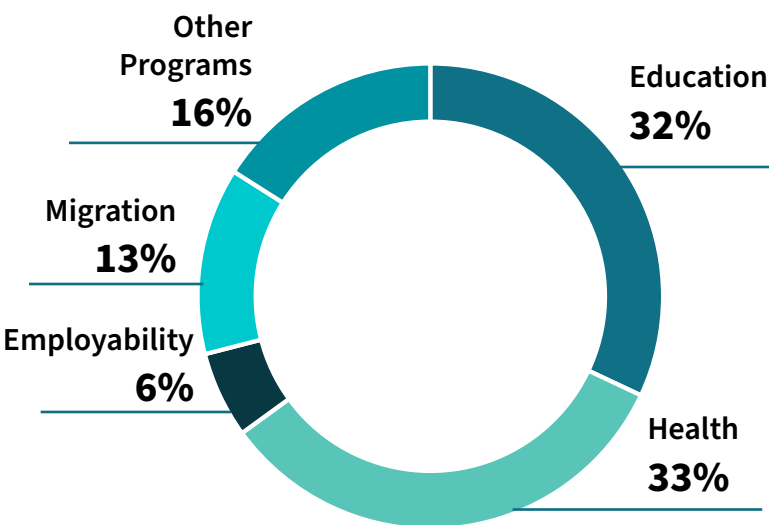
TVN, Panama

Financials

Historical Income



Program Distribution 2023



Our Team

Glasswing began in 2007 with three employees. Today, we have over 700 dedicated team members in ten countries across the Americas.

We believe that **those closest to the problem are closest to the solution**. Over 14% of our staff members are former volunteers and program participants.

Another belief we share is that **collective action is at the root of all progress**. That belief was manifested at a team summit in Antigua, Guatemala, in February 2023. Over five days, we reaffirmed our commitment to impactful program implementation. Field staff joined senior leadership, sharing firsthand experiences from the communities we serve.

As we continue to grow, we always remember that being a Glasswing team member isn't about intention. It's about united actions that build sustainable change.

“The best thing is that we do everything for the welfare of the children. Here we are a team that is ‘pura vida.’ We always put in the work and give it a 10.”

— Karla, Education Manager, Costa Rica



“The Glasswing culture is one of service, no matter the circumstances. Our culture motivates us to live with expectation. When we see all that we are reaping, we will say it was worth the effort and patience.”

— Natán, Head of Operations, El Salvador

Leadership

Founders

Ken Baker
Chief Executive Officer

Celina de Sola
President

Diego de Sola
Board Member

Board of Directors

John Moore, Chair
Carmen Busquets
Sarah Fandell
Elizabeth Griffin
Ana Morales
Orlando Muyshondt
Jana Pasquel de Shapiro
Emiliano Roman
Ricardo Sagrera
Zita Saurel
John Skipper
Diego de Sola
Celina Sol Zaldívar

Country Directors

Marcela Aquino
Guatemala

Cristian de la Cruz
Dominican Republic

Diego Hernández
Honduras

Mark Loyka
USA

Fransheska Quijada
Panama

Natalia Salcedo
El Salvador

Laura Sequeira
Costa Rica

Valeria Suárez Suchowitzki
Mexico

Regional Directors

Louie Alexander
Strategic Partnerships

Leslie Claros
Finance

Sandra Contreras Aprile
Impact

Florencia García
Programs

Erwin Gudiel
Human Resources

Lucrecia Méndez
Health

Stephanie Martínez
Monitoring & Evaluation

Mercedes Navarrete
Communications & Marketing

Maritza Trejo
Education

Looking Ahead

In 17 years, we have celebrated many milestones, growing from a seed of an idea to a multi-country NGO. From the thousands of individuals who have received trauma-informed mental health care training through our SanaMente program, to the 150,000+ volunteers who have transformed their communities, to the hundreds of thousands of children who have gained access to educational resources and support, it has been incredible to see the impact of our collective efforts.

To us, one of the most important words in that last sentence is “collective.” Every number you have seen and every highlight you have read about in this annual report is a result of collective action. It is a result of relationships—with supporters, partners, volunteers, students, families, and community members. You are a part of every story you have just read.

Looking ahead, any future milestones we celebrate will continue to be a reflection of the relationships that make our work possible. Many of those relationships span the globe. Although we are a local, El Salvador–founded organization, we believe in the power of partnering across international borders to catalyze learning and growth. We learn from organizations like the India-based Pratham, whose Teaching at the Right Level methodology has allowed us to assist more than 5,000 students through remedial interventions. Or Grassroot Soccer, with whom we are working in Johannesburg, South Africa, applying a tailored and culturally adapted version of the SanaMente model to equip soccer coaches with trauma-informed skills to use in practice.

What we learn globally, we apply locally. And the support we receive globally is what makes our local work possible. We are deeply grateful for your support and the impact it has had. It’s an honor to celebrate with you a milestone that seemed impossible back in 2007: 3+ million lives touched.

Thank you for being a crucial part of the steps we’ve taken—and the road to change ahead.

— Celina de Sola and the Glasswing team

