



# 2022

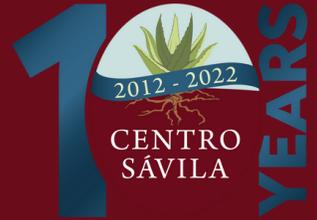
**ANNUAL**

**REPORT**

*January 1, 2022 - December 31, 2022*



*Improving the mental health of our community by ensuring access to linguistically and culturally relevant, quality mental health and prevention services, education and healthcare professional development.*



## **A Decade of Change**

Centro Savila was built on one simple but powerful belief: that no one should be denied healthcare. Over the past 10 years, our skilled staff and caregivers have worked painstakingly to build behavioral health and case management services that directly confront the systemic barriers contributing to racial health disparities.

As we look to the future, our resolve to achieve a healthier, more engaged and more equitable New Mexico is strengthened by our memory of how far we have come and the obstacles we have encountered thus far. Despite the challenges and hardships, our client-centered work grounds us in the knowledge that transformative change is possible.



**Bill Wagner, PhD, LCSW**  
*Executive Director*

**Our goal is to improve the mental health of our community through prevention and by ensuring access to linguistically and culturally appropriate, quality mental health services.**

**Our services are offered in English and Spanish and accessible to community members regardless of their ability to pay.**

# 2022 | Community Impact



## Clients

From January 1 through December 31, 2022, our staff worked relentlessly to meet the ever-increasing needs of our community and welcomed **948 new clients** to Centro Savila (CS). Our clients are primarily **uninsured, non-English speaking adults**: 80 percent of our clients are ages 25 and older, 79 percent have no insurance and 75 percent speak a language other than English. Our clientele come to us with high needs for services as:



**3 out of every 10 clients receive a high-trauma\* diagnosis**

## Appointments

In order to meet the intense need in our community, our team provides care through **in-person and remote telehealth appointments at 3 different locations during traditional and extended office hours**. In 2022, we averaged **over 1,000 appointments scheduled per month**, for a total of

**over 11 thousand appointments scheduled.**

6,627 Clinical Appointments

4,490 CM Appointments

## Services

Our diverse team **provided services in over 8 languages**, expanding our service accessibility to the growing Afghan refugee population in Albuquerque. Our services are categorized as either case management (CM) or clinical - case management services may include **public benefits applications, renewals or relevant education**, while clinical services include **individual, couples, or family therapy, grief support and psycho-educational groups**. In 2022, our team served our community through:

**nearly 12 thousand hours of direct service.**

6,175 Clinical Hours

5,577 CM Hours

## Community Services

- Bilingual
- Outpatient Therapy
- Case Management
- Public Benefits Enrollment

\*a high trauma diagnosis is identified by a diagnosis of PTSD or an ACES score of 4 or higher

# 2022 | Clinical Services



## Clinical Department

Centro Sávila is a community-based provider that offers culturally and linguistically relevant mental health care services **regardless of our clients ability to pay**. In 2022, our clinical department welcomed **256 new clients** with stressors spanning across **23 different diagnoses**.

### Top Clinical Diagnosis

Major Depressive Disorder	12%
Anxiety Disorders	17%
Post Traumatic Stress Disorder	21%
Adjustment Disorder	29%

## Support Groups

We offered **156 clients** support through our psychoeducation groups including:

**Grief Group** for family members of homicide victims.

**Women's Support Group** for victims of crime.

**Strengthening Families Program** for families looking to improve their communication skills.

**Refresh Cooking Class** for youth in collaboration with Three Sisters Kitchen.

**Seeking Safety** for PTSD & substance use survivors.

Our therapists treat emotional and psychological suffering through various **trauma-informed, theoretical approaches and modalities** including:

- Cognitive behavioral approach
- Psycho-dynamic treatments
- Play therapy
- Family therapy
- Poly-vagal therapy
- Gestalt therapy

## Community Pipeline Program

Our clinical department is the proud home of Centro Sávila's Community Pipeline Program, designed to give bilingual clinical students an opportunity to realize their clinical internships under the supervision of our experienced, independently licensed Clinical Supervisors.

*"The community pipeline program has given me the opportunity to see first-hand how important equitable and culturally relevant mental health services are to underserved communities. The connections made and knowledge acquired throughout this experience will continue to impact my development as a mental health professional".*

**Miriam Ochoa,**

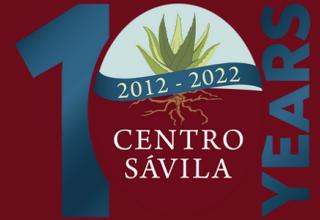
NMHU Master of Social Work Student



## Clinical Services Include:

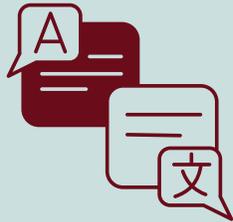
- Individual Therapy
- Couple's Therapy
- Family Therapy
- Support Groups
- Psycho-educational Groups

# 2022 | Case Management



In 2022, our services became accessible to the growing Afghan refugee population in Albuquerque. Our team gained an exceptional case manager who increased service availability to clients who speak:

- Arabic
- Dari
- Kinyarwanda
- Pashto
- Swahili



Our team of expert case managers are dedicated to serving our community by meeting clients in whatever stage of life they are in and **helping them meet their self-identified needs and attain their goals to improve their quality of life**. The first step to helping a client improve their quality of life is **designing a client-centered plan** of action. In 2022, our enrollment case managers spent nearly **750 direct service hours** conducting in-depth needs assessments of **nearly 400 new case management clients**.

## Client Success is a Time Investment

Carlos came to CS while he was **unhoused, needed medical cataract surgery and didn't have a birth certificate or valid ID**. Though a stable living situation was a priority, his other needs were underlying medical conditions. He was on the waitlist for Tiny Home Village (THV) for about a year. Due to internal THV changes, he was required to submit a second application in addition to an interview and a physical medical exam; this extended the wait time for months. After completing all requirements, and **over one year of waiting**, Carlos is now a resident of THV, he received his cataract surgery and now has a valid New Mexico ID and a birth certificate from another state. Prior to Centro Sávila, Carlos had experienced homelessness for 7 years and lived at the Westside Emergency Housing Shelter for 2 years. **Our case management program not only improved his quality of life, but helped him reach a level of stability he hadn't had in almost a decade.**

*\*Client name changed to protect client confidentiality*



**514**

Active Clients



**5,557**

Direct Service Hours



**4,490**

Appointments



## Common CM Needs

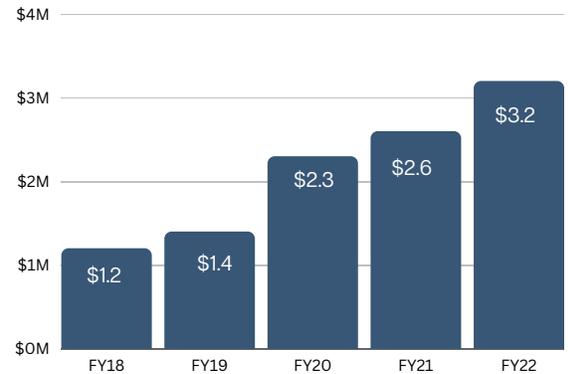
- Housing
- Food Security
- Medical Insurance
- Driver's License
- Birth Certificate
- Social Security
- Disability
- Education

# 2022 | Investment



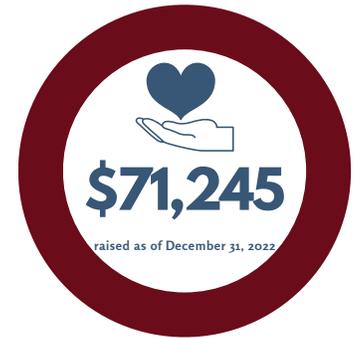
## Operating Budget

We can only meet the needs of our community if our funding allows it, and **as our community's needs increased during the years of the pandemic so did our efforts to secure funding to meet those needs.** Since FY19, our operating budget has **more than doubled**, with an increase of nearly \$2 million in the last 3 years.



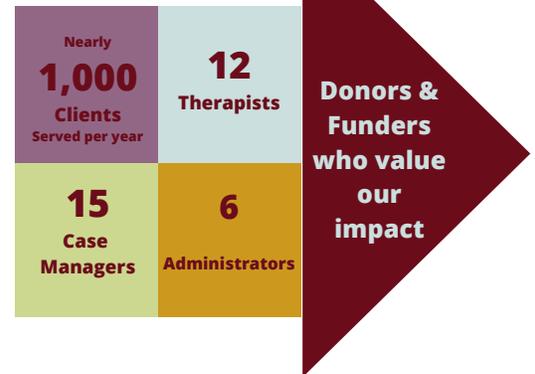
## Generosity

Amidst the increasing need of our community during the height of the pandemic and its ensuing effects, we increased our fundraising efforts in the hope that those around us would rally together to help us increase our community impact. The generosity of those who support our work and mission have added a needed layer of financial security to those most in need. Your generosity does not go unnoticed! Our community thanks you.



## Our Team

Our diverse and highly qualified team of therapists, case managers and administrators are the heart of our organization. Without their everyday commitment to our community, our doors would not be open. But we also highly value the commitment our clients make to their own healing journey, and of course, we thank our funders and donors for seeing value not only in our work, but in our community who needs and benefits from it.



# Who We Are



## Our Mission

Centro Sávila is dedicated to **improving the mental health of our community** by **ensuring access to linguistically and culturally relevant, quality mental health and prevention services, education and healthcare professional development**, to achieve our **vision of a healthy, engaged and equitable community.**

## Board of Directors

Toni Martorelli - **President**

Mark Unverzagt - **Vice President**

Trey Hammond - **Treasurer**

John Horning - **Secretary Treasurer**

David Duhigg - **Member**

John Grassham - **Member**

Edgar Solís - **Member**

James Jimenez - **Member**

## Centro Sávila

✉ P.O. Box 12455  
Albuquerque, NM 87195

☎ 505-312-7296

🌐 [centrosavila.org](http://centrosavila.org)

📌 @centrosavila

## Regaining Life

Irma came to Centro Sávila seeking services to **alleviate her suffering from severe depression.** Her six-year old daughter was also suffering as a cause of Irma's depression. **Irma found it nearly impossible to complete normal parenting tasks such as taking her daughter out, helping her get dressed, getting her to school regularly, and being emotionally present...** Irma knew this wasn't just about her anymore, her depression was affecting her daughter as well. She recognized that she needed help, and asked for it.

Irma was seen during one of our urgent therapy appointment slots, and **was assigned a therapist and a case manager** as a result. **Our core services have worked hand-in-hand to help Irma regain control of her life.** Her therapy is helping her make progress with her depressive symptoms and to engage with her daughter as a mom again; her case management services have helped her regain a sense of a normal everyday life and have helped her make the decision to get a Home Health Aid certificate to get a better job and be able to provide a better quality of life for herself and her daughter.

Irma is continuing **to work hard in both aspects of her healing journey,** working towards a better quality of life.

*\*Client name changed to protect client confidentiality*

