

Centro Sávila

2024 ANNUAL REPORT

FROM OUR EXECUTIVE DIRECTOR

The past year was a pivotal year for Centro Sávila in bringing our mission to fruition. In a year when immigrants, refugees and asylum seekers were disproportionately assailed as a group, our dedicated team of case management, behavioral health and public healthcare administrative professionals rallied to create opportunities for newcomers to access resources, heal, and rebuild



their lives and communities with dignity. Our staff worked tirelessly to break down the stigma of mental illness through culturally and linguistically humble outreach, service and advocacy.

By listening carefully and empathically, providing community support to survivors of crime and attending to their basic needs and security concerns,

Centro Savila's team has squarely committed to the belief that how we think, feel and act towards newcomers reflects more about who we are and our values as a community than anything else.

If you are new to Centro Savila — welcome! If you have supported Centro Sávila's mission in the past, please know that our work is made possible because of your shared vision. Thank you for partnering with us to build a healthier, more engaged and more equitable community.

—Bill Wagner, PhD, LCSW



Community Impact FY2024

Centro Sávila is a community-based organization that offers culturally and linguistically humble mental health care services regardless of an individual's ability to pay. During fiscal year 2024 (July 1, 2023 - June 30, 2024), our staff worked relentlessly to meet the ever increasing needs of our community and welcomed 1,051 new clients. 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.



Our team provides care through in person and remote telehealth appointments — during traditional and extended office hours — in order to meet the intense need in our community. Three physical locations are strategically placed in high-needs neighborhoods — Albuquerque's South Valley and International District.

We averaged nearly 500 appointments attended per month, for a total of 5,801 appointments attended for the year.



Our diverse team provided services in nine languages, expanding beyond our traditional English/Spanish services and increasing accessibility to the growing refugee population in Albuquerque, particularly to the Muslim Arabic, Afghan, and African (MAAAN) communities.



Our services are categorized as either case management (CM) or clinical services.

CASE MANAGEMENT SERVICES may include public benefits applications, housing, food security or other complex systems-navigation needs that are often driven by underlying imminent resource needs.

CLINICAL SERVICES include individual, couples, or family therapy and group support.

Our proactive response to the need in our community is evident through our 6,765 hours of direct service.



Centro Sávila is dedicated to preventing suicide through upstream intervention and support. Our team conducted 144 crisis sessions, providing immediate assistance to individuals in severe distress. These critical services are a testament to our commitment to addressing mental health crises and ensuring our community members receive the urgent care they need.

1,051


CLIENTS
SERVED

5,801

APPOINTMENTS

6,675

DIRECT
SERVICE HOURS



Nearly 100 clients found solace, support, and community by participating in one of our diverse support groups and programs.

Grief Support Group

The first Spanish-speaking grief support group in Albuquerque, provides a safe space for individuals to process their loss and find solace among peers.

Women's Support Group

Empowers women through shared experiences and mutual support, fostering resilience and community connections.

Strengthening Families Program

Focuses on enhancing family dynamics and communication, promoting healthy relationships and strong familial bonds.

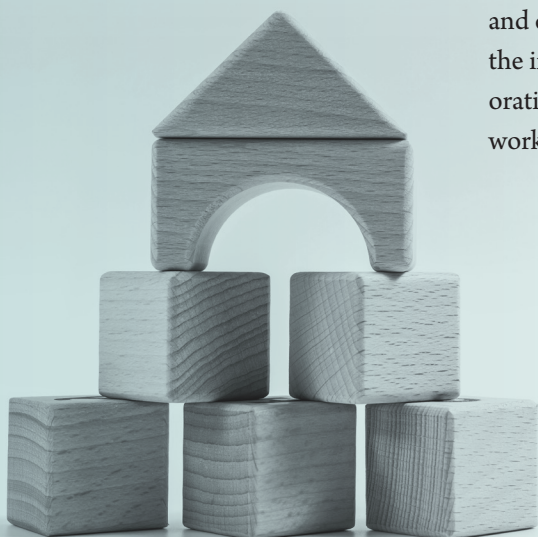
The Youth Advocacy Program

Engages young individuals, empowering them to use their voice to advocate for impactful policy changes.

Abriendo Puertas (Opening Doors)

Empowers parents with the knowledge and resources to advocate for their children's education and well-being, ensuring a brighter future for the next generation.

Rebuilding After Trauma



Ana* discovered Centro Sávila after experiencing a traumatic event at her workplace, where she witnessed a police shootout during an attempted robbery. The incident left her with severe anxiety and nightmares, making it impossible for her to return to work, and causing her to fall behind on bills and rent.

Centro Sávila's case management team quickly provided rental and utilities assistance and connected Ana with essential resources to meet her immediate needs. Recognizing the importance of emotional healing, she was assigned a therapist. Through the collaborative efforts of her case manager and therapist, Ana caught up on bills, returned to work, and attends weekly therapy sessions, significantly improving her mental health.

As a refugee and asylum seeker from a South American country with a history of a violent relationship, Ana faced additional challenges. Despite these obstacles, Ana's resilience and determination to build a stable and hopeful future are evident as she continues to actively engage in therapy. Thanks to the comprehensive and compassionate support provided by Centro Sávila, Ana is now in a much better place, both financially and emotionally. Her story is a testament to the transformative power of community-based care and holistic support in overcoming trauma and rebuilding lives.

*Name has been changed to protect client confidentiality.



About Us

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. 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.

Our services are always offered regardless of an individual's ability to pay and provided in their preferred language:

- ◆ Outpatient Therapy
- ◆ Case Management
- ◆ Public Benefits Enrollment
- ◆ Therapy and Educational Groups

MISSION

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.

VISION

A healthy, engaged and equitable community.



SOUTH VALLEY

Main Office

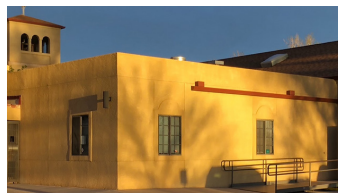
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INTERNATIONAL DISTRICT

La Casita

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