



2025 ANNUAL REPORT



Dear Friends, Partners, and Community Members,

As I reflect on this past year at Centro Sávila, I am proud of what we have accomplished together in advancing health equity for our community. Through both challenge and opportunity, our work has remained rooted in dignity, cultural humility, and the fundamental belief that everyone deserves access to quality behavioral health care—no matter their language, status, or income.

Navigating a Shifting Policy Landscape

This year brought significant changes at both the federal and state levels. The previous rollback of the expanded “public charge” rule had been a hopeful development, removing a major barrier that discouraged immigrant families from accessing essential benefits such as SNAP and Medicaid. However, recent proposals to cut Medicaid funding at the state level, along with the troubling disclosure of personal data from HHS to the Department of Homeland Security, including Immigration and Customs Enforcement (ICE), have reignited fear and uncertainty for many low-income, mixed status and undocumented New Mexicans.

On a more hopeful note: New Mexico’s new Health Equity Council has begun developing statewide strategies to address social determinants of health, and we will be part of those conversations. Centro Sávila also advocated successfully for the advancement of the New Mexico Healthcare Affordability Fund and the passage of state legislation mandating data collection on language needs across public health systems—a crucial step toward more equitable service delivery.

Still, the work is far from over. Our communities continue to face anti-immigrant rhetoric, fear of deportation, and underfunded mental health systems. These realities make our mission even more urgent.

Building Toward Equity, Healing, and Belonging

Our clients come to us carrying the trauma of displacement, family separation, violence, and economic instability. Through counseling, case management, and advocacy, we help them rebuild a sense of agency, belonging, and hope.

But we also know healing cannot happen in isolation. That’s why our team works beyond the clinic walls, engaging families in schools, supporting youth leaders, and partnering with organizations statewide to dismantle the systemic barriers that cause harm in the first place.

Gratitude and Hope

None of this work would be possible without the support of our funders, community partners, staff, and, most importantly, our clients, whose strength and resilience continue to guide us. Thank you for walking this path with us.

As we look ahead, we remain committed to growing a behavioral health workforce that reflects the communities we serve, expanding access to culturally humble care, and ensuring that immigrant families in New Mexico are not just surviving, but thriving.

In solidarity,

A stylized handwritten signature in black ink.

Bill Wagner, PhD, LCSW

Transforming Access Through Community and Care

Established in 2011, Centro Sávila was created to address the urgent need for accessible, culturally grounded, and linguistically appropriate mental health services in Albuquerque's South Valley and surrounding communities. We work to reduce disparities in mental health access for immigrant and refugee youth and families, particularly those who are uninsured, underinsured, speak a language oth-



er than English or are historically excluded from the healthcare safety net. In response to our population's needs, we focus on building pathways to healing that are community-led, family-centered, and culturally affirming. We are deeply committed to culturally and linguistically responsive care that affirms the whole person, honors family structures, and integrates cultural traditions into the healing process. Our bilingual, bicultural providers mirror the communities

we serve, creating spaces of belonging where individuals and families can engage in mental health care without fear or stigma.

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.

Centro Sávila is a community-based organization that offers culturally and linguistically appropriate mental health care, case management services and group support, regardless of an individual's ability to pay. During fiscal year 2025 (July 1, 2024 - June 30, 2025), our staff worked relentlessly to meet the ever increasing needs of our community and welcomed 880 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 80 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. (A high-trauma diagnosis is identified by a diagnosis of PTSD or an ACES score of 4 or higher.)

Language Access as a Right, Not a Barrier

In recent years Centro Sávila deepened its commitment to accessibility by expanding both language access and geographic reach. With over half of our clients being monolingual Spanish speakers, we have ensured the majority of our direct service providers are bilingual, trained all front-line staff in trauma-informed communication, and launched a language access initiative to ensure no one is turned away due to language barriers.

Our diverse team provides services in nine languages including Arabic, Pashto, Urdu, and Swahili, to meet the needs of Albuquerque's growing refugee and immigrant communities, particularly newly arrived asylum seekers from the Middle East and Africa. Care is delivered through in-person and telehealth appointments at three strategic locations in Downtown Albuquerque, the South Valley, and the International District. Services are delivered in person or virtually during both traditional and extended hours. We know that language is more than a tool for communication. It is a core part of identity, safety, and healing.



Crisis Support That Saves Lives

Centro Sávila is dedicated to preventing suicide through upstream intervention and support. In FY25, our team conducted 84 crisis sessions, providing immediate assistance to individuals in severe distress. Following these interventions, we delivered 346 suicide prevention follow-up appointments to ensure clients received continued care, safety planning, and emotional support. These critical services are a testament to our commitment to addressing mental health crises and ensuring our community members receive the urgent and ongoing care they need.

COMMUNITY IMPACT

880
CLIENTS SERVED

6,866
APPOINTMENTS

7,499
DIRECT SERVICE
HOURS

429
GROUP SUPPORT
SESSIONS

434
CRISIS INTERVENTION
& SUICIDE PREVENTION
SESSIONS

700
CLIENTS RECEIVED
SERVICES IN A
LANGUAGE OTHER
THAN ENGLISH

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.

Conexiones Familiares focuses on enhancing family dynamics and communication, promoting healthy relationships and strong familial bonds.

Raíces de Resiliencia is a therapist-led peer support group designed specifically for first-generation daughters of immigrants navigating the intersection of two cultures.

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.

Reflecting on Growth and Expanding Our Impact

This year marked a period of transformational growth for Centro Sávila. In response to the growing needs of our community, we expanded our physical footprint into Downtown Albuquerque broadening access to care and deepening our presence in the city. We also strengthened our infrastructure by creating new leadership opportunities, elevating staff into roles that reflect their lived experience and commitment to community-driven work.

We launched two innovative initiatives that reflect our long-term vision. **The High Fidelity Wraparound Program** is now providing intensive, coordinated services to systems-involved youth meeting them and their families where they are with culturally responsive, team-based care. Simultaneously, the **Bilingual Behavioral Health Provider Career Development Program** is helping to grow the next generation of bilingual, bicultural clinicians by creating career pathways for immigrant leaders dedicated to healing and transforming their own communities.

These advancements build upon our core services in mental health, case management, and community support.





Strengthening Families, Inspiring Futures

At Centro Sávilá, we believe that healing and transformation are possible when families are given the tools to grow together. The story of Marisa and her son Deiby is a powerful example of how culturally responsive, community-rooted programs like **Conexiones Familiares** (formerly Strengthening Families Program) and the **Youth Advocacy Program** can create lasting change. Through their participation, this mother and son strengthened their relationship, built new pathways for communication, and found inspiration to continue contributing to their community. Their journey highlights the deep and lasting impact of accessible mental health, family support services and programs that create community and civic engagement opportunities for youth.



“Participating in the Strengthening Families Program was a turning point for me and my son. Before, it felt like we were speaking different languages, but through the program, we learned how to communicate, listen, and understand each other. That experience created a stronger bond between us. I’ve continued to participate in support groups at Centro Sávilá because I truly believe in what they offer. I’ve seen firsthand how these services have helped shape my son into a responsible and caring young man who contributes to his community. I’m so grateful for these programs. They are essential for families in our community.” —**Marisa**

“Before Strengthening Families, things at home were tough. We had a lot of problems, and I never really thought about mental health or getting involved in anything like this. But that program changed everything. It helped me think differently, stay out of trouble, and focus on who I wanted to be. I later joined the Youth Advocacy Program as a participant and then returned as a facilitator. I wanted to inspire other teens the same way I was inspired. Centro Sávilá helped me find purpose, and I’m thankful for the chance to give back to my community.” —**Deiby**, Youth Advocacy Program Alumni & Youth Facilitator

Rooted in Community, Rising in Leadership

We believe in building pathways—not only for clients to heal, but for our staff to grow.

Our Bilingual Behavioral Health Provider Career Development Program embodies this vision by nurturing emerging leaders from within our community. The following testimonials highlight two powerful journeys that reflect our commitment to investing in people.



“Centro Sávilá gave me my first introduction to this field, and while I’m still learning, I’ve gained so much experience through shadowing, interning, and now working here. It’s shown me how I can shape my own personal practice. I really appreciate that Centro Sávilá supports the Latino community, my community, and that most of the staff speak Spanish, which is my native language. That makes me feel welcomed, and I imagine it helps clients feel safe and supported too, which is so important. This experience has been essential to my career development.” —**Jarred**, Case Manager



“Centro Sávilá has provided a meaningful platform for me to draw upon my experiences as an immigrant, bilingual Latina in a field where my community is often underrepresented. This leadership opportunity has allowed me to refine my skills, navigate complex challenges, and most importantly, use my voice—an essential step given the cultural barriers many Latina women face in professional settings. Being part of a team that prioritizes systemic change and amplifies community voices inspires me daily to advocate for equitable care and support the professional growth of behavioral health practitioners. It is profoundly important to me not only to provide culturally competent services to my community but also to mentor and empower emerging professionals who face similar challenges.” —**Fernanda**, Clinical Director



MISSION

Our mission is to improve our community's mental health by ensuring access to high-quality behavioral health, prevention, education, and professional development services that are linguistically and culturally relevant.

VISION

A healthy, engaged and equitable community

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
- Group Support



DONATE TODAY

Centro Sávilá depends on the generosity of our community to provide affordable services.

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