



ANNUAL REPORT 2025

Advancing Innovative
Pathways to Health,
Hope, and Recovery:
From Vision to Impact



Henry Rodriguez



Supported Employment Client



The empathy shown toward people in recovery—along with the genuine interest, patience, and commitment to believing in me demonstrated by Casa Esperanza—had a profound impact on my life.

- Henry



2025

Casa Esperanza

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Letter From Our CEO



Friends and Supporters,

At the heart of Casa Esperanza's mission are the people who trust us with their care. They reach us having survived more than most will ever face and carrying within them a powerful creative capacity for adapting and thriving. Casa has supported their journey with safe spaces, evidence-based tools, and culturally focused trauma-informed care helping more than 12,000 individuals and families build healthier futures. In a year challenging every dimension of this commitment, with your support, Casa did not waver.



Every person who walks through Casa's doors and chooses to keep forging ahead is proof that hope is not naive.



Driven by our patients' struggles and their constant courage, we grew--expanding our team by 19 professionals, launching our Community Support Program, and opening our new Familias Unidas Behavioral Health Urgent Care clinic. Our BHUC represents our conviction that behavioral health care is not a privilege to be rationed, but a right to be met with the same priority as any other health needs.

Despite shrinking resources and heightened safety concerns, Casa served more individuals this year than ever before. By expanding access, streamlining pathways to care, and introducing new services, we continued to reduce barriers and improve outcomes for the people we are privileged to serve.

But our work is not finished. Access to behavioral health care remains inequitable, and demand for our services continues to grow. Meeting this need requires sustained advocacy, committed funders, and strong partners who know that until all of us have access to high-quality behavioral healthcare, none of us can be truly healthy.

On behalf of the entire Casa family, I thank you for being part of this work. This has been a year of systematic dismantling of the safety nets intended to protect the most vulnerable people in our communities. That feeling of dismay is real, and it is shared—but so is this—every person who walks through Casa's doors and chooses to keep forging ahead is proof that *hope is not naive*. It is an act of self-preservation, but perhaps more so an act of conviction, and a profound belief in the human spirit's capacity to rise above great challenges.

If this year has left you looking for a place to invest your time, resources, or voice, Casa remains a community grounded in hope and action. We know there is no better antidote to the helplessness of isolation than the hope of a resilient community, and *no better time to forge a new path*, together.

With Gratitude,

A handwritten signature in black ink that reads "Emily Stewart".

Emily Stewart

Chief Executive Officer, Casa Esperanza, Inc.





Meet the Leadership



Emily Stewart
Chief Executive Officer



Diliana De Jesús
Chief Development Officer
& Deputy Director



Jessica Evans
Chief Operations Officer



Melisa Canuto
Chief Clinical Officer



Ani Rodriguez
Chief People & Culture Officer



Katie Berlin
Chief of Staff



Merci Gimenez
Chief Financial Officer

Meet Our Board of Directors

Carlos Cappas
President

Maria Torres
Vice President

Edwin Perez
Treasurer

Judith Lischetti
Trustee

Mari C. Bennasar
Trustee

Hansel Lugo
Trustee

Casa's Mission



Friends and Supporters,

Casa Esperanza, Inc. is a bilingual and bi-cultural behavioral health center that specializes in serving the Latine community in Massachusetts.

Our mission is to empower individuals and families to recover from addiction, trauma, mental illness and other chronic medical conditions; overcome homelessness; and achieve health and wellness through comprehensive, integrated care.

Our Roots

Casa began in 1984 as a grassroots response to the addiction crisis in the Latine community. Over time, Casa established a nationally recognized, integrated care model to deliver evidence-based recovery treatment and mental health services to multiply-diagnosed Latine patients. This integrated model remains rooted in the self-help and self-sufficiency traditions in which we were founded to remain accountable to our mission, clients and community.

A Legacy of Care and Innovation

Casa Esperanza, Inc. was founded in 1984 as a grassroots response to addiction in the Latine community.

Today, our organization is a nationally recognized leader for our innovative approach to delivering culturally-competent integrated addiction treatment, behavioral, and primary healthcare to Latines and other marginalized people in the Greater Boston.

Understanding that recovery is a lifelong process, Casa has evolved over nearly four decades of service to meet emerging and ongoing needs by offering evidence-based, culturally competent clinical and stabilization services in Spanish and English to meet the unique needs of each individual and family we serve.



- 1987** — Opens first bilingual/bicultural residential addiction treatment program in Massachusetts
- 1988
- 1989
- 1990 — Named one of 13 “Best Practice Facilities” in the nation by the Substance Abuse and Mental Health Services Administration (SAMHSA)
- 1991** —
- 1992 — Opens Nueva Vida, supportive, permanent housing for men
- 1993
- 1994 — Opens first bilingual/bicultural residential program in Massachusetts where residents can maintain custody of their children while in treatment, Latinas y Niños
- 1995** —
- 1996
- 1997 — Opens Dunmore Place, supportive housing for families
- 1998 —
- 1999 — Opens Familias Unidas, bilingual/bicultural mental health services and recovery aftercare
- 2000
- 2001 — Represents SAMHSA at Latino Addiction Conference
- 2002
- 2003 — Founder Rick Quiroga retires, Emily Stewart becomes Executive Director
- 2004 — Opens Nueva Esperanza, supportive, permanent studio units
- 2005
- 2006** — Familias Unidas is licensed as a CARF accredited mental health clinic
- 2007** —
- 2008 — Launches Greater Boston’s only Spanish language Structured Outpatient Addictions Program (SOAP)
- 2009
- 2010
- 2011** — Partners with Boston Healthcare for the Homeless to offer integrated primary and behavioral healthcare
- 2012** —
- 2013** — Opens Conexiones, a bilingual/bicultural Clinical Stabilization Services (CSS) program
- 2014** —
- 2015 — Launches youth substance use and HIV/STI prevention intervention Mi Vida, Mi Historia
- 2016
- 2017** —
- 2018** — Adds Telehealth service delivery option during the COVID-19 pandemic
- 2019
- 2020** — Licensed as a Co-Occurring Enhanced Residential Treatment Program for Women
- 2021
- 2022 — Receives award for the CCBHC Grant
- 2023** —
- 2024** — Licensed as the first fully bilingual ATS/CSS Program
- 2025** — Opens Urgent Care, a bilingual/bicultural Behavioral Health Urgent Care (BHUC) clinic



Casa Esperanza

Purposeful Planning. Powerful Outcomes

Strengthening Our Community

Casa continually expands research and collaborative knowledge sharing locally and nationally.

- American Psychiatric Association Foundation Award for Advancing Minority Mental Health
- National Latino Behavioral Health Conference Presentation: *Improving Latine Wellbeing: Culturally focused, integrated behavioral health for Latine individuals with mental health & substance misuse*
- Journal of Racial & Ethnic Health Disparities: *Adverse Childhood Experiences & Lifetime Suicide Attempts among High-Risk Latine Individuals Entering Behavioral Health Treatment*



Integrating and Enhancing Care

Individualized Treatment Services (ITS):

Expanded access to ATS/CSS services with integrated acute (detox) and clinical stabilization services. Casa remains 1 of only 2 ITS programs in Massachusetts and the only Spanish-language ITS.

Behavioral Health Urgent Care (BHUC):

Launched a rapid-access entry point, offering same-day appointments and walk-in services without referrals, helping improve access to care and reduce unnecessary emergency room use.

Community Support Program (CSP):

Expanded field-based services that connect individuals to care, housing, and benefits support while strengthening continuity of care for people experiencing homelessness or justice involvement.

Empowering Individuals

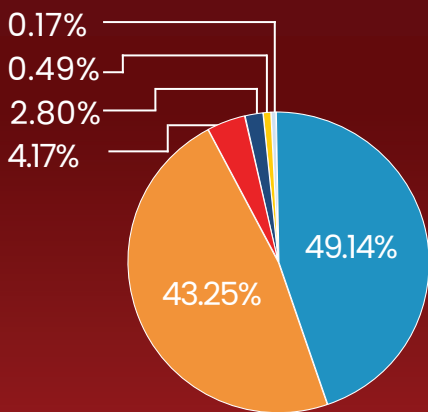
Some key outcomes Casa recorded this year:

- **More than 90%** of clients shared positive experiences with care, exceeding state and national benchmarks
- **Increased education and job training participation** from 2.6% to 13.2%
- **Employment increased from** 26.3% to 34.2%
- **Strong social support maintained:** 89% reported supportive family or friends
- **Improved clinical Outcomes:** 56% of clients reported reduced anxiety and 57% reduced depression symptoms over six months



Investing In Innovation

Audited income, assets and expenses over the 2025 period



Budget \$18,307,718

Fiscal Year 2025
July 1, 2024 to June 30, 2025

Other Income
\$31,344

Grants & Contributions
\$89,463

Rental Income
\$762,607

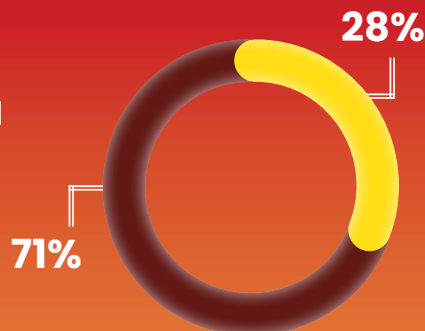
Client Services Fees, Net
\$8,996,493

In-Kind Contributions
\$511,949

Government Contributions
\$7,918,382

Net Assets FY 2025

\$3,053,114 - Unrestricted
\$5,346,814 - Donor Restricted



[Expenses]

\$12,338,282 - Program
\$4,890,950 - General Management & Fundraising

Liabilities

\$1,654,199 - Current Liabilities
\$937,891 - Long-term Debt, Refundable Advance & Operating Lease Liability



Building Paths to Possibility

Who We Serve



Substance Use Disorder(s) Only

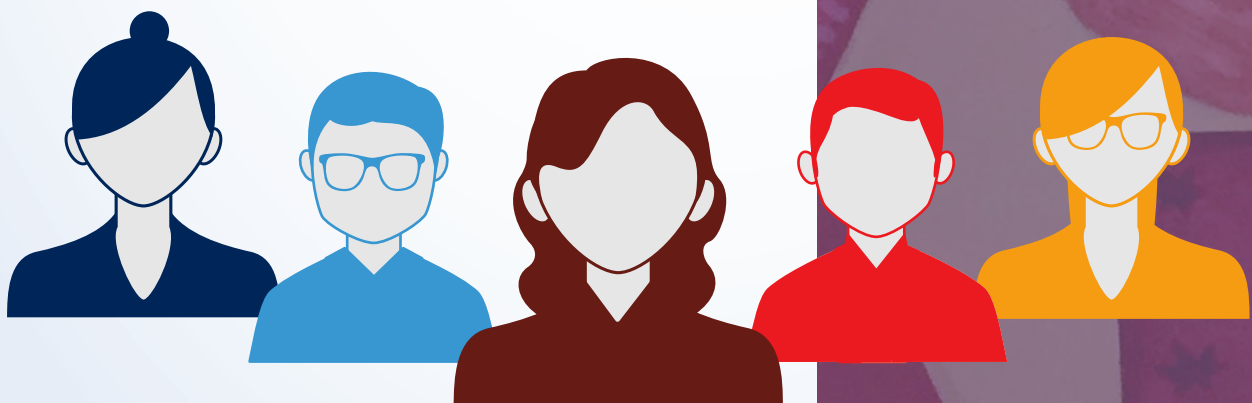
19%

Mental Illness(MI) Only

12%

Co-Occuring MI(s) & SUD(s)

68%



Journeys of Hope



Marielly

I want to thank Casa for your dedication and support. This program is helping me find myself again and achieve my path to recovery.

Quiero agradecer a Casa por su dedicación y apoyo. Este programa me está ayudando a reencontrarme conmigo misma y a encontrar mi camino hacia la recuperación.

Javier

You are not alone if you are at Casa Esperanza. Here you are surrounded by a community that cares.

No estás solo si estás en Casa Esperanza. Aquí estás rodeado de una comunidad que se preocupa por ti.



Crucita

I am at Casa Esperanza, giving myself the opportunity to change my life and be a better person.

Estoy en Casa Esperanza, dándome la oportunidad de cambiar mi vida y ser una mejor persona.

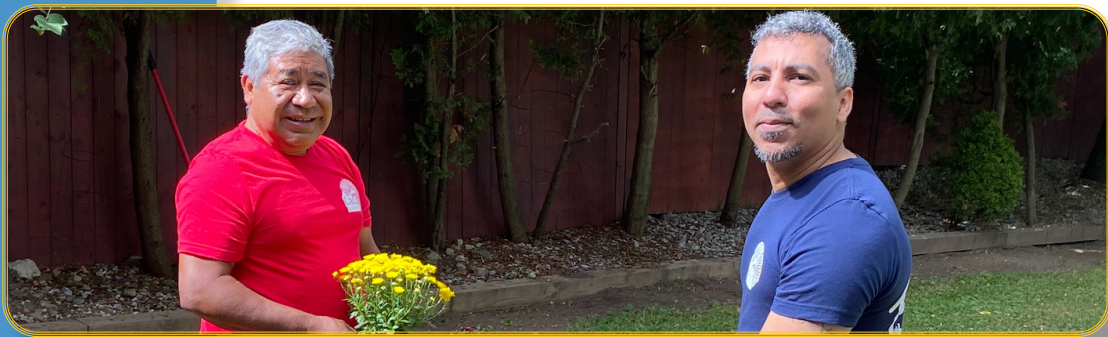
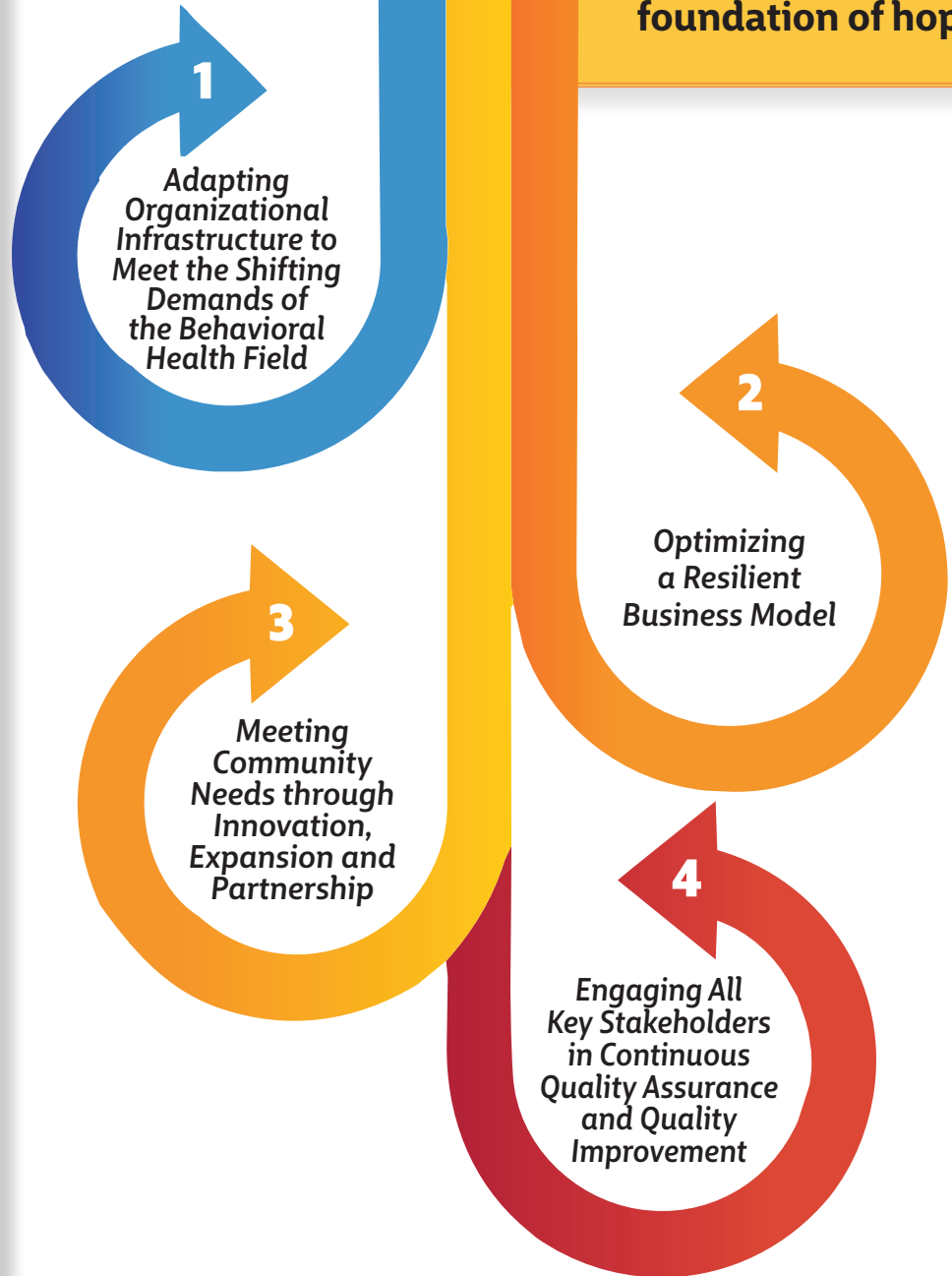


Charting the Path to Hope

Our patients and community are navigating unprecedented challenges, which demand bold, innovative, and sustainable solutions. At a pivotal moment for Casa and behavioral health, we believe that community is not just a resource – it is our greatest catalyst for change. We must center the voices closest to these challenges to transform shared ideas into collective action. Casa is committed to leading the way and setting the pace for change.

Casa Pillars

As we look ahead, our strategic plan is built on four pillars designed to deepen our impact and strengthen Casa's foundation of hope.



Thank You for Advancing Hope

The work described on these pages is not possible without the generosity of the people and organizations who believe in it. Our funders, partners, and community supporters make it possible for Casa to show up every day for the individuals and families who need us most. We are deeply grateful for their commitment to a more just and compassionate world, and proud to recognize them here.

Private Funders

- Mattina R. Proctor Foundation
- Insource Services, Inc.
- Mass General Brigham
- Red Sox Foundation
- Greater Boston Council on Alcoholism
- First Citizens Bank
- Boston Evening Clinic
- BlueHub Capital
- American Psychiatric Association Foundation

In-Kind

- The Boston Fleet
- Isabella Stewart Gardner
- The Rose Kennedy Greenway Carousel
- The New England Patriots Foundation
- ICA Boston
- Gourmet Gift Baskets
- Old Sturbridge Village
- Big Night Entertainment Group
- North Shore Music Theater
- The Science Museum
- Tropical Foods

Government Funders:

- Boston Public Health Commission
- Boston Mayor's Office
- The Massachusetts Technical Assistance Center for Problem Gambling Treatment
- MA Department of Housing and Community Development
- MA Department of Health: Bureau of Substance Addiction Services
- MA Executive Office of Health and Human Services
- SAMHSA (Substance Abuse and Mental Health Services Administration)
- Department of Justice: Bureau of Justice Assistance
- Office of Minority Health



**Thank you for
believing in the
power of recovery,
equity, and hope.**

Support What's Possible

Put Hope in Action!



FOLLOW US



*In a year defined by uncertainty, Casa's work stood as proof of what becomes possible when a community refuses to give up on its most vulnerable members. That community includes **you**. However you choose to show up, your support ensures Casa can keep building the kind of care our patients deserve. Together, we put Hope In Action. Scan below to learn how to get involved.*

Upcoming Events:



Scan Here to Put
Hope In Action.