

ANNUAL REPORT FY2023

JULY 1, 2022 - JUNE 30, 2023



EMPOWERING OUR COMMUNITY FOR MORE THAN 50 YEARS

CARPENTERSVILLE • ELGIN • HANOVER PARK

www.centrodeinformacion.org

Message from the Executive Director

August 2022 was a big month. Centro was one month away from celebrating its 50-year anniversary Gala. I had the great honor of beginning in the middle of that month as the new Executive Director. One week later, buses of asylum-seeking immigrants started showing up unexpectedly in the Chicagoland area. All of the lessons and professional skills that I had learned in my previous positions were put to immediate use, and I started learning many more. The months ahead were exercises in problem-solving, growth management, and strategic investments.

By June of 2023, Centro's staff capacity had doubled. Our impact in the community had also grown. Centro staff has responded to a diversified demographic of immigrant clients – those who had been in the community for decades progressing through their integration process, and the new arrivals just starting the arduous integration process. The percentage of clients who had come to Centro 12 months or less before seeking services more than quadrupled. It is interesting to note that in fiscal year 2023, Mexican nationals still dominated this growing client demographic (that will change in fiscal year 2024). I will always be grateful for the overwhelming positive support from partner agencies and friends of Centro, School District U-46, Elgin Community College, and State Senator Cristina Castro who stepped up to help with our Bienvenidos event in November. More than 500 new arrivals gained access to information, resources, and donations of winter coats.

In addition to a new Executive Director, Centro experienced many other changes in fiscal year 2023. Most of these were administrative projects that included expanded IT support for its growing, mobile staff, building out a new client management database system, strengthening customer service and channels for client feedback, and updating fiscal policies and procedures. Centro staff and board members also participated in teambuilding activities and prepared for strategic planning. New positions were created to build Latino young professional experience where Centro had previously relied on outside professional contracts. Our Hanover Park office moved to the intersection of Irving Park and Barrington Roads, and our Parent Educator office moved to the Well Child Center building on Wing Street in Elgin. Centro staff received options for healthcare benefits and gained access to an Employee Assistance Program to address their mental health too, a particular challenge when hearing client stories of struggle day in and day out. We invited the community to our first Centro de Mayo community open house event and participated in Latino Unity Day in Springfield to advocate for continued and increased support for Latinos and immigrants in Illinois.

My passion is this: to help the Centro team deliver on its mission every day in clear, positive, ethical, efficient, and impactful ways. All parts of Centro's team must work together to engage in this important work: staff, board, volunteers, supporters, and friends! There is a great need for Centro's services, and our clients – and the community – deserve excellence. The strong trust that the community has placed in Centro for more than 50 years must continue to be earned. Managing excellence and trust in serving people is a role that I take on each day....

With gratitude and joy,



Dianha Ortega-Ehreth, Executive Director



Photo: Dianha poses with Jaime Garcia, former Executive Director of Centro, and Jose Marcos-Paredes from the Latino Policy Forum at the Annual Luncheon.

Centro de Información

50+ Years of serving the community



OUR MISSION

Empowering the Latino and immigrant community to integrate effectively.



3036 Wakefield Dr.
Carpentersville, IL 60110
847-844-1671

1885 Lin Lor Lane
Elgin, IL 60123
847-695-9050

1645 W. Irving Park Rd., Ste 100
Hanover Park, IL 60133
630-550-5131

All program staff are fully bilingual
(Spanish / English)

NEW: Parent Educator and Welcoming Center
staff located at the Well Child Center building at
620 Wing St.
Elgin, IL 60123

COMMUNITY RESOURCES

Public Benefits, access to
food, healthcare and
other resources

- Immigrant Family Resource Program
- Medicaid
- SNAP
- ACA adult
- All Kids
- Food pantry
- Notary Service
- Translation services
- Bilingual Parenting Classes

WELCOMING CENTER

Comprehensive case
management to remove
barriers to immigrant
integration

- Immigrant Family Support Program
- Crisis support
- Advocacy and removing barriers to community integration
- Conexión Comunitaria weekly educational workshops

IMMIGRATION SERVICES

(Elgin Location Only)
Department of Justice
accredited immigration
counselors

- U-Visa, VAWA, Asylum
- Removal of Conditions on Residence
- Naturalization
- Adjustment of status
- DACA Renewal
- TPS
- Visas and more



Centro is a 501(c) (3) non-profit organization. Our EIN # is 36-2776988.
We proudly hold a GuideStar Gold Seal of Transparency.



FY2023 BOARD OF DIRECTORS

Sergio Rodriguez, President

KCT Credit Union

Patty Arroyo, Secretary

Ascension Saint Joseph Hospital

Roberto Sepulveda

Diversity Consultant

Maria Borrero

Elgin Police Department

Emi Morales, Treasurer

Law office of Cohen, Donahue and Morales

Benjamin Aquino

PNC Bank

Madeleine Villalobos

Gail Borden Public Library

Sue Schultz

AAUW



Photo: Centro Board of Directors met with Roberto Carmona of Carmona Strategic Solutions in the spring of 2023 to prepare for strategic planning. Pictured left to right are: Roberto Carmona, Sergio Rodriguez, Patty Arroyo, Madeleine Villalobos, Dianha Ortega-Ehreth, Sue Schulz, Emi Morales, Ben Aquino, and Maria Borrero.



Photo LEFT: Centro Executive Director and Board President pose with Senator Castro and a team from Ascension Saint Joseph at the November Bienvenidos Event. Photo RIGHT: Angel Salas, winner of U-46 TalentFest, performed at Centro's Annual Luncheon in May and shared music from his home country of Venezuela.



FY2023 STAFF LEADERSHIP



**CHERYL
WILKINS**

ASSISTANT
DIRECTOR



**ABBY JOHNSON-
FLORES**

EXECUTIVE
ASSISTANT



**JOSEFINA GUERRERO
DE RODRIGUEZ**

DIRECTOR OF
FINANCE



**RODRIGO
VILLAGOMEZ**

COMMUNICATIONS
MANAGER



**BRENDA
GARZA**

COMMUNITY
OUTREACH
COORDINATOR



**HERLINDA
CASTILLO**

COMMUNITY
RESOURCE TEAM
MANAGER



**VEIAN
D'ABREU**

IMMIGRATION
SERVICES TEAM
COORDINATOR



**NEOMY
ROJAS**

WELCOMING
CENTER TEAM
MANAGER



**ELIZABETH
VENEGAS**

WELCOMING
CENTER TEAM
MANAGER



CENTRO'S IMPACT IN FY2023

1,000+



Families helped with successful public benefit applications to gain access to healthcare and nutritious food (SNAP, Medicaid, All Kids, Access to Care)

850



Individuals with mental health concerns who met with Centro staff which provided trusted information and referrals

130

Individuals who completed the naturalization process to become new U.S. citizens thanks to NAI grant funding



200+

Individuals who renewed DACA status thanks to NAI Grant Funding

800+



Individuals who received Welcoming Center wraparound case management

\$400,000+

In financial support successfully secured from the Immigrant Family Support Project for more than 200 clients in crisis situations



1,600

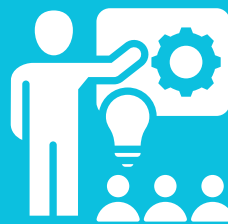


Individuals who received legal screenings, consultations, translations and other support from Immigration Counselors

1,500+

Immigration forms and applications completed on behalf of clients, including TPS, Asylum, EADs and more

64



Workshops and clinics including citizenship workshops, flu clinics and educational seminars for clients to remove barriers to integration

400%+

Increase in the number of clients who entered the U.S. 12 months or less before seeking services ("new arrivals")



CENTRO'S IMPACT IN FY2023

3,300

Number of individuals from more than 1,000 families who received emergency food donations from Centro's pantry



50+

Number of parents who received education, home visits and coaching support

400+

Number of children who received toys at Christmas thanks to donations from Toys for Tots, St. Catherine of Siena Catholic Church and other friends of Centro



100

Centro staff hours from February to June 2023 served at Food for Greater Elgin assisting with Spanish-speaking guests and helping them learn about Centro's services.



99.7%

Percentage of Centro clients who selected "yes" when asked at the conclusion of their appointment if they were served in a friendly manner.

99.2%

Percentage of Centro clients who selected "yes" when asked at the conclusion of their appointment if they would refer others to Centro.

25+

Number of countries of origin of Centro clients, including Iraq, Laos, Lithuania, Phillipines, Poland, Sierra Leone, Spain and many Latin American countries. In the previous fiscal year, Centro served clients from Afghanistan, Congo, India, Indonesia, Italy, Macedonia and Pakistan.



CENTRO'S FY2023 CLIENT DEMOGRAPHICS



7,571

Total Clients

98%

Hispanic

74%

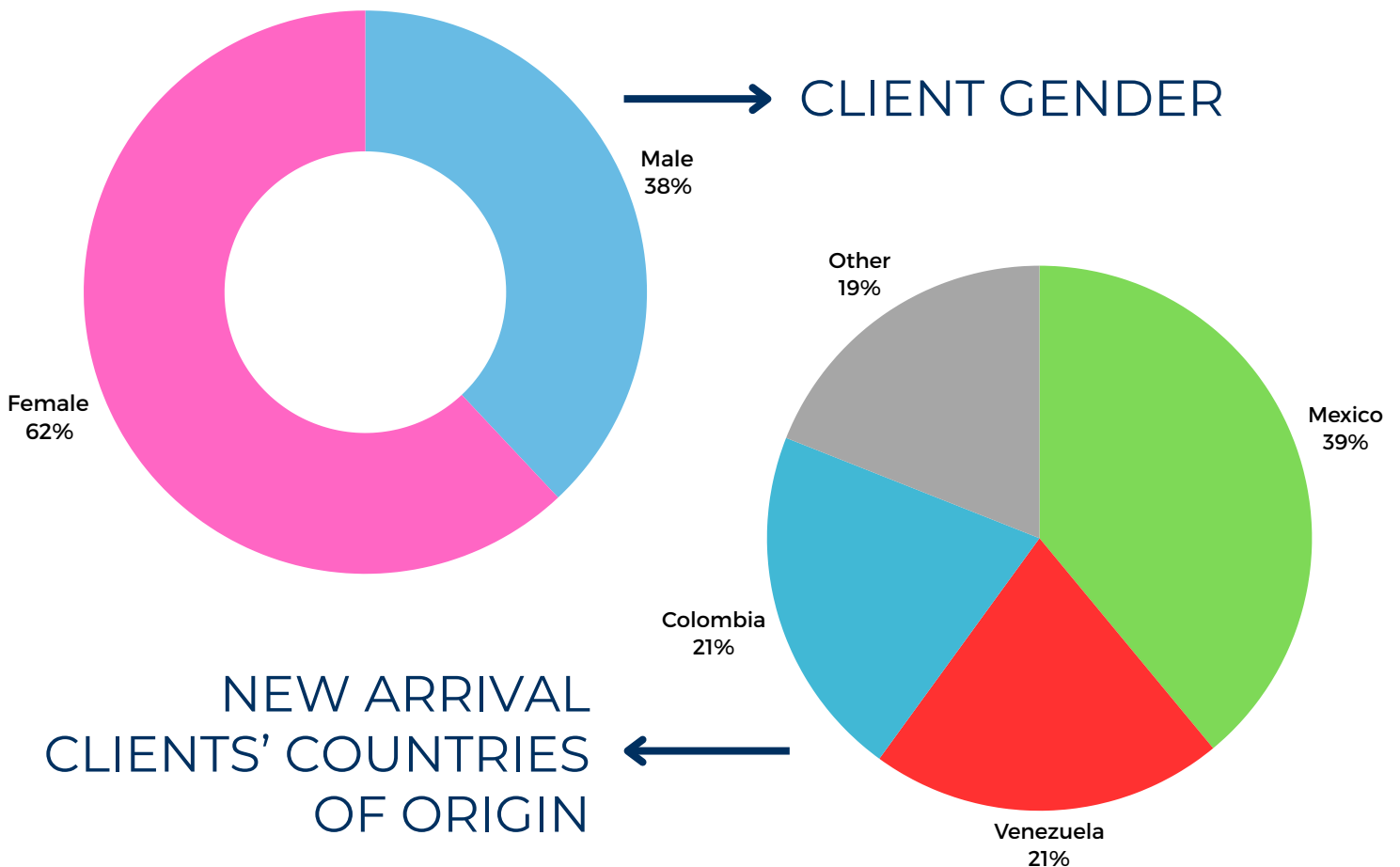
With income under
\$15,000/ year

15%

Seniors
(age 60+)

17%

Youth and
children age 18
and under





CENTRO'S FY2023 CLIENT STORIES

Luis and his family had been in the United States for a month. They are originally from Venezuela. They had to leave their country after their cousin was shot and killed during a protest. They are unable to work due to conditions set on their parole documentation. At Centro, he received legal advice to understand the conditions of their immigration status before applying for public benefits. Their four-year-old son was set to start preschool, but due to lack of transportation, he was dropped. Thanks to Centro, Luis and his family received access to healthcare, legal advice, referrals for English language classes and \$2,000 in financial crisis support.

Berta is originally from Venezuela. She had to leave her country because she was a victim of violence. When she asked for help at a local church, church staff brought her to Centro. Centro assisted Berta to obtain an international driver's license and secured local shelter for her. She also received assistance with her immigration applications, received \$2,000 in financial crisis support and received a medical card. Centro also provided her with donated clothing, food from the pantry, a grocery gift card, and notary assistance which enabled her to sell her car in Venezuela. Client is now living in an apartment, and is working in a local shop.

Marta is an 81 year old woman who has been working for the same company for 20 years. In 2007, she had an injury at work and since then, she has experienced a limited range of function in her right hand. At work she was on light duty. At the beginning of this year, a new supervisor was hired at Marta's place of work. Unfortunately, the new supervisor told her that she was not on light duty anymore, and that she had to work just like everyone else. Marta tried to explain to her supervisor why she had been assigned to working on light duty, but the supervisor would not listen to what she had to say. The supervisor told her to go home and not to come back until she had a doctor's note. Marta went home with a sore hand and had to go to see the doctor. Two months passed until Marta was able to recuperate and go back to work. She filled out a Short Term Disability form, so she would get paid for the two months she was off. Her claim was denied. She decided to come to Centro de Información to ask for help. Centro helped Marta appeal her claim and made many phone calls to the Short Term Benefits Company to advocate for Marta. After two months, Marta was approved and she is very happy and thankful to Centro de Información.





FY23 Financial Report

Revenue

July 1st 2022 - June 30th 2023

Grants from Governmental Agencies	\$688,331
Other Grants & Donations [^]	\$399,322
Program services (parenting, immigration, other)	\$46,816
Fundraising	\$181,899
Interest & dividend income	\$5,480
Total	\$1,321,848

Expenses

July 1st 2022 - June 30th 2023

Salaries and Wages	\$753,594
Occupancies, utilities, telephone, and other office expenses	\$227,072
Staff travel, professional fees, and outside services	\$129,883
Program supplies, legal aid, COVID 19 financial support & gifts	\$102,075
Other administrative expenses	\$92,804
Fundraising expense	\$90,346
Total	\$1,395,774



Ascension Saint Joseph

[^] = INCLUDES A \$154,178.64 ELGIN COMMUNITY BENEFIT GRANT FROM ASCENSION SAINT JOSEPH HOSPITAL

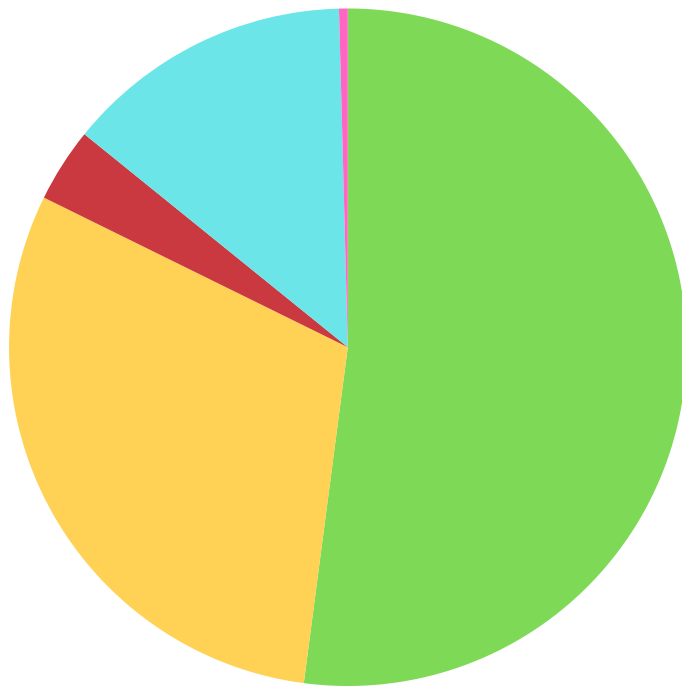


FY23 Financial Report - Part 2

Revenue

July 1st 2022 - June 30th 2023

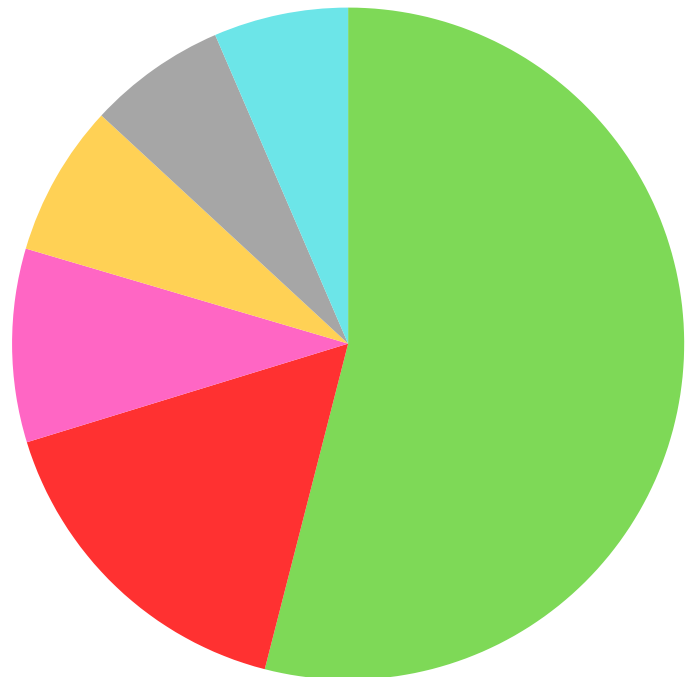
- Grants from Governmental Agencies
- Other Grants & Donations
- Program Services ■ Fundraising
- Interest & Dividend income



Expenses

July 1st 2022 - June 30th 2023

- Salaries and Wages
- Occupancy, utilities, telephone, office
- Staff travel, professional fees & services
- Program supplies, legal aid, financial support
- Other administrative expenses
- Fundraising expense



OTHER MAJOR FY23 GRANTS AWARDED THANKS TO:





FY23 Financial Report - Part 3

Assets

July 1st 2022 - June 30th 2023

Cash & cash equivalents	\$223,639
Certificates of deposit	\$390,732
Accounts receivable, net	\$243,454
Other assets	\$50,272
Property & equipment, net	\$20,745
Operating lease right-of-use	\$91,208
TOTAL	\$1,020,050

Liabilities

July 1st 2022 - June 30th 2023

Accounts payable	\$18,399
Accrued expenses	\$55,845
Deferred revenue	\$300
Operating lease liability	\$91,208
Net Assets Without Donor Restrictions: General Operating	\$546,226
Net Assets Without Donor Restrictions: Board designated	\$305,650
Net Assets with Donor Restrictions	\$2,422
TOTAL	\$1,020,050





Special Thanks to all financial partners and friends who contributed to Centro's programs and services in fiscal year 2023!

Aaron Corona
 AAUW (American Association of University Women)
 Abby Johnson
 Abel Ibarra
 Adam Buresh
 Advocate Sherman Hospital
 Al Whale
 Albert Alfaro
 Alex Kern
 Alfredo Ramirez
 Alianza Hispana
 Alicia Barraza
 Alma Martinez
 Andrew (Drew) Sosnowski
 Andrew Pena
 Angelica Silva
 Angelina Peralez
 Ann Regan
 Anthony Ramos
 Arlen Ewers
 Armando Gonzalez
 Armando Granados
 Ascension Saint Joseph Hospital
 Ashley Zeman
 AT&T
 Benjamin Aquino
 Beth Nawara
 Betty Brown
 Bindhu Vijayan
 Boys and Girls Club of Dundee
 Brittain's Car Wash
 Brittany Jarke
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 Carolyn O'Neal
 Casey McLeon
 Catholic Charities / Diocese of Rockford



Cecilia Escamilla
 Charlene Gwin
 Cheryl Wilkins
 Chinese Mutual Aid Association
 Cindy Petschke
 City of Elgin
 Cohen, Donahue & Morales Law Group
 Congregation Kneseth Israel
 Connie Zapata
 Corey Dixon
 Corey Short
 Country Evangelical Covenant Church
 Crystal Quintana
 Daniela Limon
 Daphne Virnig
 Dave and Marlene Daubert
 David Im
 David Kellenberger
 David & Sandy Kaptain
 David Kellenberger
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 Diana Alfaro
 Diana Palacios
 Diane Stratton
 Dianha Ortega-Ehreth
 Donna Bolz
 Donna Redmer
 Donna Rosario
 Dorothy Abreu
 Dr. David Sam
 Eddie Palacios
 Eleanor Rodriguez
 Elgin Community College
 Elgin Cooperative Ministries
 Elgin Fresh Market
 Elgin State Bank
 Elgin Township
 Elia Rodriguez
 Elisa Lara



FY2023 Financial Partners and Friends - Part 2

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Elizabeth Farfan
Elizabeth Marston
Emi Morales
Eric J. Fernandez
Esmeralda Lopez
Evaluation Solutions Inc.
Evelia Figueroa
Faiza Rahim
Felicite Regan
First Eagle Bank
First Presbyterian Church of Elgin
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Frank Paganis
Gabriel Rivera
Gage Gwen
Gail Borden Public Library
Gary Bowen
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George and Jacque Irizarry
George Milano
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Grand Victoria Casino
Grand Victoria Foundation
Gwen Gage
Hanover Township Mental Health Board
Heather Kennedy
Helen Strom
Henry Izaguirre
Highland Avenue Church of the Brethren
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Humberto Tellez
ICIRR (Illinois Coalition for Immigrant
and Refugee Rights)
IDHS (Illinois Department of Human Services)
IHC Construction
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Isabel Guzman
Ismael Cordova
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John Duffy
John Kern
John Pettey
John Regan
John Shales
John Soto
Jonathan Banuelos
Jose Ares
Jose Guzman
Jose Rodriguez
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Judith De Rolf
Judith Hayner
Judy Siaba
Julia Contreras
Julio Cesar Valdez
Julio Noboa
Julisa Alonso
Karen Dowling
Karina Nava
Kate Graffagna
Kate Peterson
Katelyn De Almeida
Kathe J Pava

Kathleen Rusniak
KCT Credit Union
Ken Bruderle
Kent Hildebrand
Kim Gilmore
Kyle Klaisner
Laird Funeral Home
Latino Treatment Center
Laura Bedolla
Laura Flores
Linda Barbosa
Linda Meyer
Linda Siete
Linda Wax
Lisa Ann Busto
Lisa Currie
Lisa Murphy
Lori Ann Pettey
Louie Gonzalez
Luis Cabrera
Luis Loredó
Lynn and Betty Landmeier
Lynne Kern
Madeleine Villalobos
Magdalena Perez
Mansi Patel
Marc Thayer
Marco Baez
Marcos Bostho
Margarita Marchan-Mankus
Maria Alvarez
Maria Borrero
Maria Copland
Maria Garrido
Maria Valdez
Maria Venegas
Marian Oyewande
Marissa Jackson
Mark and Robin Seigle
Mark Burrage



FY2023 Financial Partners and Friends - Part 3

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 Martha Siaba
 Mary Brown
 Mary Camacho
 Mary E. Dulabaum
 Mary Melanie Cohen
 Mary Seandal
 Maureen Manning
 Mauricio Guardarrama
 Mavilen Silva
 Mayra Gallardo
 Melissa Barbosa-Guzman
 Michael McKay
 Michelle Diaz
 Michelle Shalla
 Mike Warren
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 Monica Morales
 Monica Vargas
 Murna Hansemann
 Natalie Casas
 Neomy Rojas
 Nicole Saucedo
 Niesa Patton
 Patricia Arroyo
 Patricia Gillie
 Patricia Williams
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 Peggy McClanahan
 Perry Maier
 Phil Raleigh
 PNC Bank
 Primavera Ruiz
 Rafael Cordova
 Rafael Villagomez
 Regina and James Roland
 Regions Bank
 Representative Anna Moeller

Rick & Sharon Jakle
 Rick Leslie
 Robert Edelstein
 Roberto Sepulveda
 Rodney Fitzgerald
 Rolando Guerrero
 Rosa Ibarra
 Rose Wageman
 Saint Edward Central Catholic
 Sam Ehreth
 Sandhya Paka
 Sanjuana Alvarez
 Sara Vaince
 Savannah Ilenikhena
 Seigle Foundation
 Senator Cristina Castro
 Senator Karina Villa
 Sergio Rodriguez
 Shales MacNutt
 Sharon McGill
 Sharon Tucker
 Shirley May Byrnes
 St. Edward Central Catholic
 High School
 Steve Rauschenberger
 Steven Johnson
 Sue Krauser
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 Susan Harkin
 Tena Raglin
 Terri Greeno
 The Hoffer Foundation
 The Resurrection Project
 Tina Link
 Tish Calhamer
 Troy Kirkman
 Udon Thao
 United Way of Metropolitan
 Chicago
 Ursula Wilson
 Veian D'Abreu

Victoria Valadez
 Village Of Hanover Park
 Violeta Saucedo
 Virginia Calderon De Donis
 Yaneth Medina
 Yesenia Rodriguez
 Yesenia Medina
 Zion Lutheran Evangelical Church



Pictured above are Centro staff with Judge Julio Cesar Valdez who presented to Centro clients about voter rights and position descriptions and friends League of Women Voters who helped Centro clients register to vote in February of 2023.

Pictured below are Centro staff helping clients at State Representative Moeller's Medicaid Enrollment Event in April of 2023 at Elgin Community College.



Empowering the Latino and immigrant community to integrate effectively.

Immigration
Services

Illinois
Welcoming
Center

Community
Resources



... and more

Hanover Park

Elgin

Carpentersville

www.centrodeinformacion.org

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