



# FY20

## Impact Report Summary

“In the midst of a global pandemic the likes of which has not been seen in over a hundred years, and social unrest unlike anything our nation has experienced in the last half century, Casa Central and her staff have been on the frontlines providing essential human services and keeping individuals, families and communities safe. Our almost 600 COVID-19 Heroes have served those who are the most vulnerable to—and who have borne the overwhelming brunt of—the virus and the unrest. We have met this challenge with courage, compassion and *cariño* and as a result we have positively impacted the lives of thousands in the year 2020, which will go down in the annals of history as one of the most difficult years we have faced in our lifetimes. We commend this Impact Report to you and thank you all for your support which has allowed us to serve and transform our communities—now more than ever.”

**Marty Castro, Casa Central CEO**



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# Who Did Casa Central Serve?

**8,723**  
total people served

► **Primary:** 2,169  
**Secondary:** 3,243  
**Single-Service:** 3,311

**435**

Seniors within Casa Central facilities

**46**

Families experiencing homelessness

**70**

Individuals impacted by domestic violence and other trauma

**267**

Families in need of services to improve family functioning and child well-being

**529**

Children in School Age Program and Early Learning Academy

**1,003**

Adults requiring daily living assistance





# Program Highlights

FY20 presented its surprises and challenges amongst the novel that is COVID-19. Through this unprecedented time, the PQI department has remained consistent in collecting data to ensure best practices and quality service delivery. As the PQI system and culture has been strategically integrated into the organization, this summary provides a "snap shot" of a deeper analysis for the overall FY20.

## Focus Areas

Casa Central programs remained diligent in continuing to persevere in achieving their annual work plan goals and providing participants with quality service, Work Plans contain four possible focus areas:

**Health:** Participants build knowledge, skills and habits to improve their physical health outcomes

**Safety:** Participants gain knowledge and confidence to make informed choices about their safety and the safety of their families

**Education:** Participants increase knowledge and skills to achieve their full potential and contribute meaningfully within their families and communities

**Well-Being:** Participants improve their well-being and are able to meet their basic living needs in the context of positive family and community relationships

Below are the results of FY20, Program Participant Satisfaction results and highlights from each program in regards to their annual Work Plans achievements.

**98%**  
of our children did not experience maltreatment during services  
**Intact**

**67%**  
of Seniors reported a decrease in their sense of isolation  
**AWC**

**100%**  
of our children feel safe, supported & cared for while in program  
**SAP**

**96%**  
of our children met or exceeded in Math comprehension  
**ELA-CB**

**100%**  
of our school-aged children were enrolled in Chicago area schools within 7 days of entry  
**La Posada**

**93%**  
of our seniors feel emotionally and/or physically safer as a result of services  
**HCS**

**100%**  
of participants have increased knowledge about "Safety Planning"  
**VPI**

**100%**  
parents/caregivers reported they have an increase understanding of their child's development  
**ELA-HB**

*"I feel at ease knowing that my mother is well taken care of at the center. The driver and aides are very attentive and caring. My mom loves going to Casa Central. Thank you for all the great staff." - AWC*

**"Overall, I am satisfied with the quality of services I received in my program!"**

**97.6% avg.  
Response in Participant Satisfaction Survey**



In March of 2020, Casa Central was able to navigate and successfully become re-accredited by the Council On Accreditation (COA) in which the final report was given in August of 2020.



# Program Success Stories

## SAP

Joey has been with the SAP program for quite some time. Recently, he shared his grades with the SAP employees, in which he earned all "A's"! With the help of teachers providing him individual attention and support to his mother through the program, Joey has been able to achieve this amazing accomplishment. He also just turned nine years old and his grades through the program have given him the confidence boost to transition into group 4.

## VPI

The VPI staff developed ideas within the month of October to bring awareness to domestic violence. One of these ideas included decorating the outside of the Casa Central building and placing statistics surrounding domestic violence on shirts. Participants provided great feedback after visiting our building in stating "It's great people are understanding how common domestic violence is!"

## ELA-CB

The ELA-CB enrolled families experiencing homelessness. Classroom teachers and Family Support Specialist provided much needed support, resources and a safe non-judgmental environment. This program has been able to provide them with a stable placement, employment and a residence for our early learning children's parents.

## ELA-HB

School-Aged Sophia, did not use words during her first visit from ELA-HB staff and only communicated by way of signs with her hands. By April of FY20, she began combining 2 to 3 words, begin counting from 1 to 10 in English and recognizes some letters from the alphabet.

## AWC

Participant Raul, a 69 year-old former accountant, war veteran and attorney from Ecuador, enrolled in AWC in 2018. Since then, Raul participates and enjoys yoga, one of the main exercise programs with AWC. He also enjoys the companionship of friends, food served and special social activities at Casa Central, which has reduced isolation and promoted engagement for his well-being.

## HCS

Rosa, a participant's sister, shared with one of our HCS supervisors that she was pleased and praised the Home Care Services staff in their quality service. She expressed her gratitude with the staff in their preparedness and readiness in wearing the appropriate Personal Protective Equipment (PPE). She also stated how satisfied she was in the service to her brother and how the Home Care Aide was a natural caregiver and homemaker.

## LP

Participant Donna and her 3 children enrolled into La Posada interim housing after fleeing from a domestic violence relationship. With the assistance of a LP Case Manager, Donna was able to start her divorce process through the Legal Aid Foundation, return to school to continue working on her Bachelors in Criminal Justice. She was also hired by ARETE temp agency hosted by La Posada, where she was employed at Wrigley Field. Donna was also able to save \$1,000 which she used toward her permanent housing. Donna is now living in permanent housing with her children, in which she has received \$2,100 in financial assistance through Colorado Housing Authority.

## INTACT

During the 2nd Quarter, the Illinois Department of Children and Family services (DCFS) monitor verbally praised Casa Central's Intact program on how they continuously meet the performance indicators tracked in the DCFS dashboard. Meeting the indicators tracked within the DCFS electronic system, represents service needs being met to participants on a consistent basis, therefore, gaining the trust from funders during monitor meetings and audits.

