



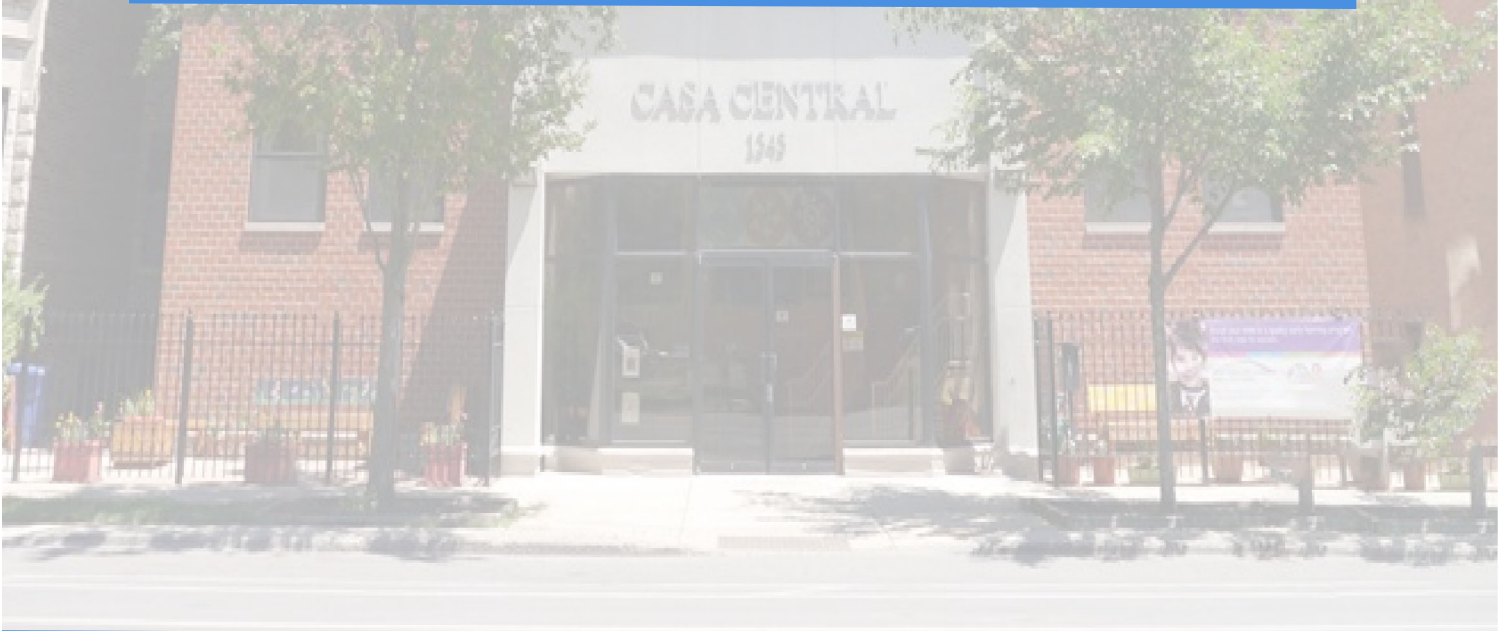
PQI Department

July 1st 2021-June 30th 2022



FY22

Impact Report



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FY22 Statement

Our Fiscal Year 2022 Impact Report sets forth the successes we've had in improving the health, safety, education and well-being of the individuals, families and communities we serve.

As if the continuing pandemic was not challenge enough, we, like so many others, are navigating the stresses of the current labor market, supply chain shortages, inflation and economic uncertainty, and the impact of the war in Ukraine. Despite all of these challenges, our staff has risen to the challenge to transform the lives of our participants.

I encourage you to review the present Impact Report, of which we are very proud. Thank you for your continuing support!



Marty Castro, CEO Casa Central

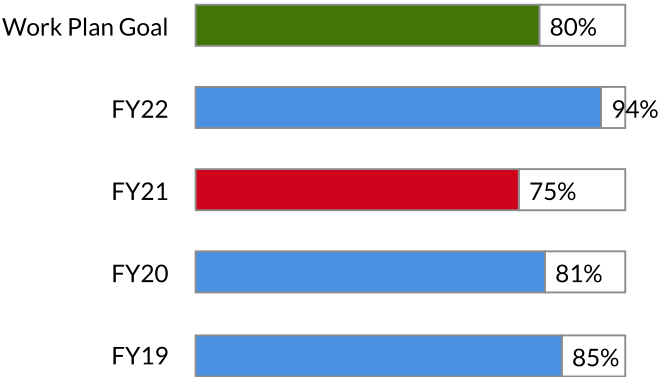




Our Casa Central programs align with the organization's mission and vision in, *providing family centered services to undeserved, vulnerable communities that address current and emerging needs*. Our programs measure its self sufficiency across four focus areas: **Health**, **Safety**, **Education** and **Well-Being**. Performance Quality and Improvement (PQI) expectations are integrated systematically within the organization and therefore annual Work Plans are designed. These programs are held accountable to the mission and vision by setting goals based on the four focus areas (including PQI) called, Work Plans. Each program Work Plan includes all practical and applicable goals for Health, Safety, Education, Well-Being and PQI. **All programs** are encouraged to meet **80%** of their Work Plan outcomes.

7 out of 8 were able to achieve 80% of their Work Plan outcomes.

Overall Avg. Program Work Plan Achievement



HEALTH

We ensure access to healthy foods, nutrition education, physical activity programs, and health-focused case management to help our community make quality health decisions and achieve better health outcomes

AGENCY-LEVEL OUTCOME: Participants build knowledge, skills and habits to improve their physical health and the health of their families

SAFETY

We build confidence, knowledge and provide access to resources to ensure everyone can thrive in safe relationships, homes, and communities

AGENCY-LEVEL OUTCOME: Participants gain knowledge and confidence to make informed choices about their safety and the safety of their families

EDUCATION

We inspire lifelong learning, promoting academic, social, emotional and vocational development among children, adults and families to help everyone reach their full potential and make meaningful contributions in our community.

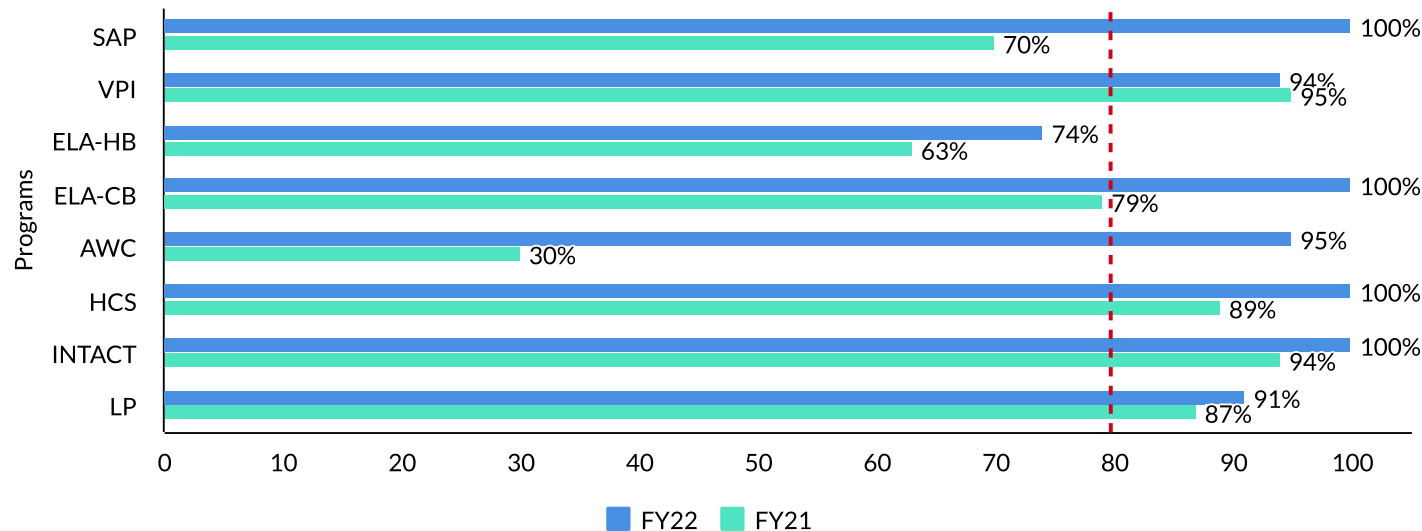
AGENCY-LEVEL OUTCOME: Participants increase knowledge and skills to achieve their full potential and contribute meaningfully within their families and communities

WELL-BEING

We foster resilience, enhancing mental health, family relationships and access to supports and resources needed to meet basic living needs and weather life's storms.

AGENCY-LEVEL OUTCOME: Participants improve their well-being and are able to meet their basic living needs in the context of positive family and community relationships

FY21-FY22 Program Work Plan Outcomes



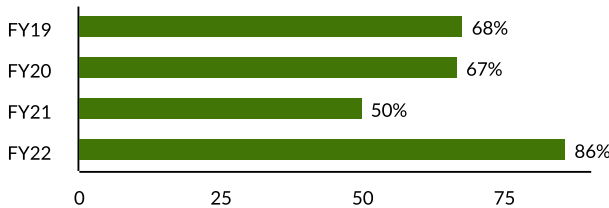


Program Work Plan Outcomes

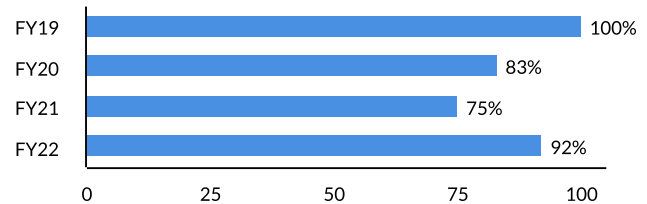
FY19-FY22

All Program Focus Areas Comparison

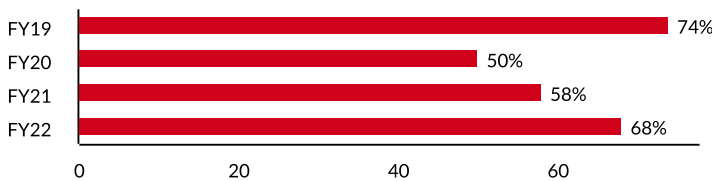
HEALTH Focus Area Percentages



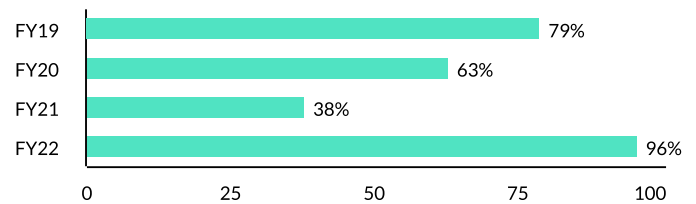
SAFETY Focus Area Percentages



EDUCATION Focus Area Percentages



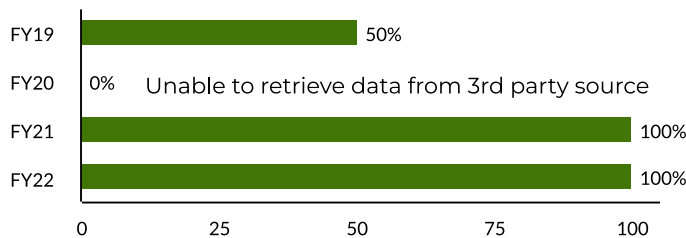
WELL-BEING Focus Area Percentages



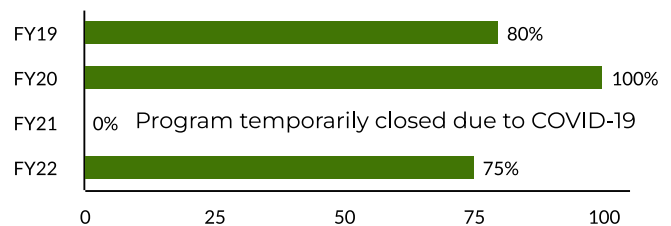
HEALTH

Overall, there were 6 out of 7 goals achieved (86%) by the following programs for FY22. (Programs not mentioned within this Focus Area, did not have outcomes that were applicable under "health".)

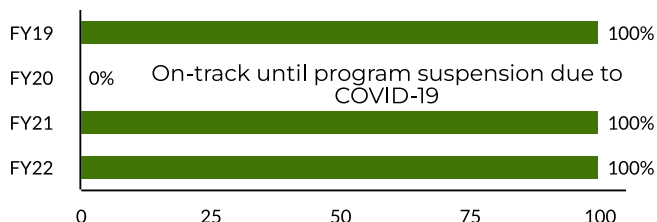
SAP



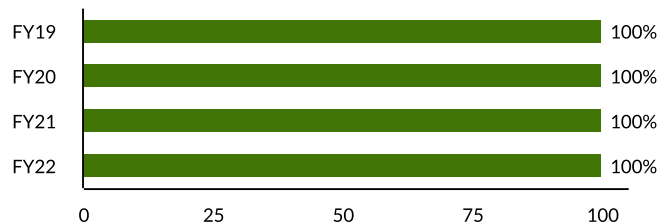
AWC



INTACT



LP



AWC Narrative From Directors:

Goal missed : 80% of participants, who regularly participated in yoga classes (as defined by engaging in at least 20 classes during the year) will report an improvement in their physical and/or emotional health.

During this year, AWC was challenged with contractual issues which directly affected yoga class instructions and participation.





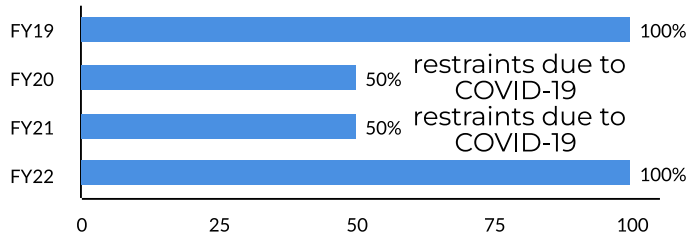
Program Work Plan Outcomes

FY19-FY22

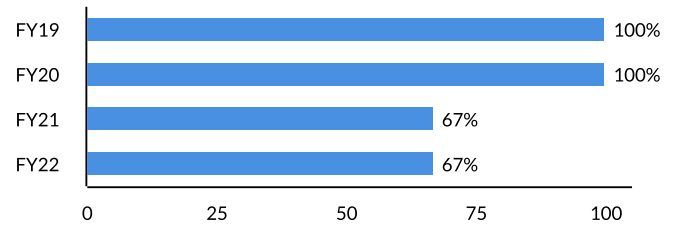
SAFETY

Overall, there were 11 out of 12 goals achieved (92%) by the following programs for FY22.
(Programs not mentioned within this Focus Area, did not have outcomes that were applicable under "safety".)

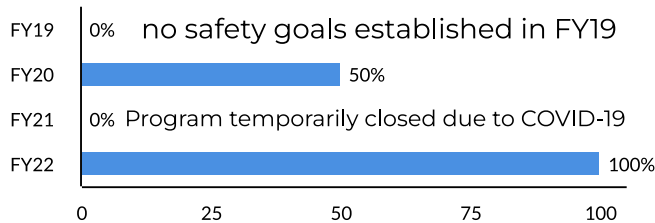
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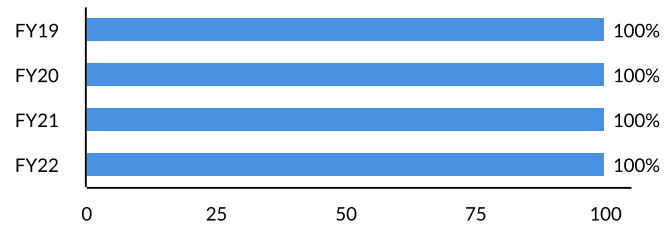
VPI



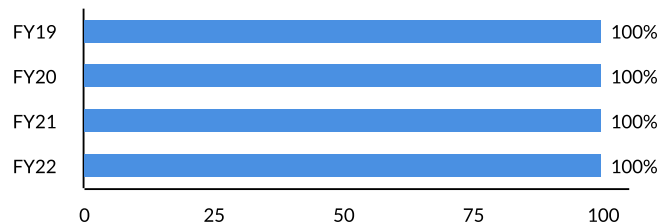
AWC



LP



INTACT



VPI Narrative From Directors:

Goal missed : 95% of VPI adult participants (DV & Safe Start) will report increased knowledge on supports/resources for physical and emotional safety.

This goal regarding supports and resources fell slightly below the benchmark; it has been difficult to find resources primarily housing support and financial resources for those experiencing domestic violence. With limited resources, this impacts participant's opportunities and overall compromises their safety.





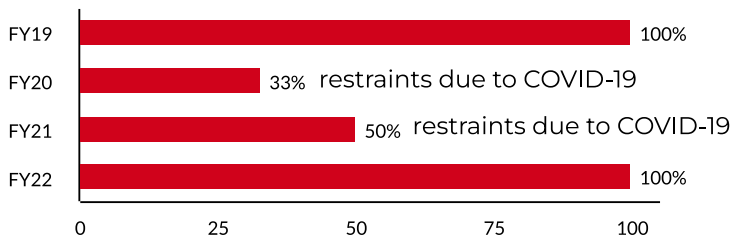
Program Work Plan Outcomes

FY19-FY22

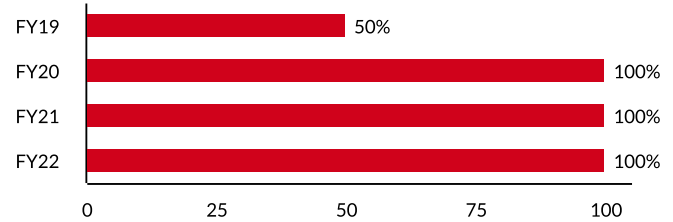
EDUCATION

Overall, there were 13 out of 19 goals achieved (68%) by the following programs for FY22. (Programs not mentioned within this Focus Area, did not have outcomes that were applicable under "education".)

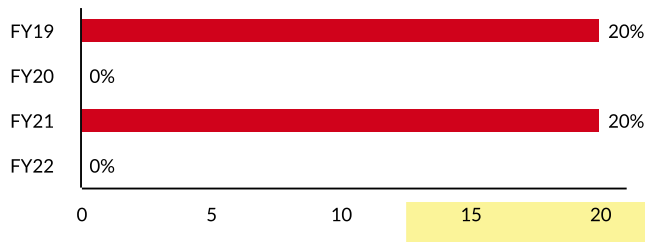
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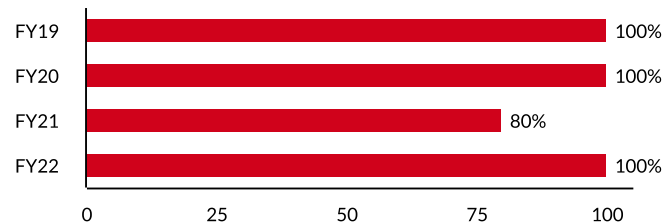
VPI



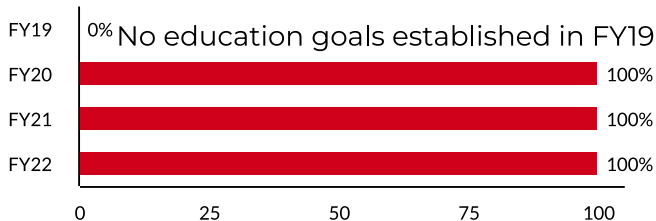
ELA-HB



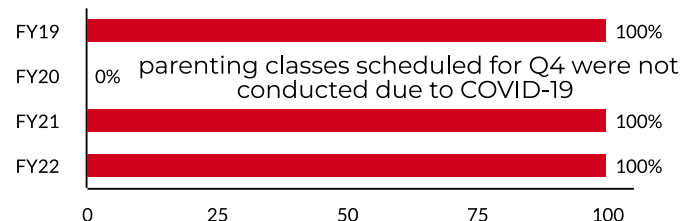
ELA-CB



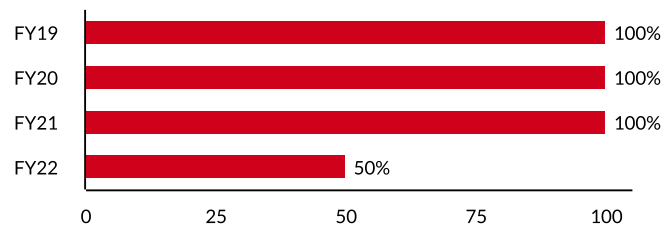
HCS



INTACT



LP



ELA-HB Narrative From Directors:

Goal missed : 75% of children will meet or exceed expectations in cognitive development; social emotional development; physical development; math comprehension; and language development. The average overall was 62%

Year-end goals reached were higher than past years however, not being fully staffed and returning to in-person services as of February 2022 has impacted results. This was the first year that ELA CB has served a diverse population in special educational needs for children.

LP Narrative From Directors:

Goal missed : 95% of school-age children will be confirmed to be enrolled in Chicago area schools within 7 days of entry to LP program during the school year.

91% of goal reached.





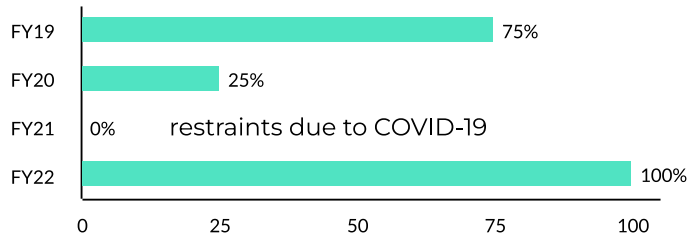
Program Work Plan Outcomes

FY19-FY22

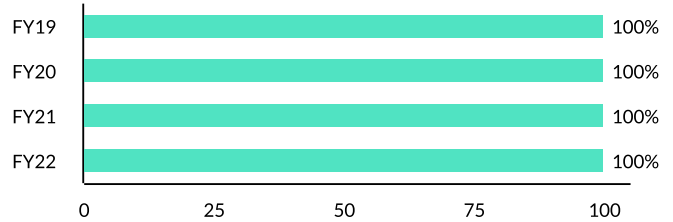
WELL-BEING

Overall, there were 23 out of 24 goals achieved (96%) by the following programs for FY22
(Programs not mentioned within this Focus Area, did not have outcomes that were applicable under "well-being".)

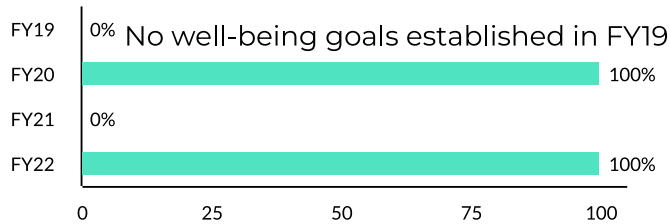
SAP



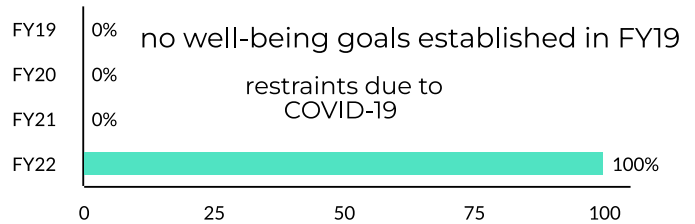
VPI



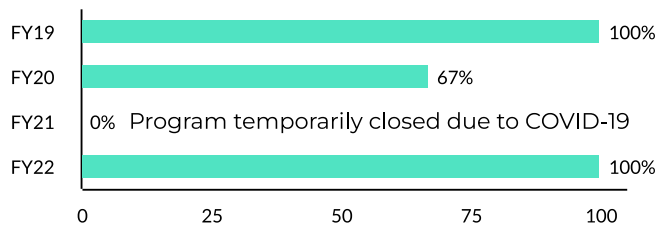
ELA-HB



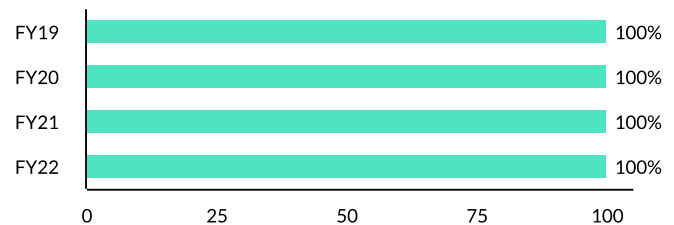
ELA-CB



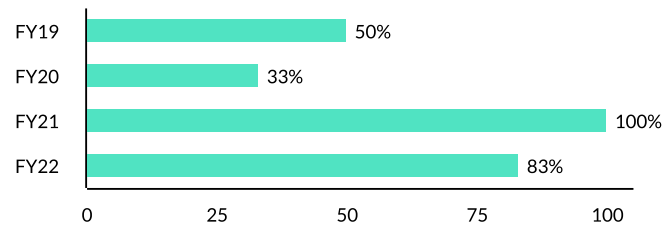
AWC



HCS



LP





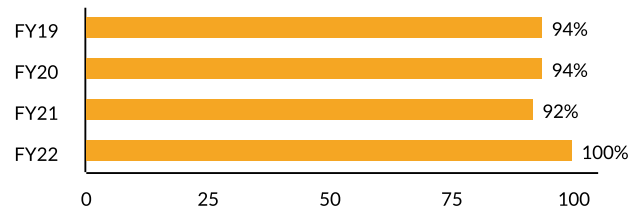
Program Work Plan Outcomes

FY19-FY22

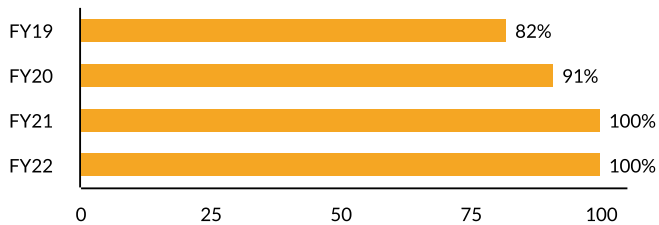
PQI

All programs have PQI goals embedded into their Work Plans. PQI ensures a consistent level of best practice, quality service delivery and promotes stakeholders engagement within the process. Overall, there were 87 out of 87 goals achieved (100%) by the following programs for FY22.

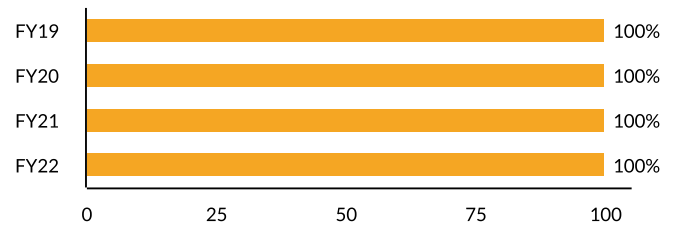
PQI Focus Area Percentages



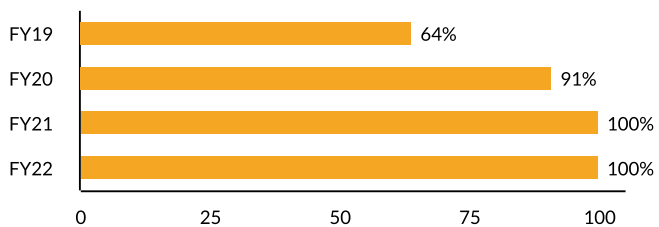
SAP



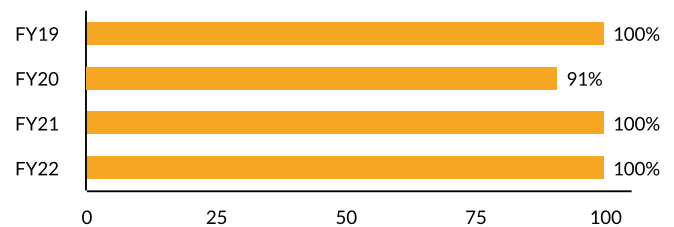
VPI



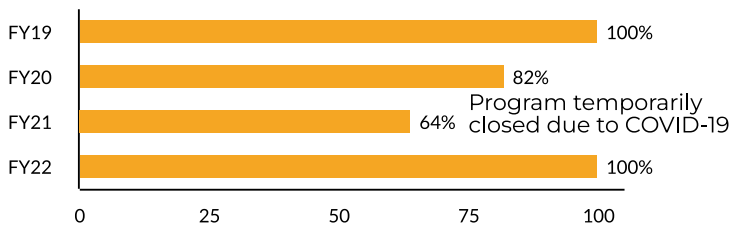
ELA-HB



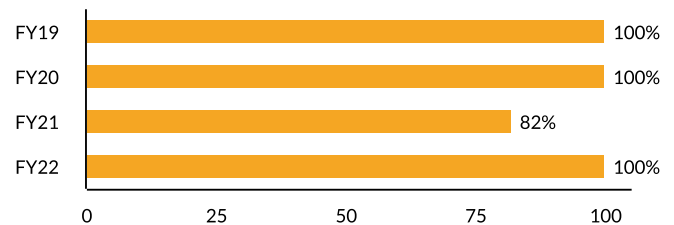
ELA-CB



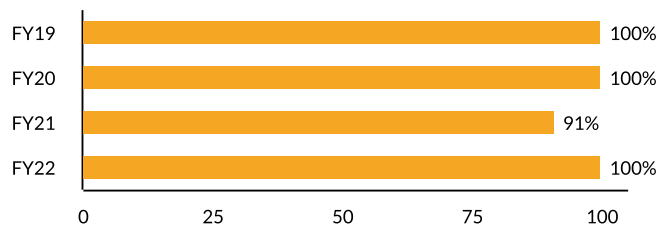
AWC



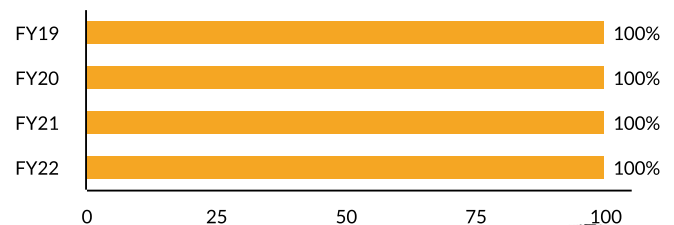
HCS



INTACT



LP





Program Success Stories

SAP

Diana and her 3 sons, 10-year-old Julio, 7-year-old Cortez, and 6-year-old Frederick, had recently arrived to the United States, seeking safety from violence and political instability in their home country. Once Diana found temporary housing and enrolled the boys in school, one of the family's most urgent needs was for consistent out-of-school time care for the children so that Diana could work and support her family financially. A neighbor recommended that she call Casa Central, and staff were able to offer her a same-day appointment to complete the enrollment process. Within just 2 days of her initial phone call, all 3 boys were enrolled in the School-Age Program. Diana commented, "The boys come home so happy and excited to tell me about all the exciting things they did every day. I feel such a sense of peace, for the first time in a long time. The boys have help with their homework, supper, and so many new friends, and I know my family is going to be okay."



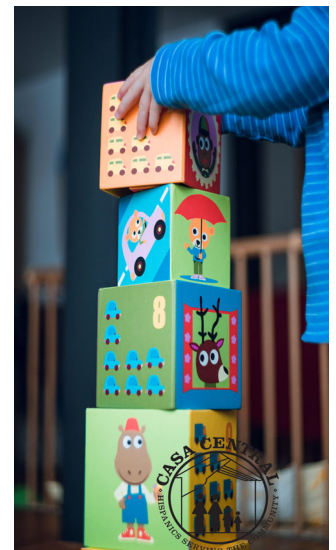
ELA-HB

2-year-old Alex's mother set a goal of being able to read with her son for at least 15 minutes each day. Alex, however, was *not* on board with this goal—due to developmental differences, sitting down and reading with his mother was hard for him. He often cried, ran away, and ignored his mother's attempts to engage with him in this way. The Early Learning Academy Home-Based Parent Educator and Disabilities Coordinator helped Alex get a comprehensive developmental evaluation to better understand his needs, and supported his family with enrolling him in services like occupational, developmental, and speech therapy. The Parent Educator helped Alex's mom better understand his needs, and supported her with developing structure and routines in the home to support Alex's development. With time, Alex's mom felt much more confident and clear about what her son needed, and now, the family really delights in reading together! Alex's mom encourages active learning—so Alex will hop like a frog to pick out which book he wants to read, act out the stories in the book with animal figurines while his mom reads to him, and other creative approaches to continue to build his love of learning.



ELA-CB

When Marcela enrolled her 4-year-old son, Antonio, in the Center-Based Early Learning Academy, she expressed concerns about his development. She shared that she had been worried about his language and physical development for quite some time, but that his doctors and past childcare providers did not seem to take her concerns seriously. The team spent time talking with Marcela, making sure they understood her worries; they also screened Antonio, observed him in the classroom, and gathered documentation in support of a referral for a formal evaluation. The Disabilities Coordinator supported Marcela through every step of the referral process, and, together with Marcela and Antonio's teachers, attended the scheduled staffing meeting to advocate for Antonio. Ultimately, this resulted in Antonio being diagnosed with developmental delays, which Marcela described as a "validating relief." He began receiving special education services, and ultimately, with support from the ELA team, transitioned to a full-time special education classroom at a Chicago Public School with services in place to meet his needs and continue to build on his developmental progress.



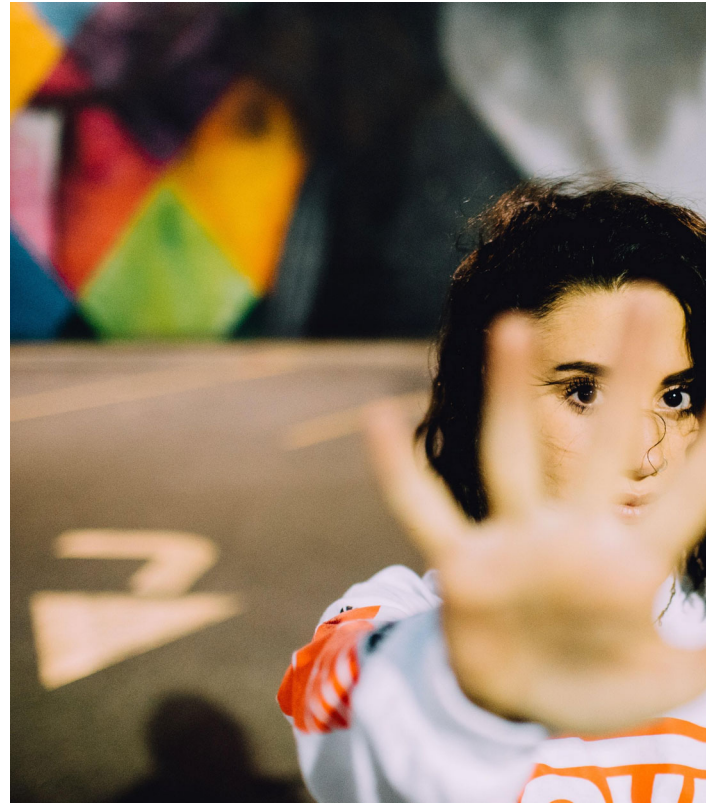


Program Success Stories

VPI

James was referred to the Violence Prevention & Intervention program because he identified as a survivor of domestic violence. He shared a history of his spouse abusing him emotionally, intimidating and threatening him, and destroying his personal property. During the argument that precipitated James engaging in services with VPI, his wife called the police, scratched herself, and accused James of physically harming her. As a result, he was arrested; upon being released and informing a social worker of his experience, was referred to VPI.

When James engaged in services, he was already separated from his wife but was unsure how to protect himself in future interactions with her, since they share a child together and would be co-parenting. James had difficulty speaking about or even exploring his experiences, minimizing the abuse that he had experienced and sharing feelings of shame about his experience as a male victim of intimate partner abuse. James received support from his Therapist in safety planning, and described feeling confident in his plans to protect both his physical and emotional safety. He also came to understand the dynamics of domestic violence, and began to have more empathy for himself as a survivor.





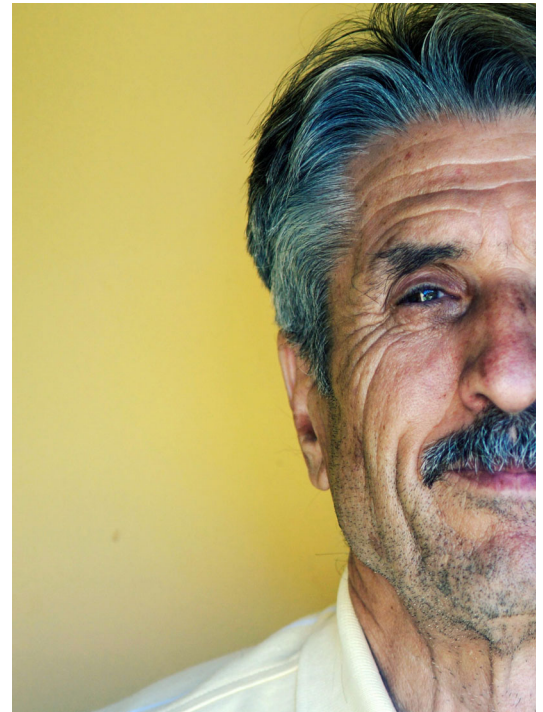
Program Success Stories

AWC

Aurora had been married for over fifty years, when her husband passed away. After the loss of her husband, Aurora experienced prolonged grief and depression. Her daughter had indicated that Aurora spent her days inside the house, refusing to engage in any activities. She was also concerned that Aurora was becoming very thin and refusing to eat. The family had reached out to the Illinois Department on Aging (IDOA) for help and they had referred Aurora to Casa Central's Adult Wellness Center. After she toured the Center, and at her daughter's urging, Aurora reluctantly agreed to participate in the program.

At the Center, Aurora developed friendships and she began to engage in various program activities, including weekly field trips to nearby museums, restaurants, and nature centers.

Two months after Aurora enrolled in the AWC, staff received a phone call from Aurora's daughter. She conveyed her gratitude to the staff and noted that Aurora's mood and physical health had greatly improved. Her daughter also conveyed that her mother's sense of hopelessness seemed to be gradually dissipating. She added that, "now, my mother looks forward to attending your Center every day."

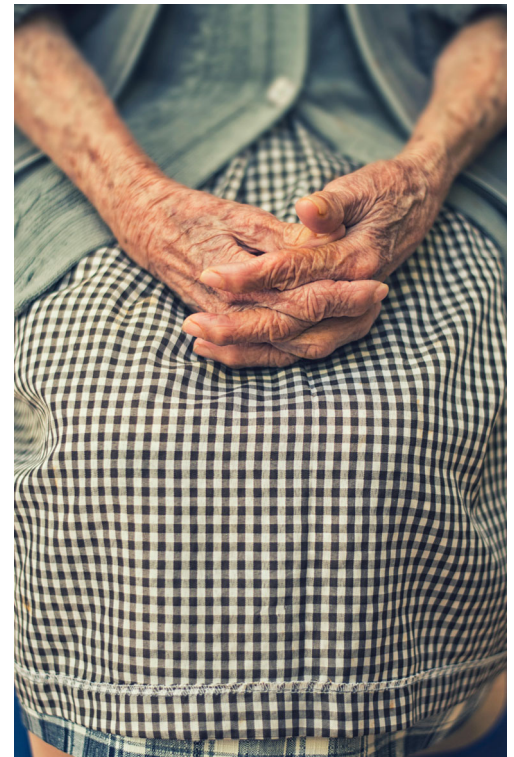


HCS

Maribel was an older adult, experiencing severe episodes of depression. She refused to eat, bathe, or take her required medication. Her family was very concerned and considered nursing home placement. They reached out to the Illinois Department on Aging (IDOA) for assistance. IDOA conducted an evaluation and referred Maribel to Casa Central for in-home care services.

The service plan included assistance with activities of daily living and reflected the need for companionship. The program supervisor assigned a veteran Home Care Aide, Claudia, to provide services to Maribel. Claudia demonstrated a very compassionate demeanor and she always actively engaged with the older adult participants.

Months later, during a supervisory visit, Maribel conveyed that she was very happy with her services and shared that Claudia had been encouraging her to eat well and to shower regularly. Maribel added that, "Claudia has even convinced me to go on short walks now". Maribel stated that her depressive episodes had decreased and she conveyed that, "Claudia she keeps motivating me. Before, I lived with sadness and I did not talk to anyone. Now I feel happier and it is because of her company. She is like family and her work is excellent."



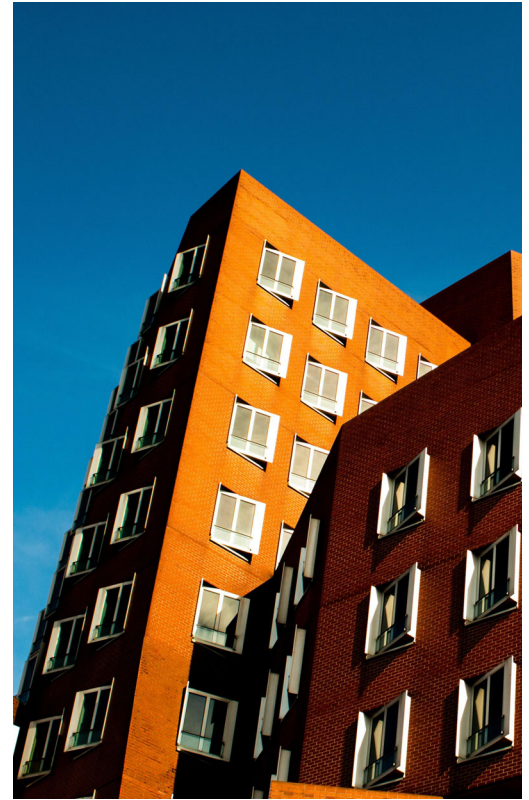


Program Success Stories

LP

A young family had fled Afghanistan in August of 2021. The family, consisting of a mother, father and young son, subsequently lived in various military camps, before making the decision to come to Chicago. In Chicago, they soon experienced homelessness. The City of Chicago contacted La Posada and it accepted the family into the program. The family resided in a fully furnished two-bedroom apartment and received daily living assistance, including food/groceries, clothing, and transportation. Staff also assisted the family in applying for public aid benefits and collaborated with Refugee One, a community partner, to provide the family with additional financial support to secure permanent housing. The parents also participated in English classes; via La Posada's EDUCATE services.

Later, the family obtained their own apartment in Chicago and staff continued to provide follow-up supportive services. Soon after, the family and staff were happy to know that the father had obtained authorization for employment from the U.S. Citizenship and Immigration Services, while his wife awaited her approval.



INTACT

DCFS referred the Gomez Family to Casa Central's Intact Family Services after a family court had requested that monitoring and support be provided to Amy Gomez and her daughter Tina, while the court determined whether Amy was now capable of caring for her daughter. Amy had lost custody of Tina in 2015 and her daughter had been placed in the care of her maternal grandmother, until recently when the grandmother had died. Amy had petitioned the court to regain permanent custody of her daughter.

After a comprehensive family assessment was completed, the assigned child welfare specialist coordinated supportive services for the family, including parent education classes for Amy and family counseling for the mother and daughter. Their assigned worker also monitored the home environment and provided additional psychosocial support and guidance to help ensure Tina's well-being and to promote a healthy and positive relationship between the mother and her daughter.

Later, upon having regained permanent custody of her daughter, Amy told her Intact worker, "I am grateful to have my daughter home and to have our relationship restored. I could not have done it without Intact Family support."

