



**PQI Department**

July 1st 2022-June 30th 2023



# FY23

## Impact Report Summary



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# FY23 Executive Statement

I remember when I was a boy, I would anxiously and excitedly await my grade school report card. As an adult, I feel the same way about our annual Casa Central Impact Reports.

I am so happy to see so many upper 90s and 100% results in our report card from the participants we serve on a daily basis! Our overall total program outcomes achieved in FY 23 was 86%! Where else can you get that kind of a return on your investment these days?

We would be unable to achieve this kind of impact without you, our stakeholders, and our staff, who have remained on the frontlines! Thank you for your continued support and partnership.



*Marty Castro, CEO Casa Central*





Our Casa Central programs align with the organization's mission and vision in, *providing family centered services to underserved, vulnerable communities that address current and emerging needs*. Our programs measure 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.

## Focus Areas

### 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



# FY23 Program Outcomes

## Program Highlights

**92%**  
of children met or exceeded expectations in social-emotional development

**ELA-CB**

**96%**  
of students reported that the program helps them feel safe, supported and cared for

**SAP**

**100%**  
of participants surveyed reported a sense of social connectedness as a result of their participation

**AWC**

**100%**  
of caregiver/parent participants reported increased awareness on the rights and remedies available to them as survivors

**VPI**

**100%**  
of families that completed the 5-part Job Readiness training series offered in programming, reported improvement in their job seeking skills

**LP**

**100%**  
of families remained intact during the period of service provision

**IF**

**100%**  
of parents reported that as a result of the program's support, they have built relationships with other families improving their support system/social connections

**ELA-HB**

**95%**  
of participants reported feeling supported in managing their daily living activities.

**HCS**

Total Program Outcomes Achieved

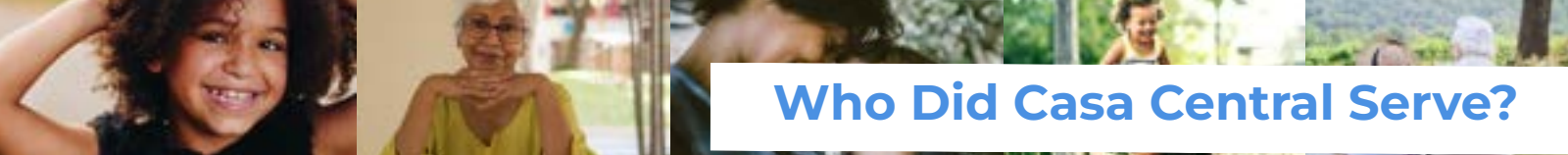


## Participant Satisfaction Results

**94%**  
I feel that the quality of my life has improved as a result of Casa Central

**97%**  
I would recommend Casa Central to family and friends

**97%**  
Overall, I am satisfied with the services I am receiving



# Who Did Casa Central Serve?

# 5,186

total people served

➔ **Primary:** 1,901  
**Secondary:** 2,112  
**Single-Service:** 1,173

# 64%

**primary** participants are female

# 51%

**primary** participants are **age 63+**

**primary** participants are **married**

# 44%

# 25%

**primary** participants are **age 0-5**

**primary** participants are **single**

# 27%

# 46%

**primary** participants household income ranges \$1 -\$12,800

# 38%

**primary** participants reside in Humboldt Park, Logan Square, Belmont Cragin, Little Village, Bedford Park

# 50%

**primary** participants ethnicity is Mexican

# 46%

**primary** participants were **referred** by **family, friend, community partner** or **community event**

single-service (general) is from **Community Outreach**

# 49%





# Program Success Stories

## SAP

Laura, a single mom of six-year old Clara, needed assistance to immediately transfer her child to a different school due to an unforeseen family emergency. SAP staff understood her need for urgency and acted quickly to get Clara enrolled into a different school and into SAP programming. Now, Laura is at peace of mind knowing her child is safe at a different school and also in a friendly consistent environment where Clara can go for after school programming.



## ELA-HB

Clara, a four-year old child, enrolled into Early Learning Academy-Home Based with a delay in her speech and physical development. Clara's family were also struggling financially and in need of housing and food assistance. During weekly home visits, ELA-CB staff focused on the areas where Clara needed more support while other supportive ELA-CB staff also provided resources to help the family with housing, food and other basic needs.

Clara has seen much improvement in her development and this year has transitioned out of ELA-HB having reached all of her developmental milestones. Her mother, Denise, was able to be self-sufficient in applying for SNAP and medical benefits with ELA-HB assistance. Denise mentioned to ELA-HB staff that because of the program and the support she received she learned to break generational traumas in her family.



## ELA-CB

TJ's parents had concerns about his speech and language development for a three-year old. They reported to his pediatrician of the concerns, but were told, "Don't worry, kids grow out of this sort of thing." TJ remained very difficult to understand when he talked and his parents decided to seek out services at Casa Central's ELA-Center-Based program.

Classroom teachers observed TJ, and validated the concerns his parents had identified. They completed developmental screenings, which also indicated concerns in the area of speech and language development. With support from the Disabilities Coordinator, who completed classroom observations, TJ was referred for a formal evaluation. TJ qualified for speech therapy services and the Disabilities Coordinator, Inclusion Aide, Education Manager, and Classroom Teaching Team, have put together a plan to support TJ's speech and language development. His family stated, they have seen a difference in his speech and are able to understand all the things he has to say now!





## Program Success Stories

### VPI

Melissa, a recent single mother who has experienced domestic abuse and violence in her childhood and within her marriage enrolled in VPI services to receive weekly therapy services. Since becoming a US Citizen at the age of 17, she has suffered from depression and other mental health issues due to her abuse. Melissa shared with VPI staff of attempting to engage in therapeutic services prior, and how it was very challenging and uncomfortable for her to navigate as she frequently missed sessions and avoided tough conversations of her past. However, once she enrolled in VPI services her experience with therapy has been vastly different and seen much success in the last 2 years.

During her time with VPI staff, she was able to identify various forms of abuse and her rights as a domestic violence survivor. Melissa has also successfully "safety planned" for herself and children when interacting with her husband and now she is able to realize how this experience has affected her outlook on self and life. Due to the consistency, intentionality, communication and personality of VPI staff, Melissa has been able to gain trust and confidence in therapeutic services. She is able to positively "self talk", not retaliate in learned abusive behaviors, set healthy boundaries with family and utilize self-soothing tools when triggered.





# Program Success Stories

## AWC

Maria had recently moved in with her daughter because she was struggling with the onset of dementia and it was becoming a risk to remain alone in her home. Maria's daughter, Tania, worked full time and was worried about leaving her mother alone during the day without any supervision. Tania had heard about Casa Central's day program and she contacted the Adult Wellness Center to schedule a tour.

Later, staff met with Tania and Maria and confirmed they could provide transportation to and from the Center for Maria and that she would be provided with meals and participate in a variety of activities, depending on what she liked. Staff also introduced Maria to several of the older adults currently attending the center. Maria then agreed to attend the Adult Wellness Center.

A few months later, staff received a phone call from Tania. She informed staff that she was extremely happy and relieved in having her mother at the Center. Tania told staff that her mother had arrived home in a very happy mood, saying "they celebrated my birthday today!". Tania told staff that "my mom really likes your food and says that one of your staff is teaching her how to crochet". Tania also shared that she felt her mother was doing "so much better" and thanked staff for "everything you're doing for her".



## HCS

After one year of retirement, Esmerelda, had a heart surgery and for this reason she could no longer do 75% of her daily activities. Due to her inability to do her daily tasks, Esmerelda began to suffer from severe depression for which her doctor began to give her anti-depressant medication. Esmerelda lives alone and her family were not available to take care of her because of their work schedule.

During her last visit to her doctor, Esmerelda was referred to be evaluated by a Case Coordinator to identify any needed services for her condition. During the evaluation, she was approved for the services of a Home Care Aide for 5 days a week. Esmerelda did not feel comfortable accepting a stranger to help her at her home, but she accepted the service just to see if it was worth having.

Esmerelda shared with HCS staff the following since accepting HCA services,

*"My life has undergone an enormous change since I had an HCA, she is excellent! At first, I felt uncomfortable having someone strange in my house. But, from the beginning, the HCA treated me with great patience and affection. She treated me with respect and we had conversations that I felt good about. The HCA has been a great help with the housework, but above all, I have gained a friend and a companion. I don't feel sad and alone, because I know that the HCA will keep me company and help me. Thank you very much for getting me such a good HCA."*







# Program Success Stories

## LP

A young couple and their 2-year old daughter decided to flee Brazil due to an ongoing climate of violence and concerns for their safety. The Rocha family traveled for four months through the jungle and desert of Brazil, only resting at bus stops and churches along the way. Upon arrival in the U.S., the family made their way to Chicago and were referred to La Posada Transitional Housing Program.

During their stay at La Posada, the couple settled into their private apartment and received clothing, groceries, transportation assistance and other daily living support as needed. The couple met regularly with their family support case manager who provided various referrals to help them obtain immigration, legal, financial, and housing assistance.

Program staff assisted the couple in learning English, via their EDUCATE ESL services, and helped them to obtain employment. Later, program staff were able to secure permanent housing for the family. Additionally, the Rocha family received furnishings for their apartment and staff assisted in getting their daughter enrolled in a local head start program. After exiting the program, staff continued to monitor and visit the Rocha family for several months to ensure that they remained stable in their own permanent housing.



## INTACT

The Lopez family was referred to Casa Central's Intact Family Services after medical personnel reported concerns of possible abuse from the caregiver. The caregiver was observed attempting to hide her child in an unsafe way after being told by medical personnel that minors were not allowed for visiting at the hospital. Later Ms. Lopez reported she did not want to leave her child alone and thought this was the best solution as she was providing care for her sibling who was in the hospital.

After, the assigned child welfare specialist completed a comprehensive family assessment, supportive services were put in place for the family. The family received assistance with securing appropriate housing. Ms. Lopez was able to receive parent education classes to learn effective parenting methods.

The Intact Family program served this family for seven months, during which DCFS Norman Funds were provided for housing. Ms. Lopez gained access to a permanent housing to promote a stable environment for her family. Ms. Lopez discussed with her Intact worker, the knowledge and techniques she gained from the parent education classes. She added that she was utilizing these skills in her daily interaction with her children. The child welfare specialist connected the mother with community resources so she could engage in therapy, after her case was closed with the program.

