



FY24 Impact Summary Report

1343 N. California Ave, Chicago, IL 60622 | 773.645.2300 | info@casacentral.org | www.casacentral.org

PQI Department

July 1, 2023- June 30, 2024



FY24 Executive Statement



Marty Castro, CEO Casa Central

Mission

Rooted in our history of serving Latinos, we provide high quality services, in culturally diverse communities, that engage and empower individuals and families to thrive.

Vision

Through our advocacy and service, individuals, families, and communities reach their fullest potential and thrive.

Fiscal Year '24 saw the promulgation of our new Strategic Plan, including our new agency Mission and Vision Statements.

While the language of our Mission and Vision Statements may be different than our prior ones, it reflects Casa Central's goals and commitments to the communities we serve that have been as constant as the Northern Star going on almost seven decades. At the heart of our work and our goals is to ensure that the individuals, families and communities we serve are empowered to THRIVE!

This Fiscal Year's Impact Report is a testament to our achieving our mission and vision this year. We thank all of our staff, board members, funders, volunteers and stakeholders on their partnership in achieving this year's outstanding results!

Gracias!



Introduction

Casa Central programs are designed to align with the organization's mission and vision by providing family-centered services to underserved and vulnerable communities. Both current and emerging needs are addressed through four key focus areas: **Health**, **Safety**, **Education**, and **Well-Being**.

To ensure all objectives are met, **Performance Quality Improvement (PQI)** expectations are strategically integrated in the operations of the agency. Each program develops an annual Work Plan that outlines specific goals related to Health, Safety, Education, Well-Being, and PQI. These Work Plans are crucial for setting actionable targets and measuring progress.

Programs are encouraged to achieve at least **80%** of their Work Plan outcomes, ensuring that services are effective and in alignment with Casa Central's mission and vision.

Health

Casa Central is dedicated to improving the health and well-being of our community through a comprehensive approach. Our efforts include: access to healthy foods, nutrition education, physical activity programs, and health-focused case management.

Agency-Level Outcome: Participants build knowledge, skills and habits to improve their physical health and the health of their families.

Safety

Safety initiatives equip participants with the knowledge, skills, and resources to make informed choices that promote safety in their 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

Casa Central inspires 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 the community.

Agency-Level Outcome: Participants increase knowledge and skills to achieve their full potential and contribute meaningfully within their families and communities.

Well-Being

Well-being initiatives foster resilience and promote mental health by providing a range of services and support in mental health, family relationships, and access to supports and resources needed to meet basic living needs.

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.

Performance Quality Improvement (PQI)

Casa Central fosters a culture of excellence and continual improvement. Primary goals included in this outcome are stakeholder engagement, program planning, advocacy outreach, and ongoing evaluation of program effectiveness. Ongoing efforts aim to sustain these achievements while addressing challenges for continuous improvement.

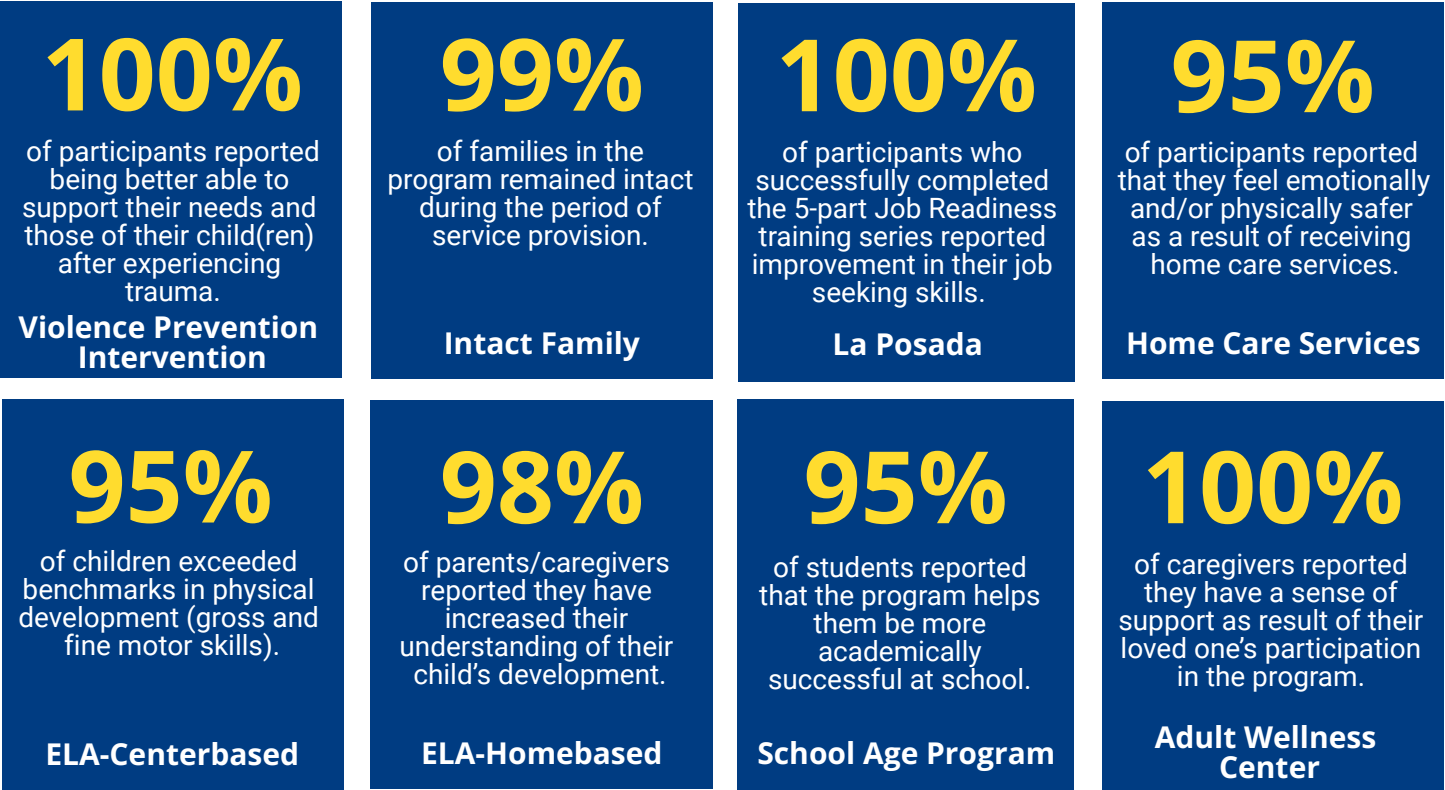
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Program Highlights

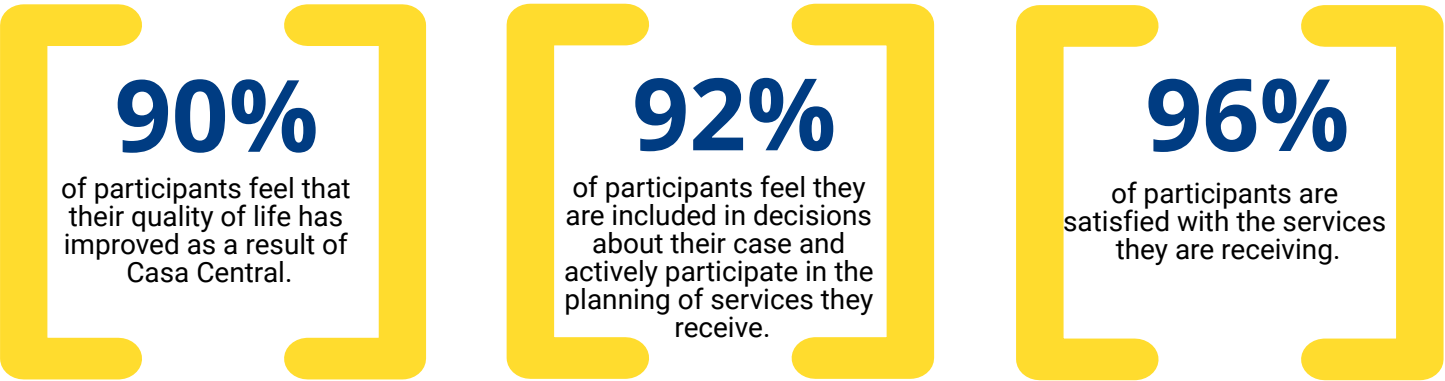
FY24 Program Outcomes

Total Program Outcomes Achieved



Participant Satisfaction Results

Approximately 21 percent of Casa Central participants responded to the annual Participant Satisfaction Survey. Used to measure the level of satisfaction of services offered, the Participant Satisfaction Survey allows Casa Central to monitor the quality of programming and make participant-driven decisions.





Who Did Casa Central Serve?

5,606

total people
served

62%

primary participants
are female

53%

primary
participants are
age 63+

primary
participants are
married

23%

24%

primary
participants are
age 0-5

primary
participants are
single

29%

78%

primary participants
household income is
less than \$17,420

43%

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

83%

primary participants
identify as
Hispanic/Latino

48%

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

1,288

individuals participated in educational
workshops, received food pantry
support, clothing assistance, and
referrals for housing, legal,
employment, and medical resources
through **Community Outreach**.





Program Success Stories

**Names have been changed to maintain confidentiality.

School Age Program

At SAP, a significant barrier for families experiencing homelessness was identified: the cost of transportation prevented them from accessing essential care for their children. Many families like the Williams family felt discouraged from applying for support due to the financial strain of traveling to our facilities.

Understanding the urgency of this issue, program staff engaged and discussed the pressing need to address transportation costs, which were inadvertently adding to the stress and hardship faced by families like the Williams'. Together with program leadership, a plan was developed to waive transportation fees for families in need.

The decision to cover these costs was transformative. Families who had been hesitant or unable to seek help could now access SAP's services without the added worry of transportation expenses not only alleviated a significant financial burden but also provided parents with peace of mind, knowing that their children were receiving quality after school care and were being transported safely.

As a result, an increase in the number of families able to benefit from SAP programming was seen. The Williams family felt supported and relieved that their children were able to receive the care they needed in a timely manner. By addressing the transportation barrier, SAP was able to make a meaningful difference in the lives of these families, helping them to focus on their path to stability and well-being.





Program Success Stories

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ELA-Homebased

Camila reached out for help when she noticed her daughter, Mia, wasn't yet walking. Every time she tried to stand her up, Mia would sit back down and crawl away. Concerned, the mom sought the guidance of Casa Central's ELA Home-based program, hoping for some advice on how to encourage her daughter's gross motor development.

During their visits, the Home Visitor worked closely with the mom, engaging in tailored activities designed to strengthen Mia's muscles and coordination. They practiced exercises and games that encouraged Mia to pull up, stand, and eventually take those all-important first steps. The Home Visitor also shared practical tips and creative ideas for Camila to use in their daily routine at home.

Thanks to the consistent effort and support, Mia began to make remarkable progress. It wasn't long before Mia, who once resisted standing, took her first steps on her own. Seeing her confidence grow with each stride was a heartwarming moment for both Camila and the Home Visitor. Mia's journey from crawling to walking was a testament to ELA's power of guidance, a parent's patience, and a lot of love.



ELA- Centerbased

The Reyes family arrived in our ELA Program seeking hope and stability. Like many migrant families, they faced overwhelming challenges, including social and emotional concerns, lack of housing, and food insecurity. The cold winter months only added to their worries.

Our Family Support Specialist quickly stepped in, helping the Reyes family secure warm winter clothing and nutritious food. They were also connected to medical resources and mental health support, which proved crucial for their well-being. The children received referrals to our Mental Health Consultant and Disabilities Coordinator, providing them with the additional support they needed.

As the months progressed, the Reyes family transitioned from a shelter to an apartment, bringing them a sense of security they hadn't felt in a long time. Both parents found jobs, which not only improved their financial situation but also instilled a renewed sense of purpose and hope.

Despite the chilly weather, the Reyes family is now embracing their new life with excitement. They express gratitude for the support they received, confident that brighter days are ahead. Their story is a testament to resilience and the power of community support, showcasing that with the right resources, families can overcome adversity and thrive.





Program Success Stories

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Violence Prevention Intervention

Maria, a single mother of adolescent children, was referred to the program by her lawyer. She faced significant challenges after losing her job and navigating a tumultuous relationship leaving her with frequent panic attacks that left her feeling overwhelmed and isolated.

Financially, Maria struggled as her savings dwindled. Without a car, she relied on public transportation to get her children to school. Recognizing her needs, the program was able to provide Maria and her children with Ventra cards through The Network, easing her transportation concerns and allowing her to focus on her personal growth.



Through counseling sessions, Maria learned valuable coping skills that helped reduce the intensity and frequency of her attacks. As she opened up about her experiences, Maria began to explore the dynamics of her relationships. This self-reflection revealed the strength she derived from her children's support and the importance of fostering healthier connections. She has also become more vocal about her strengths and needs and is not only learning to seek help when needed but is also rediscovering her passions and rebuilding her life one step at a time. Her journey is a testament to resilience, proving that with support and self-discovery, she can thrive.





Program Success Stories

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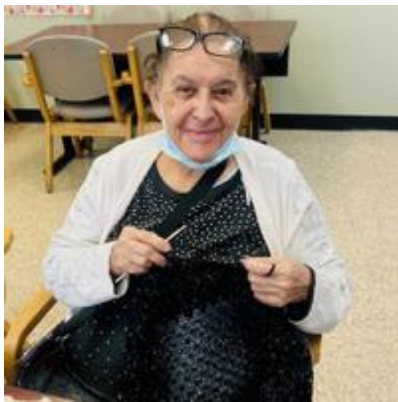
Adult Wellness Center

After the tragic loss of her daughter in a car accident, Ana fell into a deep depression. Her daughter had been her primary caregiver for many years. Isolated and despondent, not wanting to eat, take her medicine, or visit the doctor, she expressed to her son, Rey, that she wished to join her daughter in the afterlife. Concerned, Rey spoke with Ana's doctor, who recommended Casa Central's Adult Wellness Center—a place where she could receive support and connect with others.

Initially hesitant, Ana accepted the referral for four days a week. The first few months were challenging; she often felt overwhelmed by her grief. However, as time passed, she began to engage in activities, particularly enjoying domino games. The caring staff and warm environment helped her feel a sense of belonging.

A year later, Ana reflects on her journey: "I love being here, because I feel calm and above all I feel in peace. I was very sad before, and I still have my sadness inside my heart. But now, I am in peace with myself and with God. I have learned to understand what happened to my daughter. Casa Central AWC has helped me a lot. You make me feel good, you show me that you love me and respect me a lot, you take care of me, you give me food, I have friends, and above all, I can play dominoes." She shares how Casa Central has become a lifeline, offering friendship, care, and a sense of purpose.

In a joyful twist, Ana recently won a domino championship, proudly accepting her prize, she tells staff "I am very grateful for the service and support that you have given me, I feel like you saved my life."





Program Success Stories

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Home Care Services



Alberto and his wife had always enjoyed a happy life together, but when both began to experience health issues, their world changed dramatically. Tasks that were once simple became overwhelming, and they found themselves in need of assistance. This led them to Casa Central's Home Care Services, which provided them with dedicated support five days a week. For nearly a year, their Home Care Aide (HCA) became an essential part of their daily lives, helping with meals, laundry, medication reminders, home cleaning, and accompanied them to medical appointments. Alberto and his wife were grateful for this support and found comfort in the routine it provided.



Tragically, two months ago, Alberto's wife passed away, leaving him in a deep state of grief. Overwhelmed by sadness, Alberto withdrew from his care routine, refusing to follow medical advice, participate in physical therapy, or accept help from the HCS program. Concerned for her father, Alberto's daughter reached out to the HCS Supervisor, explaining, "He behaves like this because he is sad."

Understanding the emotions that accompany grief, the Supervisor reassured Alberto's daughter that Home Care Services HCAs were trained to provide emotional support during difficult times. She emphasized the importance of persistence in care, and together, they created a plan to encourage Alberto's recovery.



Toward the end of the year, the Supervisor decided to visit Alberto personally, accompanied by his daughter. During the visit, the Supervisor noticed a remarkable change: Alberto was no longer reliant on his cane. His daughter beamed with gratitude, exclaiming, "I have no words to express my gratitude. Thanks to the support of the HCA who never gave up and always spoke with my father, offered him support and motivated him to 'Moving forward', my dad has improved a lot. My dad has changed a lot, although he is still sad about the loss of my mother, but he now takes care of himself, eats his food, has been participating in his therapies and for that reason he is no longer using a cane. Thank you very much, you have helped me save my father, I don't know what I would do, if he were also missing from this life."



Alberto himself shared his journey during the visit, expressing his appreciation for the HCA's patience and encouragement. "Thanks to God and you, I feel better now, I'm still sad but I don't feel alone. The HCA prepares food for me, reminds me of my medicines, accompanies me to my therapy appointments... I am very grateful."



Program Success Stories

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La Posada

Amara, a devoted grandmother from Ethiopia, faced unimaginable challenges when a family tragedy left her as the guardian of her three granddaughters. Speaking only Tigrinya, she made the difficult decision to leave Ohio in search of a new beginning. Upon arriving in Chicago, she reached out for help and was welcomed into the Salvation Army EHARC Shield of Hope, where she and her family found refuge.

After just two weeks, La Posada informed the center of a vacancy in the program. Amara and her granddaughters were offered a fully furnished unit, complete with groceries and essential supplies provided by donors. The staff embraced them warmly, and with the help of her daughter and a translation service, Amara began working with her case manager on a comprehensive social assessment to create a service plan and connect her and the girls to the services they needed in Chicago.

Amara's case manager worked closely with Amara & connected her with the Ethiopian Community, a non-profit agency on the northside of Chicago serving African immigrants. Through the Ethiopian Community, Amara discovered resources that would help her and her granddaughters heal from their trauma. Seeking therapy became a new goal, and it proved transformative; the girls learned coping strategies for PTSD that helped them navigate their grief.

Despite the language barriers, and as they settled into their new life, Amara's granddaughters also actively participated in the LP After School Activities Program, ensuring they thrived academically and socially. Thanks to the support from generous donors and her dedicated case manager, Amara was referred to the DV Rapid-Rehousing Program. She secured a subsidized four-bedroom house on Chicago's west side, providing a stable home for her family.

With rental assistance for the next two years, Amara set her sights on long-term goals: maintaining housing, finding part-time work, learning English, and continuing therapy. With unwavering determination, she is not only building a new life but also inspiring her granddaughters to dream big.





Program Success Stories

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Intact Families

The Ramirez family faced a challenging time when they were referred to Casa Central's Intact Family program after an unfounded medical neglect allegation. During the assessment, Ms. Ramirez shared that she had recently separated from her husband, which impacted their financial stability and access to necessary medical care for her child.

Recognizing the family's needs, the Casa Central Child Welfare Specialist provided comprehensive support. They recommended budget management sessions, protective daycare for her child, and guidance on securing and maintaining a primary doctor to address the issue that brought the case into the system. With these resources, Ms. Ramirez was able to navigate her challenges effectively.

Over time, she followed through on the recommendations, successfully establishing a budget and enrolling her child in daycare. She also reconnected with medical services, ensuring her child received timely medical care. Most importantly, Ms. Ramirez was able to begin part-time classes toward a bachelor's degree in social work, aiming to build a brighter future for herself and her child.

An After Care Plan was created with Ms. Ramirez to encourage ongoing medical follow-ups and to connect with local resources when needed, ensuring the family continues to thrive. Thanks to the collaborative efforts of Casa Central and Ms. Ramirez, the case was closed successfully, highlighting her commitment to maintaining a safe and nurturing environment for her child. This journey not only empowered Ms. Ramirez but also strengthened family bonds, marking this a success story for our Intact Family program.





Summary

The FY24 Impact Summary Report summarizes the significant impact of Casa Central programs in addressing critical needs within Chicago's underserved communities. These programs consist of:

Children's Programs

- Early Learning Academy- Centerbased
- Early Learning Academy- Homebased
- School Age Program
- Violence Prevention Intervention
-

Family Services Programs

- Adult Wellness Center
- Home Care Services
- Intact Family
- La Posada

By providing comprehensive support in health, safety, education, and well-being, Casa Central has empowered over 5,600 individuals and families to thrive and build brighter futures in the year 2024.

