

Impact Summary Report

July 2024 to June 2025



FY2025

PQI Department



Casa Central

FY25 Executive Statement



*Marty Castro, President & CEO
Casa Central*

Mission

Casa Central drives change by empowering individuals and families to thrive—delivering impactful services that transform lives and uplift communities.

Vision

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

I'm proud to share with you our FY25 Impact Report. This report is not merely a compilation of data, but rather a view into the lives Casa Central has positively impacted this year. Whether it's our participants whose satisfaction is a key indicator of our success in serving their needs, or whether it's the significant program outcomes, we strive to ensure our individuals, families, and communities thrive. We could not do this without the support of our staff, board, funders, and volunteers! Thank you all!

Best regards,
Martin R. Castro, President & CEO

Introduction



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

Performance Quality

Performance and Quality Improvement (PQI) is embedded into Casa Central’s operations to ensure services remain effective, accountable, and responsive to community needs. Each program develops an annual Work Plan with specific, measurable goals aligned with PQI priorities. These plans serve as a roadmap for continuous improvement across all service areas.

Programs are expected to meet at least **80%** of their Work Plan outcomes, reflecting a strong commitment to effectiveness, accountability, and alignment with Casa Central’s mission and vision.



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Focus Areas

HEALTH

At Casa Central, we are committed to improving community health through accessible medical and dental care, wellness education, and support for lifelong healthy habits. Health initiatives are woven into our daily services, helping individuals and families make informed decisions. Our programs empower people of all ages—from children receiving check-ups to older adults staying active—to take control of their well-being. We tailor our support to meet people where they are, ensuring health is addressed at every stage of life. Beyond immediate services, we strive to build lasting habits and foster a culture of wellness across the community.

SAFETY

Casa Central creates safe, supportive environments for children, families, and older adults by embedding safety into every aspect of our services. We offer personalized safety plans, education on fraud prevention and emergency preparedness, and trauma-informed care for survivors of domestic violence. Through culturally relevant workshops and one-on-one support, participants gain tools to navigate challenges and access vital resources. By prioritizing physical, emotional, and environmental safety, we help build long-term resilience and foster strong, self-sufficient communities.

EDUCATION

We view education as the cornerstone of personal growth, family stability, and community resilience. Our programs support individuals from early childhood through adulthood, offering developmentally appropriate and culturally responsive learning opportunities. We promote school readiness, academic enrichment, and STEAM exposure for youth, while equipping parents with tools to foster healthy development and strong relationships. Adults benefit from job readiness training and career development workshops that expand economic opportunities. Through every stage of life, we empower participants to build knowledge, confidence, and skills that lead to a brighter future.

WELL-BEING

Casa Central promotes the overall well-being of individuals and families by addressing emotional, physical, and social stability through trauma-informed care and access to essential resources. We help families secure stable housing, strengthen caregiver-child relationships, and reduce stress through education and connection. Our programs offer older adults and families opportunities to engage with their community, fostering a sense of belonging and support. Through workshops, support groups, and field trips, we build informal networks that extend beyond our services and promote lasting resilience. By combining compassionate care with practical assistance, we empower participants to heal, grow, and build fulfilling lives.

PERFORMANCE QUALITY IMPROVEMENT

Casa Central fosters a culture of excellence through continuous reflection, collaboration, and data-driven improvement. Our focus on performance quality includes stakeholder engagement, strategic program planning, advocacy outreach, and ongoing evaluation of program effectiveness. Through regular feedback, internal assessments, and shared learning, we ensure our programs remain responsive, impactful, and aligned with the evolving needs of our community.

FY25 Program Outcomes



FY25 Total Goals: 150

FY25 Total Goals Achieved: 136

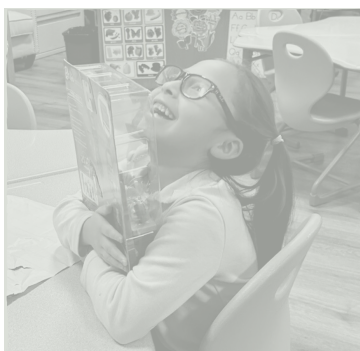
FY25 **91%**

Program Highlights

100%

of participants reported being better able to support their needs and those of their child(ren) after experiencing trauma.

Violence Prevention Intervention



97%

of participants reported that they feel emotionally and/or physically safer as a result of receiving home care services.

Home Care Services



100%

of parents/caregivers reported they have increased their understanding of their child's development.

ELA-Homebased



98%

of participants surveyed reported a sense of social connectedness as result of participating in AWC.

Adult Wellness Center



100%

of families in the program remained intact during the period of service provision.

Intact Family



97%

of children obtained a medical and dental home by the end of the program year.

ELA-Centerbased



92%

of students reported that the program helps them be more academically successful at school.

School Age Program



100%

of participants who successfully completed the 5-part Job Readiness training series reported improvement in their job seeking skills.

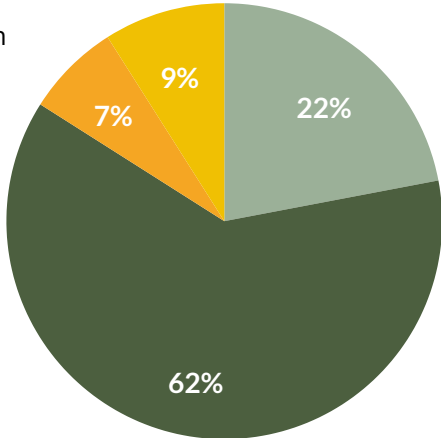
La Posada



WHO DID CASA CENTRAL SERVE?

4,465
total people served

- Black/African American
- Hispanic/Latino
- Multi-Racial
- White
- Other (0.4%)



61%
primary participants
are age 63+

42%

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



69%

primary participants household income
is less than \$15,060

18%

primary participants are age 0-5

56%

primary participants are single or
widowed

41%

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

968

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

Participant Satisfaction



Top Reasons Participants Choose Casa Central

High-Quality, Caring, and Respectful Service
“They listen to me and take good care of me”
“Very professional and respectful”
“Excellent attention for me and my family.”

Cultural Understanding & Bilingual Staff
“They understand the needs of Latino clients.”
“The services are offered in my language.”

Trust and Long-Term Relationship
“I’ve been with Casa Central for years.”
“They helped my grandmother 35 years ago.”
“They always care for people like me.”

Communication and Responsiveness
“They always respond quickly”
“They explain things well”
“I feel heard and understood.”

Wide Range of Services and Resources
“They offer lots of resources.”
“They help with everything—transportation, clothing, advice.”
“They supported me more than any other organization.”

Convenience and Accessibility
“Close to my home/school.”
“They provide in-home services.”
“It fits my schedule.”

Positive Experiences and Testimonials
“Changed my life.”
“I’ve had a wonderful experience.”

Strong Community and Family Environment
“Feels like family.”
“Everyone is friendly and supportive.”
“I have made friends here.”

Personalized Attention & Support
“My caregiver is patient and takes time to help.”
“I feel safe and supported.”
“My teacher is always in contact.”

Childcare and Educational Support
“My child is safe and learning.”
“Great program for early childhood development.”
“Teachers are amazing.”

92%

of participants would choose Casa Central again if they were given the option to choose among similar service providers

96%

of participants are satisfied with the services they are receiving

90%

of participants report a higher quality of life while engaged in Casa Central Services

Success Stories

***Names of participants featured in success stories have been changed to protect their privacy. All photographs included are general program images and may not directly correspond to the individuals or stories described.*

ELA- Centerbased

When children first join our preschool and early childhood programs, they often arrive with big emotions and varying levels of readiness. For many, it’s their first time away from home, which can bring separation anxiety, clinginess, and difficulty adjusting to new routines. Some struggle with transitions, resist classroom activities, or express their discomfort through tears, tantrums, or withdrawal. These early challenges are met with patience and care from our dedicated teachers, who gently guide each child toward emotional resilience and independence.



Throughout the year, we witness remarkable growth. Children begin to manage their feelings, build friendships, and engage confidently in learning and play. By the end of the 2024–2025 school year, thirty-seven children have blossomed into kindergarten-ready learners—equipped with the social, emotional, and academic skills to thrive. We celebrate their transformation with pride and joy, knowing they are prepared to embrace the next chapter with curiosity, courage, and confidence.

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ELA- Homebased

For several years, one dedicated family remained committed to our program, even as their journey became increasingly complex. When two of their children were diagnosed with disabilities, their mother faced a flood of emotions, medical appointments, and financial uncertainty. The stress of navigating complex systems often left her feeling overwhelmed and alone, but her unwavering commitment to her children’s future kept her moving forward.



That’s when one of our compassionate Home Visitors stepped in—not just as a service provider, but as a trusted partner. Through consistent support, the Home Visitor helped the family access Early Intervention services, connect with local resources, and successfully apply for Supplemental Security Income (SSI) benefits—an important step toward stability. Today, both children are thriving with the specialized care they need. What once felt like an impossible journey has transformed into one of empowerment. The mother is now confident, informed, and an active advocate for her children’s future. This story is a powerful reminder that when families are surrounded by care and guidance, their potential is limitless.

Success Stories continued...

School Age Program

When a determined mother found herself experiencing homelessness and moving between interim housing programs, her priority was clear—she needed to find work to rebuild stability for her family. But without dependable childcare, that goal felt out of reach. That’s when she connected with our School Age Program (SAP), where staff quickly stepped in to help her apply for childcare assistance through the Action for Children (AFC) program. With support in place, she launched her job search and soon secured employment—comforted by the knowledge that her child was in a safe, nurturing environment.

Throughout her transition from one housing situation to another, this mother expressed deep gratitude for the School Age Program being a steady and supportive presence in her child’s life. Amid constant change, the program offered consistency, care, and peace of mind. Her story is a powerful reminder that access to reliable childcare is not just about convenience—it’s a lifeline that helps families move forward with hope and dignity.



Violence Prevention & Intervention



After separating from her husband, a courageous mother sought support through our domestic violence services, carrying the weight of trauma and grief—especially after his unexpected death. His death brought a flood of emotions and a strong desire within the participant to finally process not only her grief, but the trauma she endured throughout their relationship. She bravely shared that she had been experiencing panic attacks and didn’t know how to manage the overwhelming sensations and emotions tied to her past. With the help of her therapist, she began the brave work of identifying triggers and processing deeply personal memories, despite the shame and guilt that surfaced.

Through grounding techniques and breathing exercises, she found tools that supported both her healing and her ability to parent with greater mindfulness. As she integrated these strategies into daily life, she discovered moments of calm and clarity amid emotional discomfort. Today, she stands with renewed self-awareness, resilience, and confidence—no longer defined by her past, but empowered by her journey. Her story reminds us that healing is not about forgetting, but about reclaiming strength, safety, and hope for the future.

Success Stories continued...

Adult Wellness Center

After losing his wife two years ago, 89-year-old Dani fell into a deep depression—becoming withdrawn, irritable, and neglecting basic self-care. Concerned for his well-being, his children turned to his doctor, who recommended Casa Central’s Adult Wellness Center (AWC). Though initially resistant, Dani agreed to tour the program, making it clear he had no plans to commit. That changed when he discovered familiar joys at AWC, like pool and dominoes—games he once played with his late wife—and the opportunity to socialize over meals.

Within weeks, Dani began to thrive. He made new friends, joined celebrations, and embraced every activity with enthusiasm. Now attending three times a week, Dani’s transformation is evident—his depression has lifted, and his children are thrilled to see him laughing and proudly sharing his dominoes victories. Dani says he feels truly happy again. Thanks to AWC, he’s rediscovered not just a sense of purpose, but a renewed joy for life.



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Home Care Services

At 87 years old, Emma was living alone and struggling with limited mobility that made it nearly impossible to complete daily tasks like cooking, cleaning, and laundry. With her children living far away and only able to support her after work hours, Emma found herself increasingly isolated and unable to properly care for herself. Although she needed help, she was afraid of letting a stranger into her home, unsure if she could trust someone with such personal aspects of her life..

Through Casa Central’s Home Care Services, Emma began receiving support from a Home Care Aide (HCA) five days a week. A home visit was arranged to introduce Emma and her daughter to the HCA and explain the services being offered. This thoughtful introduction helped ease her concerns. Over the following weeks, Emma slowly began to open up, learning to trust the HCA who approached her care with kindness, respect, and patience.



During a follow-up visit, the supervisor was overjoyed to find Emma looking healthier, happier, and more energized. Her home was clean and organized, and she had even gained weight thanks to regular meals. Emma shared, “Casa Central sent me an angel. At first, I was suspicious, but now I feel like she’s a sister to me. I’m not alone anymore.” Her story is a beautiful testament to how compassionate, in-home care not only supports physical needs but also restores emotional well-being and a sense of connection.

Success Stories continued...

Intact Family



After a domestic violence incident led to one parent’s temporary removal from the home, a young family was referred to the Intact Family Services Program. The mother, overwhelmed as the sole caregiver, began domestic violence therapy to rebuild her self-esteem and recognize unhealthy relationship patterns. The father, feeling lost and unmotivated, completed a 26-week Partner Abuse Intervention Program and passed four random drug tests, demonstrating his commitment to change. Their child, who had witnessed some of the conflict, began therapy to process trauma, with the mother actively supporting their emotional development.

With time and consistent support, the family made meaningful progress. Communication and emotional regulation improved, the home environment stabilized, and both parents grew in their ability to co-parent effectively. Most importantly, their child remained safe and supported throughout the process. At case closure, the family expressed deep gratitude for the program and felt confident in their ability to maintain a nurturing, healthy home. Their story is a testament to the power of comprehensive, trauma-informed family support services.

La Posada

After losing her housing in Milwaukee, a single mother and her three children returned to Chicago seeking temporary support—only to face another setback due to a family conflict. With nowhere else to turn, she called 311 and was placed in Casa Central’s La Posada program, where she found immediate relief in a safe, furnished apartment stocked with essentials. This dignified environment gave her the stability she needed to begin rebuilding her life.

With guidance from her case manager, she accessed public benefits, medical care, and community resources, and completed La Posada’s Job Readiness program through the EDUCATE component. Her case manager provided steady encouragement, helping her stay focused and accountable. In August, after months of dedication and hard work, the family transitioned out of the shelter and into permanent housing. The mother left the program with renewed confidence and a strong determination to provide a stable future for her children. Her story is a powerful example of how compassionate, wraparound support can help families not only survive a crisis but emerge stronger and more empowered than before.

