FY2026



Impact Summary Report

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FY26 Executive Statement



Marty Castro, President & CEO
Casa Central

At Casa Central we are data-driven, but we are also human-centered. This year's impact report tells a story using numbers, but underlying every statistic is an individual or a family that has been positively impacted by the work of Casa Central.

While we are a direct service organization, Casa Central has also taken on the additional role of advocating in favor of public policies that empower our communities and against proposals that would target and marginalize those we serve.

The resiliency of Casa Central and our staff as well as that of the individuals, families and communities we serve is reflected in this Impact Report.

Marty Castro
President & CEO
Casa Central

Our Mission:

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

Our Vision:

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

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Introduction

Focus Areas

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** **Well-Being**

Performance Quality Improvement

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.

Total Program Outcomes Achievement



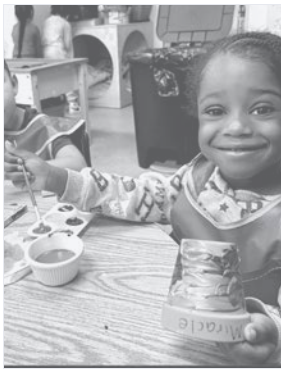
FY26 Total Goals: 170

FY26 Total Goals Achieved: 154

91%

FY26 Program Highlights

95%
of participants reported increased knowledge in safety planning.
Violence Prevention Intervention



100%
of participants increased their awareness of fall risks and learned strategies to prevent falls in their homes.
Home Care Services



92%
of students reported that the program helps them be more academically successful at school.
School Age Program



100%
of parents/caregivers reported they have been able to achieve their goals as a result of the program.
ELA- Homebase



100%
of participants who successfully completed the 5-part Job Readiness training series reported improvement in their job-seeking skills.
La Posada



94%
of children met or exceed expectations in cognitive development.
ELA- Centerbase



98%
of participants reported a sense of social connectedness as result of participation in AWC.
Adult Wellness Center

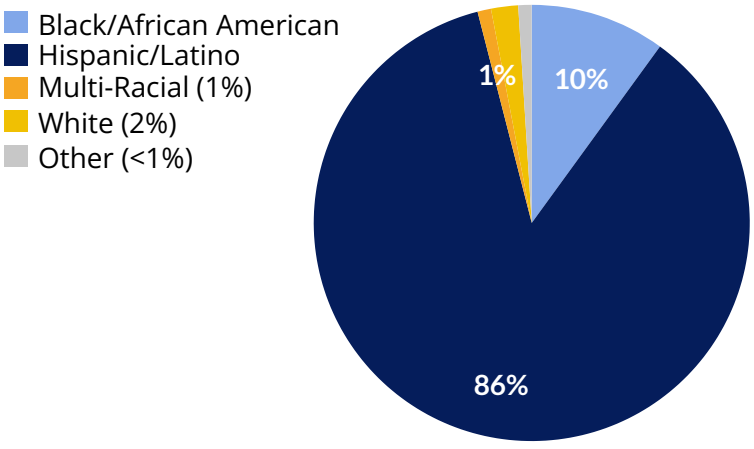


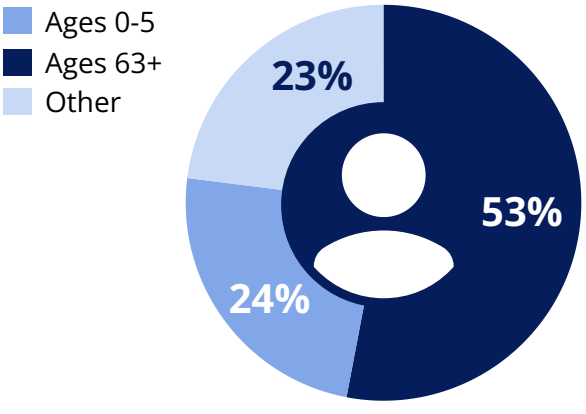
99%
of children did not experience maltreatment during the time of intact family services.
Intact Family

WHO DID CASA CENTRAL SERVE?

3,985

total people served





48%

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

80% **primary participants** with household income **less than $20,440**

86% **primary participants** that identify as **Hispanic**

75% **primary participants** that speak **Spanish**

62%

primary participants that are **single** or **widowed**

651

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, & Professional Staff
"The staff is very professional & organized."
"They treat me with respect and dignity."
"Very friendly, communicative, & conscientious."

Child Development, Education, & Family Support
"They help with my child's development and learning."
"Teachers help children learn new and creative things."
"The learning activities and home visits have been very valuable."

Trust, Safety, & Reliability
"Casa Central is a safe and healthy place for my family."
"I feel comfortable and supported."
"They are responsible and reliable."
"I know my children are safe."

Cultural Understanding & Bilingual Services
"Therapists speak Spanish."
"I can communicate fully in my language."
"They focus on serving the Latino community."
"Casa Central understands cultural and family needs."

Personalized Attention & Compassionate Care
"They are always attentive to my family's needs."
"I receive support not only for my child but for myself."
"The staff listens and provides guidance."
"They care about the whole family."

Strong Communication & Responsiveness
"Communication with staff is great."
"They explain things clearly."
"They keep us informed and answer our questions."
"Easy and fast access to services.

Comprehensive Services & Resources
"They provide many resources for families."
"The services meet my family's needs."
"They help with housing, education, and family support."
"They offer a variety of programs."
"The transportation service is very helpful."

Accessibility & Convenience
"Close to home."
"The program was accessible and enrollment was fast."
"Home visits are an option."
"Services are convenient for my family."

Welcoming Environment, Community, & Relationships
"It feels like home."
"Everyone is welcoming and friendly."
"I have built friendships here."
"The environment, culture, and staff are wonderful."
"I like being part of this community."

Positive Experiences & Reputation
"I have only had good experiences with Casa Central."
"I would choose Casa Central again."
"I have always heard positive things about Casa Central."
"Excellent service and support."

87%
of participants would choose Casa Central again if they were given the option to choose among similar service providers

88%
of participants report a higher quality of life while engaged in Casa Central Services

93%
of participants are satisfied with the services they are receiving

Success Stories

**Names have been changed to maintain confidentiality.



ELA- Centerbased

When a child enrolled in ELA-CB, teachers observed challenges with language development, following classroom routines, and participating in classroom activities. Although staff shared concerns and recommended an evaluation for special education services, the child's mother was initially hesitant and did not believe an evaluation was necessary. Rather than pushing the process, staff continued to build trust through ongoing communication, support, and partnership.

As concerns persisted, the program's Mental Health Coordinator helped the family obtain a medical referral that led to a diagnosis through Children's Hospital. The Mental Health Coordinator and Education Coordinator then worked closely with the mother throughout the Chicago Public Schools (CPS) evaluation process, including accompanying the family to the appointment. As a result, the child was found eligible for services through CPS and is now receiving specialized supports while demonstrating more prosocial behaviors.

This experience highlights the importance of meeting families where they are and building trust over time. Through patience, persistence, and advocacy, the ELA-Centerbased team helped a mother feel confident in pursuing services that will support her child's development and success for years to come both in and beyond the classroom.

ELA- Homebased

When Eva joined ELA-Homebased, she was 32 weeks pregnant with her second child and facing many challenges on her own. Referred by her child's doctor, Eva was navigating pregnancy, parenting, and limited resources while trying to create the best possible future for her growing family. She entered the program feeling isolated and unsure, but eager to learn and access support.

Through regular home visits, Eva received both practical assistance and emotional encouragement. Her Home Visitor helped her secure a car seat, connect with a doula to support her postpartum recovery, and access developmental resources for her children. Eva also enrolled in English classes, renewed her daughter's passport, and prepared for the arrival of her new baby.

Over time, Eva became more confident, engaged, and connected to her community. She shared that having someone to check in and talk to made a meaningful difference in her life and helped her feel less alone. Her story reflects the impact of home visiting services in strengthening families, building confidence, and connecting parents to the resources they need to create a stable and nurturing environment for their children.

School Age Program

Through a partnership with Young Engineers STEAM, students in the School Age Program participated in a four-session workshop designed to introduce them to hands-on science, technology, engineering, arts, and mathematics activities. The experience provided opportunities for students to explore new concepts, build problem-solving skills, and engage with materials and activities they might not otherwise have access to.

Throughout the workshop, students demonstrated curiosity, creativity, and enthusiasm as they explored STEAM-related projects. The interactive format encouraged participation and allowed students to learn through discovery and teamwork while developing confidence in their abilities.

By expanding access to enriching learning experiences outside of the school day, SAP helps students explore new interests and develop skills that support academic success and lifelong learning. Experiences like these inspire creativity, foster growth, and help students envision new possibilities for their future.

Success Stories continued...

**Names have been changed to maintain confidentiality.

Violence Prevention & Intervention



A participant enrolled in VPI services after experiencing physical, emotional, and psychological abuse in a previous relationship. Seeking support to address the lasting effects of domestic violence, the participant engaged in individual therapy, where discussions focused on trauma, domestic violence, societal expectations, and healthy coping strategies. Through narrative therapy techniques, the participant gained insight into personal experiences and developed tools to regain a sense of control and self-advocacy.

As a male survivor of domestic violence, the participant faced challenges that can sometimes make seeking support more difficult. VPI provided a safe and nonjudgmental space to process experiences, strengthen coping skills, and develop safety plans while navigating divorce proceedings and ongoing contact with a former spouse. Over time, the participant became more comfortable discussing difficult experiences and sharing feelings that had previously been difficult to express.

Reflecting on the impact of services, the participant shared, *"I have a lot of people rooting for me, including my therapist."* Today, the participant recognizes a strong support network and feels better equipped to navigate the healing process. His journey demonstrates that healing, support, and empowerment are possible for all survivors of domestic violence.

Intact Family

When the Montoya family became involved with child welfare services, they were experiencing significant stress and uncertainty. Concerns had been raised regarding parenting practices, behavioral challenges, sibling conflict, and unmet mental health needs. The family felt overwhelmed by renewed involvement with DCFS and faced difficulties navigating the complex systems and services being recommended for their children.

Through Intact Family Services, the family was connected to a range of supportive resources, including mental health evaluations, individual therapy, psychiatric services, parenting education, and an autism evaluation for one of the children. Ms. Montoya remained actively engaged throughout the process, coordinating appointments, and maintained communication with service providers. As services progressed, she became increasingly confident and organized in managing home visits, medical appointments, and therapeutic services for her children.

Over time, meaningful changes were observed across the family system. Ms. Montoya shared that she learned more appropriate and effective disciplining techniques, which helped reduce conflict and improve communication within the home. As she implemented these skills, the children began responding more positively, and sibling conflicts decreased significantly.

One of the children was diagnosed with mild autism, and Ms. Montoya was provided with resources and education to better understand and support his needs. The two daughters began psychiatric treatment and continued individual counseling, which led to noticeable improvements in emotional regulation and social interactions. Ms. Montoya reported that one was doing better at school and getting along more positively with her siblings and classmates. The other, in particular, showed a remarkable transformation; becoming more outgoing, engaging in extracurricular activities, reading at home, listening to music, and spending more quality time with her family.

The Montoya family successfully completed all recommended services, and the children continued to participate in individual counseling due to the ongoing benefits observed. Behavioral improvements were documented both at home and at school, and the family demonstrated increased stability, cohesion, and confidence.

This case reflects the broader goals of the child welfare program: supporting families through prevention-focused services, strengthening parenting capacity, addressing mental health needs early, and promoting child safety without unnecessary system involvement. The family's progress highlights the value of early intervention, consistent engagement, and culturally responsive support.

Their story serves as a reminder to partners, stakeholders, and the community that when families are supported with respect and compassion, they can grow stronger together. Investments in family-centered services not only improve individual outcomes but also contribute to healthier, more resilient communities.

Success Stories continued...

**Names have been changed to maintain confidentiality.

Home Care Services



When Alfonso lost his wife, everyday tasks that were once routine became increasingly difficult. Living alone in the family home, he struggled with meal preparation, household chores, medication management, and attending medical appointments. Concerned about his well-being, Alfonso's daughter encouraged him to consider Home Care Services. Having always been independent, Alfonso was initially hesitant to accept help.

After enrolling in the program, Alfonso began receiving support five days per week. His Home Care Aide assisted with light housekeeping, meal preparation, medication reminders, and other daily activities that allowed him to remain safely in his home. The consistent support helped reduce the challenges of living alone and ensured his health and personal needs were being met.

Over time, Alfonso and his family noticed meaningful changes. He was eating healthier meals, keeping up with medical appointments, and maintaining a cleaner, safer home environment. Just as importantly, the regular visits and conversations provided companionship and reduced feelings of isolation. Alfonso began smiling more often and looked forward to his Home Care Aide's visits.

Today, Alfonso is able to continue living independently in the home he loves while receiving the support needed to maintain his health, safety, and quality of life. For his family, knowing that he has reliable support has provided invaluable peace of mind.

Adult Wellness Center

After losing her spouse four years ago, Maria began experiencing severe depression and increasing isolation. Although her children encouraged her to live with them, she preferred to remain in her own home and gradually withdrew from social activities. Concerned about her well-being, her family connected her to the Adult Wellness Center.

When Maria first joined the program, she attended four days per week and slowly began participating in activities and building relationships with other participants. Several months into the program, Maria shared that she felt safe, valued, and, above all, had found a renewed sense of purpose. Reflecting on her experience, she stated, *"Being here has alleviated my loneliness. I have made many friends who have taught me how to knit. My mood has improved significantly, as has my self-esteem. I am treated with great respect, and it brings me so much joy to arrive every morning, especially when I am welcomed with such warmth."*

When Maria first arrived, conversations about her husband's passing often brought her to tears. Through participation in the program's activities and connections with others who had experienced similar losses, she found a supportive community where she felt understood and accepted. She developed meaningful friendships, regained interest in activities she once enjoyed, and found joy in the center's meals, dancing, singing, and social events.

Today, Maria continues to thrive through the companionship and support she has found at the Adult Wellness Center. Supporting Maria through the loss of her spouse required patience, active listening, and consistent encouragement. By providing a safe space where she felt heard and understood, offering opportunities for social engagement, and gently encouraging participation in activities and community outings, the program helped Maria overcome isolation, rebuild meaningful connections, and rediscover joy in everyday life.

La Posada

When Gabby, a single mother and caregiver for her mother with a disability, lost her job after experiencing a stroke, she was no longer able to keep up with her rent payments. With no other housing options available, she contacted 311 and was referred to La Posada for emergency shelter. Upon arrival, Gabby and her family were welcomed by the Residential Support Worker, who provided dinner and helped them settle into a fully furnished apartment while their immediate needs were assessed.

During her stay, Gabby worked closely with her case manager to develop and follow a service plan focused on housing stability, employment, and financial self-sufficiency. Through the EDUCATE program, she enrolled in English as a Second Language (ESL) classes while also receiving support with public benefits, employment, and apartment searches. Gabby remained committed to her goals and actively participated in services as she worked toward creating a more stable future for her family.

Over time, Gabby secured employment, began saving money, and applied for benefits, including Social Security. As her financial situation improved, she was able to identify and secure an apartment where she and her family could live independently.

Today, Gabby and her family are safely housed in their own apartment. Although she has exited the program, she continues to stay in touch with staff and share updates on her progress. Her journey demonstrates how access to emergency shelter, case management, educational opportunities, and community resources can help families overcome a temporary crisis and build a pathway toward long-term housing stability and independence.