

Casa Central Impact Report 2018

Mission Statement:

Casa Central transforms lives and strengthens communities, with a special focus on Hispanics. Our network of social services propels a diverse population of all ages toward self-sufficiency and a higher quality of life.



Transforming Lives and Strengthening Communities Since 1954

There is a Chinese proverb that states: "It is easy to sail a ship in calm waters".

For several years now, agencies like Casa Central have not had calm waters to sail upon given the state budget crises and federal policy threats, just to name a few. Despite those rough waters I am pleased to say that Casa Central has navigated these rough times with great success and positive outcomes due to the tremendous work of our staff, our board, our funders and all of our stakeholders. This team effort has improved the opportunity for Social Integration, Emotional Well-Being, and Physical Well-Being of those we serve. We are proud to share our Impact Report with you for FY 2018. Thank you for your continued support.



Marty Castro
Interim President and CEO

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Who did Casa Central Serve?

8,436

INDIVIDUALS WERE SERVED BY CASA CENTRAL IN 2018

PRIMARY PARTICIPANT PROFILE



- 68% female
- 56% age 63 or older
- 69% Spanish speaking
- 87% identify as Hispanic
- 56% report a household income below \$10,890



COMMITTED TO QUALITY

Casa Central is committed to providing the highest quality service delivery to participants in all programs, as well as to Casa Central staff and stakeholders. The Performance Quality Improvement system maintains a centralized format for internally planning, measuring and developing recommendations for improving and monitoring both Casa Central's compliance with regulations and the quality of services provided.



"Thank you for opening the doors for my family and those who have endured so much in their lives. Thank you for serving those were affected by Hurricane Maria. I hope for better days and a better future for myself and my family. I now believe that is possible because of Casa Central"

- La Posada Participant

Program Outcomes

Casa Central develops annual work plans that identify strategic and qualitative indicators tied to agency-level outcomes.

- **Physical Well-Being:** participants and their family members report and/or demonstrate an increase in health, safety and ability to meet immediate needs
- **Emotional Well-Being:** participants and their family members report and/or demonstrate an increase in emotional stability, safety and supportive relationships
- **Social Integration:** participants and their family members report and/or demonstrate an increase in access to resources that contribute to connection to the community

Physical Well-Being



Home Care Services

95% of participants reported feeling emotionally and physically safer as a result of Home Care Services



Adult Wellness Center

100% of participants enrolled in the Adult Wellness Center reported their physical and emotional health had improved



La Posada

58 families secured stable, permanent housing and remained in housing 180 days after case closure



Early Learning Academy

Over 150 participants received needed medical, dental and/or vision exams



Intact Family

Over 250 parents demonstrated reduced risk and increased safety factors in the home as a result of Intact Family services

Emotional Well-Being



Intact Family

91% of participants who attended Parenting Education Classes reported an increase in parenting knowledge and skills developed



Adult Wellness Center

100% of participant caregivers reported an increase sense of support as a result of their loved one participating in Adult Wellness programming



School Age Program

100% of parents who participated in Parenting Classes reported an increase in positive parenting skills and techniques



55 & Better

100% of participants reported an increase in sense of emotional well-being and self-esteem as a result of 55 & Better services



Violence Prevention & Intervention

100% of parents/caregivers showed improvement in their relationship with their children after participating in either therapy sessions

Social Integration



School Age Program

95% of students participating in Second Step curriculum demonstrated an increase in their social-emotional skills



Early Learning Academy

91% of children met or exceed language expectations

95% of children met or exceed math development expectations

92% of children met or exceed literacy development expectations



Violence Prevention & Intervention

76 participants reported an increase in knowledge of community resources available to themselves and their family



55 & Better

100% of 55&Better participants reported they learned a new skill after attending a Job Readiness Workshop



OVERALL SATISFACTION

Participant Satisfaction

My grandson's behavior has drastically improved since he began at Casa Central. I am so very glad I enrolled him in services

- School Age Program

91%
of participants would recommend Casa Central to others

82%
of participants reported a higher quality of life as a result of services

Casa Central surveyed **25%** of participants to assess satisfaction and the quality of service delivery.

