



Casa de Amparo

Treating and Preventing Child Abuse and Neglect



Casa de Amparo
Annual Report
2017-2018



Healing...Growing...Creating the Future Together



A MESSAGE FROM THE BOARD

BOARD OF DIRECTORS*

Dear Casa Supporters,

What a year it has been! We are so proud of the progress that was made this year to improve our services. As Board Chair, it is the time of year that I find myself taking inventory of the amazing achievements that have taken place. It is also a time to reflect on where we want to go. Our list of items to accomplish never ends, as the work that we do is so important. We gladly show up every day to serve children who have suffered through abuse and neglect and will continue to do so year after year.

This past year we worked towards enhancing and improving our current programs. In our Residential Services program, our innovative Executive Director, Tamara Fleck-Myers saw the need for teen clients to practice independence to further help prepare them for a future to live on their own. With that idea, a new program - the Teen Preparation Program, was born. The Teen Preparation Program works within our Residential Services program to allow older teens, and those that are pregnant or parenting, the opportunity to practice independent living in a supervised apartment environment. This allows them to feel what it is like to live independently while receiving the same level of care of those residing in our cottages.

We've continued our collaboration with the Justice Resource Institute and Suffolk University. From the start of our collaboration, as one of only six organizations chosen nationwide, they worked with us to ensure our staff received trauma informed care training. They have also provided us with data from our programs that will further help us to provide a high quality of service in all of our programs.

We are proud of our membership with the California Alliance of Child and Family Services (CACFS). The membership allows us to remain in compliance with state laws and helps us to provide the highest quality of care possible. The CACFS is a valuable resource and provides our staff education, data, and resources that we would not otherwise have.

Just as we are committed to our clients, we also place high priority on offering resources to our frontline staff and administration. Our human resources department worked tirelessly this past year to help vastly improve the onboarding and training process for newly hired staff.

We know how important our work is and take very seriously the role that staff and the Board of Directors play to ensure our Casa Kids receive the care they require to succeed in life. Our work is made possible by the generous support of you, our donors, who give generously to support the tasks before us. I am blessed with an incredible team of Board of Directors whose dedication is unwavering. We work diligently to be good stewards of your donations to ensure that your dollars are invested in providing the utmost care for our Casa Kids.

Thank you for your continued support of Casa de Amparo. We are stronger than ever before—and that's in large part due to your partnership and support.

-Kayleen Huffman, Board Chair



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CASA DE AMPARO'S HISTORY

SNAPSHOT FOR FY 2017-2018

Over the last 40 years, Casa de Amparo has continually expanded to meet the changing needs of Casa Kids.

▶ AUGUST 1978

Casa de Amparo was founded by a small group of local women concerned about domestic violence and the welfare of children. Led by the Women's Resource Center and supported by local police, this team pushed for a home for children affected by or at risk of child abuse. It was at this point that Casa de Amparo opened its doors.

▶ AUGUST 1980

Casa de Amparo expanded its services to include the Child Development Center in Oceanside, providing therapeutic childcare, preschool and a family support center for children 18 months to 5 years old who are at risk of abuse or neglect.

▶ JULY 2001

Casa de Amparo began its Family Visitation Program, which provides a neutral, supervised setting for children who have been separated from their parents as a result of abuse or neglect, enabling regular visits, positive interactions, and reunification, if appropriate.

▶ OCTOBER 2007

Casa de Amparo's Child Development Center expanded to a new campus in Oceanside, which now houses the Family Services and Hayward Child Development Center.

▶ JUNE 2008

Casa de Amparo began serving 18 to 24 year old former foster youth, providing fully furnished apartments, career and education planning, and life skills training through the New Directions transitional housing program.

▶ OCTOBER 2008

A Military Support Program at the Child Development Center was started in order to help military families facing physical, emotional, and financial hardship.

▶ APRIL 2012

Residential Services relocated from Oceanside to the Casa Kids Campus in San Marcos, California on 11.4 acres of land, providing three cozy, home-like cottages and expansive outdoor areas for play.

▶ APRIL 2014

Residential Services began housing pregnant and parenting foster girls and their infants. Casa de Amparo is currently the only licensed residential treatment center in San Diego County to provide these services.

▶ JUNE 2016

Opened new Counseling Wing and expanded the Pregnant and Parenting Cottage at the Casa Kids Campus in San Marcos. The expansion allows services for additional clients and new state-of-the-art therapeutic practices.

EXECUTIVE DIRECTOR

Tamara Fleck-Myers, LMFT

LOCATIONS

San Marcos:

- Casa Kids Campus

Oceanside:

- Family Services Center
- Child Development Center
- New Directions Program

PROGRAMS

- Residential Services
- Child Development Center
- Family Visitation
- New Directions
- Counseling Services
- Young Parent Network

CLIENTS SERVED

- 581 Casa Kids
- 612 Families

EMPLOYEES

Total Employees: 139

- Full-time: 112
- Part-time: 5
- On Call: 22

VOLUNTEERS

- Total Individuals: 332
- Total Donated Hours: 6,857

MISSION

To support those affected by and at risk of child abuse and neglect, through a range of programs and services that promote healing, growth, and healthy relationships.

ABOUT

Established in 1978, Casa de Amparo is recognized as a leader in treating and preventing child abuse and neglect in San Diego County and beyond, with locations in Oceanside and San Marcos. The non-profit organization annually serves over 1,000 Casa Kids, from prenatal to 25 years old, as well as over 900 families through integrated programs that promote healing, growth, and healthy relationships.



CASA DE AMPARO'S PROGRAMS



RESIDENTIAL SERVICES

Casa Kids, ages prenatal through 18, who have been removed from their homes as a result of abuse or neglect, reside at the Casa Kids Campus in Residential Services, a home-like environment on 11.4 acres of land. Each Casa Kid receives comprehensive trauma-informed care tailored to their individual physical, social, emotional, developmental, and educational needs.



NEW DIRECTIONS

Casa Kids, ages 18 to 25, who are foster or former foster youth, can participate in New Directions, a transitional housing program that equips youth with the necessary skills and resources to make a successful transition from foster care to independent living.



COUNSELING SERVICES

Counseling Services are offered to all Casa Kids and families in each of Casa de Amparo's programs. All program participants are able to receive age-appropriate individual, group, family, and play therapy. Families can take part in Parent-Child Interactive Therapy (PCIT) and each child is assessed to identify strengths and determine treatment plans.



CHILD DEVELOPMENT CENTER

The Child Development Center provides childcare and therapeutic family support for Casa Kids, 18 months to 5 years old, and their families. These families are experiencing significant stress and are at-risk of abuse, neglect, or domestic violence. The Child Development Center also offers a specialized Military Support Program for enrolled families.



FAMILY VISITATION

Family Visitation provides a neutral, supervised setting for Casa Kids and their parents, who have been separated as a result of child abuse or neglect. The program facilitates regular visits, positive interactions, and reunification, if appropriate.



YOUNG PARENT NETWORK

Young Parent Network is designed to address the needs of pregnant and parenting youth who are struggling with the emotional, financial, and personal demands of being a parent. The goal of the program is to address trauma and increase the health, safety, and well-being of children and families.

3,534

COUNSELING HOURS

7,040

DAYS OF CHILD CARE

1,518

FAMILY VISITS

581

CASA KIDS SERVED

612

FAMILIES SERVED

A SUCCESS STORY

My name is Eliza King and to my daughter, I'm known as Mommy. I'll start off with a little background about myself and my journey with Casa de Amparo's New Directions (New D) program. This is my second time joining New Directions; I've been involved with New D for a little under four years. The first time I came to New D was in January of 2015 following a really bad out-of-state college experience. I was then discharged from the program in June of 2017 when ironically I soon found out I was also pregnant. However I had burned my bridges with New D and despite my efforts to stay, my thirty day notice to leave the program remained and so I exited the program and left Casa de Amparo.

After exiting in June, I was homeless but my partner at the time and I decided that with a roommate and our incomes combined we could afford an apartment on our own. So my ex started his own process to exit from New Direction's and I in the mean time continued to try to find housing. I assume the stress of having a homeless pregnant girlfriend took its toll on my significant other, we started hitting a really rough patch and it turned physical, which I ignored. Although I was still in touch with New D staff I never reached out for support due to my pride and embarrassment. Previously, I was very involved in events Casa de Amparo would have, and I participated in Meet the Chefs two years in a row. I was even given the opportunity to have an article published about my story and how crucial Casa's New D program was to my growth. So looking back, I was terrified of acknowledging how much I actually needed the help and of course my pride kept me from reaching out.



Even though I was no longer in the program, New D was still super involved in me and my unborn child's life. I still participated in the Art Therapy Program and I stopped by to make sure I showed my sonograms. Then I finally got housing at six months pregnant. I had been homeless for four months at that point, but I finally had a place of my own again. But that soon didn't work out. In September of 2017 I got a call from another program saying that they were willing to work with me and I got the spot. A one-bedroom just for our little family, we had a plan. My significant other would stay with New D and get all his support he could from their program and exit at twenty-one and then of course he'd be eligible for the program I just entered and we'd be a real family. We had it all planned out, nothing could stop us right?

My move went great and I obtained a job so quickly—pregnant belly and all. But it was too strenuous for me and my midwife pulled me from work. So now, I wasn't working and I was alone because my boyfriend wasn't interested at this point in participating in my life and supporting me, and I had no other support. So where did I go? New Directions! I would sit there for hours, all day if I could. Elyse, the New D Program Manager was always super excited to hear about whatever I was babbling on about. Liz was always super interested in hearing about my birthing choice and it was just nice to have someone to see me and talk to me. There was even a baby shower for our little girl, on the ninth of February. The next day, February 10th, I gave birth to a 6lb doe eyed little girl named Anayarah. Anayarah Antonia Sarai Shelby, a mouthful but a blessing and the only reason I'm who I am today.

Without New D and Casa de Amparo advocating for me I don't think I'd be back on my feet. Now, it's been almost five months back in the New D program and I believe and I've grown so much. I'm maintaining not only a job but school too. As a single mom, I work very hard and sometimes I fall short of stepping back and acknowledging that. Sharing this story, I know it's supposed to be about my success, but it was an eye opener for me. Some of these things I shared, I speak about all the time but not in a way to make it positive. All of the chaos I went through pushed me and it took all of me to keep standing and walking forward but I did.

As a mom I understand now wanting the best for your child and then turning around and beating yourself up because you're not where you want to be. So I wanted to start a moms group, to help with resources or support in any way I could. I needed so many resources and I know I was embarrassed to ask for help so I want to make asking for help a "friendly zone." I want to show these women they can work and attend school and be a mom 100%. I'm doing it and I'm super proud of myself and thankful for New Directions for not giving up on me.

" It's been almost five months back in
the New D
program and I believe I've grown so
much. I'm maintaining not only a job
but school too."

MILESTONES



TEEN PREPARATION PROGRAM(TPP)

The Teen Preparation Program was introduced as a way to further assist youth in Residential Services in gaining critical life skills before graduating from the Program and transitioning to independent living. Youth in the Program are older teens who have demonstrated that they are ready to practice independent living, while remaining in a supervised setting and continuing to participate in treatment services. The program is located at our Casa Kids Campus in San Marcos in onsite apartments. The Teen Preparation Program helps youth learn responsibility and life skills such as maintaining a clean apartment, grocery shopping, preparing food and managing school, a job and treatment activities. The Program can accommodate up to seven residents simultaneously and includes services for pregnant and parenting youth, and their children.



JUSTICE RESOURCE INSTITUTE & SUFFOLK UNIVERSITY DATA RESULTS:

Last year Casa de Amparo was selected as one of six organizations nationwide to act as a service center in collaboration with Justice Resource Institute (JRI) and Suffolk University to implement a trauma-informed framework called Attachment, Regulation and Competency (ARC) to improve outcomes for foster youth impacted by traumatic life experiences. This collaboration has allowed staff at Casa de Amparo to receive intensive, ongoing training to learn and implement the ARC framework. Through the implementation of ARC, we anticipate that clients will experience a reduction in Post-Traumatic Stress Disorder (PTSD) symptoms, improvement in behavior/functioning, an increase in self-regulation, decrease in depression, decrease in substance use, and an increase in social support.



MEMBERSHIP WITH THE CALIFORNIA ALLIANCE OF CHILD AND FAMILY SERVICES

Casa de Amparo became a member of the California Alliance of Child and Family Services (CACFS), an advocacy organization providing support and resources for agencies seeking to impact the lives of youth and their families. CACFS helps to ensure that providers are able to meet California's regulatory requirements and that proposed legislation is in the best interest of youth and families. Casa de Amparo's membership with CACFS is a valuable resource providing staff education, data and trend analysis, discussion forums, and the opportunity to collaborate with other agencies throughout California to ensure we are implementing programs and services that meet the needs of youth and families.



REVAMPING HIRING AND TRAINING PROCESS

Casa de Amparo's Human Resources team has streamlined the interview and onboarding process for Residential Counselors for our Residential Services Program. We now conduct group interviews with a panel that includes Program Managers or Supervisors. Our New Hire Orientation has been expanded into a two-week period where the new hires are able to complete all their comprehensive agency onboarding requirements. We have also included a shadowing component to the staff training. This has resulted in improved performance for new hires and gives Supervisors a chance to recommend ongoing individualized training as needed for newly hired staff.



ENHANCING SAFETY THROUGH PARTNERSHIP WITH SAVED IN AMERICA

Saved in America (SIA), a local nonprofit, partnered with Casa de Amparo to help enhance the safety and well-being of our residents and ensure the safety of our Casa Kids Campus. SIA also provides ongoing training to staff strengthening our partnership and efforts to ensure the safety of our residents and the community.

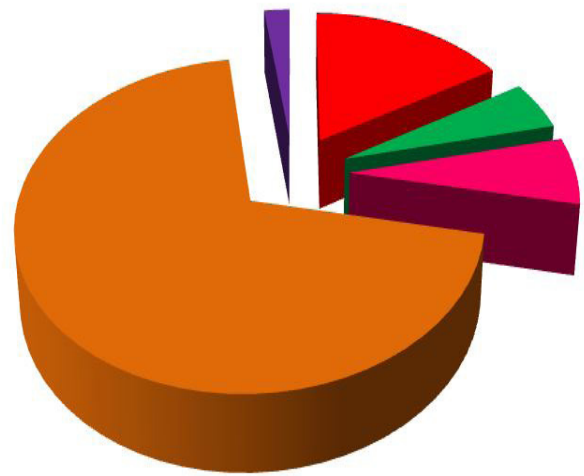
FISCAL YEAR 2017-2018

FINANCIAL ACTIVITIES

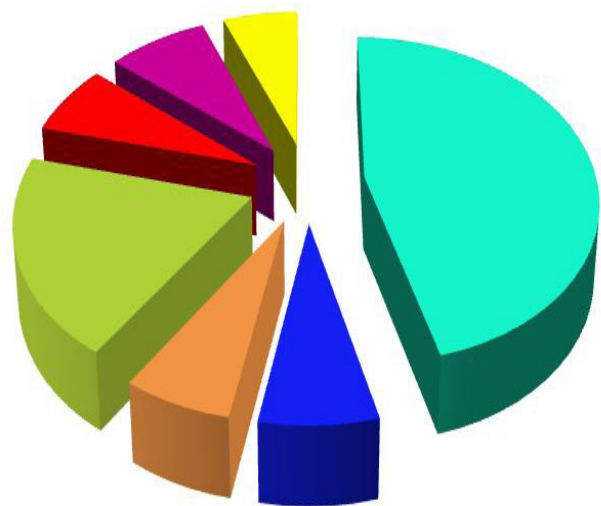
Did You Know?

83% of every dollar raised goes directly to our programs to serve Casa Kids.

REVENUES	
Contributions	\$1,330,225
Contributions In-Kind	\$408,738
Special Events	\$550,416
Contracts	\$5,669,765
Service Fees	0
Miscellaneous Income	\$173,776
	\$8,132,920



EXPENDITURES	
Residential Services	\$3,963,553
Child Development Center	\$604,519
Counseling Services	\$555,363
Family Visitation	\$520,535
New Directions	\$1,682,576
Administrative Support	\$607,284
Development and Fundraising	\$693,088
	\$8,626,918



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88
PERCENT

of youth in the Residential Services program stated that they feel more equipped to take action towards their goals since entering the program.

88
PERCENT

of parents with children enrolled at the Child Development Center were satisfied with the quality of the program and services offered.

83
PERCENT

of parents have seen an improvement in their child's behavior since being enrolled at the Child Development Center.



100
PERCENT

of parents or caregivers reported a positive experience with the family visitation program.

88
PERCENT

of residential services program youth stated they are better able to cope when things go wrong.

93
PERCENT

of transition aged (18-25) Casa Kids in New Directions felt they were achieving their goals and demonstrated significant improvement in their career and educational planning goals, increasing the likelihood of a successful transition to independent living.

Data Sources:
Client Satisfaction Survey
Desired Resolutions Development Profile
Children's Functional Assessment Rating Scale

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Since 1978, thanks to generous donors like you, Casa de Amparo has been helping San Diego's abused and neglected children heal and grow. Your planned gift will help us to continue the important work of making San Diego a community where child abuse is simply not tolerated.

Please consult with your tax accountant or your financial adviser to analyze which of the plans is most appropriate for you. We can also arrange a face-to-face meeting with you, your advisor and Casa de Amparo's Director of Development to discuss gift giving options. For more information or to request a private tour of the Casa de Amparo programs, please contact Kathy Karpe, Director of Development at 760-566-3556.

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Casa de Amparo's Signature Partner Program is an opportunity to demonstrate your commitment in helping end child abuse and neglect in San Diego County. As Casa de Amparo has a variety of needs to fill throughout the year and we want to match your interests with those ongoing needs. With your support of time, skills and/or donations, Casa de Amparo will be able to direct additional resources to our child abuse prevention and treatment programs and services. In return for your continued support, we would be honored to publicize your commitment through:

- Recognition on our website and on social media including your logo and a link to your website
- Annual Invitation To Yearly Patron Party – network with other like-minded local corporations, businesses and donors
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For more information, please contact Kathy Karpé, Director of Development, at 760-566-3556 or e-mail kkarpe@casadeamparo.org



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