



ESPERANZA
COMMUNITY SERVICES

FY24 Summary

Achievements and Strategic Developments

MISSION

Esperanza Community Services empowers individuals with developmental disabilities to achieve their fullest potential by fostering independence, inclusion, and personal growth. Through compassionate support, innovative programs, and collaborative community partnerships, we strive to create opportunities that enhance the quality of life for those we serve and their families.

VISION

Esperanza Community Services is committed to excellence in providing outstanding services to individuals with disabilities, and aspires to be recognized through dedication to advocating for their needs, increasing community awareness and acceptance, and enhancing their overall quality of life.



THEORY OF CHANGE

Esperanza's continuum of education and care fosters hope, optimism, and self-esteem in our students and clients by:

- 1 | Providing Comprehensive Support**
Tailoring educational and therapeutic services to meet individual needs.
- 2 | Promoting Inclusive Education**
Ensuring high-quality, personalized education for all students, regardless of abilities or backgrounds.
- 3 | Empowering Through Skill Development**
Equipping individuals with the skills and knowledge to achieve personal and academic goals.
- 4 | Enhancing Emotional Well-being**
Supporting mental health and emotional resilience through targeted programs and interventions.
- 5 | Fostering Independence and Positive Relationships**
Promoting self-sufficiency, life skills, and positive interactions to build trust and a sense of belonging.

STRATEGIC OBJECTIVES (ACTION PLAN) / FY24 ACHIEVEMENTS

Enhanced Education, Programs, & Services

Deliver Special Education and IDD programs and services to ECS students and clients at a superior level, positioning ECS as being respected for delivering quality educational and programmatic supports.

- Expanded extracurricular activities for over 100 students and clients, incorporating Art, Music, Yoga, Special Olympics, and community outings. This initiative enriched their daily experiences, fostered personal growth, and enhanced social and emotional development by providing diverse opportunities for creative expression, physical activity, and community engagement.
- Successfully filled long-vacant program and school leadership, clinical, and educational roles with highly qualified staff, bringing expertise and energy to support the existing team and alleviate the burden of multiple responsibilities.
- Successfully filled numerous long-standing vacancies for Direct Support Professionals and Paraprofessionals after years of workforce crisis and shortages, significantly strengthening the team and improving education quality and service delivery.

Nurturing Environment

Ensure students and clients access nurturing educational and residential facilities conducive to achieving positive outcomes and personal growth.

- Initiated essential building renovations to improve the main campus facilities and residences, with completion scheduled for FY25. These upgrades will enhance the learning and living environments, ensuring a more modern, functional, and supportive space for students, clients, and staff.

Operational Effectiveness

Develop and implement organizational strategies that underscore delivering high-quality services, foster robust stakeholder collaboration, and promote optimal performance across all departments and programs.

- Upgraded Esperanza's outdated technology infrastructure, enhancing efficiency and modernizing systems.
- Enhanced the agency's profile and significantly improved scores on all regulatory audits and surveys.

Financial and Operational Discipline

Maintain stringent financial and operational discipline to safeguard the organization's short-term stability and long-term viability, ensuring the continued provision of essential services and programs.

- Demonstrated continued improvement in financial performance, marking the second consecutive year of operational profitability.
- Launched enhanced management decision-making capabilities through improved data analytics and reporting systems.
- Implemented measures to improve expense control and financial management significantly.
- Implemented proactive cash management practices to optimize financial stability and efficiency.

Thriving Work Culture

Cultivate a work culture at Esperanza characterized by vibrancy and inclusivity, where every employee feels valued, supported, and empowered to THRIVE personally and professionally.

- Launched an annual staff satisfaction survey: The feedback has allowed us to target improvements in internal communication, managerial practices, and employee recognition, aiming to enhance morale, retention, and overall satisfaction.

Partnership Engagement

Foster strong partnerships and engagement with families, communities, and external stakeholders to ensure comprehensive support and advocacy for ECS students and clients, promoting collaboration and inclusivity in all aspects of our services.

- Esperanza partnered with the University of Chicago's Rustandy Center to refine Board Recruitment, Development, and Fundraising practices, resulting in a more effective and cohesive board that better supports our mission.
- Esperanza partnered with Compass Pro Bono to conduct a strategic consulting project to enhance organizational performance and structure for future growth, ultimately improving our ability to serve students and clients more effectively.