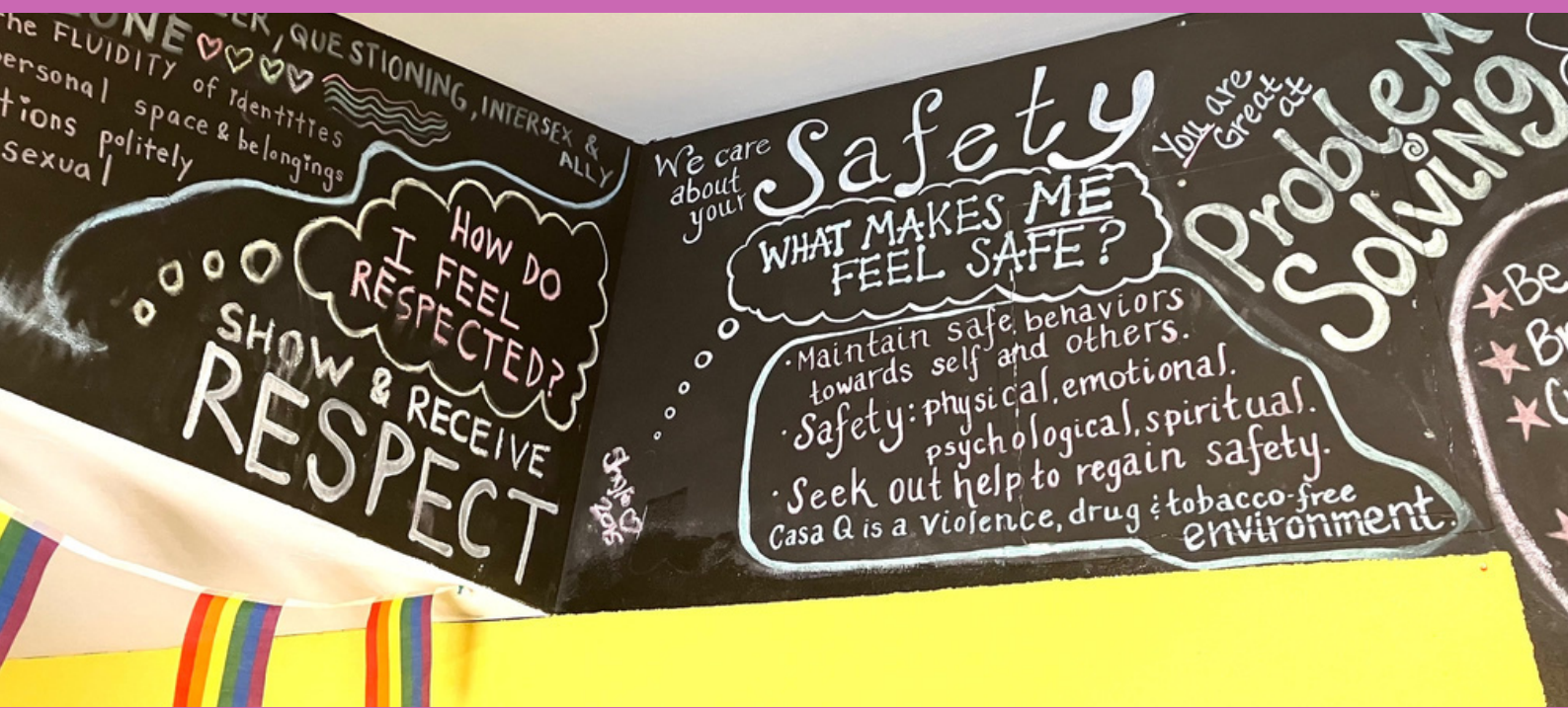


# 2023 Annual report



*“Thank you, Casa Q, for being so open-minded and accepting towards me and my situation ... you all truly changed my life while living at Casa Q. You’ve helped me accept who I am as a trans person.”*

**- Casa Q Youth**



# Life at Casa Q

***“Casa Q's dedicated staff worked with 11 young people living in Shelter Services. Our Casa Q staff are partners with our youth in completing their life skills workshops, art studio therapy, and making plans for their vibrant futures. At Casa Q, our approach to care is trauma-informed. We believe in giving our youth as many opportunities as possible while living in our programs.”***

- Steven Serrano, Program Director

***“I've changed and grown in so many ways since I've been here. I'm really proud of myself for finding the root of things I struggle with and thinking of ways to address them. I couldn't have done it without the Casa Q staff. I've still got a lot to learn about boundaries, rejection, and being happy, and I'm so grateful to do it with you guys! I think Casa Q will help my personal goals of exploring Albuquerque and learning about myself, as well as having fun. I also want to continue building trust with everyone here.”***

- Sammy, Casa Q Youth

## Transitional Living Program

We are honored to be in our 2nd year of operation of our Transitional Living Program (TLP)! In 2022, Casa Q expanded our scope of work, serving young adults 18-23 years old. We've developed two levels of aftercare services; TLP, and Mobile Aftercare Case Management. Casa Q provided 6 young adults with their own studio apartments, which provided transformative stabilization. We provided 12 aftercare young adults with intensive case management and wrap-around services and support. Through TLP, we get to mentor young adults through life skills including but not limited to budgeting, self-care, intercommunication skills, care maintenance, job development, and navigating the process of legal name and gender marker changes. In 2023, our TLP clients opened doors to their own independence. We look forward to continuing to uplift young adults through TLP.



Casa Q welcomed an emotional support pup into the house this year! Mo greets every youth and staff with the unconditional love that we all need.

Joel was facing persecution for being LGBTQ+ in his country of birth when he reached out to Casa Q through Facebook. With the hope of being part of LGBTQ+ community, and plenty of courage and resilience, Joel fled persecution traveling alone, riding trains and hitchhiking his way north until he was able to cross the border. Joel then made his way to Albuquerque where he at last could meet his new community in person.

Joel loves New Mexico! In his new home, he's been met with an abundant and supportive community. From case management helping him navigate medical and mental health care, to a local immigrant rights law firm helping him gain asylum, to new friends and Casa Q staff finding creative ways to speak across language barriers, the Casa Q community has rallied around Joel to allow him to flourish in his new found freedom. Joel is at last able to live freely as gay young man. Since arriving at Casa Q's TLP, he has been dating and found pride in learning a new language, in the work he does, and the home he has found.



# Year in Reflection

*“In October, Casa Q staff and Board collectively decided to take a 4-month pause in our shelter services, giving a gift of time for restructuring the agency. This rare and critical opportunity has allowed us to re-elevate our service delivery and our capacity in the community. The pause has made it possible for Casa Q to provide more comprehensive and sustainable services to our youth and community in 2024 and beyond. We wouldn’t have been able to make this remarkable shift without the unwavering support of our Board and the remarkable passion and commitment of our Casa Q staff.”*

- Steven Serrano

*“Casa Q is a one-of-a-kind shelter that goes above and beyond its purpose of providing a safe and welcoming space to LGBTQIA+ teens. It has been so fulfilling to work here and help these kids grow and flourish into confident and intelligent young adults. Sometimes we are the first people to accept a kid as they are without judgment, and we get to see how embracing and uplifting their true selves changes them for the better. The temporary pause on intakes has allowed us to strengthen our program in many ways and to center our lived experiences of working with these clients to guide the way. The new policies we are implementing are already making our amazing team better and deepening the support we can give our clients. I can’t wait to see our advancements in motion come our restart.”*

- Jaime, Staff



*“Being able to provide services through Casa Q has exposed me to some of the most powerful young people in the community. While working in a shelter is not easy or for everyone, getting to see the amazing successes of the youths make each day worth it. Likewise, working with queer youth reassures me every day that our future is in safe hands. Getting a period of pause to restructure and implement needed change is such an exciting opportunity to address not just bigger issues, but to seal the hairline cracks in the system and reinforce all the foundations. It has been difficult without working with youth in person every day, but the organization and systematic work at play is invaluable and will set the shelter up for success for many staff members after myself and all current youths have moved on.”*

- Charlie, Staff

# Who is Casa Q?

*"In today's challenging economic and business landscape, our community organizations face numerous obstacles. That's why I'm immensely proud of Steven, his team, and the board at Casa Q for their proactive response by making space to do the work that ensures a more sustainable program for everyone. Through their efforts to fortify the organization's foundation, re-engage staff, and ensure its stability, Casa Q is poised for continued growth and impact on LGBTQ+ youth in our community. The remarkable stories of transformation and empowerment experienced by the youth served by Casa Q underscore the vital importance of their work. It's a privilege to be part of such a dedicated and compassionate team, committed to making a meaningful difference in the lives of LGBTQ+ youth."*

- Randy Martinez, Board Member



THANK YOU TO OUR CASA Q BOARD AND STAFF!

## CASA Q STAFF

Anjo	Jesse
Erin	Brain
Jericha	Charlie
Jamie	Drew
Jordan	Katie
Tayce	Shawn
Kipp	John
Steven	
Delta Management Group	

## CASA Q BOARD OF DIRECTORS

Jon Drury, Chair  
David Snead, Vice-Chair  
Susan Seestrom, Secretary  
Chris LaFleur, Treasurer  
Steven Serrano-Program Director  
Anna McGrail, Board Member  
Randy Martinez, Board Member  
Jason Anderson, Board Member  
Chris Papaleo, Board Member  
Brett Harman, Board Member

*"In 2023, our staff went above and beyond in how they showed up both for our youth and in the inspiring ways they have brought exciting changes to Casa Q. The staff of Casa Q's experience, knowledge, compassion, care, and individual gifts makes Casa Q an incomparable space where our youth can come into themselves and feel supported all the way. Our staff shows up in so many life changing ways for our clients, from accompanying youth in difficult CYFD court hearings, to helping youth navigate gender support plans with APS, to DJ'd Casa Q's first queer quinceanera, to coaching youth in creating safety plans, to accompanying and supported them in Medical appointments, to encouraging their freedom of movement by teaching youth to ride bikes and take public transportation, to uplifting them through choosing their first wig and helping youth feel good in their body, to beautifully, unapologetically role modeling survival every day."*

- Steven Serrano

*What makes Casa Q so unique is the individual care that is provided to the youth and families that cross our small agency's threshold. We get to watch youth light up as they enter Casa Q's homelike environment where we work together to ensure that they have what they need to flourish in their growth at the Casa Q house and as they live into their bold futures. As a member of the management team, I take pride in seeing the positive impact on staff. Working in an affirming environment in which 95% of staff are also queer is life-changing. Being able to watch as staff create lifelong friendships and communities with each other is a reflection of the care that courses through Casa Q.*

- Jericha, Casa Q, Staff

# By the Numbers

99

PERCENT OF CASA Q STAFF ARE LGBTQ+

99

PERCENT OF ALL CASA Q RESIDENTS ARE LGBTQ+

11

LGBTQ+ YOUTH HOUSED AND SERVED

5

TOTAL YOUTH ENROLLED IN OUR TLP PROGRAM

12

YOUTHS ENGAGED IN AFTERCARE CASE MANAGEMENT

5

YOUTHS HOUSED IN EMERGENCY HOTEL ROOMS

42

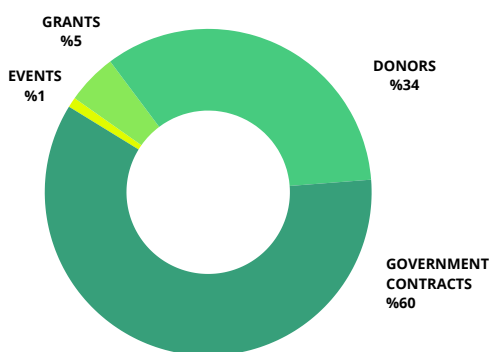
THERAPY OR COUNSELING SESSIONS ATTENDED PER YOUTH

1K

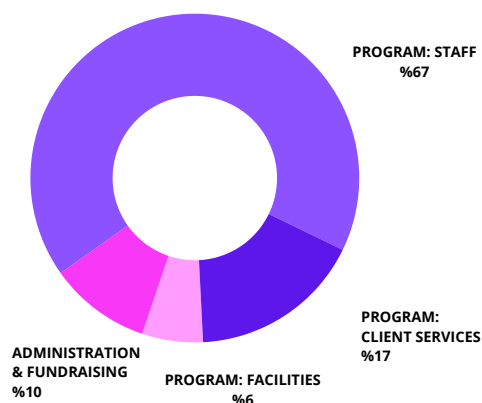
HOURS OF EDUCATIONAL PROGRAMS ATTENDED PER YOUTH

We are thankful to be a service for all our our LGBTQ+ community: in 2023, we received over 165 calls from community members needing support or guidance outside of our services and we were able to refer them to other incredible community providers.

## REVENUE



## EXPENSES



## DONORS & FUNDERS

In 2023, Casa Q house, program, and staff were supported by grants from CYFD, Bernalillo County's Behavioral Health Initiative, grants from local companies and foundations, and the generous contributions of corporate partners and donors. Casa Q is made possible by supporters such as BHSD, CYFD programs and staff, Larry and Alan Schulte, Liberation Center, NMPower, U-21, Assistance League, Buffalo Exchange, Harwood Art Center, YDI-Programs and staff, Serenity Mesa services and staff, Newday programs and staff, Church of the Good Shepherd, Operation School Lunch, and the "Donut lady".

## CAMPAIGNS

In 2023, Casa Q ran two fundraising campaigns: one in the winter and one in the summer. Our summer campaign generated \$69,527, while our winter campaign brought in \$62,310, making for the most successful year of campaigns to date.

Reflecting on this past year, we are taken with how our community has come together to show their support to Casa Q and the youth we serve. For many of our young residents, coming to Casa Q will be the first time they have been told their voice matters, their identity matters, and they have a safe base from which they can reach up, creating a life and identity on their own terms. It is because of you, our community, that these young people can have this chance to grow and blossom with us.