

Casa de la Esperanza

Mexico

IMPROVEMENT ROADMAP

June | 2023



Overview of this Children's Home

Background & Mission

Casa Hogar de la Esperanza, was founded in the 50's by Mrs. María Castro de Bringas, who together with her husband picked up the children they found on the streets of Tijuana to offer them their house, food, clothing, studies, and for especially the love of a family. Martha Plata, an educator at the Toluca Presbyterian Church, was selected as Director , serving from 1975 to 1986 . She in particular was characterized by dressing the children in indigenous costumes when they received visits from United States donors to the Institution. From 1986 to 1993, Casa Hogar de la Esperanza went through three short periods of interim leadership, during 1986-1989 they were Arango and Raquel Cano, in 1989-1990 only Jorge Peña and Rogelio Valencia were in charge, during 1991-1993 Dr. Roberto Saavedra and Martha Bocanegra as directors. In 1993 the teachers Antonio Lara Cárdenas and his wife Alejandra Judith Rivera Hernández, took the position of directors , which managed to highlight the value of education as one of the tools for the success of these children.

Currently and since 2013, the management is in charge of Martin Hernández and Sarai Lara, who have assumed the position with great responsibility and motivation to keep alive the mission and vision of the place, promoting day by day the main objective that children They can adapt to daily life and with a great sense of belonging to a family where they can overcome the traumas of the past, feeling in a protected and safe environment, so that in this way, they can become individuals who contribute a positive influence to those who are around you.

Its mission and vision are : Provide minors with a home with a family environment with Spiritual Education, House, Food, Clothing, Study, Mental Health and Physical Health. Stimulating themselves with exemplary models to follow, giving them the necessary tools for their integration into society. Train minors to be God-fearing professionals with human values such as: Humility, Obedience, Discipline, Honesty, Cleanliness, Responsibility, Peace Lovers, Self-confident, Respectful and with High Professional Ethics.

Recent Accomplishments

- It was possible to buy the insurance and revalidate the circulation card of the truck that is used for school transportation and transfer to recreational activities for children.
- Kitchen utensils were purchased to prepare food in higher quality utensils.
- In order to maintain and beautify some areas of Casa Hogar de la Esperanza, some areas were repaired and painted, including the exterior of the houses where the children and directors live.



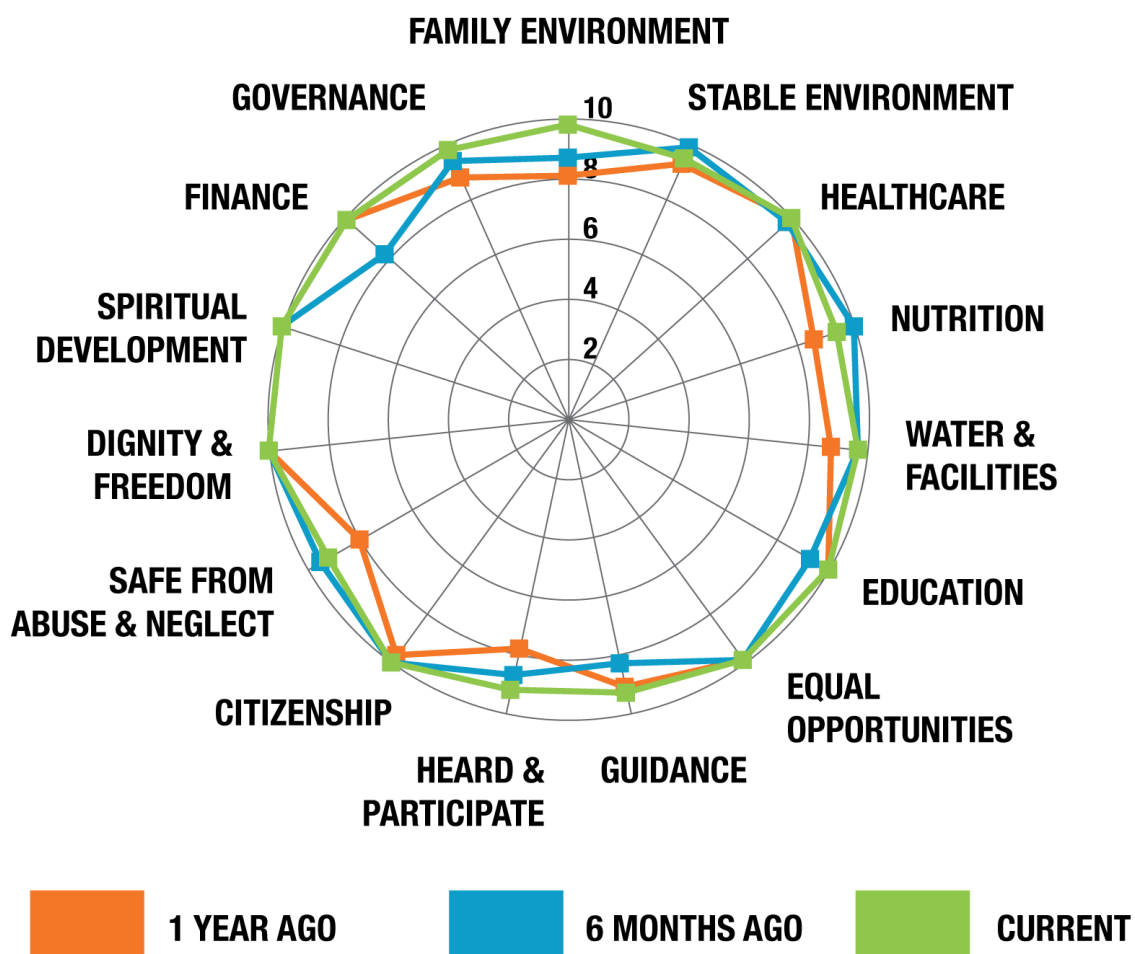
The Thrive Assessment

What is the Thrive Assessment?

In 1959, the United Nations (UN) adopted the Declaration of the Rights of the Child, which defines children's rights to protection, education, healthcare, shelter, nutrition and more. We have codified all 13 Rights, as well as a Finance Standard and a Governance and Human Resource Standard, resulting in a total of 15 standards. These standards ensure that children receive care that truly helps them to thrive, now and in the future.

The Thrive Assessment will be administered every 6 months with each partner home to chart the progress of each standard. Our team works with caregivers to outline next steps which are then compiled into an Improvement Roadmap.

Current Thrive Scale



Strategic Initiatives

CIVIL PROTECTION CERTIFICATION

PROJECT DESCRIPTION	Payment of professional services for the realization of various opinions for Civil Protection such as: Structural Study, Mapping and preparation of plans. In addition to carrying out Studies and Diagnosis of Electrical Installations at Casa de la Esperanza.
ESTIMATED FUNDING	\$50,000.00 MXN \$3,108.00 USD

FOOD PURCHASE

PROJECT DESCRIPTION	In Casa de la Esperanza they have been financially limited in having the necessary money to buy fresh food (vegetables, fruits and meats) that allows them to complement the daily meals for the children. That is why they require support to buy non-perishable food.
ESTIMATED FUNDING	\$29,803.72 \$1,891.98 USD



Right to Live with Family

SURVIVING

SUSTAINING

THRIVING

Currently, 37 children live in Casa de la Esperanza. The children are separated by age and gender, likewise, in each of the houses there are between 10 and 12 children. When a new child enters this home, either voluntarily or by the DIF, there is an information sheet in which their origin is described. Children have constant caregivers who stay with them during the day and at night. Modifications were recently made inside the children's houses in which there is a caregiver in the middle of two rooms, who through a window, watches over the children. Within this home there are groups of siblings who are encouraged to eat, play and spend time together in order to strengthen family ties. The home encourages family visits on Sundays every week for one hour, as long as the DIF authorizes it. During this time, children who receive visits have the opportunity to eat with their relatives or simply establish a dialogue. Since January 2023, the caregivers at Casa de la Esperanza have had various trainings, including topics related to trauma. Empirically, they have a plan to train caregivers. Currently, the psychologist who comes to the home has been in charge of providing therapy and evaluating the caregivers about the care they provide to the children.

- ☐ Develop a written plan for the onboarding, training, and evaluation of caregivers.



Right to a Stable Environment

SURVIVING

SUSTAINING

THRIVING

In each of the children's houses, which are divided by age and gender, an effort is made at all times to make them feel in a family environment and that together they carry out common activities such as playing, having sleepovers or simply chatting. Within Casa de la Esperanza they have clear, appropriate, and well-defined rules that are frequently explained and reiterated to the children. One of the main rules is respect for others, so children are called by their name, avoiding nicknames. Children choose to play or do some of their favorite activities during their free time as long as there is a caregiver nearby watching them. The caregivers who work at Casa de la Esperanza have been working for more than 10 years, which allows for a permanent stable and loving environment. The caregivers receive one day of rest a week, in which they

take the opportunity to rest or go out to do activities freely. Frequently, the caregivers meet with the directors to discuss issues that allow them to improve and strengthen values, as well as create a good atmosphere within the home. In addition, since January of this year, the caregivers have been training in various workshops to increase their knowledge and skills in order to provide quality care for the children. The caregivers continuously play with the children and do crafts, especially when there is a visiting group. Inside the home they have traditions such as celebrating birthdays, making bonfires, playing soccer, among others.

- ☐ Establish some guidelines in which caregivers agree to work in the home for a defined period of time.
- ☐ Prepare a document in which the rules for children are written.
- ☐ Frequently promote play between caregivers and children.



Right to Healthcare

SURVIVING

SUSTAINING

THRIVING

On an annual basis, all children undergo routine medical check-ups and examinations. This happens when they are taken to a medical center or receive direct attention from health specialist volunteers who come to the home, as is the case of allies sent by the Corazón de Vida organization. In addition, they receive care from dentists, ENT specialists, ophthalmologists, psychologists or psychiatrists as needed. Currently, all children have their full vaccination schedule completed. At Casa de la Esperanza they have identified a nearby doctor who provides medical care to children in minor situations; if the children have any need for major or emergency medical attention, they travel down to Tijuana General Hospital or the Red Cross. Each of the children has a medical record that includes their growth measurements, incidents, medical treatments, and any other health-related information. To strengthen health habits, they have soap and antibacterial gel available near the toilet and kitchen. In addition, caregivers frequently remind children to wash their hands. Adolescents have access to feminine hygiene products, plus receive guidance on their menstrual cycles, what to expect, and how to dispose of the products. Children are frequently checked for lice; in case of finding them, the pertinent measures are taken, in case the pediculosis problem is greater, they have found a pill that helps them eliminate the problem. At Casa de la Esperanza they have four first-aid kits that are located in the kitchen, infirmary, auditorium, and office, and it is worth mentioning that one of them is fully stocked. They have a fund for medical emergencies from A Child's Hope Foundation. All staff have first aid and CPR training, which helps in case of an emergency situation.

Continue with the excellent work that has been done in this category.



Right to Nutrition

SURVIVING

SUSTAINING

THRIVING

The directors of Casa de la Esperanza have tried to ensure that the children in their care have the best possible nutrition. Therefore, every day children receive tasty and appetizing dishes that contain protein, vegetables, and are accompanied by fruit, which allows children to consume a sufficient amount of calories in order to contribute to optimal physical development. Fumigations are carried out monthly by an external provider in the kitchen, dining room and food storage areas, so they are free of pests and toxic substances. The kitchen area is neat, clean and well ventilated.

- ☐ Train the cook on safety issues and food preparation as soon as possible.
- ☐ Retake the support of the nutritionist to monitor that the children receive the necessary nutrients.



Right to Safe & Adequate Water & Facilities

SURVIVING

SUSTAINING

THRIVING

Recently, Casa de la Esperanza has been inspected by Civil Protection to assess the safety of the home, for which they were required to update some of the opinions. They have an Internal Civil Protection Program that includes emergency plans in case of fire, earthquake or catastrophe, and said plans are clear and understandable. In addition, they have fire extinguishers, folding doors, smoke detectors, emergency lamps, they are trained in various civil protection topics and each year both the children and the staff carry out an evacuation drill. As for maintenance issues, they have a person who does the corresponding work, in addition, the director of the home helps with whatever is necessary. In the event that there is a need that requires more work, specialists are sought to solve the maintenance problem. The faucets in the sinks, the heads of the showers, as well as the lights in the bathrooms and living room are working 100%. Drainage is safe and does not contaminate drinking water. The outside of the home is well lit to increase the safety of children. The electrical infrastructure is sufficient for the needs of the home. They have safe drinking water and it is accessible for children to drink. In addition, they have made the staff and children aware of the importance of caring for water.

- ☐ Update the opinions suggested by Civil Protection.
- ☐ Put in writing the annual plan to address the maintenance of the home.
- ☐ Have a power generator in case of emergency that can be functional for when the emergency lamps run out of battery.



Right to Quality Education

SURVIVING

SUSTAINING

THRIVING

At Casa de la Esperanza, 97% of the children who live here go to school every day. There are children from preschool to high school and soon, three of the young people will enter the University. Children seven years and older are evaluated by the teacher or psychologist, in addition to the school they attend to verify that they can articulate each letter of the alphabet, if they are able to read and write or detect a learning problem. The teacher who goes to Casa de la Esperanza is in charge of carrying out evaluations on the children from the moment they arrive for the first time to identify the level of knowledge and the school grade that they can be integrated into. Likewise, she is in charge of carrying out activities with the youngest girl who is three years old, in order to help her develop abilities and skills that will benefit her when she enters kindergarten. The directors of this home seek financing and support with housing for children who want to continue their additional education after completing their time at Casa de la Esperanza; they are currently supporting four young adults. Children have enough toys and materials to do crafts or homework. The director is in charge of analyzing the grades of the children and channeling them to receive support in case they need to reinforce any subject. The children have had instructions on how to use a computer, how to type and use the keyboard. They have a neat library containing a large number of books of interest to the children.

☐ Continue the excellent work they have been doing in this area.

Right to Equal Opportunities

SURVIVING

SUSTAINING

THRIVING

Within Casa de la Esperanza, all children are given the same opportunities to develop their education, participate in extracurricular activities, receive psychological care, have a teacher who supports them in homework and assessments, in addition to having a closet and space available to store your personal items. The directors of this home make every effort to support children in the face of any need or disability, trying to make reasonable adaptations for the well-being of the children. Such is the case of children who currently have visual impairment, they are supported immediately so that they adapt their glasses according to the prescription that the ophthalmologist detects. Young adolescents who are about to reach adulthood are supported with training in life projects, socio-emotional skills, vocational guidance, self-esteem, self-knowledge, sexual identity, empathy and assertive communication, family integration, leadership and entrepreneurship through an external psychologist. In addition, in the home they are assigned tasks with greater responsibility in order to acquire new knowledge and skills that allow them to develop more safely in the face of the realities of life. On the other hand, the caregivers are also being trained in various topics, mainly to be quality mentors to guide the children in the best way.

☐ Develop a written plan for transition to adulthood.



Right to Guidance

SURVIVING

SUSTAINING

THRIVING

The children of Casa de la Esperanza attend various workshops in which they are taught to take care of their bodies and set limits. In addition, they receive psychological care on a weekly basis, either individually or in groups. In this home they have simple and clear rules that are communicated with the children so that they can understand what is expected of them. Also, both the internal psychologist and the external psychologists talk with the children about the changes related to puberty and adolescence. Children over the age of 15 are given the opportunity to broaden their professional or work interests. The directors of this home seek to provide the best possible training to children and adolescents so that they acquire skills, abilities and have more tools for when the moment comes to conclude their time in the home. In the same way, the directors offer their full support and have a good and constant relationship with the adolescents enrolled in technical careers and soon in university careers. The director of Casa de la Esperanza is working on preparing the job description for the staff, which is very useful when they are looking for new caregivers or additional staff in the home. The caregivers offer a model of respectful behavior with the children and also with their peers. In addition, they are evaluated by the psychologist who comes to the home and identifies the profile of each one of them in order to provide them with a better orientation and guide them to identify the sexual behavior of children, how to address sexual behaviors, how to avoid allowing children to spend time alone in a room, observe interactions with other children or employees, and check to see if they have access to pornography. In case of detecting any risk behavior, they immediately inform the directors to better support the identified children.

- ☐ Have a written policy that addresses the issue of sexual behavior in children.
- ☐ Prepare a written plan for adolescents over 15 years of age for their education or work after completing their time in the home.
- ☐ Design a written program on life skills in which children can participate regularly.



Right to Be Heard and Participate in Decisions

SURVIVING

SUSTAINING

THRIVING

At Casa de la Esperanza children are encouraged to participate, make decisions and express their opinion or needs. For this reason, they are allowed to decide what activity they want to do during their free time, as long as they are under the supervision of a caregiver. In addition, they are allowed to participate in menu planning on special occasions and festivities. They are also given the option to choose the clothing they want to wear daily as long as it meets the appropriate dress guidelines. Within the home, leadership is fostered in children through various activities that allow them to empower themselves and take on responsibility assignments. Routinely, an attempt is made to keep a record of the children who require special situations such as when girls have their first menstruation.

- ☐ Implement individual development plans for each child and update them monthly.



Right to Be Prepared for Citizenship

SURVIVING

SUSTAINING

THRIVING

Each of the children has a birth certificate that establishes their origin and identifies them as Mexican citizens. Within the home, the children have personal responsibilities and daily chores assigned appropriately by their age. In addition, they participate in some activities outside the home, such as field trips, school activities, and special events, considering the budget and DIF authorizations. In the month of April, the children received training on issues of ethics and democratic processes by the Youth Integration Centers. The director, Martín, is in charge of orienting and guiding adolescents over 15 years of age in obtaining skills for daily life through the teaching of activities that help them to live independently and transition to adulthood. At Casa de la Esperanza communication is constant and the main events are continuously shared. Within the home, national and local holidays such as the Independence of Mexico, Christmas, among others, are observed and celebrated. The children have participated providing service to the community; recently they helped by accommodating and loading supplies to take to the El Hongo Readaptation Center in Tecate, BC. In addition, they have shared their sweets with the children of the surrounding homes when they have had a piñata. Caregivers are trained in ways to help children understand and practice the skill of respecting themselves, others, and their daily activities.

Keep up the good work they have been doing.



Right to Be Safe from Abuse & Neglect

SURVIVING

SUSTAINING

THRIVING

Casa de la Esperanza's location allows for a good level of security in relation to the surrounding community. The people from the surrounding community know the home very well and are always on the lookout for the kids, supporting, caring for this space and respecting that it is an open space. Inside, the home has private facilities so that children can bathe, go to the bathroom and get dressed. The home implements a child protection policy within the work regulations to prevent them from being physically, sexually, verbally, emotionally and psychologically abused by their caregivers. In addition to this, it reinforces that caregivers are trustworthy by reviewing their background, the psychological work they have been doing with the psychologist, and reviewing the cameras. In the event of noticing a situation of abuse, the corresponding measures are taken, including notifying the DIF or the corresponding institution about the situation. Children over the age of 5 have attended educational sessions on abuse and age-appropriate reporting methods every 6 months through the "¡Ya basta!" that Rancho Génesis implements. From the DIF, as well as from the psychologist who visits the home, the staff have received training on positive discipline techniques and alternatives to corporal punishment, as well as how to identify/prevent and avoid abuse. They have a recommendation policy for visitors and volunteers that is only handled verbally. In addition, the home has an established process for checking references and background checks on staff, volunteers, and frequent visitors.

- ☐ Develop and establish a policy related to the prevention of child exploitation.
- ☐ Prepare the regulations for visitors and volunteers in writing and display it so that it is visible.
- ☐ Implement procedures to control the registration of people at the entrance to the home to increase the safety of the children and all those who live in the home.



Right to Dignity & Freedom

SURVIVING

SUSTAINING

THRIVING

The children who live at Casa de la Esperanza bathe daily. Children are encouraged to be kind to one another and to avoid put-downs, bullying, and name calling through ongoing dialogue. They also receive training on various topics to strengthen good behavior. They also have the support of the psychologist who is attentive to the children and their behaviors to make the pertinent recommendations. Children are taught to take care of themselves so that they can brush their teeth, comb their hair and dress themselves, encouraging them to be more independent. Children know what the consequences are for infractions of the rules. Each of the children has their own bed, towel, toothbrush, enough clothing and underwear. In addition, they have adequate sheets and blankets, which are cleaned at least every 2 weeks or whenever they get dirty. At Casa de la Esperanza the children have the opportunity to do some additional work to earn an allowance or privileges. On the other hand, adolescents over the age of 17 have the opportunity to participate in community work and keep the money they earn. They currently have an outdoor play area that has proper playground equipment, which has just recently been repainted and repaired. They also have enough toys and materials available when they want to use them.

Continue with the workshops and psychological care that children receive to continue promoting good behavior.



Right to Spiritual Development

SURVIVING

SUSTAINING

THRIVING

The directors of Casa de la Esperanza try to show the spiritual path to children through the various teachings, which is why every Sunday of the year they congregate in a Christian church. They also receive groups from a church on Thursdays and Fridays to have devotionals, which gives children the opportunity to be part of a spiritual community. The children have the freedom to decide if they want to participate or not in the daily prayers or rituals that are implemented inside the home. Children attend Sunday school according to their age when they go to church. Inside the home they have materials, religious books available that are within the reach of children. It is worth mentioning that each child has their own bible. Children voluntarily participate in prayer before meals.

Carry on the good work that has been done in this area.



Finance Standard

SURVIVING

SUSTAINING

THRIVING

In the home, a process is carried out to record income and expenses in the Excel program; these records are available for any review that is required. All receipts are saved and a loss statement is created. Within Casa de la Esperanza there are controls to minimize the misuse of funds. They have a limited budget to operate during the year. Bank accounts are reconciled monthly by the treasurer of the board of directors of the home. Within the home, there is an adequate separation of financial functions between the managers of the home, who are assigned various activities. They have an internal review of their finances by the treasurer of the civic association. They have an accountant who validates the accounting records and makes the tax declarations in accordance with the temporality indicated in its guidelines by the Ministry of Finance and Public Credit.

- ☐ Establish, as far as possible, an annual budget to visualize the amount that will be required for the entire year.
- ☐ Develop detailed plans for your major expenses greater than \$25,000



Governance and Human Resource Standard

SURVIVING

SUSTAINING

THRIVING

Casa de la Esperanza has an Articles of Incorporation which stipulates that the property and the modifications are insured so that they cannot be sold for personal gain. The home is fully licensed, audited, and governed. They are currently working on the recommendations within the civil protection program. They have a written organizational chart that describes the positions that make up the staff of the home. They have a board of directors that meets once a year. In accordance with the guidelines established for new caregivers, it is stipulated that they will follow an experienced caregiver so that they learn what activities to perform, the dynamics, and routines of each day. Meetings are frequently held with the caregivers to discuss issues of concern and how to improve processes. Currently, the director is updating the document that details the conditions of employment and a description of the activities to be carried out by each of the positions that make up the home. Caregivers have received first aid and CPR training to prevent risky health situations in children, as well as training on how to encourage children to participate and socialize more. They have a vacation and leave policy for staff, which is fully respected. There is a file for each collaborator, which is kept in a safe place.

- ☐ Conclude updating the document detailing the job description and description of activities.
- ☐ Motivate the board of directors to meet more frequently during the year.



Current Improvement Partners



Books
Libraries
Readings

Books, Library, Reading

BLR helps kids love to read. They do this through getting them books that match their interests, expand their interests and spark their curiosity. They also develop reading goals, activities and training for the kids and orphanage staff.



Espere

Espere partners with ACHF to provide caregiver support through trainings, workshops, and roundtables on ways to support the well-being of the children. Additionally, they offer support to therapists working in our partner orphanages.

For a list of projects and opportunities to coordinate on go to
www.ACHF.org/Projects



**A CHILD'S
HOPE**
FOUNDATION