



CRS CLSS PROVIDER

Spotlight

We are Casa Mia Care Center, Inc. CBRF located in Pell Lake, Wisconsin, a small town in Walworth County serving individuals with different abilities since 1980. Our facility is a mom and pop style as we have been family owned since the first day we opened our doors. Casa Mia Care Center started out with two residents, brother and sister, to love and nurture. The brother left us and this earth in 1993. The sister? Well, right now she is heading to the mailbox. Through the years we have grown to a 15 bed home, still mom and pop, still loving and nurturing, and still serving one of our very first residents.

Since 2017 we have partnered with Walworth County DHHS for the implementation of CRS and to date we are the largest CRS CLSS provider for Walworth County. Currently, we assist 7 individuals in achieving their goals through CRS with support from 5 staff members and 3 members of management.

As management we have worked tirelessly from day one to make CRS successful for not just our residents but for staff as well. CRS has provided valuable insight on how to better care for each individual and offer effective support on their journey on becoming independent and resilient people. We expanded our activities to help with building knowledge, curated more outings and events to enrich their lives, and began more volunteer projects to instill the importance of awareness. We redefined the definition of what success means living/working in a facility.

Then Covid-19 happened...

What we knew of normality grinded to a halt. All that “success” felt like sand slipping through our fingers and we could see the impact it was having on the residents. Everyone has seen it, you have seen it...the isolating, the outbursts, the tears of not understanding, and the loss of their precious structure of day to day life. In this moment we did what we have done for the last 40 years, we grew. Brick by brick we again redefined the definition of success. Once a month movie theater outing disappeared. The solutions? We bought a projector and screen. The unexpected silver lining was the residents were more interested in rewatching a favorite movie from 20 years ago, which now was just a few clicks away. Or an intense interest in wilderness shows (Hello “Life Below Zero”!). That was it. The seed was planted. The staff and the residents began watering it. Bowling alley outing turned into Wii Bowling, Bible Study was done through zoom, library visits turned into an opportunity to teach residents how to use Libby (the libraries app for renting books), and a tablet for that matter. We fed camels, deer and an ostrich or two out of our van windows at Lake Geneva Safari. We saw that eagerness to experience more was renewed. Then we called upon ourselves to help our fellow man. Residents helped decide which small business would make our masks. The facility began ordering once a week meal from the restaurant of our neighbors to support local. The residents created thank you cards that were sent to essential workers, case managers, and first responders. We all grew.

And here we are today. The future is brighter than we ever imagined. On the agenda is Christmas lights and hot chocolate, residents reconnecting with family via Zoom (it might mean teaching families how to), our annual Christmas event with the local school has changed a little and now we will be gifting the children (instead of the other way around) by afar, reminding them how brave they are through this fearful time. Don’t get me wrong, this hasn’t been easy. Not in the slightest. But heroes work here, and even bigger heroes live here.

“...Heroes work here, and even bigger heroes live here.”

*-Krystal Flood,
Casa Mia Care Center, Inc.
Administrator*

