

Sts. Joachim & Ann Care Service

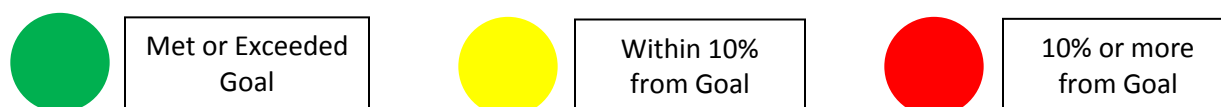
PQI Annual Report- 2018

Section One - Introduction





If you are reading this, you are a stakeholder of Sts. Joachim and Ann Care Service! Thank you for the important part you play in helping us continue to be a thriving organization that is committed to the people we serve. Whether you are a client, staff, board member, funder, private donor, or community member, your input is always a valued part of our PQI- Performance and Quality Improvement.

The goal of this report is to communicate in one place, how we are doing in the key areas of the organization. The Outputs highlight a few important activities of each department. These measures are compared against the previous year with arrows indicating an increase or decrease in productivity. Outputs alone do not indicate how effective we are as an agency, so we have also included Outcomes and results from our satisfaction surveys. Some outcomes are compared against goals, and some are compared against the previous year. The green, yellow and red dots will let you know how we compared against our goals. We are hoping that the narratives after each chart help the numbers to make sense to you and tell the full story. If you have ideas on how this document can be improved, please contact Missy Naumann, Program Compliance Coordinator, at mnaumann@jacares.org. Your input is very much appreciated!

Section Two – Outputs and Outcomes



Housing Program

Outputs	This Year	Last Year	Compared to Last Year
Calls are screened and connected to resources	6400	8029	
Hours spent case managing clients	6286	4574	
Outcome Goals	This Year	Last Year	Compared to Goal
95% of households are living in safe/secure housing 3-6 months after financial assistance	95%	97%	
85% of households report the Care Service made a great impact on the stability of their housing.	88%	89%	






The Housing Program receives calls through the main line which is answered by the Information and Referral Facilitator (IRF). Every caller is screened to qualify them for our services, and referrals are given for additional help. Each call is logged in a spreadsheet and tracked in a monthly report. This year we received 6400 calls, which was significantly less than last year when we received 8029. We are attributing this to the change we made last January to direct homeless (or those close to homelessness) to 211 for the Coordinated Entry process. The Coordinated Entry process is a community wide entry point for homeless. They can call 211 and will be directed to the appropriate agency according to their needs. Calls that are referred to 211 may eventually be redirected back to us, but overall the redirection of the screening of calls creates a lighter call volume for us.

Clients that qualify for our services are certified by our Intake Workers and receive the immediate housing assistance that is needed. If case management is required, a Generalist Social Service Workers conducts a full assessment and tailors a plan to suit that client or family. We administered 6286 case management hours in the Housing Program this year. This well exceeded the last year when we spent 4574 hours of case management in Housing. This increase can be attributed to a greater focus on the homeless since funding has guided this and more case management time is needed when housing our homeless individuals.

Three to six months following case closing, we conduct a follow-up survey with the clients who received financial housing assistance to gauge how well the client is doing since we helped them and also their degree of satisfaction with the service they received. These numbers include participants in the Children and Family Development program as they also can receive financial housing assistance. 95% of the clients surveyed were able to report living in safe and secure housing and 88% of the clients felt our services had a great impact on the stability of their housing situation. These scores met or exceeded our goals.

Children and Family Development






(Outcomes are reported in 6 month intervals at Mid-Year, January-June and Year End, July-December).

Outputs	This Year	Last Year	Compared to Last Year
Home visits conducted	943	755	
Hours spent case managing clients	8503	10,598	
Outcome Goals	This Year	Last Year	Compared to Goal
100% of children report improvement in at least 3 basic needs categories	100%	100%	
85% of children report improvement in well-being	93%	92%	
75% of children reside in stable housing within 6 months	93%	89%	

Families with children who come to us homeless or at risk of homelessness are given more intensive case management. We calculate their level of risk and then set up a specialized plan of home visits that allow us to conduct a full assessment and provide face to face case management. During this time, a service plan is drawn up that contains agreed upon and reachable goals to help get the family to sustainability. The family is also connected to area resources depending on their needs. Follow-up assessments are administered to gauge the progress the family has accomplished.

This year we conducted 943 home visits and administered 8503 hours of case management in the Children and Family Development program. We have increased our number of home visits and tailored them more to meet the needs of the clients, which explains the increase from last year. The decrease in case management hours could partially be explained by a few factors- there has been a decrease in 211 referrals, a struggle to maintain full staffing and stricter billing of hours, which is regulated by the grantors. As for the outcomes reported- 100% of the children reported improvement in at least 3 basic needs categories, 93% reported improvement in well-being and 93% are living in stable housing. These are all solid outcomes that met or exceeded our goals. They are calculated by combining the results reported to our two main grantors supporting the Children and Family Development program- Lincoln County Children Resource Board (LCRB) and St. Charles County Children’s Resource Board (CCRB).

Street Outreach

Outputs	This Year	Last Year	Compared to Last Year
Homeless contacts made	567	309	
Homeless individuals served	238	118	
Homeless contacts that received food and water	508	298	
Outcome Goals	This Year	Last Year	Compared to Goal
50% homeless individuals have zero Emergency Room visits	91%	55%	
25% of homeless individuals have attained temporary or permanent housing	15%	22%	

Street Outreach is our newest program that finds the homeless on the streets and provides them tangible basic needs, case management, access to housing and healthcare (through a partnership with SSM). A good number of our homeless are referred from the Coordinated Entry 211 line. Once they are ready to be housed, they transition to the case management provided in our Housing program, or if they have children, to our Children and Family Development program.

This year we made 567 contacts with 238 homeless individuals and 508 contacts received food and water. “Contacts” counts every person we visit, some being visited multiple times in the year. Our goal is to reduce the number of visits to hospital emergency rooms with an outcome to have 50% of homeless individuals with no ER visits in the quarter. This year we averaged 91% among all four quarters which well exceeded our goal! With this vulnerable population, we hope to help 25% with temporary or

permanent housing. This year we obtained shelter for 36 of the homeless population that were reached on the streets, which 15%. This rate was below our goal of 25%. We are discussing lowering the goal to a more reachable level as the remaining homeless are those who are more difficult to house. But Street Outreach isn't the only program in which we house the homeless. Some of the homeless referrals that come from 211 are not served in Street Outreach first, but are housed directly through Housing or Children and Family Development.

Food Pantry

Outputs	This Year	Last Year	Compared to Last Year
Food distributions	6866	6703	↑
Families served	458	439	↑
Outcome Goals	This Year	Last Year	Compared to Goal
75% of clients report improved financial stability after participating in program	94%	81%	●
80% of clients report improved food security after participating in program	97%	85%	●
85% of clients are satisfied with how the food meets nutritional and dietary needs.	85%	71%	●

Our Food Pantry program runs efficiently with over 60 volunteers and a few paid staff members. Each family or individual who is signed up for food pantry is invited to visit once a week for their food, toiletry and household needs. The “number of food distributions” counts every family member served with each visit to the food pantry and the “number of families served” counts the number of distributions by household. We have fine-tuned our “Families served” number so there are no more duplications from month to month, since the same family can come back from month to month. This new measurement is a more accurate number. We had 6866 food distributions this quarter and 458 families served, which is a little bit more than last year.

Annually, we gather input from our pantry recipients to assess how much of an impact we made on the household and their satisfaction with service as a whole. 94% report improved financial stability, 97% report improved food security and 85% say they are satisfied with how the food meets nutritional and dietary needs. These outcomes all met or exceeded the goals that were set.

COA Accreditation

In September we were visited by our accreditation agency, Council on Accreditation. During their visit, they conducted an extensive review of our 13 standards: Safety, Behavioral Management, Case Management, Child & Family Development, Clients Rights, Ethical, Finance, Governance, Human Resources, Outreach Services, Training & Supervision, PQI (Performance and Quality Improvement), and Risk Prevention. The Peer Reviewers were extremely impressed with the operations of the Care Service and the staff who work here! We achieved our official reaccreditation with flying colors. The Care Service has been accredited since January 2011. Below are some highlights from our Peer Reviewers:

- We presented our evidence so well that it made their jobs easier when it came time for the Site Visit.
- We have such a passion for what we do, it is more like a ministry than a typical non-profit.
- Loved our wide range of services in Housing and CFD and how we advocate for our clients and respect each other as a team.
- The employee files in Human Resources were so organized with a checklist at the beginning of each file which made it easier to review the files.
- Street Outreach clients actually have files (they were impressed by that) but praised the program itself and felt "God's hand is on it".
- They felt our Finance Director, Mary Reynolds, deserved scores higher than "1's" she is so good... and our internal control "exceeds best practices".
- They were impressed by our committed Board who is very involved.
- They loved our committees for Safety and Risk. They don't see that often.
- The detail of our Risk Report is impressive.
- The excellent documentation proved that we do what we say we do.
- PQI was so good, they were taking notes to learn off of us.
- Our client files were so well organized they could easily find everything they wanted.
- They loved the layout of our client interview rooms.
- They loved the Food Pantry set up with the focus on Client Choice.