

Sts. Joachim & Ann Care Service

PQI Annual Report- 2019

Section One - Introduction

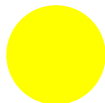
If you are reading this, you are a stakeholder of Sts. Joachim and Ann Care Service! Thank you for the important part you play in helping us continue to be a thriving organization that is committed to the people we serve. Whether you are a client, staff, board member, funder, private donor, or community 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 make sense of the numbers 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



Met or Exceeded
Goal



Within 10%
from Goal



10% or more
from Goal

Housing Program

| Outputs | 2019 | 2018 | Compared to Year Prior |
|--|-------------|-------------|------------------------|
| Calls are screened and connected to resources | 8019 | 8109 | ↓ |
| Hours spent case managing clients | 6254 | 6286 | ↓ |
| Outcome Goals | 2019 | 2018 | Compared to Goal |
| 80% of households are living in stable housing 3-6 months after financial assistance | 85% | 95%* | |
| 85% of households report the Care Service made a great impact on the stability of their housing. | 89% | 88% | |

*This higher score is a result of the question phrasing we used in 2018, “safe/secure”, which swayed people to think more about housing safety instead of housing security, or stability. In 2019, we changed the question to get more accurate results, which lowered the score.






The Housing Program receives calls through the main lines at both the St. Charles and Lincoln County offices. Every caller is screened to qualify them for our services, and referrals are given for additional help. In 2019, we received 8019 calls, which was very similar to 2018, when we received 8109.

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 Worker conducts a full assessment and tailors a plan to suit that client or family. We administered 6254 case management hours in the Housing Program this year. This was very close to last year when we spent 6286 hours of case management in Housing.

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. In the past we used the wording “safe/secure” to gauge a client’s housing stability, but found that clients focused on how *safe* they felt in their housing instead of the *stability* of their housing situation. In 2019, we changed the question to ask, “Are you currently living in a stable housing situation with no immediate threat of eviction?” We feel this question more accurately asks what we want to know. So in 2019, 85% of the clients surveyed felt they were in a stable housing situation. We will have a better comparison for this score next year as we continue with this more appropriate question. As for measuring impact on the household, 88% of the clients felt our services had a “great impact” on the stability of their housing situation, which was similar to last year.

Children and Family Development

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

| Outputs | 2019 | 2018 | Compared to Year Prior |
|--|------|------|---|
| Home visits conducted | 911 | 943 |  |
| Hours spent case managing clients (billable hours only) | 6449 | 8503 |  |
| Outcome Goals | 2019 | 2018 | 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 | 96% | 93% |  |
| 75% of children reside in stable housing within 6 months | 92% | 93% |  |





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.

In 2019, we conducted 911 home visits and administered 6449 hours of case management in the Children and Family Development program. With stricter guidelines on what we can bill to the grantors, we had to cut staff to meet the funding that was available to us. This accounts for the decrease in case management hours compared to last year’s 8503. Despite the decrease in billable case management hours, we were still able to conduct 911 home visits! This is a strong number for our reduced staff.

As for the outcomes reported- 100% of the children reported improvement in at least 3 basic needs categories, 96% reported improvement in well-being and 92% 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





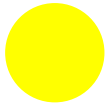
| Outputs | 2019 | 2018 | Compared to Year Prior |
|--|------|------|---|
| Homeless contacts made | 766 | 567 |  |
| Homeless individuals served | 289 | 238 |  |
| Outcome Goals | 2019 | 2018 | Compared to Goal |
| 50% homeless individuals have zero Emergency Room visits | 82% | 91% |  |
| 15% of homeless individuals have attained temporary or permanent housing | 5% | 15% |  |

Our Street Outreach program began in 2017 and is our newest program. Our Street Outreach workers find the homeless on the streets and provide them with tangible basic needs, such as: food, water, tents, sleeping pads, socks, etc. They are offered case management, access to mainstream resources, access to housing, monitoring of vital signs, prescription assistance and dental care. A good number of our homeless are referred to us through our community’s Coordinated Entry process that can be accessed by calling 211. 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 766 contacts with 289 homeless. A “Contact” 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 82% had no ER visits, which well exceeded our goal! With this vulnerable population, we hope to help 15% with temporary or permanent housing. This year we obtained shelter for 5% of the homeless population that were reached on the streets. This rate was below our goal of 15%. The longer this

program operates in the streets, the more we are seeing homeless with the biggest barriers to being housed. For this reason, coupled with reduced funding, we are reducing our goal to 10% in 2020, and we will track those who attain permanent housing only, since that is our ultimate goal.

Food Pantry

| Outputs | 2019 | 2018 | Compared to Year Prior |
|---|------|------|--|
| Food distributions | 5305 | 6866 |  |
| Families served | 359 | 458 |  |
| Outcome Goals | 2019 | 2018 | Compared to Goal |
| 75% of clients report improved financial stability after participating in program | 95% | 94% |  |
| 80% of clients report improved food security after participating in program | 94% | 97% |  |
| 85% of clients are satisfied with how the food meets nutritional and dietary needs. | 80% | 85% |  |

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 each visit a household makes to the food pantry and the “number of families served” counts the number of unduplicated households served. We had 5305 food distributions this year and 359 families served, which is a drop from last year. We believe the drop in attendance could be at least partially due to the improved economy and drop in unemployment during 2019- especially, since other food pantries in surrounding areas saw the same drop in attendance. However, we say this with caution, because many housing barriers still remain for our clients despite an improved economy.

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. Of the food pantry participants, 95% report improved financial stability because of the help received from the food pantry. In addition to this, 94% report improved food security, which implies they don’t worry about being able to feed their families. However, we would like to see improvement with the satisfaction of the foods nutritional and dietary value, which only 80% reported they were satisfied in this category. It’s important to note that our annual survey occurred towards the beginning of the year and would not have reflected the benefits of our community garden. The garden (which was planted in 2018) continued to grow in 2019 and became a greater source of produce to our clients over the summer. In addition to this, we also received some new funding for our food pantry that helped us provide healthier food options later in the year. Next year we are hoping the survey scores will report a greater satisfaction in the nutritional value of the food

offered. Going forward, we plan to add a survey in the later part of the year so we can better track client satisfaction after improvements are made.