

Sts. Joachim & Ann Care Service

PQI Annual Report- 2020

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!

The Effects of COVID-19

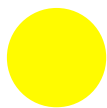
This year was like no other due to the global COVID-19 pandemic that swept the world starting in March 2020. As a result of the pandemic, many of those who came to us for services had a drastic reduction in employment hours or lost their jobs. While we were able to assist them with their immediate needs, many new federal, state, and local resources became available to help them through these difficult times. The Center for Disease Control and Health and Human Services placed a moratorium on evictions and foreclosures. Utility shut-offs and disconnections were temporarily suspended for portions of the year. Those receiving unemployment were given extra financial benefits and extensions. The Supplemental Nutrition Assistance Program (SNAP) doubled their benefits for most people and school districts began providing food to the children in their districts who were now at home learning virtually. The beginning of the 20-21 school year saw the majority of the districts we serve going to free breakfast and lunches for students. On top of this, stimulus checks were awarded to help cushion the financial strain. All of these benefits were a relief to our clients and in turn affected some of the need we normally see throughout the year. You may notice some decrease in our numbers as a result.

We had to institute major changes in how we helped our clients, meeting over the phone instead of face-to-face. We switched our Food Pantry to a drive-through, distribution style and away from the "Client Choice" method we had before. Our Food Pantry had to resort to safety measures by shutting down for a few weeks at a time because of exposures to the virus. Our Street Outreach teams identified homeless who were vulnerable, or sick with COVID to give them extra assistance. We partnered with Coordinated Entry and the St. Charles County Health Department to provide shelter, healthy food options and medical personnel to monitor these individuals to recovery. The Street Outreach team also placed food bins throughout the tri-county area so homeless had access to food. Overall, we adapted quickly and efficiently and continued to assist the people who needed us. We are proud of the way we worked around the obstacles the pandemic brought us to serve the families who were most in need.

Section Two – Outputs and Outcomes



Met or Exceeded
Goal



Within 10%
from Goal



10% or more
from Goal

Housing Program

Outputs	2020	2019	Compared to Year Prior
Calls are screened and connected to resources	6063	6595	↓
Hours spent case managing clients	5424	6254	↓
Outcome Goals	2020	2019	Compared to Goal
80% of households are living in stable housing 3-6 months after financial assistance	91%	85%	
85% of households report the Care Service made a great impact on the stability of their housing.	94%	89%	

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 2020, we screened 6063 calls, which was down from 2019, when we screened 6595 calls.

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 5424 case management hours in the Housing Program this year. This was also down from last year when we spent 6254 hours of case management in Housing.

Three to six months following case closing, we conducted 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 2020, 91% of the clients surveyed felt they were in a stable housing situation three to six months after our financial assistance. This was a significant improvement over last year’s 85%. As for measuring impact on the household, 94% of the clients felt our services had a “great impact” on the stability of their housing situation, which was also a strong improvement compared to last year.

Children and Family Development

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


Outputs	2020	2019	Compared to Year Prior
Home visits conducted	370	911	↓
Hours spent case managing clients (billable hours only)	3387	6449	↓
Outcome Goals	2020	2019	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	95%	96%	●
75% of children reside in stable housing within 6 months	90%	92%	●

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 2020, we conducted 370 home visits and administered 3387 hours of case management in the Children and Family Development program. This was significantly lower than last year. 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. These results 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	2020	2019	Compared to Year Prior
Homeless contacts made	854	766	↑
Homeless individuals served	267	289	↓

Outcome Goals	2020	2019	Compared to Goal
10% of homeless individuals have attained permanent housing	4%	10%	

Our Street Outreach workers meet 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.

This year we made 854 contacts with 267 homeless. A “Contact” counts every person we visited, some being visited multiple times in the year. With this vulnerable population, we hope to help 10% with permanent housing, but the pandemic gave us continual challenges. Landlords stopped meeting with people to show them their housing and many even stopped taking applications all together. This year we were only able to obtain permanent housing for 4% of the homeless population that were reached on the streets. This rate was below our goal of 10%.

Food Pantry

Outputs	2020	2019	Compared to Year Prior
Food distributions	4,459	5,305	
Families served	282	359	
Outcome Goals	2020	2019	Compared to Goal
75% of clients report improved financial stability after participating in program	99%	94%	
80% of clients report improved food security after participating in program	98%	97%	
85% of clients are satisfied with how the food meets nutritional and dietary needs.	74%	80%	

Our Food Pantry program runs efficiently with over 60 volunteers and a few paid staff members. However, this year we worked with a lot less volunteers in order to practice social distancing. Each family or individual who is signed up for food pantry is invited to visit once a week for their food, toiletry and other 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 4459 food distributions this year and 282 families served, which is a drop from 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 the service as a whole. Of the food pantry participants, 99% reported improved financial stability because of the help received from the food pantry. In addition to this, 98% reported 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 74% reported satisfaction in this category.