

# Sts. Joachim & Ann Care Service

## PQI Annual Report- 2021

### 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](mailto:mnaumann@jacares.org). Your input is very much appreciated!

### Brief Summary

In 2021, the Covid-19 pandemic continued to affect the Care Service, mainly with staffing issues. A surge in the Delta variant left us understaffed through latter half of February and early part of March. We also had some turnover in key positions- three of them because of retirement and the other two were because of life changes. The key positions affected were the Food Pantry Supervisor, Food Pantry Assistant, Human Resource Coordinator, Children and Family Development Supervisor and the Auditor/Trainer. The tenure of these five positions combined totaled just under 50 years!

Despite these challenges, we still managed to make improvements to our processes and services.

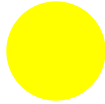
- In March, we promoted a Street Outreach Worker to the new Housing Locator position, who would make major strides in identifying Landlords we could work with to provide affordable housing. She developed a database of these Landlord contacts that would be invaluable in helping us find affordable housing for the homeless.
- In July, we promoted a Social Service Worker to the Food Pantry Coordinator position, who would bring to this position- her nursing and case management background, along with her family farming and greenhouse business experience! She is helping us with our goal to improve the health literacy of our clients.
- In August, after identifying significant food insecurity in our rural areas through a needs assessment, we opened up a new Food Pantry in Elsberry. By the end of the year we had already served 97 families.
- In November, we purchased a mobile food truck that would enable to us to deliver to the rural areas that have difficulty accessing food because of a lack of affordable grocery stores and food pantries.

The following pages summarize how each program operates as well as their outputs and outcomes for the year.

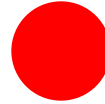
## Section Two – Outputs and Outcomes



Met or Exceeded  
Goal



Within 10%  
from Goal



10% or more  
from Goal



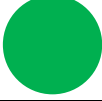

### Housing Program

Outputs	2021	2020	Compared to Year Prior
Calls are screened and connected to resources	5343	6063	↓
Certifications conducted for financial assistance	385	517	↓
Housing Financial Assistance (Rent/Mortgage, Utilities, Emergency Shelter, etc.)	\$387,148.97	463,826.59	↓
Prevention Outcome Goal	2021	2020	Compared to Goal
80% of households given prevention rental assistance will not become homeless within 3 months.	95%	98%	●
Homeless Outcome Goal	2021	2020	Compared to Goal
60% of homeless served will be housed within 40 days or less of entering the program.	77%	90%	●

The Housing Program receives calls directly from clients, but they are also referred from the Coordinated Entry main line 2-1-1. Every caller is screened to qualify them for our services, and referrals are given for additional help. The Care Service had a lot of extra funding for Covid in 2020, which inflated our numbers for 2020 and makes the 2021 Housing numbers look significantly lower. In 2021, we screened 5343 calls, which was down from 2020 when we screened 6063 calls. Clients that qualify for our services are certified by our Intake Workers and receive the immediate housing assistance that is needed. We conducted 385 certifications and paid \$387,148.97 to their landlords, utility companies, and hotels they utilized to become or remain safely housed.

### Housing Program - Case Management




Outputs	2021	2020	Compared to Year Prior
Initial Assessments	137	151	↓

<b>Hours spent case managing clients</b>	<b>6946</b>	<b>6455</b>	
<b>Children &amp; Family Development Outcome Goals</b>	<b>2021</b>	<b>2020</b>	<b>Compared to Goal</b>
<b>100% of children report improvement in at least 3 basic needs categories</b>	<b>100%</b>	<b>100%</b>	
<b>85% of children report improvement in well-being</b>	<b>88%</b>	<b>95%</b>	
<b>75% of children reside in stable housing within 6 months</b>	<b>81%</b>	<b>90%</b>	

If a household is in need of case management, they are assigned a Social Service Worker who conducts a full assessment and tailors a plan to suit that client or family. Families with children who come to us homeless or at risk of homelessness are given more intensive case management through the Children and Family Development (CFD) program. 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.

We conducted 137 intake assessments for all households participating in case management services and administered 6946 case management hours in the Housing Program this year. Those who participated in our CFD program were given an exit assessment to measure the impact made on their households. We either met or exceeded all the goals that were set for these families.

## Street Outreach

<b>Outputs</b>	<b>2021</b>	<b>2020</b>	<b>Compared to Year Prior</b>
<b>Homeless contacts made</b>	<b>758</b>	<b>854</b>	
<b>Homeless individuals served</b>	<b>165</b>	<b>267</b>	
<b>Outcome Goals</b>	<b>2021</b>	<b>2020</b>	<b>Compared to Goal</b>
<b>5% of homeless individuals have attained permanent housing</b>	<b>6%</b>	<b>4%</b>	

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. A good number of our homeless are

referred to us through our community’s Coordinated Entry process that can be accessed by calling 211. They are offered case management, access to mainstream resources, access to housing, monitoring of vital signs, prescription assistance and dental care.

As mentioned in the summary, early in the year we transitioned a Street Outreach Worker into a recently developed Housing Locator position. With this new position we were able to strengthen our relationships with landlords who would work with us to house the homeless. In turn, we were able to increase the percentage of homeless who achieved permanent housing from 4% to 6%! But we struggled to maintain full staffing in Street Outreach, resulting in less contacts with the homeless than the prior year (758 contacts with 165 homeless compared to 854 contacts with 267 homeless individuals last year. Also, because of the strains of Covid the hospitals were not able to provide us with a medic who checks vitals and handles basic medical needs of the homeless. We are expecting to regain the medic position in 2022 and we are hoping we can keep this program fully staffed in 2022.

### Food Pantry

Outputs	2021	2020	Compared to Year Prior
Food distributions	3210	4459	↓
Families served	348	282	↑
Outcome Goals	2021	2020	Compared to Goal
75% of clients report improved financial stability after participating in program	94%	99%	●
80% of clients report improved food security after participating in program	97%	98%	●
85% of clients are satisfied with how the food meets nutritional and dietary needs.	90%	74%	●

The food pantry experienced some major changes in 2021. For one, the two paid staff members who ran the food pantry together for a combined 26 years, both retired halfway through the year. Fortunately, the clients did not suffer, because we were able to bring in a new coordinator who was a Social Service Worker for the Care Service. She brings her case management and nursing experience along with knowledge from supporting her family farming and greenhouse business. This is an incredible asset to the Food Pantry!

Another major change is the addition of the new food pantry in Elsberry. This idea of this food pantry started in 2019 when the Lincoln Country Resource Board conducted a needs assessment where teachers reported they were spending so much of their time helping their students with basic needs. At that time we started partnering with the rural schools by providing them with a social service worker who would offer case management and bring bags of food for the students to take home to their families. But in 2021, the need for more food came up again in the needs assessment for Elsberry. Our

Executive Director met with the local school principal who shared that there was only one grocery store nearby and the prices were 25-30% higher out there. The Principal knew of an empty church building that could be repurposed as a food pantry, and the rest was history! Our Housing Supervisor was an ideal candidate to supervise this food pantry with her background in food services and case management, and a Masters in Non-Profit Administration! By August they were up and running.

Finally, to further the cause of feeding families in rural and inaccessible areas, the Care Service purchased a mobile food truck to make weekly food deliveries to these areas. The food truck was purchased in November but not in service yet in the 2021 calendar year.

Both food pantries depend heavily on volunteers to run efficiently, making food pick-ups from grocery stores, unloading the trucks, sorting and stocking shelves, and helping the clients gather what they need for their families. 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 3210 food distributions this year and 348 families served.

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, 94% reported improved financial stability because of the help received from the food pantry. In addition to this, 97% reported improved food security, which implies they don't worry about being able to feed their families. We are happy to report there was a significant improvement with the satisfaction of the foods nutritional and dietary value, with 90% reported satisfaction in this category compared to 74% last year.