

Sts. Joachim & Ann Care Service

PQI Annual Report- 2022

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, paid staff, volunteer, board member, funder, private donor, or community member, your input is always a valued part of our Performance and Quality Improvement (PQI).

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!

Brief Highlights for 2022

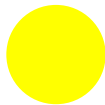
- The Care Service spent a good portion of the year raising over a million dollars towards the Affordable Housing campaign. With this money, the Care Service plans to purchase homes to offer low-income clients who need affordable housing. Plans are underway to purchase these homes in 2023.
- This year was a time of recovery from the effects of COVID-19. Families were struggling to find stability while food prices soared. The Care Service addressed the food insecurities of our clients with a new mobile food truck that delivered food to the rural areas where transportation is limited and fewer pantries and grocery stores are available. The new truck brought food to 245 new families in 2022. Meanwhile, our new food pantry in Elsberry continued to bustle with activity, growing to 182 households served in it's first full year of operation.
- With assistance from Don Kalicak and input from the Board of Directors and staff members, the directors developed a new Strategic Plan to guide the Care Service for the next three years.
- In September we were visited by peer reviewers from the Council on Accreditation who conducted a thorough analysis of our operations, program and services, and awarded us with our fourth consecutive accreditation! We have been accredited and achieving best practices since 2011.

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

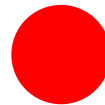
Section Two – Outputs and Outcomes



Met or Exceeded
Goal



Within 10%
from Goal



10% or more
from Goal

Housing Program

Outputs	2022	2021	Compared to Year Prior
Calls are screened and connected to resources	5860	5343	↑
Certifications conducted for financial assistance	502	385	↑
Housing Financial Assistance (Rent/Mortgage, Utilities, Emergency Shelter, etc.)	\$440,994.04	\$387,148.97	↑
Prevention Outcome Goal	2022	2021	Compared to Goal
80% of households given prevention rental assistance will not become homeless within 3 months.	99%	95%	●
Homeless Outcome Goal	2022	2021	Compared to Goal
60% of homeless served will be housed within 40 days or less of entering the program.	74%	77%	●

The Housing Program receives calls directly from individuals, but those who are homeless or at imminent risk of homelessness 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. In 2022, we screened 5860 calls, which was down from 2021 when we screened 5343 calls. Those who qualify for our services are certified by our Intake Workers and receive the immediate housing assistance that is needed. We conducted 502 certifications and paid \$440,994.04 to their landlords, utility companies, and hotels they utilized to become or remain safely housed. Financial assistance increased a great amount compared to 2021 because of some COVID-19 relief funding made available to us. We were able to serve many more households because of this extra funding.

Housing Program - Case Management




Outputs	2022	2021	Compared to Year Prior
Initial Assessments	134	137	↓
Households Case Managed (measured for the first time this year)	206	N/A	N/A
Hours spent case managing clients	7429	6946	↑

If a household is in need of case management, they are assigned a case manager who conducts a full assessment and tailors a plan to suit that client or family. 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. They are also connected to area resources depending on their needs. Follow-up assessments are administered to gauge the progress they have accomplished. We conducted 134 intake assessments for all households participating in case management services and administered 7429 case management hours in the Housing Program this year, assisting 206 households with case management services.

Children & Family Development Outcome Goals	2022	2021	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%	88%	●
75% of children reside in stable housing within 6 months	81%	81%	●

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. Those who participated in our CFD program were given an exit assessment to measure the impact made on their households and outcomes achieved while we assisted them. We either met or exceeded all the goals that were set for these families.






Street Outreach

Outputs	2022	2021	Compared to Year Prior
Homeless contacts made	1021	758	
Homeless individuals served	189	165	
Outcome Goals	2022	2021	Compared to Goal
5% of homeless individuals have attained permanent housing	7%	6%	

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 (when a medic is available), prescription assistance and dental care.

We were able to achieve 35% more contacts in 2022 compared to 2021, due to additional staffing. Of all the homeless we served on the streets, we were able to house 7% of them, which exceeds our goal of 5%.

Food Pantry

Outputs	2022	2021	Compared to Year Prior
Food distributions	5678	3210	
Families served	746	348	
Outcome Goals	2022	2021	Compared to Goal
75% of clients report improved financial stability after participating in program	93%	94%	
80% of clients report improved food security after participating in program	95%	97%	
85% of clients are satisfied with how the food meets nutritional and dietary needs.	92%	90%	

To advance the cause of feeding families in rural and inaccessible areas, the Care Service purchased a food truck in 2021 to make weekly food deliveries to these areas. The food truck was fully operational June 2022, and brought to areas in need with insufficient transportation options and limited access to

grocery stores. In addition to the food truck, the new Elsberry food pantry continued to grow in popularity this year, pushing our families served to over double the number that was served in 2021!

We had 5678 food distributions this year and 746 families served! 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. Both food pantries and the food truck 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, hygiene items and other household needs.

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, 93% reported improved financial stability because of the help received from the food pantry. In addition to this, 95% reported improved food security, which implies they don’t worry about being able to feed their families. Satisfaction of the food’s nutritional and dietary value continues to improve with 92% reported satisfaction in this category.