

Sts. Joachim & Ann Care Service

PQI Annual Report- 2023

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 2023

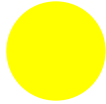
- After raising \$1.6 million, The Care Service purchased seven affordable/transitional homes in 2023. The Care Service now owns 13 homes which are rented at affordable monthly rates to low-income families. We promoted an existing staff member to the new Housing Management Coordinator position to help oversee the maintenance of these homes.
- The Care Service made its last payment on its \$900,000 building loan.
- The Care Service made many efforts to increase staff retention and satisfaction with additional paid holidays, increased vacation time at specific tenure levels, increased pay to higher turnover positions, and additional group bonding activities. These efforts helped to reduce our turnover rate to 23%, beating our goal of 25%.
- We purchased a new training software called Relias Training that has been fully implemented this year. This new software ensures we are keeping up with the demands of educating our staff on new risks, regulations and standards of operations. Its automated features make training on the more general topics easier to conduct and track across all positions.
- New branding has been developed and implemented this year with the help of ArtSpeak Creative. The website, signage, brochures, letterhead and social media posts have been updated to reflect the new look.

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

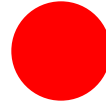
Section Two – Outputs and Outcomes



Met or Exceeded
Goal



Within 10%
from Goal



10% or more
from Goal


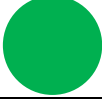

Housing Program

Outputs	2023	2022	Compared to Year Prior
Calls are screened and connected to resources	5911	5860	↑
Certifications conducted for financial assistance	439	502	↓
Housing Financial Assistance (Rent/Mortgage, Utilities, Emergency Shelter, etc.)	\$388,528	\$440,994	↓
Prevention Outcome Goal	2023	2022	Compared to Goal
80% of households given prevention rental assistance will not become homeless within 3 months.	97%	99%	●
Homeless Outcome Goal	2023	2022	Compared to Goal
60% of homeless served will be housed within 40 days or less of entering the program.	81%	74%	●

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 2023, we screened 5911 calls, which was very close to the 5860 we assisted in 2022. Those who qualify for our services are certified by our Intake Workers and receive the immediate housing assistance that is needed. We conducted 439 certifications and paid \$388,528 to their landlords, utility companies, and hotels they utilized to become or remain safely housed.




Housing Program - Case Management

Outputs	2023	2022	Compared to Year Prior
Initial Assessments	134	134	=
Households Case Managed	232	206	↑

Children & Family Development Outcome Goals	2023	2022	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%	95%	
75% of children reside in stable housing within 6 months	79%	81%	

Families with children who come to us homeless or at risk of homelessness are given more intensive case management through Children and Family Development (CFD). Those who participated in CFD 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	2023	2022	Compared to Year Prior
Homeless contacts made	1095	1021	
Homeless individuals served	170	189	
Outcome Goals	2023	2022	Compared to Goal
5% of homeless individuals have attained permanent housing	4%	7%	

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 made 1095 contacts with 170 homeless individuals on the street in 2023. Of the homeless we served this year, we were able to house 4% of them, falling short of our goal of 5%.

Food Pantry

Outputs	2023	2022	Compared to Year Prior
Food distributions	6258	5678	
Families served	764	746	

Outcome Goals	2023	2022	Compared to Goal
75% of clients report improved financial stability after participating in program	95%	93%	
80% of clients report improved food security after participating in program	91%	95%	
85% of clients are satisfied with how the food meets nutritional and dietary needs.	90%	92%	

The cost of food continued to go up in 2023, increasing the need for food assistance across all of our Counties, but especially in the rural areas, where access to food is limited.

We had 6258 food distributions this year and 764 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, 95% reported improved financial stability because of the help received from the food pantry. In addition to this, 91% 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 exceed our goal with 90% reported satisfaction in this category.