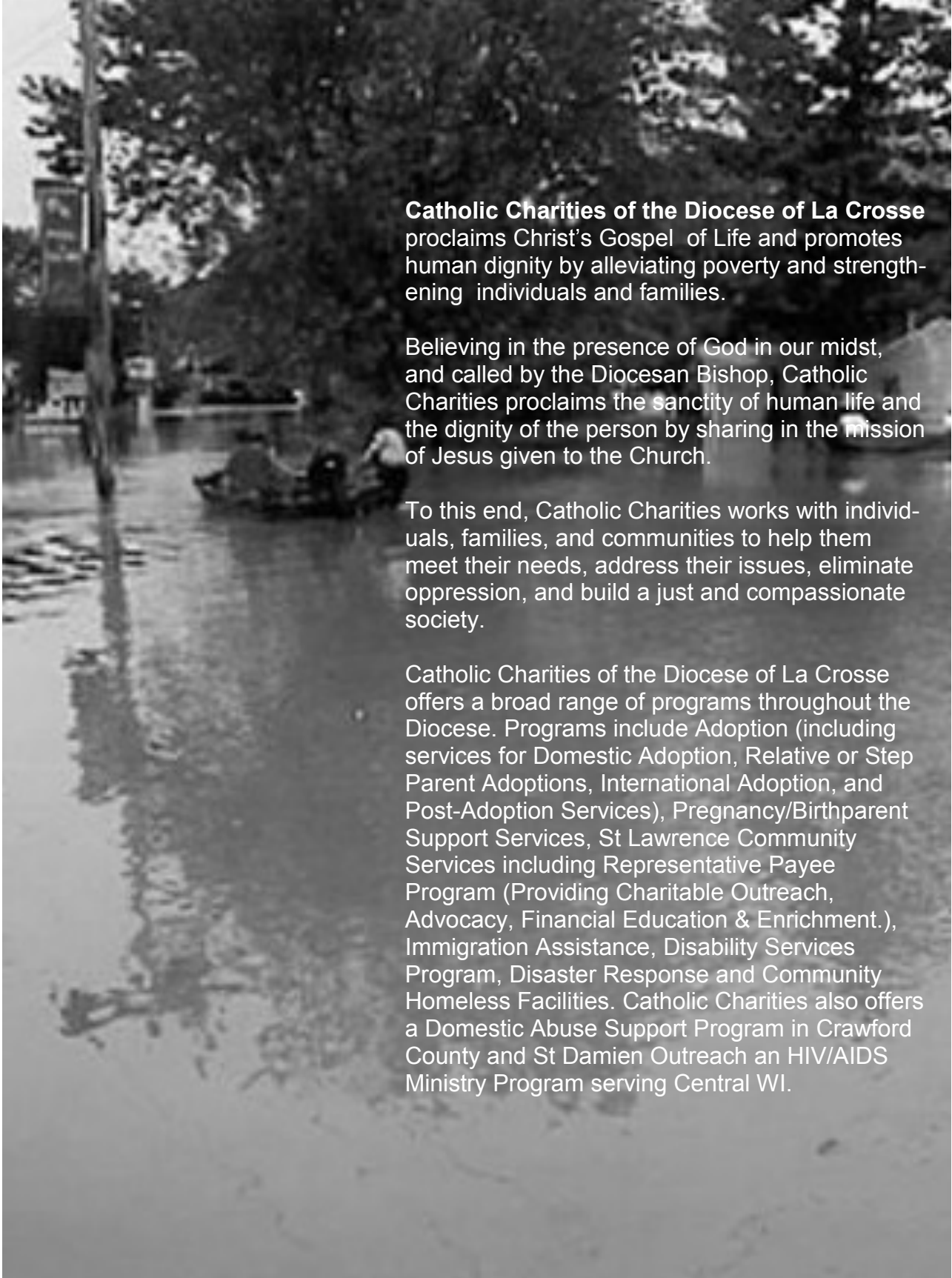




PERFORMANCE & QUALITY IMPROVEMENT
AT CATHOLIC CHARITIES
OF THE DIOCESE OF LA CROSSE

PQI



Catholic Charities of the Diocese of La Crosse proclaims Christ's Gospel of Life and promotes human dignity by alleviating poverty and strengthening individuals and families.

Believing in the presence of God in our midst, and called by the Diocesan Bishop, Catholic Charities proclaims the sanctity of human life and the dignity of the person by sharing in the mission of Jesus given to the Church.

To this end, Catholic Charities works with individuals, families, and communities to help them meet their needs, address their issues, eliminate oppression, and build a just and compassionate society.

Catholic Charities of the Diocese of La Crosse offers a broad range of programs throughout the Diocese. Programs include Adoption (including services for Domestic Adoption, Relative or Step Parent Adoptions, International Adoption, and Post-Adoption Services), Pregnancy/Birthparent Support Services, St Lawrence Community Services including Representative Payee Program (Providing Charitable Outreach, Advocacy, Financial Education & Enrichment.), Immigration Assistance, Disability Services Program, Disaster Response and Community Homeless Facilities. Catholic Charities also offers a Domestic Abuse Support Program in Crawford County and St Damien Outreach an HIV/AIDS Ministry Program serving Central WI.

Definition and Purpose

Performance & Quality Improvement (PQI) is an organizational process in which staff identify, plan, and implement ongoing improvements in service delivery and agency operations. PQI is a vital way that our agency can assess and monitor the delivery of services to ensure that they are consistent with best practices.

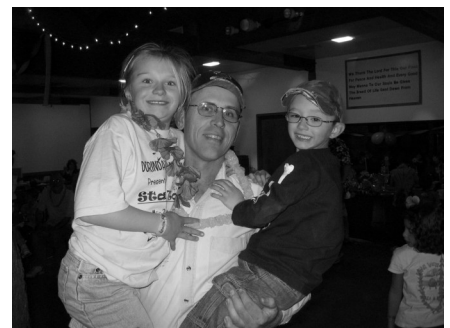
Catholic Charities promotes a culture that values service quality. Catholic Charities has always taken pride in offering quality service to clients with heartfelt compassion and love. That sentiment is underscored and mandated by Pope Benedict XVI in his encyclical letter, *Deus Caritas Est* (12/25/2005): “Individuals who care for those in need must first be professionally competent; they should be properly trained in what to do and how to do it, and committed to continuing care” (31a). The Holy Father goes on adding that, workers, in addition to professional competency, must also have a “formation of the heart” that will lead them to not only provide technically correct service but enable them to provide that service with a sense of dedication “to others with heartfelt concern.”

The 2013-2015 strategic direction calls Catholic Charities to first of all continue to deepen our Catholic identity. We will evaluate and assure continually that all Catholic Charities activities proclaim principles of Catholic Moral and Social Teachings.

This strategic direction calls us to increase our overall visibility and the communication of its services to the broader community and be a financially viable organization. We will expand Development activities to have a larger presence or impact, especially in the areas of social media, marketing and public relations, donor cultivation and retention and endowment promotion.

Finally, the plan will challenge us to continue to share in the Church’s traditional commitment to all who are vulnerable and unserved or under-served (cf. Matthew 25). We will continue to implement, monitor, and develop program areas recently initiated by Catholic Charities including St Lawrence Community Services, Homelessness issues/shelter services and Disability Services. We will also explore the need and feasibility for possible future programming in the areas of Parish Social Ministry and Hispanic Outreach.

The PQI process is organization-wide and covers all programs and services at Catholic Charities. The PQI process is also used to examine and improve upon agency operations.



Focus and Governance

Performance & Quality Improvement at Catholic Charities:

STAFF-DRIVEN

Staff at all levels of the agency—administrative, direct services, supervisory, and managerial—participate in PQI.

STAKEHOLDER-DRIVEN

Stakeholders are an integral part of the PQI process. The Board of Directors contribute through defining our mission, and through providing feedback on the results of quality improvement projects, outcomes results, and client satisfaction surveys.

Clients and community members contribute through activities such as participation on advisory boards and feedback on satisfaction and informational surveys.

DATA-DRIVEN

The PQI Committee gathers, analyzes, and interprets data on a quarterly and annual basis.



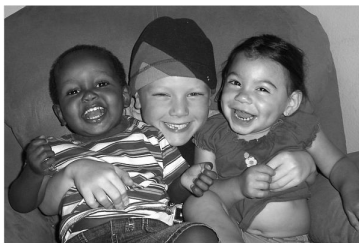
- * **Client Outcomes** are determined for each program at Catholic Charities. Quarterly, the PQI Coordinator with the assistance of PQI Committee members analyzes whether or not programs are meeting the identified outcomes.

- * **Supervisory Record Review** is a process in which program directors and coordinators review the case records prepared by their staff members in order to ensure that the services provided are consistent with the agency's policies and case practice standards.

- * **Case Record Review** is a process in which impartial staff members review the case records in order to ensure that records are complete.

- * **Administrative Practices**, such as completion of Finance and Human Resource files, are reviewed quarterly to ensure that records are accurate and completed in a timely manner.

- * **Consumer Satisfaction** is solicited through surveys and advisory boards designed to evaluate the needs of the individuals and families we serve. Surveys are also designed to evaluate the accessibility, availability, efficiency, and respectfulness of the services provided.



PQI Committee

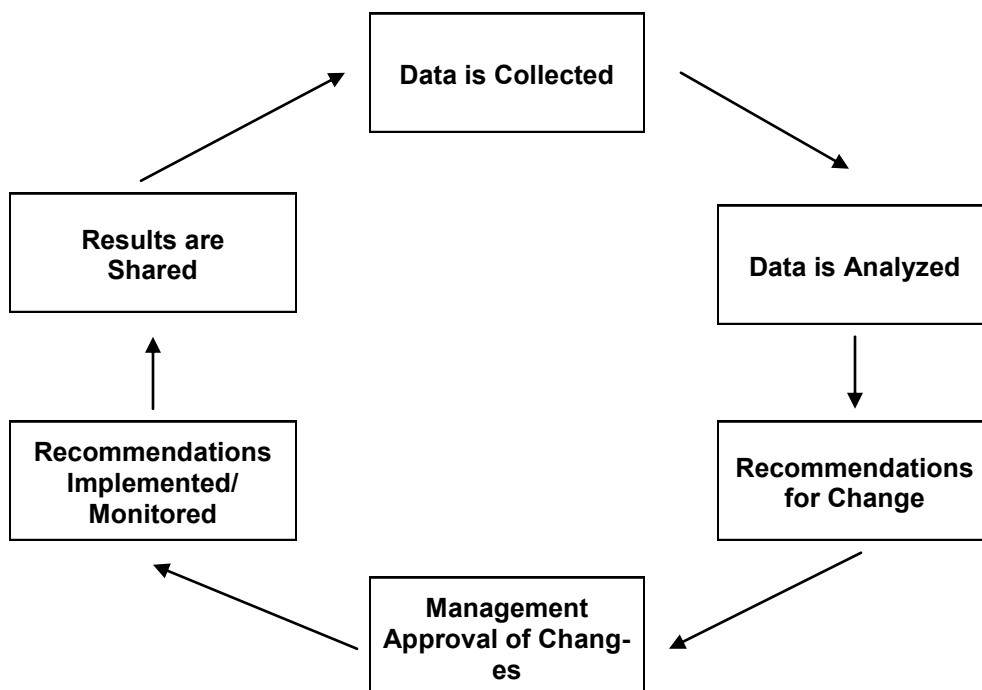
Catholic Charities of the Diocese of La Crosse has formed an internal Performance & Quality Improvement Committee. This committee contains at least one representative from each office location and is chaired by the Performance & Quality Improvement Coordinator.

The PQI Committee meets at least quarterly to monitor the PQI process and ensure that programs are meeting PQI objectives. This committee assists programs in developing outcomes and quality indicators, revising satisfaction surveys, and formulating agency improvement cycles.

The PQI Coordinator carries out the following responsibilities:

- Coordinates PQI Committee activities including member selection, scheduling, and development of agendas
- Serves as liaison between PQI Committee and management/supervisory personnel
- Collects and analyzes program and agency data
- Coordinates surveys and needs assessments
- Provides reports to the Management Team regarding quality improvement activities, file reviews, outcomes, and satisfaction surveys

Quality Improvement Cycle



Summary

FEEDBACK

As chair of the PQI Committee, the Performance & Quality Improvement Coordinator provides direct feedback regarding PQI to the management team at quarterly management meetings. The Assistant Executive Director also attends PQI meetings to ensure that the PQI Committee has direct access to the executive team. When PQI members complete large quality improvement projects or satisfaction studies, the projects are presented to the agency's management team and the Board of Directors. Summary reports are also circulated to staff throughout the agency.

CONCLUSION

Catholic Charities is constantly evolving in response to the needs of individuals and families. As we constantly grow, Catholic Charities improves the quality of our services. Performance & Quality Improvement reflects our commitment to best practice.



In all that we do, Catholic Charities remains committed to its mission to proclaim Christ's Gospel of Life and promote human dignity by alleviating poverty and strengthening individuals and families.

Providing Help...
Creating Hope



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