Our Mission
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.

Our Vision
As Catholic Charities, we labor in the streets inviting and serving those who have been left out to know and experience the tremendous and abundant love of God through Jesus Christ. Called by our Diocesan Bishop, we commit ourselves to break down walls of division that keep sisters and brothers separated from one another, excluded, or rendered disposable by our society. With joy, through prayer and action, we resolve to build bridges of hope, mercy and justice toward the creation of a culture of communal care responsive to the cries of those who are poor.

Our Values
Anyone wanting to be a leader must first be the servant. If you choose to lead, you must serve (cf. Mark 9:33). These values are a guiding expression of the vision and mission of Catholic Charities DLC.

Faith, Integrity, Compassion, Hospitality
Respect, Dignity, Excellence, Stewardship

Our Programs
Catholic Charities of the Diocese of La Crosse offers a broad range of programs throughout the Diocese. Programs include: Adoption & Family Services (including Domestic, Relative or Step-Parent, and International Adoptions), WI Adoption & Permanency Support Program (Post Adoption Services), and Pregnancy/Birthparent Support Services; Community Homeless Facilities including Sojourner House, Warming Centers, Beyond Shelter and House of Mercy; Disability Services Program including Adult Support, Driftless Pass School and Live By; Disaster Recovery; Immigration Assistance; St Damien Outreach (HIV/AIDS assistance); St Lawrence Community Services providing financial literacy and advocacy through Housing Counseling, Project Step Up, and Representative Payee Program.
Definition & 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* 2/25/2005: “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 2019-2021 strategic direction calls Catholic Charities to first of all focus on Staff & Volunteer Support. We want to assist employees and volunteers in personal and professional growth. We are working on a wellness program to help keep us all healthy. A market rate salary study will ensure we are providing appropriate wages to our paid staff. As a result we hope to improve employee and volunteer satisfaction in working for the agency.

Our second priority is Case Management. We are becoming a Trauma Informed Care Agency to help us in all aspects of how we approach other people. We are providing tailored assistance to clients to assist in their growth and development. Connecting clients with resources that can help them in this process is vital. We are also growing our birth parent and adoptive families programs to support strong family functioning.

Third, we focus on Housing. We focus on providing warm and safe facilities for those without permanent housing. We help to reduce barriers for our guests to achieve permanent housing. The agency is also looking into the development of affordable housing in our community.

Lastly, we focus on Mental Health. We will partner with mental health service providers in our area. We will explore mental health caregiving. We are increasing services for individuals dealing with mental health issues. And, we will strengthen families by helping to address their mental health needs.
Focus & 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 Director, with the assistance of the 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 Director.

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 Director 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

1. Data is Collected
2. Recommendations for Change
3. Recommendations Implemented/
4. Results are Shared
5. Data is Analyzed
6. Management Approval of Changes
Summary

Feedback
As chair of the PQI Committee, the Performance & Quality Improvement Director provides direct feedback regarding PQI to the management team at quarterly management meetings. 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.