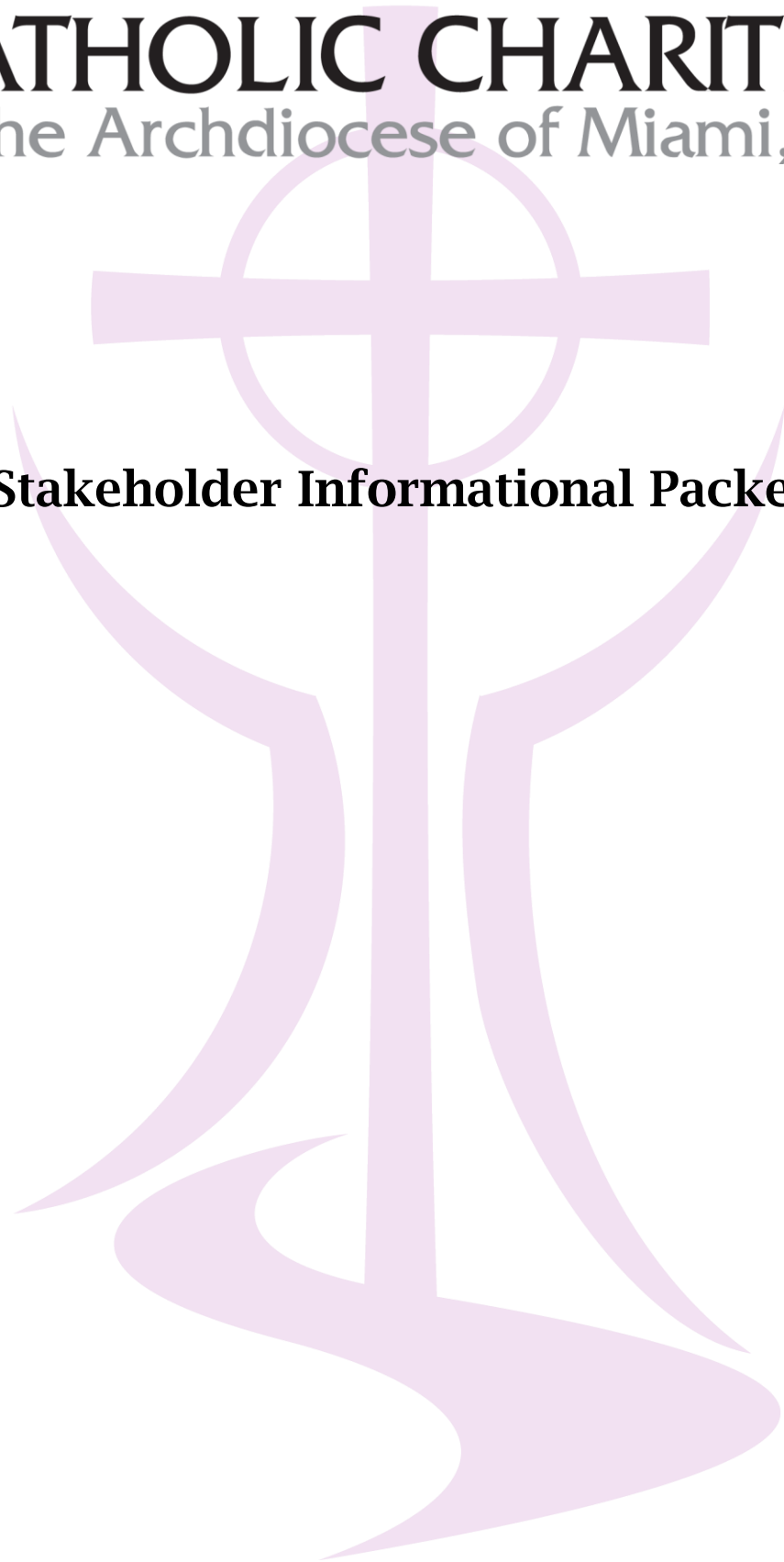


CATHOLIC CHARITIES

of the Archdiocese of Miami, Inc.

Stakeholder Informational Packet



PQI Informational Packet for Stakeholders

Catholic Charities philosophy is to promote a culture which values a Performance Quality Improvement (PQI) process through teamwork, best practices in service delivery and administration, and continuous quality improvement. Our Performance Quality Improvement process is timely and transparent and communicates from the bottom up and the top down. It involves the whole organization (staff, clients, volunteers, governing body), our community and funding partners and other stakeholders in order to achieve mutual established goals that translate into positive results for all involved.

The PQI process

The PQI process at Catholic Charities is a broad based, organization wide effort, inclusive of managers, agency staff, and stakeholders endorsed and supported by the agency's senior managers to meet the ever-changing needs of the vulnerable families and individuals served throughout our agency.

Essential to the PQI process are the 18 PQI teams representing the agency service programs. The PQI teams were formed to involve all levels of staff, managers and volunteers in the quality improvement process.

Peer Case Record Review: is a process designed to improve the quality of the service delivery system. The Peer Case Record Review process utilizes lead case managers and case managers from all programs and provides the agency with a viable method for evaluating and improving service delivery. The Peer Case Record Review process does not replace supervisory case reviews, but is a complimentary process.

The Audit and Compliance Department: is responsible for the collection, aggregation and identification of patterns and trends derived from the PQI reports submitted by the PQI teams and Peer Case Record Review process. This information is disseminated to stakeholders via agency aggregate reports on a quarterly basis.

Corrective Action Plans: Clearly delineate a plan for actions needed to remedy identified areas for improvement or non-compliance and outlines the remediation including target dates, staff responsible and supervisory signature.

Audit and Finance Compliance Committee: Committee which meets on a quarterly basis and reviews the quarterly aggregate PQI reports, reviews outcome measures as needed, reviews all relevant tactical plans, participates in the organizational review and strategic planning years, reviews the annual external audit results and ensures the correction of all material breaches, if any, reviews the annual update to the PQI plan and communicated directly with the Board of Directors on all relevant issues.

PQI Informational Packet for Stakeholders

The Board of Directors: Meet quarterly, approve policies as needed, approve budget and service provider contracts, participates in the organizational review and approval of the strategic planning process every four years and other pertinent information.

Stakeholders

The involvement and continuing support of Senior Officers, staff and community stakeholders is vital to the success of the PQI process. Stakeholders are defined as any person, group, or organization that has a vested interest in the services provided by the organization.

- Consumers
- Staff
- Board of Directors
- Funding sources
- Foster Parents
- Regulatory Bodies
- Volunteers

Stakeholder involvement within the agency includes but is not limited to:

- Participating in one of the agency committees (Audit & Compliance and Finance of the Board of Directors Committee, The Administrative Board Committee, Board of Directors)
- Participate in ad hoc committee
- Volunteering
- Partner with staff to develop outcomes and indicators
- Help identify positive practices
- Recommend improvements when necessary
- Work with the Board and management on short- and long-term planning
- Complete surveys and/or focus groups
- Ask for input at regular meetings of your community partners
- Participate in the PQI team
- Assist in development of short/long term planning

PQI Informational Packet for Stakeholders

What the Organization is measuring?

The PQI framework with the support of Senior Officers and supervisors set forth mission-driven performance outcome expectations and evaluate the effectiveness and efficiency of services provided. The programs and agency's financial status are also measured monthly which contribute to good outcomes as well as the identification of areas of weakness, the repercussions and plan of action for improvement. Among the resources the agency uses to assess efficacy, appropriateness and effectiveness, of quality services being delivered are the agencies' long term or strategic plan, the quarterly review of the agency aggregate reports, and monitoring reports from funders and regulatory bodies.