



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, consumers, volunteers, and governing body), regulatory bodies, partners and contractors, our community and funding partners and other stakeholders in order to achieve mutually 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 Program Directors, agency staff, and stakeholders endorsed and supported by the agency's CEO and key Catholic Charities personnel throughout to meet the ever-changing needs of the vulnerable families and individuals served throughout our agency.

Essential to the PQI process are the 14 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.

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 and systematic 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 quarterly 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.

Mission: To honor God by; enhancing human life and dignity, supporting individuals and families, building communities and working for justice."



PQI Informational Packet for Stakeholders

Audit and Finance Compliance Committee: Committee which meets on a quarterly basis and reviews Finance fiscal summary reports, PQI information (as required by COA), reviews Performance Data and Outcomes Results and the Risk Management report annually, participates in the organizational review and strategic planning process, reviews policies as needed, reviews the annual external audit results and ensures the correction of all material breaches, if any, and communicates directly with the Board of Directors on all relevant issues.

Head Start Administrative Committee: This Committee oversees the Head Start program of Catholic Charities within a structure of shared governance with the Policy Committee and the agency's key Head Start administrative staff. This group meets quarterly to review and/or approve Head Start items including but not limited to personnel turnover, standards of conduct, composition of the Policy Committee, roles and responsibilities, funding applications and amendments, budgets and subsequent modifications, financial information, internal controls, the annual self assessment, dispute resolution/ impasse process, and program planning including short and long term goals. Members of this governing body may also participate in the annual Risk Management assessment, self assessment, and other Head Start activities as appropriate and communicates directly with the Board of Directors on all relevant issues.

The Board of Directors: Meet quarterly, receive and review summary reports from Committee Chairpersons from both the Audit and Finance Compliance Committee and the Head Start Administrative Committee, approve policies as needed, approve the annual budget and service provider contracts, participates in the organizational review of the Strategic Planning process every four –five years and other pertinent information, Approve policies as needed, formally review the organization's policies every three years, reviews and adheres to its financial responsibilities as Board members(as appropriate).

Stakeholders

The involvement and continuing support of the agency's CEO, key Catholic Charities personnel, Program Directors, staff and community stakeholders is vital to the success of the PQI process. Stakeholders are defined as any

Mission: To honor God by; enhancing human life and dignity, supporting individuals and families, building communities and working for justice."



PQI Informational Packet for Stakeholders

person, group, or organization that has a vested interest in the services provided by the organization and success at achieving its mission and purpose.

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

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

- Participating in one of the agency committees (Audit & Compliance and Finance Committee, The Head Start Administrative 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

Mission: To honor God by; enhancing human life and dignity, supporting individuals and families, building communities and working for justice."



PQI Informational Packet for Stakeholders

What the Organization is measuring?

The PQI framework with the support of the CEO, Key Management staff, Program Directors and Supervisors set forth mission-driven performance outcome expectations and evaluate the effectiveness and efficiency of services provided. Measurable data is obtained and used on a regular basis to further monitor actual versus desired. As agencies there are reviews conducted using several sources of information to help identify trends and patterns.

Among the resources the agency uses to assess efficacy, appropriateness and effectiveness of quality services being delivered include but are not limited to the following: the review of program's and agency's financial status, the agency's long term or strategic plan, tactical plans or short term plans, the quarterly PQI reports which in-turn generate the agency quarterly aggregate reports, monitoring reports from funders and regulatory bodies, and the case record review process.