



**CATHOLIC CHARITIES OF THE ARCHDIOCESE OF NEWARK  
SUMMARY OF FY 2021/2022 PERFORMANCE ANALYSIS**

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**TABLE OF CONTENTS**

<b>1.</b>	<b>Attainment of Long Term and Short Term Goals .....</b>	<b>2</b>
<b>2.</b>	<b>Program Highlights .....</b>	<b>4</b>
<b>3.</b>	<b>Most Significant Problems and How They Were Handled .....</b>	<b>11</b>
<b>4.</b>	<b>Effectiveness .....</b>	<b>17</b>
<b>5.</b>	<b>Efficiency .....</b>	<b>17</b>
<b>6.</b>	<b>Service Access .....</b>	<b>17</b>
<b>7.</b>	<b>Demographics .....</b>	<b>18</b>
<b>8.</b>	<b>Client Satisfaction .....</b>	<b>18</b>
<b>9.</b>	<b>Impact of Client Feedback .....</b>	<b>18</b>
<b>10.</b>	<b>Impact of Referral Feedback .....</b>	<b>19</b>
<b>11.</b>	<b>Performance Improvement Plan Results .....</b>	<b>20</b>

Appendix A: Catholic Charities Information Measurement and Management Design pg. 21

Catholic Charities FY 2021/2022 Performance Analysis Summary

**1. Attainment of Long Term and Short Term Goals**

✓ **Long Term Goal: Feed the hungry and house the homeless:**

Short Term Goals	FY 2021/22 Objectives	FY 2021/22 Accomplishments
Operate Emergency Shelters	House and assist 1,075 people with 68,180 nights of shelter in 5 programs	Housed and assisted 1,792 people with 63,3682 nights of shelter in 6 programs
Operate Transitional Residences	House and assist 80 people with 8,900 nights of care in 2 programs	Housed and assisted 46 people with 7,266 nights of care in 2 programs
Operate Permanent Housing	House and assist 50 people with 17,625 nights of care in 3 programs	Housed and assisted 29 people with 10,150 nights of care in 3 programs
Operate Emergency Food and Nutrition services	Distribute 200,000 pounds of food to 80 food pantries feeding 30,000 hungry people in 1 program	Distributed 220,418 pounds of food to 80 food pantries feeding 36,738 hungry people in 1 program

✓ **Long Term Goal: Reach the isolated, the lonely and those with special needs:**

Short Term Goals	FY 2021/22 Objectives	FY 2021/22 Accomplishments
Operate Restorative Justice programs	Provide substance abuse education, rapid-testing, discharge planning, and AIDS education to 877 inmates in 2 programs at 1 jail	Provided substance abuse education, rapid-testing, discharge planning, and AIDS education to 258 inmates in 1 program at 1 jail
Operate Senior Services	Serve 734 seniors in 14 programs	Served 453 seniors in 14 programs
Operate socialization services for the disabled	Serve 275 developmentally disabled people in 2 programs	Served 52 developmentally disabled people in 2 programs
Operate behavioral health programs for persons with mental illness	Serve 3,337 clients with mental illness in 4 programs	Served 4,309 clients with mental illness in 4 programs

✓ **Long Term Goal: Assist the poor and disabled to achieve economic participation:**

Short Term Goals	FY 2021/22 Objectives	FY 2021/22 Accomplishments
Assist the Physically and Mentally Disabled	Assist 140 people in 3 programs (DDD, DVRS, SE)	Assisted 83 people in 3 programs (DDD, DVRS, SE)
Help move those on welfare into employment	Assist 285 people in 3 programs	Assisted 43 people in 3 programs
Support people leaving welfare to become self-sufficient	Provide intensive case management services to 220 people in 1 program	Provided intensive case management services to 291 people in 1 program
Support veterans and their families who are homeless or at risk of homelessness/ institutionalized	Provide assessment, case management and financial assistance to 268 veterans in 2 programs	Provided assessment, case management and financial assistance to 121 veterans in 2 programs

Catholic Charities FY 2021/2022 Performance Analysis Summary

✓ **Long Term Goal: Nurture the development of the young and strengthen relationships within families:**

<b>Short Term Goals</b>	<b>FY 2021/22 Objectives</b>	<b>FY 2021/22 Accomplishments</b>
Operate Early Childhood Centers	Provide preschool and related support services for 210 children and families in 2 programs at 2 sites	Provided preschool and related support services for 219 children and families in 2 programs at 2 sites
Operate Special Education Schools	Educate 84 students in 1 school	Educated 81 students in 1 school
Operate Adoption and Family Services	Build, reunify, and support 75 families in 2 programs	Built, reunified, and supported 96 families in 2 programs
Operate services for at-risk youth	Serve 2,141 youth in 9 programs	Served 3,619 youth in 9 programs
Provide Counseling / Child Behavioral Health services	Serve 3,986 children and families in 11 programs	Served 2,597 children and youth in 11 programs

✓ **Long Term Goal: Help immigrants achieve the benefits of liberty in a new land:**

<b>Short Term Goals</b>	<b>FY 2021/22 Objectives</b>	<b>FY 2021/22 Accomplishments</b>
Provide Immigration services	Serve 4,324 clients in 9 programs and reach 1,200 people through community education in 2 programs	Served 3,155 clients in 9 programs and reached 2,020 people through community education in 2 programs
Provide Refugee Social Services	Serve 275 refugees in 2 programs	Served 1,559 refugees in 2 programs

✓ **Long Term Goal: Guide those in need to helpful community resources:**

<b>Short Term Goals</b>	<b>FY 2021/22 Objectives</b>	<b>FY 2021/22 Accomplishments</b>
Operate Parish Access Centers and an Information and Referral Help Line	Assist 3,503 families in 5 programs	Assisted 2,374 families in 5 programs
Promote volunteerism	Recruit 600 volunteers and 20 interns in 1 program to provide 16,000 volunteer hours to serve the CCAN mission	In 1 program, recruited 673 volunteers who provided 21,228 hours and recruited 27 interns who provided 12,609 hours to serve the CCAN mission
Housing Counseling	Provide 75 clients with housing counseling	Provided 18 clients with housing counseling

Catholic Charities FY 2021/2022 Performance Analysis Summary

**2. Program Highlights**

Program	Program Highlights
Mount Carmel Guild Academy	This school year we maintained a steady student enrollment; the high school transition program continued to grow and provide students with life skill experiences in and outside of the school building. Technology remained a focal point in improving delivery of curriculum, assistive technology and communication.
Little Schoolhouse	<ol style="list-style-type: none"> <li>1. School year began on September 9, 2022.</li> <li>2. Program staff continued to participate in offsite training and workshops to fulfill State of New Jersey license requirements.</li> <li>3. All LSH teaching and administrative staff is certified in CPR and First Aid.</li> <li>4. MCG Little Schoolhouse continues to be in compliance with the CACFP program.</li> <li>5. MCG Little Schoolhouse continues to be in compliance with the State of New Jersey Bureau of Licensing Regulations and Requirements.</li> </ol>
MCG Cares	Staff Retention Grant and Stabilization Grant for building improvements. Cares continues to maintain 8 classrooms, 120 children.
SAIF	<ul style="list-style-type: none"> <li>• Wanda Bethea was promoted from Intensive Case Manager to Program Manager in May 2022.</li> <li>• Marcia Quinn was awarded employee of the month for the month of May 2022</li> <li>• Betsy Rolon was awarded employee of the month for the month of June 2022</li> <li>• Dawud Battle was awarded employee of the month for the month of July 2022.</li> </ul>
Supported Employment	<ul style="list-style-type: none"> <li>• Twenty (20) new individuals were served</li> <li>• Sixty-one individuals were served</li> <li>• Five (5) new program participants were placed into competitive employment</li> <li>• Nineteen (19) program participants were re-placed in jobs</li> <li>• Twenty-four (24) total placements for the year</li> <li>• Provided 21,080 units of service or 5,270 hours of service</li> <li>• Twenty-five (25%) of new program participants were placed</li> <li>• All new enrollees were provided with e-mail accounts/resumes and interviewing skills prep</li> <li>• Staff participated in Zoom trainings and seminars held throughout the nation</li> <li>• Staff were certified as Service Providers for the Ticket to Work Ticket Program</li> <li>• Staff provided Tele Health Service to participants as well as face-to-face job search sessions</li> <li>• Staff maintained contact with referral sources (via: in office visits, email, phone, fax and zoom discussions)</li> <li>• Staff participated in SE statewide managers' meetings via zoom</li> <li>• Continued to partner with Hudson One Stop &amp; DVRS</li> <li>• New partnership with People Ready a Nationwide Temp Placement Organization</li> <li>• CARF evaluation</li> <li>• SE staff work hours restored to full time status</li> <li>• SE Program continues to be involved in the Psychiatric Hospitals In Reach Program</li> </ul>
Essex Boland Center	Increase in Supportive Employment Referrals since COVID – Referrals & Supported Employment Services have increased
Hudson County Jail Programs	<p><b>HIV Testing:</b> Due to the COVID-19 Pandemic, HIV testing at the Hudson County Correctional and Rehabilitation Center started out slow. Testing has begun to pick up. Between July 2021 and June 2022, we issued 258 tests. Our LOS is 700. There have been many obstacles due to COVID outbreaks at the jail causing several lockdowns throughout the year. The medical staff at HCCRC has worked with our HIV tester to get as many inmates tested as possible. There was one HIV tester resignation; Felicia Hughes resigned on August 13, 2021.</p> <p><b>HCJ Substance Abuse:</b> There had only been three clients that were served remotely at the HCCRC. HCCRC did not allow LaRico Williams, the Substance Abuse Counselor, to return to the jail due to the COVID-19 pandemic. The program and funder made several outreach attempts to Director Edwards in an attempt to provide services virtually, but there was no response. On October 18, 2021, the funder made the decision to relinquish the funding as of December 31, 2021. LaRico Williams resigned on October 18, 2021.</p>
Mobile Response and Stabilization Service	<ul style="list-style-type: none"> <li>• The program hired ten new full time CIS (Crisis Intervention Specialist) staff, one additional Team Leader and a Program Supervisor joined the MRSS (Mobile Response and Stabilization Services) Team. During this time, seven new per diem staff were hired to assist in the case management of the many families that requested MRSS Services. Per Diem staff followed up with the families during the stabilization period of eight weeks after the 72 hours of crisis intervention. MRSS hired a PT Administrative Assistant to assist with client registrations, paper work and pre billing process. Despite record high number of calls for most of the year, while understaffed, MRSS responded to, and dispatched to every family that requested MRSS Services.</li> </ul>

Catholic Charities FY 2021/2022 Performance Analysis Summary

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	<ul style="list-style-type: none"> <li>• The Program continues to operate on a hybrid model and staff have been empowered and assisted to do so by their program supervisors and the IT department.</li> <li>• During this period of time, the MRSS team participated in a variety of virtual trainings to strengthen their clinical skills as well as to meet the State Requirements for CIS Certification.</li> <li>• Program supervisors and program director attended virtually the eight weeks 0 to 5 training from CSOC in coordination with Montclair University which was required training for the state initiative to serve the 0 to 5 years old children.</li> <li>• The program supervisors attended Quarterly Coordinator’s Meeting for the MRSS across the state to discuss the program information, trends, and issues experienced by the various counties.</li> <li>• MRSS expanded their affiliations with IIC Providers to meet the increased needs of the families.</li> <li>• One new Intern joined the program.</li> <li>• The Program supplied team with new I-Pads, Laptops, Desk Tops, and replaced three vehicles.</li> <li>• Six additional workstations were installed in the third floor of the building and one office was adjusted for the new program supervisor.</li> <li>• Program continues to provide support and opportunities for educational and professional growth to its staff. MRSS supported staff with opportunities to complete higher education by providing flexible schedules. Currently, four CIS/Case Managers have been accepted in graduate programs to further their education in the field of social work.</li> <li>• MRSS team received a bonus and salaries were increased.</li> </ul>
Strong Futures	<ul style="list-style-type: none"> <li>• One youth was able to pass the SORA test and secure his SORA License</li> <li>• One youth became employed working part-time at MetLife Stadium as a security guard</li> <li>• Mayor Brian Stack of Union City asked for our youth to return to summer employment</li> <li>• Two youth transitioned into their own independent living</li> <li>• One youth is in the process of securing his international passport from Guatemala</li> <li>• One youth is working to obtain his working permit</li> <li>• One youth was granted three months’ extension to remain in the program to pursue his interest in joining the military in 2023</li> <li>• One youth was granted a six-month extension in the program. With no previous work history, he was able to secure employment and moved into independent living at the end of the extension</li> <li>• One youth joined the ROTC program in Union City High School</li> <li>• One Strong Futures graduate moved into his own apartment at Strong Futures III</li> </ul>
Providence Place	<p>All of our youth successfully completed the school year. There are no violations or outstanding items for our annual DCF Office of Licensing Programmatic Inspection</p>
Supervised Therapeutic Visitation	<p>Completed transition from virtual to in office visits; received a new van and furniture for program; recognized private donor to program at Agency Gala; provided food; household goods; furniture and guidance to STV clients, as well as a family from another Catholic Charities program and families in the community.</p>
Family Resource Center	<p>FRC-Program Manager hired four new staff and the program has no vacancies. We had the opportunity to have our staff attend various training in areas such as mastering clinical documentation, family counseling, NJ Opioid Overdose Program training, Social Media, grief/loss and bullying. We have been receiving an average of 4 to 5 referrals monthly. We had an internal chart review and received good feedback with a few recommendations to improve our documentation. We replaced one of our old minivans with a 2021-Crysler- minivan.</p>
Life Skills	<ul style="list-style-type: none"> <li>• Life Skills Coach took youth on college tours.</li> <li>• Life Skills offered incentives to youth for personal and scholastic achievements.</li> <li>• Life Skills staff offered in person sessions and also did telehealth and hybrid sessions according to the youths preference and comfort.</li> </ul>
Westside Children's Counseling Services	<p>After the resignation of a FT Clinician, all clients were able to be reassigned and were not placed on a waiting list.</p>
Intensive Family Support Services	<ul style="list-style-type: none"> <li>• IFSS serviced fifty-four families</li> <li>• IFSS provided sixty-eight Psychoeducational and Support sessions, eighty-two face to face consultations, two hundred and twenty-five supportive telephone contacts and obtained a consumer satisfaction score of 4.9 out of possible 5.</li> <li>• 82% of families experienced a reduction in stress related to caregiving for their family member.</li> <li>• Families enrolled in IFSS were provided with Shoprite gift cards for Thanksgiving. Gifts were provided for Christmas.</li> </ul>

Catholic Charities FY 2021/2022 Performance Analysis Summary

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Partnership for Children	Two new staff were hired. Staff continued to use the TF-CBT model.
In-Home Hispanic	<ul style="list-style-type: none"> <li>• IHH accepted donations of clothes, toys, books and household items and gave them to our families in need.</li> <li>• IHH gave families school supplies.</li> <li>• IHH provided baskets/gifts for all of the children for Halloween, Christmas and Easter.</li> <li>• IHH staff gave families the option of telehealth when in-person sessions were not possible.</li> </ul>
School Social Work	<p>Three new staff hired and trained. Staff dealt with a large number of crisis situations in their schools, including suicidal ideation, homicidal ideation, and the sudden death of a teacher. We provided several workshops for students and staff at non-contracted schools We began in a new school who had received an EANS grant through their county We were asked to see classified students through ERESA after the previous provider failed to deliver.</p>
Safe Spaces	<p>Safe Spaces has provided services to a total of 60 unduplicated youth from July 1, 2021 – June 30<sup>th</sup>, 2022. Services that were provided included assessment, psychoeducation, and TF-CBT treatment sessions.</p> <p>As of June 30<sup>th</sup>, 2022, 25 youth and their guardians have successfully completed TF-CBT treatment. 100% of the youth who completed TF-CBT treatment showed a reduction in clinical symptoms of PTSD, anxiety, and depression. 100% showed a reduction in behavioral difficulties and trauma related shame and guilt. These results were captured and measured with the PSC, CATS-2, and clinician’s progress notes. 100% of parents demonstrated an improved ability in parenting practices that respond to their child’s emotional and behavioral needs. This was captured and measured through the APQ, guardian’s self-reporting and clinician’s progress notes.</p> <p>The program also provided services in addition to the TF-CBT treatment model. The program provided childcare for children receiving treatment, and their siblings, while the guardians met with clinicians as part of TF-CBT treatment each week. Safe Spaces staff also provided 85 one way rides to/from treatment facilities. Additionally, forty-five referrals and consultations to programs in the community (rental assistance, Women Rising, after-school programs, and work-force development) were also provided. We held one multi-family group events with seven family members attending in total. The program provided several families with food and Christmas gifts.</p>
Hudson Senior Programs (Visually Impaired Program)	The VIP program started in person meetings on December 14, 2021. There was an increase in attendance and clients were happy to be back together. VIP had been meeting remotely via Free Conference Call for the duration of the COVID-19 pandemic. There was a reduction in attendance while services were being provided remotely, but has increased since in-person meetings began.
Immigration	<ul style="list-style-type: none"> <li>• Addition of two new Legal Orientation programs/teams, funded by EOIR (Acacia) – Immigration Court Help Desk and Family Group Legal Orientation Program</li> <li>• Addition of Children &amp; Youth Representation program, funding by New Jersey Department of Human Services (KIND)</li> <li>• Expansion of refugee programming to include Refugee School Impact program</li> <li>• Creation of pilot refugee legal screening program</li> </ul>
Hudson Parish Access Center	<ul style="list-style-type: none"> <li>• In October 2021, PAC Hudson assisted a total of nine families with rental assistance and securing housing. A total of \$29,999.00 SHH-TANF funds was utilized for rental and security deposit assistance for Hudson County families with children.</li> <li>• In November 2022, PAC Hudson helped a family at risk of homelessness with the help of Union City Mayor, Brian P. Stack. The family was able to move out of the motel and is now in permanent housing. They were assisted with Security Deposit, furniture, and food. PAC Hudson provided community resources for housing counseling. The family remains stably housed.</li> <li>• A total of \$24,160.87 SHH-TANF funds utilized in the month of November 2021 for Rental Assistance &amp; Security Deposit for Hudson families with children. A total of 5 families were assisted with Security Deposit and four families with Rental Assistance to prevent homelessness.</li> <li>• Parish Access Center Hudson and United Way of Hudson County collaborated in providing case management services, and back-rent assistance to families/individuals residing in Jersey City, New Jersey through the Jersey City COVID-19 Rent Relief Program (HPP). The Jersey City COVID-19 Rent Relief Program has provided much-needed rental assistance to low-income Jersey City families that have experienced financial hardship due to the COVID-19 pandemic. The program was able to assist households with up to 6 months of back rent and short term on going rental assistance. Parish Access Center Hudson assisted approximately 102</li> </ul>

Catholic Charities FY 2021/2022 Performance Analysis Summary

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	<p>families/individuals with back rent assistance through the Jersey City HPP.</p> <ul style="list-style-type: none"> <li>• PAC Hudson has successfully housed 13 families/individuals in need of emergency housing with the Long-Term Rapid Rehousing grant through the ESG-CV grant. The Rapid Rehousing program began in the year 2020 and continued for a total of 24 months, ongoing rental assistance as well as case-management to support them with housing counseling, financial resources, budgeting assistance and more. The RRH program allowed families to gather the set of skills and knowledge to remain stably housed.</li> <li>• In June 2022, PAC Hudson provided support to a family who experienced a fire in Bayonne, with food, gift cards, clothing, and furniture assistance. In addition, 8 families were assisted with security deposit assistance and 5 families at risk of eviction were assisted with back rent assistance.</li> </ul>
Union Parish Access Center	<p>We have finally returned to work on site, however, many COVID-19 restrictions are still in place. The program has been running under the watchful eye of Susana Armas and program manager, Willy Illas. There are funds available from our friends at The Roncoli Foundation, the GAP, HTF and SSH/TANF grants. Some of those funds have been recently exhausted for rental assistance. However, more funds remain available for security deposits, rental assistance, rapid re-housing, homelessness prevention and utility assistance. We also added a small fund, through the GAP for moving and storage unit's payment assistance.</p>
Home for Heroes	<p>The Home for Heroes program continued to provide supportive services to its clients during the fiscal year. The program continued to follow-up with clients on weekly basis. The program continued to work with the Emergency Food Program and was able to network with a local organization in Hudson County.</p>
Essex Parish Access Center	<p>CVRRH Grant provides assistance to eligible households and families who have been identified by the Continuum of Care as homeless and approved by the DCA for the Rapid Re-Housing Program.  HPRP2-DCA grant continued for 24 months.  ESG was renewed January 2022, through the City of Newark. Grant 2021 was spent as well as the ESG COVID funding.  Roncoli: private grant, distributed quarterly, continues to assist families in need with rent &amp; PSE&amp;G. This grant is valuable because it allows us to assist those who are ineligible for the DCA grants.  HPP: Homeless Prevention –Provide rental arrears up to 3 months to residents in Essex County. They need not have an eviction notice with a docket number on it.</p> <p>PAC staff does their best to keep up with demands. Our grants provide rental assistance; we also provide referrals to food pantries, health care, mental health services, legal service as well as furniture assistance referral.</p>
New Day	<p>Our senior staff have organized well. Program continues providing groups via ZOOM. The Summer Camp 2021 was 3 days day-camp due to COVID19.</p>
SSVF	<p>Four Counties have been served. Homeless veterans have been placed in hotels until they find stable housing. Veterans have been referred to transitional housing, shelters and other agencies to keep veterans off the streets.</p>
Senior Wellness Program	<p>The success of our program continues with the numbers of residents registered. They continue to use the programs because the benefits received in a safe environment and not having to go outside of their residences for assistance.</p>
Bergen JACC	<p>Staff decreased from 3 to 1, but have still been able to provide appropriate services to clients.</p>
Union Older Adult Counseling	<p>Older Adult Mental Health Counseling Program began in February 2022 to offer mental health screenings, assessment, and treatment activities to assist older persons in Union County to improve or maintain their mental health, combat symptoms of depression and reduce isolation. The PEARLS Program, from the University of Washington, was identified as an ideal evidence-based program to achieve these goals. As of June 2022, we have served 10 clients with approximately 160 hours of counseling in Union County, are on target to meet grant requirements.</p>
Housing Counseling	<p>The program highlights of Housing Counseling is the teaching of Financial Literacy, showing, and teaching individuals or groups about budgeting, the importance of credit, how to establish, maintain and use credit. Teaching about Fair Housing, to notice discrimination and how to file a report with HUD, as well as the importance and difference in types of savings.</p>
Union Older Adult Services	<p>Program Manager is still working with Karen Pati from senior building in Cranford Meeker and Lincoln Ave., Holy Redeemer, Summit Medical building are once in a while referring clients for the food shopping program and other programs and the director of volunteers, Sharon Reilly-Tobin.</p>

Catholic Charities FY 2021/2022 Performance Analysis Summary

Program	Program Highlights
Union Adult Protective Services	<ul style="list-style-type: none"> <li>• The Union County Division on Aging contract awarded funding for the Adult Protective Services program for calendar year 2022 in the amount of \$443,263 plus an additional \$57,938 in federal dollars allocated for local APS programs in the form of CRRSA (Coronavirus Response and Relief Supplemental Appropriations Act), bringing the 2022 contract total to \$501,201.</li> <li>• As a result of CRRSA funding an additional APS Clinician, Diesha Roach, MA, joined Team APS on November 8, 2021.</li> <li>• CRRSA funding purchases included laptops and hotspots to support state data needs and the ability to work remotely.</li> <li>• Team APS staffed the program throughout this pandemic period providing professional screening, assessment, and case management services to “vulnerable adults” in Union County. The clientele consists of older and/or disabled adults in the community who are the alleged/actual victims of abuse, neglect and exploitation.</li> </ul>
1-800 Information Assistance	<p>Reaching out to other agencies for availability of Programs and Resources.            With food, furniture, clothes donations, program was able to distribute items to clients in four counties. Coordination of donor and clients to receive donations.</p>
Hudson County Caregiver Counseling	<p>Caregiver Counselors provided food to caregivers and their families during this year.</p>
Senior and Veteran Supportive Services	<p>The Veterans Residential Supportive Services continued providing services to the Veterans during July 2021-June 2022 fiscal year. The case managers called the Veterans on a weekly basis.</p>
Union County Caregiver Counseling	<p>In FY2021-2022 a marketing campaign was launched and targeted the potential end-user caregivers. Through various electronic news outlets in Union County, and internal sources, Catholic Charities’ <i>Family &amp; Informal Caregiver Counseling Program</i> was promoted. Together with the caregiver counseling program, an evidence-based caregiver group training program was also promoted. Both caregiver programs feed off each other’s caregiver base.</p> <p>Also contacted were a variety of Union County Community-Based Organizations (CBO). The CBO’s were asked to help with our recruitment efforts. This included forming bonds with new and long-standing partners in the caregiver domain—internally and externally. Hence, the outreach included Senior Social Centers and Medical Day Care Centers, Faith-Based Organizations and Government Agencies. Reciprocity pacts are in operation among some of our associates (and if not it is cultivated).</p> <p>Creative use of in-person presentations, electronic mail and telemarketing campaigns were put into operation to saturate the limited territory (County of Union) with our caregiver program messages. This fiscal year’s goals are expected to achieve its LOS.</p> <p>This year the caregiver program was enhanced with its offering of PEARLS Program from the University of Washington at Seattle. PEARLS was identified as a program known to help older adults problem solve and engage in more active and rewarding lives. It’s known as a spinoff of the popular Cognitive Behavioral Therapy.</p>
Emergency Food & Nutrition Network	<p>FEMA has allocated funds for the EFNN program through the Emergency Food and Shelter Program (EFSP) Local Boards in Bergen, Essex, Hudson and Union County for Phase 39:            - Award letters and allocations have been received, and Pantry Distribution has begun.</p> <p>ARPA (American Rescue Plan Act) supplemental fund has also allocated funds to the Emergency Food and Shelter Program (EFSP) in response to the COVID-19 Pandemic:            - Award letters and allocations have been received, and Pantry Distribution has begun.</p> <ul style="list-style-type: none"> <li>• Food continues to be collected from generous donors to offer to the participating local pantries and programs on a regular schedule.</li> <li>• For the month of June, a total of 8 food pantries in the EFNN remained closed or reduced their hours of operation and distribution.</li> <li>• A list of participating and closed pantries can be provided to staff. Please note that this list is updated as needed.</li> <li>• More toiletry donations are needed to keep up with the increased demand.</li> <li>• Food bags are available in the Cranford office pantry for Case Workers to sign out 2 bags per client.</li> <li>• The Goya monthly donation will continue monthly thru December 2022</li> <li>• Program Challenges: The EFNN continues to be in the great need of a Warehouse space and</li> </ul>



Catholic Charities FY 2021/2022 Performance Analysis Summary

Program	Program Highlights
	remodel of the current space at the Cranford pantry. The EFNN is also looking to recruit a couple volunteers to work on a special project during the summer months.
Pathways to Housing	Since opening on January 31 <sup>st</sup> , 2022, Pathways to Housing has serviced 154 Newark residents without addresses. During this time, staff have assisted 16 clients get apartments, 11 were reunified with family and 5 we placed in transitional housing.
Hope House	52 families went onto permanent housing Program had intern from Rutgers University provide case management services to the residents Received many donations from the community for the shelter and families that consisted of meals, Christmas presents, monetary, paper goods, cleaning supplies, toiletries, bed linens and clothing. 2 bathrooms were completely renovated
St. Lucy's	Clinician/Clinical program introduced to program March 2022
St. Rocco's	City of Newark & Catholic Charities have provided the shelter with PPE supplies such as mask, gloves, a floor standing body temperature scanner, sanitizing wipes & COVID-19 rapid test to combat the pandemic. The program also received small purifiers for staff and residents, as well as upgraded ACs throughout the facility. The basement bathroom is currently being renovated. A new motor was provided for the generator in the boiler room. The sewer pipe was upgraded to a more efficient model. Lastly, the program also received a large quantity of 3- piece sheets, fleeces, pillows with covers, and towels for the residents.
Franciska Residence	Clinician/Clinical program introduced to program March 2022
St. Bridget's	St. Bridget's residence received Air Humidifier Machines, Sanitizer Machines to clean all surfaces. Entire PPE for safety.
St. Jude's	<ul style="list-style-type: none"> <li>• September 2022 Backpacks were given to the all children</li> <li>• November 2022 Thanksgiving Turkeys distribution to all families</li> <li>• December 2022 - each unit received a food basket for the fiscal year.</li> <li>• December 2022 – every family received a Turkey for Christmas.</li> <li>• December 2022 – All families received Christmas Gifts.</li> <li>• January 2022 – All units were given PPE and cleaning supplies to combat COVID-19.</li> </ul>
Canaan House	<ul style="list-style-type: none"> <li>• All of the residents at Canaan House are in full medical compliance.</li> </ul>
Office of Volunteers	<ul style="list-style-type: none"> <li>• In November the Knights of Columbus donated 144 new children's winter jackets to Catholic Charities. The jackets were distributed to 7 Catholic Charities programs.</li> <li>• AmeriCorps sent a group of eleven members to Catholic Charities from November 1 to December 16. Split into two groups, the volunteers served at Hope House and St. Rocco's Shelter. Thursday – Sunday. The volunteers provided tutoring to the children and fun activities. Wednesdays were Maintenance Days when the volunteers went to different parts of the agency and painted offices, organized donation rooms, did landscaping and helped with food deliveries. OVS coordinated their assignments with Claudia Marks, Housing Division Director. Based on feedback from the AmeriCorps volunteers and CCAN staff, the project was a wonderful success.</li> <li>• In April 2022, the OVS sponsored an Intern Appreciation Luncheon during National Volunteer Week. It was a wonderful opportunity to thank the interns for their service and recognize their contribution to Catholic Charities. John Westervelt, CEO and Elizabeth McClendon, Associate Executive Director, presented the interns with certificates of appreciation and a small gift. The interns offered thanks to their respective field supervisors for such a great learning experience. The OVS Director recognized and thanked the agency field supervisors for their professional guidance and support of the interns.</li> <li>• Through the Notre Dame Summer Service Learning Program, Will O'Neil was assigned to volunteer with the Essex Parish Access Center for 8 weeks/ 35 hours a week starting in May 2022. It was a very positive and educational experience for the student and a big help to the very busy Parish Access Center staff.</li> </ul>
Partial Care – Cranford	<p>The PC program has reached a total census of over 80 PC clients. The daily average has increased to 45 to 50 clients per day. A 4<sup>th</sup> driver was hired to accommodate the increase in census. The program continues to offer vocational exploration groups and co-occurring groups 3 days per week. During the Spring, clients start planting vegetables for the backyard garden. On Fridays, during the summer, staff and clients have barbecues every Friday and continue with the theme "Fun Day Fridays".</p> <ol style="list-style-type: none"> <li>1. Mental Health Awareness during May was celebrated by inviting agencies to provide education regarding mental health. Consumers participated in a walk around the community.</li> <li>2. Suicide Prevention during September was honored by having the consumers hold an "Out of The Darkness Walk", to promote suicide awareness and develop community integration skills.</li> </ol>

Catholic Charities FY 2021/2022 Performance Analysis Summary

Program	Program Highlights
	3. The program accepts numerous social work and counseling interns and volunteers from various colleges including Seton Hall, NYU, Monmouth University, Jersey City University, Caldwell University and Kean University. 4. Two case managers in the Partial Care program have their Master’s Degrees. 5. The PC program has exceeded units of service 6. Daily census has increased 7. All clients come on site
Outpatient – Cranford	The OPD program is open Monday – Sunday. Telehealth services are offered 7 days per week. The OPD program has exceeded targeted units of service. The program offers two on-site weekly groups, Depression & Anxiety and a Grief Support Group
Outpatient – Bergenline	OPD and PC are on the same site so clients may be transferred without an interruption of services.
Partial Care Bergenline	1. Mental Health Awareness during the month of May was celebrated. Consumers participated in a walk around the community. 2. Suicide Prevention during the month of September was honored by having the consumers hold an “Out of The Darkness Walk”, to promote suicide awareness and develop community integration skills. 3. The program accepts numerous social work and counseling interns and volunteers from various colleges including Seton Hall, NYU, Monmouth University, Jersey City University, Caldwell University and Kean University. 4. All clients come on site 5. In May, a computer room for the Vocational Exploration Group was started. 6. In May, IMR and WRAP groups were added 7. In May, Tables and a TV were added in the main room 8. The program started Fun Day Friday, where clients develop social and conversational skills
ICMS – Essex	<ul style="list-style-type: none"> <li>• Newsletter has been implemented and distributed to community supports.</li> <li>• Improved collaboration with referral sources due to Intake Coordinator.</li> <li>• New staff has been hired, trained, and working towards increasing units.</li> <li>• All staff are working in-person with their consumers.</li> </ul>
Outpatient – Essex	1. OPD case manager was hired to complete treatment plans for medication management
Partial Care - Essex	1. Mental Health Awareness during May was celebrated by inviting various agencies to provide education regarding mental health. Consumers participated in a walk around the community. 2. Suicide Prevention during September was honored by having the consumers hold an “Out of The Darkness Walk”, to promote suicide awareness and develop community integration skills. 3. The program accepts numerous social work and counseling interns and volunteers from various colleges including Seton Hall, NYU, Monmouth University, Jersey City University, Caldwell University and Kean University. 4. Daily census has increased 5. All clients come on site
Outpatient – Magnolia	OPD case manager was hired to complete treatment plans for medication management
Partial Care – Magnolia	1. Mental Health Awareness during May was celebrated by inviting various agencies to provide education regarding mental health. Consumers participated in a walk around the community. 2. Suicide Prevention during September was honored by having the consumers hold an “Out of The Darkness Walk”, to promote suicide awareness and develop community integration skills. 3. The program accepts numerous social work and counseling interns and volunteers from various colleges including Seton Hall, NYU, Monmouth University, Jersey City University, Caldwell University and Kean University. 4 All clients come on site
Residential	The program has continued to manage changes and health concerns having to do with COVID-19 efficiently. Program has successfully reduced the amount of vacancies this year and have improved occupancies throughout the year. Program has also increased the amount of recreational activities that are held for the consumers.
ICMS – Union	Last year we hired an Intake Coordinator to increase referrals and to admit consumers more efficiently into Newark and Union ICMS by being a liaison to the psychiatric hospitals and other referral sources. The coordinator would also screen and perform biopsychosocials for those newly admitted consumers.

Catholic Charities FY 2021/2022 Performance Analysis Summary

6. Most Significant Problems and How They Were Handled

Program	Most Significant Problem	How It Was Handled
MCG Academy	Staffing: We continue to experience issues hiring certified special education teachers.	Paraprofessional staff that hold a valid NJ substitute certificate have been covering in classes on a rotating basis.
Pathways to Housing	Managing mentally unstable clients	Ongoing. We continue to monitor them closely and refer them for mental health services.
St. Lucy's	COVID-19 Pandemic	Increased and implemented permanent cleaning/sanitizing protocol in dorms to combat COVID-19 outbreak.
St. Rocco's	Program encountered barriers while filling vacancies due to the new AC's/ Air Purifiers installations.	The urgency was expressed to the contractors; they are expediting the installations.
Franciska Residence	COVID-19 Pandemic	Increased and implemented permanent cleaning/sanitizing protocol in dorms to combat COVID-19 outbreak.
St. Jude's	<p>November 2021- Landlord complaints about tenant children running in the street and playing pranks on neighbors by ringing bell and running away.</p> <p>December 2021 -Upon house inspection, (95 Ferry St.) staff noticed a smell of illegal substance use in the apartment.</p> <p>February 2022 – Landlord complains tenant in 95 Ferry St. boyfriend kicked down front door to apartment building.</p>	<p>Division Director referred family to mommy and me program for parental classes to assist clients with better managing her children</p> <p>Case Manager gave warning notice and client's DCP&amp;P worker was notified. Case Manager also reported infraction to Division Director. Division Director referred client to Christ Hospital for Day Treatment IOP program to help deter drug use especially around her children.</p> <p>Division Director advised landlord to call and file a report with the police. Case Manager continues to coach/counsel client about unauthorized individuals residing in her apartment. Client was advised to continue to work with GSE to connect family to appropriate level of housing.</p>
Canaan House	COVID-19 has all staff and residents in fear behind the pandemic.	We continued to be on the front line helping the residents with any issues. Canaan House staff sanitized three times a day gave out gloves, mask, and hand sanitizer to keep the facility safe and clean.
St. Bridget's	St. Bridget's was under staffed. St. Bridget's Census was fluctuating.	Program manager had to cover different shifts along with staff.
Hope House	Bathrooms/ Shower Rooms to be renovated	Application made to DCA for renovations
MCG Cares	COVID spike, virtual instruction 2 weeks	Return to in-person learning
Little Schoolhouse	COVID Spike	Hybrid Learning for two weeks
Boland Center - Essex	WTW/PRVT Contract was not renewed as of 6/30/2022.	Contract with CCAN was not renewed as of 06/30/2022.
Supported Employment	<p><u>Essex County</u> Lack of referrals to the WTW/PRVT Contract.</p> <p><u>Hudson County</u> Lack of referrals from this county for DVR</p>	<p><u>Essex County</u> Contract with CCAN was not renewed as of 06/30/2022.</p> <p><u>Hudson County</u> Continual efforts to try to establish a working relationship with Hudson County DVR in order to provide services. Then-Program Manager and now-Division Director made efforts to try to establish a working relationship with DVR manager with no avail. Efforts continue with that DVR Manager.</p>
SAIF	<p>COVID-19 Pandemic (Incomplete referrals, and compliance issues with consumers, case closures).</p> <p>No Work Activities</p>	<ul style="list-style-type: none"> <li>Program Manager consulted with County representative about incomplete referrals, and requested updated contact information.</li> <li>Non-compliant continue to be outreached, and cases can't be closed per DFD instructions, due to pandemic.</li> <li>Staff focused on providing employment leads to</li> </ul>

Catholic Charities FY 2021/2022 Performance Analysis Summary

Program	Most Significant Problem	How It Was Handled
	Staffing Issues (2 ICMS terminated for poor work performance, 4 ICMS resigned, and 1 Program Manager this FY).	<p>consumers, and resources for HS Diploma or GED programs.</p> <ul style="list-style-type: none"> <li>Program Managers conduct monthly interviews to fill open position.</li> </ul>
MRSS	<ul style="list-style-type: none"> <li>Transitioning to hybrid services during the rise of the COVID Pandemic.</li> <li>The program received record high requests for MRSS Services.</li> <li>The program having numerous staff vacancies.</li> </ul>	<ul style="list-style-type: none"> <li>MRSS' staff used their IT knowledge and resources to conduct virtual dispatches when requested by the families.</li> <li>Ten new full time staff were hired as well as seven Per Diem staff to assist in the case management of the families. FT staff covered two to three dispatches per day.</li> <li>Seven Per Diem staff were hired to assist the full time staff until the program is fully staffed. Reached out to universities to target fresh graduates, made creative pamphlet of the Job position, encouraged internal referral</li> </ul>
Life Skills	<p>Not many referrals were received for the Life Skills program. One RDS was on medical leave most of the year and another one was on Family leave during the 3<sup>rd</sup> and 4<sup>th</sup> quarter.</p> <p>Youth are not consistent with meetings.</p>	<p>Program Manager continued to solicit for referrals. Program Manager met with Union Country LO RDS's and asked their assistance in informing DCPD workers that the Life Skills program has openings. The Program Manager met with the DCF Program Support Specialist regarding a lack of referrals and to brain storm possible solutions to increase referrals.</p> <p>Incentives were given to youth with 100% kept sessions in a month.</p>
SSW	<ol style="list-style-type: none"> <li>A FT social worker went on a three month family leave in January. She told me in December and we were unable to find a temp</li> <li>Our FT bilingual social worker in a grant funded program resigned</li> </ol>	<ol style="list-style-type: none"> <li>Two PD staff and the clinical supervisor were asked to cover for some of the hours, although we could not cover for the full number of hours per week</li> <li>We could not find an appropriate hire and ultimately lost the grant</li> </ol>
Strong Futures	<p>Facilities issues (kitchen ceiling &amp; skylight leaking and flooding in the basement)</p> <p>There have been very few referrals to the program.</p>	<p>Issues addressed with submission of Work Orders to Plant Services.</p> <p>The Program Manager will continue to reach out to local DCPD offices, neighboring High Schools, and DCF Dept. of Housing.</p>
Supervised Therapeutic Visitation / Adoption	<ul style="list-style-type: none"> <li>Lack of appropriate referrals as many do not ever become active cases.</li> <li>Lack of communication from DC&amp;P which results in delay of services for families</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing monthly outreach to DCP&amp;P local offices as well as individual workers.</li> <li>Phone messages sent to workers, supervisors and RDS' requesting a response.</li> </ul>
IHH	Referrals were few and far between. One RDS was on medical leave most of the year and another one was on Family leave during the 3 <sup>rd</sup> and 4 <sup>th</sup> quarter.	The Program Manager sent frequent emails and had phone conversations with DCPD to help increase referrals.
Providence Place	Staffing Shortage	Staff worked OT shifts that were in need of coverage and clinical team members also covered various shifts to ensure compliance with OOL ratio.
Family Resource Center	<ol style="list-style-type: none"> <li>Staff resigning</li> <li>COVID-19 issues and low referral rate</li> <li>Cancellations due to client illnesses</li> </ol>	<p>The Program Manager actively screened over 12 applicants weekly and interviewed 2-3 candidates weekly.</p> <p>We followed the agency and built COVID-19 protocols to keep clients and staff safe.</p> <p>To continue providing services to our families, we offered virtual visits to keep families focused on the goal</p>
WSCC	Vacant Positions	Staffing requisition was submitted to HR to recruit both FT and FFS Clinicians.
IFSS	Difficulty filling Case Manager position.	Position is actively advertised and compensation was reviewed and adjusted. In June, 2022, a waiver request was submitted to the DMHAS for a candidate who did not meet the requirement for number of years of work in the field of mental health.

Catholic Charities FY 2021/2022 Performance Analysis Summary

<b>Program</b>	<b>Most Significant Problem</b>	<b>How It Was Handled</b>
PFC	Staffing issues- Not enough staff. Staff's availability fluctuates. Not enough bi-lingual staff.	Staff openings were advertised internally and through several websites however very few resumes resulted.
Hudson Senior Services	During remote period, there was a reduction in client attendance.	Staff reached out to clients and spoke with them about coming back to the meetings. In person meetings began in December 2021 and made a big difference in attendance.
Hudson Jail Programs	Reduction in testing at HCCRC due to COVID outbreaks and new protocols	The HCCRC medical department assisted in providing as many inmates as possible.
Safe Spaces	Vacant bilingual Clinician position	The program manager hired a bilingual clinician during the end of the 2 <sup>nd</sup> quarter.
Immigration	<ul style="list-style-type: none"> <li>• Ongoing impact of COVID-19 and resulting delays in progress and processing of immigration filings and court cases, resulting in continued limitations on accepting new cases for representation</li> <li>• Significant increase in refugee program enrollments</li> </ul>	<ul style="list-style-type: none"> <li>• Continued to seek out new sources of funding. Identified creative solutions to link programs to allow internal referrals for services.</li> <li>• Increased communication with program funders, in order to advocate for additional funding for staff and resources to address unanticipated increase.</li> </ul>
Hudson / Bergen PAC	Increased client/referral volume with one staff assessing all aspects of the Jersey City COVID 19 program.	PAC Hudson increased hours of operation and collaborated with Mrs. Lorena Libreros, BS. case worker of the Domus Buildings Saddle Brook and Northvale Supportive Services Program for Seniors and Veterans to work on cases more efficiently for the Jersey City COVID-19 Homeless Prevention Program.
Union PAC	Lack of personnel and the overwhelming amount of reports and filings required by each grant.	Added a new volunteer.
Essex PAC	The significant problem our department faced was short staff to work on the grants.	Interviews are completed to get new Case Managers.
SSVF	High Turnover	Interview candidates.
New Day	Our major grant was cut.	Continue asking for donations and private collaborations.
Home for Heroes	The program received a referral and due to miscommunication from both Union City and West New York Housing; it caused a delay in housing applicant. However, client was not understanding of the multiple steps involved and insisted in being housed immediately. Unfortunately, client entered building and made damages inside building but also caused issues with other tenants.	Caseworker was in communication with all parties involved during the referral process and made sure all paperwork was completed. However, Union City Housing had to complete the final inspection paperwork and it was not completed on time due to miscommunication from their end. Caseworker explained to client the reason for the delay, however, was not understanding. Client entered building and damaged property; clients residing in the building contacted caseworker and landlord to inform them the problems client was causing. Client disobeyed the rules that were listed on the lease that was signed and it caused client to no longer be eligible. Caseworker informed Garden State Episcopal and program was understanding of decision made.
Bergen JAAC	High caseload	Case manager balanced cases carefully and thoughtfully.
Senior Wellness Program	The main problems continues to be COVID	Educating residents on basic protectives measures and importance of vaccinations.
Union Mental Health Counseling	Spreading the word about our new counseling program and connecting with isolated older adults.	We developed marketing material in house and distributed fliers to senior centers and libraries. We spread the word by contacting town health departments, CBOs and local EMS and police departments. We conducted outreach to local hospitals and eldercare resources, including senior housing, adult day care programs and visiting nurse agencies. Informing agencies that worked directly with this population on the front lines enabled us to spread the word quickly. We used email to inform CBOs and RCAN postings to Union County parishes.

Catholic Charities FY 2021/2022 Performance Analysis Summary

<b>Program</b>	<b>Most Significant Problem</b>	<b>How It Was Handled</b>
Housing Counseling	The problem faced by the program this year is that there is no one to train, explain, or demonstrate how to properly engage in. Case Manager did not pass the test for the Housing Counseling Certification.	The problem was handled by reaching out to outside affiliates of this program for guidance and literature on the program for a better understanding
Veteran and Senior Supportive Services	The situation that was faced was not being able to visit the Veterans because of COVID-19, to do the LIHEAP applications.	The program handled the situation by having the children of the Veterans get involved and email or fax the documents.
Union Caregiver Counseling	Caregiver reluctance to join in-person programs while lingering effects of Omicron ensued with its sub variants	Potential clients were insured that the CDC Regulations would be followed in all in-person caregiver sessions.
Hudson Caregiver Counseling	COVID Crisis	Counseling offered by counselor regarding COVID and how to deal with it.
Union APS	Staffing thin at times during this fiscal year due to difficulty recruiting and two medical leaves, one ending in resignation.	Communicated to upper management the need to raise salary levels which remain below market so vacancies can be filled in a timely manner.
1-800 Information & Referral	Clients in need of food and furniture and did not have the means to purchase nor transport	Staff delivered food to clients Matched up furniture donor to client in need and arrange transport of furniture.
EFNN	Purchase of a larger truck for pick up and distribution is also needed as the EFNN needs increase. EFNN campaigned for the purchase of a new cargo van by FY2022.	EFNN now travels by a cargo van that replaced the old van in FY2022. The 2017 Chevrolet Express Van currently has about 50,000 miles that have been used and will continue to deliver food items to the pantries we service.
Office of Volunteers	The OVS Director planned on the VISTA volunteer you oversee the development of the "Get Connected" website. Unfortunately we could not find the right VISTA candidate	OVS Director recruited a volunteer with computer programming and data analysis experience to assist with "Get Connected" through Volunteer Match. This volunteer is available one day a week.
Partial Care - Cranford	1. Case manager vacancies and an increase in the number of clients on caseloads which results in case managers being overwhelmed and not having sufficient time to complete documentation in a 40 hour work week.	1. Team leader assists with documentation and has accepted a caseload of clients when necessary. Team leader will complete comprehensive assessment, quarterly summaries, discharge and treatment plans when needed.  2. Team leader will facilitate groups so case managers may have case management time to complete documentation
Outpatient – Cranford	1. Increase in the number of clients on waitlist for counseling.	1. Hired a fee-for-service clinician and a clinician to reduce the waitlist  2. Full-time clinician accepted an additional fee-for-service position and is working evenings and weekends.  3. Fee-for-service work is offered to all licensed clinicians
Outpatient – Bergenline	1. Increase in the number of clients on waitlist for counseling.	1 Hired 2 on-site clinicians  2. Fee-for-service work is offered to all licensed clinicians
Partial Care – Bergenline	1.. Numerous Medicaid citations and incomplete documentation by team leader.	1a. Team Leader was terminated and a new supervisor was hired. Team Leader was terminated due to poor performance, poor leadership, and failure to train staff and monitor documentation. New Director conducted chart audits on all PC clients and monitored documentation daily. Director held weekly team leader and supervisor meetings to provide training. Case managers were trained by director on how to complete all documentation. 1b. Director requested that team leader meet daily and have a daily morning triage meeting to review all documentation that is due that day. 1c. Memo went to all staff, requesting that all documentation is complete within 10 days before due dates to allow for staff to sign all documents.

Catholic Charities FY 2021/2022 Performance Analysis Summary

Program	Most Significant Problem	How It Was Handled
	2. Low PC census and client complaints that they are bored.	1d. A list of all PC clients and the due dates for the treatment plan, quarterly and psychiatric reevaluation was emailed to all staff weekly.  2. In May, art supplies were ordered. Vocational, MICA and Fun Day Friday were implemented. Clients were added to the dietary unit to learn team building, social, vocational and cooking skills.
ICMS – Essex	Resignation of Program Manager	A new program manager was hired and a program restructure was done to ensure staff productivity and client satisfaction with services.
Outpatient – Essex	1. Increase in the number of clients on waitlist for counseling.	1. Job postings for fee-for-service and full-time clinicians.
Partial Care Essex	1. Case manager vacancies and an increase in the number of clients on caseloads which results in case managers being overwhelmed and not having sufficient time to complete documentation in a 40-hour work week.	1. Team leader assists with documentation and has accepted a caseload of clients when necessary. Team leader will complete comprehensive assessment, quarterly summaries, discharge and treatment plans when needed.  2. Team leader will facilitate groups so case managers may have case management time to complete documentation
Outpatient – Magnolia	Increase in the number of clients on waitlist for counseling.	Job postings for fee for service and full time clinicians.
Partial Care – Magnolia	1. There was no on-site supervisor which resulted in a conditional license by DMHAS and incomplete documentation by case managers.	Winnifred Cunningham LAC LCADC was hired  There is a job posting for a clinical team leader.  New Director started internal chart audits in July 2022 and reviews documentation daily to ensure compliance
Residential	Staff shortages and lack of coverage.	Full time and per diem staff were utilized more and more staff took on extra shifts to ensure houses were always covered.
ICMS – Union	Our biggest problem the past year was our ability to retain or to recruit staff due to the inability to provide competitive salaries.	Newark ICMS was able to assist us when there was a shortage of staff to provide coverage when they were able. Job ads were reposted with more attractive benefits such as free clinical supervision but to no avail.

**7. Effectiveness**

Effectiveness is the degree to which objectives are achieved or the extent to which an activity fulfills its intended purpose or function.

In FY 2021/22, 84 Catholic Charities programs established 235 productivity objectives, including expected caseload and expected service deliver (level of service). They achieved 152 (or 65%) of the planned objectives.

In FY 2021/22, 84 Catholic Charities programs measured 106 operational improvement objectives. They achieved 85 (or 80%) of the planned objectives.

Catholic Charities measures client-level outcomes; that is, the impact program services have on improvement in client behavior, circumstances, or social functioning. An example of a client outcome would be the number and percentage of shelter residents who have found permanent housing or employment at time of discharge.

In FY 2021/22, 84 Catholic Charities programs measured 149 client outcome objectives. The programs achieved 117 of the planned objectives. Seventy-nine percent (79%) of programs met the standard of attaining 80% or more of their planned client outcome objectives.

Catholic Charities FY 2021/2022 Performance Analysis Summary

**8. Efficiency**

Efficiency is the relationship between the results achieved for persons served and the resources supplied to perform the work.

In FY 2021/22, 19 Catholic Charities programs established 32 efficiency objectives. They achieved 19 (or 59%) of the planned objectives. Programs that fell short of the mark are to develop a Corrective Action Plan for the new fiscal year.

**9. Service Access**

The following question was asked in the FY 2021/21 program evaluations: “To what degree is access to program services by prospective clients impaired by language barriers, facility barriers (steps, etc.), insufficient qualified staff, or office hours / program hours?” Significant barriers will be addressed in FY 2022/22.

Barrier	Rating and Frequency (Responses = 58)		
	1 (None / Minimal Barrier)	2 (Moderate Barrier)	3 (Significant Barrier)
Language barriers	48 (82.8%)	7 (12.1%)	3 (5.2%)
Facility barriers (steps, etc.)	52 (89.7%)	4 (6.9%)	2 (3.4%)
Sufficient qualified staff	27 (46.6%)	12 (20.7%)	19 (32.8%)
Office hours / program hours	55 (94.8%)	0 (0%)	3 (5.2%)
Percentage of programs	78.4%	9.9%	11.6%

**10. Demographics**

Age Distribution of CCAN Clients (N = 55,970)			
Under 18	18-34	35-64	Over 65
36%	20%	30%	15%

Race Distribution of CCAN Clients (N = 55,970)				
Caucasian	African American	Hispanic	Asian	Other / Unknown
18%	26%	45%	2%	8%

Geographic Distribution of CCAN Clients (N = 55,970)				
Essex County	Hudson County	Union County	Bergen County	Other / Unknown
34%	41%	18%	5%	2%

**11. Client Satisfaction**

Client satisfaction is the degree to which clients, referral sources, or other identified stakeholders state that services were helpful and provided in an acceptable, professional manner.

Catholic Charities asks clients 16 questions about their satisfaction with services. Clients rate each statement on a scale of 1-5.



## Catholic Charities FY 2021/2022 Performance Analysis Summary

The overall FY 2021/22 agency score was 4.58 / 5.0 with a divisional range of 4.33 to 4.81. Over 1,072 surveys were distributed, and 622 individuals completed the surveys, which represents a 58% return rate. 91.4% of respondents rated services at a “4” or “5.” We also solicit client feedback on whether services were delivered in a non-discriminatory manner; 96.9% of respondents rated that services were delivered in a non-discriminatory manner.

### 12. Impact of Client Feedback.

Program	FY 2021/22 Program Changes Made as a Result of Client Feedback
Partial Care – Cranford	<ol style="list-style-type: none"> <li>1. Purchased healthier food such as fruit and salad as requested by clients</li> <li>2. Morning Zumba as requested by clients</li> <li>3. Added a Cultural Diversity and LGBTQ group</li> <li>4. Purchased fish tanks for group rooms</li> <li>5. Purchased a bird house for backyard</li> </ol>
Outpatient – Cranford	<ul style="list-style-type: none"> <li>• Weekend and Evening Hours are added</li> <li>• Grief Support Grief Added</li> <li>• Clinicians will conduct face to face services if needed.</li> </ul>
Outpatient - Bergenline	Clinicians will conduct face to face services if needed.
Partial Care – Magnolia	<ul style="list-style-type: none"> <li>• Vocational group started and computers were added</li> <li>• MICA group started 3 days per week.</li> </ul>
ICMS – Essex	Consumers felt that case managers needed more 1:1 time spent with them. The Program Manager held a general staff meeting to discuss improving time spent with consumers.
Partial Care – Newark	Vocational group started and computers were added
Residential	More recreation activities planned for all residents.
Partial Care – Bergenline	<ul style="list-style-type: none"> <li>• Vocational group started and computers were added</li> <li>• MICA group started 3 days per week.</li> </ul>
MCG Cares	Additional support to parents including resources available for academic and behavior concerns.
Pathways to Housing	Case manager have begun to implement structured meetings with clients as client feedback was that case managers were unavailable when needed.
Supported Employment	Offer more face-to-face sessions due to staff being restored to full-time status and relaxing of COVID-19 protocols
Essex Boland Center	Decrease client wait times. Increase convenience in scheduled appointment times.
MRSS	Staff will continue ensuring families understand the name, description and length of the program. Feedback was positive.
Supervised Therapeutic Visitation	Clients are again able to bring food to visits
School Social Worker	Workshops will be delivered earlier in the school year. Principals in Title 1 schools or schools where we only see classified students had their requests for us to see other students formally addressed
Providence Place	As a result, of the weekly house meetings we bought a basketball hoop. We have taken their feedback for outings and activities they want to do.
EFNN	Increased use of email as preferred method of contact with Pantry Leaders.

### 13. Impact of Referral Feedback.

Program	FY 2021/22 Program Changes Made as a Result of Referral Source Feedback
Outpatient – Cranford	Weekly Family Support Group will be started this year.
ICMS - Essex	The Intake Coordinator will inform referral sources of case updates until client is appropriately linked.
Partial Care - Bergenline	<p>Program changes made or to be made as a result of referral source feedback.</p> <ol style="list-style-type: none"> <li>1. Art supplies, Social Skill Groups, Vocational Group added</li> <li>2. More clients scheduled for the dietary unit</li> </ol>
MCG Cares	Increase contact with families thru emails, texts, calls.

Catholic Charities FY 2021/2022 Performance Analysis Summary

Supported Employment	Allowing the referral source that accompanies a prospective participant to sit in on intake and other sessions
SAIF	The program has developed a client centered approach, and implemented necessary changes. Clients choose what goals to work on when their ISP's are being developed. ICM's are now required to conduct field visits for clients who are employed, in an activity, or medically deferred.
Essex Boland Center	Increase in quality of services provided to clients and increase in quality of documentation.
MRSS	Continue having monthly meetings and open communication with referral sources to continue working in collaboration with community agencies
Supervised Therapeutic Visitation	Increase some visits 2 times a week and/or continue virtual visits as per their request.
Partnership for Children	A provider list was sent to MRSS Supervisors in order for workers to be familiar with IIC's and their specialties.
Life Skills	As a result of DCPD feedback, cases that were supposed to close remained open in order to give the youth time to commit to services.
In Home Hispanic	IHH staff will alter the rate of services based on the client's needs. Some clients will be seen more frequently than one hour per week and some will be seen less frequently.
EFNN	Only one EFNN phone line is currently being used for client referrals.  A list of active food pantry locations and hours is now available on the CCANNJ.org website.

Catholic Charities FY 2021/2022 Performance Analysis Summary

**14. Performance Improvement Plan Results**

**A. Results from FY 2022 performance improvement plan.**

<b>Objectives</b>	<b>Results</b>
1. <b>Operational Improvement.</b> The Catholic Charities PQI Committee will select for review 32 of the 106 operational improvement objectives established in the FY 2021/22 program plans that have broader organizational significance.	Accomplished
2. <b>Communications.</b> Improvements needed in communicating information to staff, clients and other stakeholders will be addressed through the QA Committee.	Accomplished
3. <b>Staff Training.</b> Staff training needs will be addressed through a training grant from the NJ Department of Labor.	Accomplished
4. <b>Client Satisfaction.</b> Client satisfaction surveys were below 4.5 in BH, Housing, and Children and Family. This will be reviewed in the Performance and QA Oversight Committee in FY 2022.	Accomplished - Improvements were noted in all three Divisions.
5. <b>Service Access.</b> Nineteen programs evaluated accessibility of services to clients as a significant problem, including 10 for Sufficient Qualified Staff, 3 for Facility, 3 for Language Barriers, and 3 for Office Hours. These will be reviewed to determine feasibility of removal of these barriers.	Accomplished

Catholic Charities FY 2021/2022 Performance Analysis Summary

**Appendix A: Catholic Charities Information Measurement and Management Design**

The structure of this design is the result of our 2017 CARF accreditation survey in which an approach to information management was extensively discussed. This design contains the core evaluative elements around which the annual performance analysis is developed.

	<b>Definition</b>	<b>To whom applied</b>	<b>How data is collected</b>	<b>Performance goal</b>	<b>Extenuating factors</b>
<b>Effectiveness</b>	<p>Effectiveness is</p> <ol style="list-style-type: none"> <li>1. The degree to which objectives are achieved.</li> <li>2. The extent to which an activity fulfils its intended purpose or function.</li> </ol>	Applied to each Catholic Charities program.	<ol style="list-style-type: none"> <li>1. In year-end annual program evaluations, each program compares, side-by-side, its productivity, performance improvement, and outcome objectives attained with those that were established in the year’s program plan. A count is taken of the number of objectives attained and the number not attained. The numbers are totaled for each program and for each operating division. A percentage of objectives attained is compared to the total objectives established.</li> <li>2. In addition, an effectiveness profile is developed which reports the number and percentage of programs that attain 50% or more of established objectives.</li> </ol>	<ol style="list-style-type: none"> <li>1. Productivity: 80% of targets; performance improvement: 80% of targets; outcomes: 80% of targets.</li> <li>2. Composite effectiveness profile goal: 80%.</li> </ol>	<ol style="list-style-type: none"> <li>1. Program operating partial year only; contractual delays.</li> <li>2. Difficulty recruiting staff.</li> </ol>
<b>Efficiency</b>	<p>Efficiency is the ratio of the work done to the energy supplied to perform it. Options include:</p> <ol style="list-style-type: none"> <li>1. Service delivery cost per service unit.</li> <li>2. Occupancy rates.</li> <li>3. Direct service hours of clinical staff</li> <li>4. Personnel turnover</li> </ol>	Applied to each Catholic Charities program.	<p>In annual program evaluation compare planned with actual efficiency.</p> <ol style="list-style-type: none"> <li>1. Planned / actual clients served divided by planned / actual total dollars expended.</li> <li>2. Planned / actual units of service provided divided by planned / actual dollars expended.</li> </ol>	80% of targets.	Changes in staffing or funding.

Catholic Charities FY 2021/2022 Performance Analysis Summary

	<b>Definition</b>	<b>To whom applied</b>	<b>How data is collected</b>	<b>Performance goal</b>	<b>Extenuating factors</b>
<b>Service Access</b>	Access refers to the opportunity for consumers to obtain relevant services, with attention to the location of service, hours of operation, waiting lists, waiting time for appointments, and the elimination of barriers including those that impede use by people with disabilities.	Applied to each Catholic Charities program.	The annual program evaluations capture data on the degree to which barriers affect clients receiving services. The results are reported in an annual program evaluation summary report.	80% of targets.	Some current buildings are not barrier-free and cannot be made so without unreasonable expense.
<b>Satisfaction</b>	Client satisfaction is the degree to which clients, referral sources, or other identified stakeholders state that services were helpful and provided in an acceptable, professional manner.	Applied to clients, referral sources, or other identified stakeholders involved with each Catholic Charities program.	<ol style="list-style-type: none"> <li>1. Satisfaction surveys are distributed to clients twice a year in most programs. The results are aggregated and a score on a 5-point scale is given to each program, each division, and the entire agency. The survey also asks the respondent to indicate if services have been provided in a non-discriminatory manner.</li> <li>2. In addition, the annual program evaluation captures the nature of changes to program operations that are the result of client feedback.</li> <li>3. Satisfaction surveys are also given to referrals sources, schools districts, employers, and others in certain programs.</li> </ol>	<ol style="list-style-type: none"> <li>1. Based on organizational history, agency target is an aggregate score of 4.5 or higher with 92% of clients reporting that they “strongly agree” or “agree” that quality services were provided.</li> <li>2. Using the annual program evaluation, a report details the programmatic changes made as a result of consumer outreach and feedback.</li> <li>3. A high degree of satisfaction is expected, but no performance goal has been established.</li> <li>4. We expect that 95% or more of respondents will indicate that services have been provided in a non-discriminatory manner.</li> </ol>	Insufficient return rate.