



## CATHOLIC CHARITIES OF THE ARCHDIOCESE OF NEWARK SUMMARY OF FY 2020/2021 PERFORMANCE ANALYSIS

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# Catholic Charities FY 2020/2021 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 2020/21 Objectives	FY 2020/21 Accomplishments
Operate Emergency Shelters	House and assist 1,075 people with 68,180 nights of shelter in 5 programs	Housed and assisted 1,106 people with 56,512 nights of shelter in 5 programs
Operate Transitional Residences	House and assist 80 people with 8,900 nights of care in 2 programs	Housed and assisted 34 people with 6,970 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 31 people with 10,252 nights of care in 3 programs
Operate Emergency Food and Nutrition services	Distribute 200,000 pounds of food to 80 food pantries feeding 35,000 hungry people in 1 program	Distributed 178,671 pounds of food to 80 food pantries feeding 29,779 hungry people in 1 program

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

Short Term Goals	FY 2020/21 Objectives	FY 2020/21 Accomplishments
Operate Restorative Justice programs	Provide substance abuse education, rapid-testing, discharge planning, and AIDS education to 1,587 inmates in 4 programs at 2 jails	Provided substance abuse education, rapid-testing, discharge planning, and AIDS education to 278 inmates in 4 programs at 2 jails
Operate Senior Services	Serve 720 seniors in 14 programs	Served 537 seniors in 14 programs
Operate socialization services for the disabled	Serve 250 developmentally disabled people in 2 programs	Served 135 developmentally disabled people in 2 programs
Operate behavioral health programs for persons with mental illness	Serve 3,168 clients with mental illness in 4 programs	Served 3,250 clients with mental illness in 4 programs

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

Short Term Goals	FY 2020/21 Objectives	FY 2020/21 Accomplishments
Assist the Physically and Mentally Disabled	Assist 140 people in 3 programs (DDD, DVRS, SE)	Assisted 81 people in 3 programs (DDD, DVRS, SE)
Help move those on welfare into employment	Assist 200 people in 3 programs	Assisted 92 people in 3 programs
Support people leaving welfare to become self-sufficient	Provide intensive case management services to 178 people in 1 program	Provided intensive case management services to 312 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 293 veterans in 2 programs	Provided assessment, case management and financial assistance to 147 veterans in 2 programs

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

Short Term Goals	FY 2020/21 Objectives	FY 2020/21 Accomplishments
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 196 children and families in 2 programs at 2 sites
Operate Special Education Schools	Educate 87 students in 1 school	Educated 92 students in 1 school
Operate Adoption and Family Services	Build, reunify, and support 112 families in 3 programs	Built, reunified, and supported 122 families in 3 programs
Operate services for at-risk youth	Serve 1,626 youth in 7 programs	Served 1,972 youth in 7 programs
Provide Counseling / Child Behavioral Health services	Serve 2,045 children and families in 5 programs	Served 1,092 children and youth in 5 programs

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

Short Term Goals	FY 2020/21 Objectives	FY 2020/21 Accomplishments
Provide Immigration services	Serve 3,368 clients in 5 programs and reach 1,300 people through community education in 2 programs	Served 1,003 clients in 5 programs and reached 1,119 people through community education in 2 programs
Provide Refugee Social Services	Serve 147 refugees in 2 programs	Served 632 refugees in 2 programs

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

Short Term Goals	FY 2020/21 Objectives	FY 2020/21 Accomplishments
Operate Parish Access Centers and an Information and Referral Help Line	Assist 2,871 families in 5 programs	Assisted 4,567 families in 5 programs
Promote volunteerism	Recruit 868 volunteers in 1 program to provide 16,000 volunteer hours to serve the CCAN mission	Recruited 819 volunteers in 1 program who provided 17,374 volunteer hours to serve the CCAN mission
Housing Counseling	Provide 75 clients with housing counseling	Provided 102 clients with housing counseling

## Catholic Charities FY 2020/2021 Performance Analysis Summary

### 2. Program Highlights

Program	Program Highlights
Mount Carmel Guild Academy	Some classes got a makeover such as new floors, desks and white boards. Mount Carmel Guild Academy has made significant improvements with the use of technology and technology equipment. This school year we were fortunate to purchase laptops, computer cameras, speakers and white boards to assist in the event we must transition to virtual learning. New Curriculum was introduced that focused on social and emotional learning.
Little Schoolhouse	<ol style="list-style-type: none"> <li>1. School year was remote until April 2021 and we began hybrid model.</li> <li>2. Program staff continues 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	Cares continues to maintain 8 classrooms, 120 children. Full enrollment during the instructional day. Our permanent license was renewed in April 2019. Our license age is 2 ½ - 13.
SAIF	<ul style="list-style-type: none"> <li>• Nerlande Jean was promoted from Intensive Case Manager to Program Manager in February of 2020.</li> <li>• Program Manager Roy Williams was awarded employee of the month for December of 2020.</li> <li>• Betsy Rolon was awarded employee of the month for the month of February 2021.</li> <li>• Dawud Battle was awarded employee of the month for the month of July 2021.</li> </ul>
Supported Employment	<ul style="list-style-type: none"> <li>• Twenty-three new individuals served</li> <li>• Eighty-eight individuals served</li> <li>• Five new program participants were placed in competitive employment</li> <li>• Twenty-two program participants were re-placed in jobs</li> <li>• Twenty-two percent of new clients were placed</li> <li>• Provided 2,601 units of service</li> <li>• All new enrollees were provided with email accounts/resumes and interviewing skills prep</li> <li>• Staff participated in trainings, conferences, and seminars (in person/remotely)</li> <li>• SE Hudson continues to be involved in the Hospital In Reach Program</li> </ul>
Essex Boland Center	<ul style="list-style-type: none"> <li>• CARF accreditation 3 years</li> <li>• Implementation of SORA and CDL</li> <li>• Increase in Supportive Employment Referrals since COVID-19</li> <li>• Computer Literacy is now completely virtual</li> </ul>
Hudson County Jail Programs	As of September 30, 2021, Hudson County Jail resumed HIV testing. Staff were able to resume HIV testing to inmates two hours daily, Monday through Friday. Hudson County Jail Substance Abuse Program has not resumed in-person services to HCY inmates, but staff continues to deliver, electronically, substance abuse information and exercises from the book used for in-person curriculum to inmates through jail staff person.
Union County Jail Programs	Due to the COVID-19 Pandemic, Union County Jail has not permitted the HIV tester or Ryan White Case Manager access to the inmates. Staff have been restricted since March 20, 2020. As of July 1, 2021, Union County Jail no longer operates as a correctional facility, thereby ending our contract with the Newark EMA, the funder for Ryan White.
Mobile Response and Stabilization Service	<ul style="list-style-type: none"> <li>• MRSS had 244 dispatches for the month of March 2021, this was a record number of dispatches we have had in the history of MRSS.</li> <li>• At the end of March, the team had 402 youth and families to stabilize.</li> <li>• We were short of staff and to assist the team with the high caseloads, staff was offered OT to complete and some accepted to complete the work. We also hired three temporary per diem workers to assist the team with the stabilization services.</li> <li>• One supervisor and one Case manager were on FMLA for a few months. Supervisors worked extra hours to support the team with debriefings, initial and transition planning and all crisis interventions the families needed during the eight weeks of stabilization services.</li> <li>• Hiring process was and still is challenging because the resumes received are not filtered for candidates applying to MRSS.</li> <li>• We hired two Case Managers/CIS: Vanessa Nunez and Pedro Garcia.</li> <li>• MRSS team participated in a variety of Virtual Trainings to strengthen their clinical skills as well as meet the state requirements for CIS (Crisis Intervention Specialist) Certification.</li> <li>• The Program operated in a Hybrid Model. MRSS Staff rotate working in the office and working from home to maintain social distancing. MRSS families were given the choice to have staff dispatch in person, or dispatch virtually due to ongoing concerns regarding the Pandemic.</li> </ul>

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Program	Program Highlights
	<ul style="list-style-type: none"> <li>• MRSS Program Director and supervisors worked closely with staff to assist, empower, and provide them with all the needed supplies and essential IT items to successfully provide services to all families remotely and in person.</li> <li>• Program is growing and, we continue giving the best to the families with caring staff.</li> <li>• Purchases of a New Vehicle, Computers and Equipment for our program.</li> <li>• MRSS served 1770 youth and their families.</li> </ul>
Strong Futures	<ul style="list-style-type: none"> <li>• A resident recently applied and received his passport. It was a personal goal he worked toward since arriving to Strong Futures.</li> <li>• In spite of the challenges of virtual learning, all youth completed the school year with passing grades</li> <li>• A resident received an award from Union City High School for earning High Honors for the third marking period</li> <li>• A youth budgeted and saved his money and was able to travel for the first time to Mexico with friends on vacation</li> <li>• Two youth transitioned into their own independent living</li> <li>• Two youth opened their first savings/checking accounts</li> <li>• One youth obtained his learner's permit</li> <li>• All six residents gained employment this fiscal year. Program Manager worked collaboratively with Mayor Stack and four youth were given summer jobs with the mayor's office of Union City</li> <li>• A youth was offered to remain on as part-time with the Mayor's Office of Union City</li> <li>• Strong Futures III is in the process of being renovated and the first resident (a graduate of Strong Futures) is scheduled to become the first tenant</li> </ul>
Providence Place	<ul style="list-style-type: none"> <li>• All our residents successfully completed the school year.</li> <li>• We passed our CARF Accreditation.</li> </ul>
Supervised Therapeutic Visitation	<p><b>STV:</b></p> <ul style="list-style-type: none"> <li>• Grant was renewed for FY 2021 – 2022</li> <li>• Increased in – person visitation visits</li> <li>• Monthly request for new referrals from DCP&amp;P offices</li> <li>• Individual donor has continued to contribute funding, on a regular basis to purchase Shop Rite gift cards for families.</li> </ul> <p><b>Adoption:</b></p> <ul style="list-style-type: none"> <li>• Bi annual License monitoring review was conducted on November 9, 2020 and there were no violations noted.</li> <li>• A full License review was completed on May 25, 2021 with no violations noted.</li> <li>• Both reviews were done remotely with all required documentation scanned by staff to the Bureau of Licensing.</li> <li>• License was renewed until May 31, 2022.</li> </ul>
Family Resource Center	<p>The Family Resource Center hired a Family Support Worker (FSW) in June 2021. Prior to this occurring, we were short-staffed in February, March, April, and May, but we were fortunate to have two interns help us during this period. Each intern worked 21 hours per week. One Intern was an MSW intern from Kean University who helped facilitate parenting and teen groups. The MSW intern also provided in-home/remote counseling to two Spanish-speaking families. The other Intern was an undergraduate student from Jersey City University and she co-facilitated parenting and teen groups.</p> <p>We received donations over the holidays to provide to families in need (although this year we received significantly fewer gifts due to the COVID-19 pandemic). As always, the families who made donations were highly generous. Ray of hope is one of the donors that has supported our program for several years and contributed this year as well. In addition to toys, they also donated a \$200 check for us to buy toys for our families.</p> <p>During FY21, the Pre-Adoption Counseling Services (PACS) contract was cut as a result of statewide budget cuts. As a result, we had to make major modifications to the program. We lost two Family Support worker positions, two vehicles, and we had to reduce our Clinical Supervisor hours from 35 hours per week to 30 hours a week. We also had to close our pre/post adoption families or transfer them to outpatient services.</p>
Life Skills	<ul style="list-style-type: none"> <li>• Life Skills Coach helped youth who have aged out of the program transition to community support.</li> <li>• Life Skills accepted donations of clothes, toiletries and household items and gave them to our</li> </ul>

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Program	Program Highlights
	<p>youth in need.</p> <ul style="list-style-type: none"> <li>• Life Skills staff continued telehealth services during the pandemic and offered in person sessions as well.</li> <li>• Life Skills staff hosted virtual health and wellness workshops at the community food bank.</li> <li>• Life Skills hired a per-diem worker and accepted an intern to cover the program while the full-time worker was on leave.</li> </ul>
Westside Children's Counseling Services	<ol style="list-style-type: none"> <li>1. Youth Served: 116% of projected LOS</li> <li>2. Number of psychotherapy sessions conducted up 3% from last year (79% of annual LOS)</li> <li>3. Number of psychiatric / medication monitoring sessions conducted 132% of projected LOS</li> </ol>
Intensive Family Support Services	<ul style="list-style-type: none"> <li>• IFSS provided services to 54 families, conducted sixty-eight group sessions, fifty-three face to face sessions and sixty-five hours of respite.</li> <li>• IFSS obtained a satisfaction score of 4.5 out of a possible 5 on client surveys.</li> <li>• 88% of consumers experienced a reduction in stress related to caring for their diagnosed family member.</li> <li>• IFSS had a student intern from New York University.</li> <li>• IFSS was able to provide families with Shoprite cards for Thanksgiving and Christmas.</li> <li>• There were ten out of home respite events offered to families enrolled in the program.</li> </ul>
Partnership for Children	Two new bilingual staff hired
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 provided baskets/gifts for all of the children for Halloween, Christmas and Easter.</li> <li>• IHH staff gave families the option of telehealth or in person services during the pandemic.</li> <li>• IHH staff helped families affected by the pandemic apply for government assistance and also supplied them with ShopRite gift cards.</li> </ul>
School Social Work	Despite the pandemic and very long hiring process we were able to fully staff our assigned schools and even provided services at one new school.
Margaret's Place	All deliverables were met despite school being virtual all year. That included non-clinical groups that met group LOS and prevention curriculum that had three classes despite a late start. The final campaign of the year was very successful and engaged entire student body
Safe Spaces	<p>Safe Spaces has provided services to a total of 69 unduplicated youth from July 1, 2020 – June 30<sup>th</sup>, 2021. Services included assessment, psycho-education, and TF-CBT treatment sessions.</p> <p>As of June 30<sup>th</sup>, 2021, thirty-one youth and their guardians have successfully completed TF-CBT treatment. 87% of the youth who completed TF-CBT treatment showed a reduction in clinical symptoms of PTSD, anxiety, and depression. 80% 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. 77% 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 12 one way rides to/from treatment facilities. Additionally, 44 referrals and consultations to community programs were provided. We held three multi-family group events with 18 family members attending in total. The program provided five families with the Help a Family at Christmas profiles.</p>
Hudson Senior Programs (Visually Impaired Program)	Through the COVID-19 Pandemic the program has continued to operate remotely through the use of Free Conference Call. Clients continued to have their weekly meetings and socialize with one another by phone.
Immigration	<ul style="list-style-type: none"> <li>• Consolidation of Immigration and Refugee programs into Immigrant &amp; Refugee Services Division.</li> <li>• Addition of Safe Passages program, hired Marcos Urrutia, bilingual MSW.</li> </ul>
Hudson Parish Access Center	<ul style="list-style-type: none"> <li>• PAC has received approximately 330 referrals from Hudson and Bergen County social services agencies for the month of July 2020.</li> <li>• PAC Hudson received \$250 from The Sister's Fund. We were able to assist a single mother residing in Jersey City, New Jersey with the Shut Off Notice on her utility bill and clear her balance to zero in July 2020</li> </ul>

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Program	Program Highlights
	<ul style="list-style-type: none"> <li>• In August 2020, PAC Hudson attended a Vicinage Landlord/ Tenant Informational Webinar to gain understanding on the current landlord/tenant court processes.</li> <li>• In September 2020- Pac Hudson assisted a single mother and her three children with groceries. The client was experiencing financial hardship and was unable to buy food for her children. With the help of the Emergency Food Department, PAC Hudson was able to provide food to this family.</li> <li>• In October 2020, PAC Hudson began working closely with United Way of Hudson County and Garden State Episcopal of Jersey City with the Long Term RRH- ESG program.</li> <li>• In November 2020, Pac Hudson began working closely with the Housing Navigator of The Collaborative Support Programs of New Jersey to find apartments for the families in need of housing within our Long Term RRH-ESG program with United Way.</li> <li>• In December 2020, PAC Hudson received more referrals from United Way for the RRH-ESG grant totaling 10 cases to provide management and housing assistance. PAC Hudson has successfully housed three families in need of emergency housing with the Long-Term Rapid Rehousing grant. These families were able to move into their apartments right before the holidays. The families are now receiving case-management to support them with their income, credit score, budgeting assistance and more.</li> <li>• In December 2020, PAC Hudson- Bergen was able to assist six families with the Help a Family Christmas Program with the help of the Emergency Food Department. In addition, PAC Hudson Bergen received donations for our families in need from Our Lady of Mercy, located in Jersey City, New Jersey.</li> <li>• In February 2021, PAC Hudson Coordinator connected with the Hudson County Latino Foundation. Within a week of working together, The Hudson County Latino Foundation received a total of 13 clients from PAC Hudson to assist with Emergency Energy Assistance. The HCLF also referred clients to PAC Hudson in need of rental assistance.</li> <li>• A total of \$32,077.00 TANF funds used in the month of March 2021 for Rental, Security Deposit and Utility Assistance for Hudson County families with children.</li> <li>• In April 2021, PAC Hudson Coordinator has successfully housed eleven families in need of emergency housing with the Long-Term Rapid Rehousing grant. These families were able to move into their new apartments.</li> </ul>
Union Parish Access Center	We are yet to go back to normal, with COVID-19 protocols still in place and avoiding/limiting in person visits when possible. Currently working with only funding from Roncoli, GAP and SSH, we are half way through the service goals set forth.
Home for Heroes	The Home for Heroes program continued to provide advocacy and supportive services to its clients during this fiscal year, especially during the COVID-19 surge. During this period, the program made sure to follow up with clients on a bi-weekly basis. We worked together with programs within the agency such as the Emergency Food Program and SSVF. The EFNN Program was a great help during this fiscal year, by providing food bags and supplies to all our clients.
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 CVERAP Rapid Re-Housing Program.</p> <p>HPRP2-DCA grant continued for 12 months (of the 18-month time period).</p> <p>ESG was renewed January 2021, through the City of Newark, consequently the data covers 2 separate grant allotments. Grant spending was put on hold because of moratorium was in place. A waiting list was put together for consumers who qualified for COVID-19 funds.</p> <p>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.</p> <p>HPP: Homeless Prevention –DCA grant continued through with a 6-month extension period. We were unable to assist because of moratorium was in place</p> <p>Notable Accomplishments:</p> <ol style="list-style-type: none"> <li>1 .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.</li> <li>2. We hired two case managers for the CVRRH program that began November 2020.</li> </ol>

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Program	Program Highlights
New Day	Our senior staff have organized well. Continue providing groups via ZOOM. The Summer Camp 2020 was not able to be conducted due to COVID-19.
SSVF	Every County has their case managers. SSVF has been helping homeless veterans in the four counties proving them permanent housing or placing them in hotels until they found permanent housing. SSVF helps veterans to prevent to be homeless.
Senior Wellness Program	As a result of services, residents are assisted in remaining at home and avoiding ER visits.
Bergen Care Management	Staff provided services to Counseling Grant Clients, SSBG Grant Clients, JACC Fee for Service Clients and Veteran Clients. Staff generated additional revenue for CCAN from JACC Fee for Services on monthly basis.
Union Older Adult Services	Program Manager is working closely with Karen Pati from senior building in Cranford Meeker and Lincoln Ave., Holy Redeemer, Summit Medical building and other agencies have been referring clients for the food shopping program and other programs. I am also working close to the director of volunteers, Sharon Reilly-Tobin.
Union Adult Protective Services	<ul style="list-style-type: none"> <li>• The Union County Division on Aging initially awarded funding for the Adult Protective Services program for calendar year 2021 in the amount of \$336,776.</li> <li>• Contract modifications are pending for the 2021 calendar year contract to include an increase in the state allocation for APS retroactive to January 1, 2021, as well as the first ever federal dollars allocated for local APS programs in the form of CRRSA (Coronavirus Response and Relief Supplemental Appropriations Act), which will bring the 2021 contract total to \$497,325 upon execution. The retroactive funding increases will support an additional APS Clinician and much needed technology 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	<ul style="list-style-type: none"> <li>• Referring clients to other agencies depending on their needs.</li> <li>• Advocating on clients’ behalf to other agencies if necessary.</li> <li>• Updating Resources Directory to best serve clients.</li> <li>• Reaching out to other agencies for availability of Programs and Resources.</li> <li>• Received food, furniture, clothes donations which were distributes to clients in four counties.</li> </ul>
Hudson County Caregiver Counseling	Staff provided counseling and referrals to caregivers during this pandemic period, including food and sharing community resources with clients.
Union County Caregiver Counseling	In FY 2020-2021 an all-new Resource Contact Database was created. It includes over 200 Union County Community-Based Organizations (CBO) such as Senior Social and Medical Day Care Centers, Faith-Based Organizations and Government Agencies. The new resource provides readily available contact information to use when launching electronic promotional messaging and telemarketing campaigns. It also helps bookmark the initial contact, engagement and continual cultivation processes between organizations. Multiple CBO’s were contacted to create awareness of the MH Counseling Caregiver Program and to seek help with caregiver recruitment. Reciprocity agreements were also discussed with CBO’s, as needed. Cross marketing was done with CCAN’s two caregiver programs: MH Caregiver Counseling and the Educational Evidence-Based Caregiver Training Program. A PowerPoint presentation was created and used to present at CBO virtually. This piggybacking of promotional material proved to help recruitment for both programs. All promotional materials were updated in-house and disseminated internally and in the community.

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Program	Program Highlights
Emergency Food & Nutrition Network	<ul style="list-style-type: none"> <li>• The COVID-19 Pandemic has directly and indirectly effected the daily operations of the EFNN since March 2020 to date.</li> <li>• The EFNN has benefited from an increase in monetary donations to provide COVID-19 relief to the food pantries we serve.</li> <li>• 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 38.               <ul style="list-style-type: none"> <li>-Award letters and allocations have been received.</li> <li>- Pantry Distribution will continue</li> <li>- Spend down dates have been extended to 10/31/2021 for Phase 37, CARES &amp; Phase 38.</li> </ul> </li> <li>• The CARES Act has allocated funds to the Emergency Food and Shelter Program (EFSP) in response to the COVID-19 Pandemic.               <ul style="list-style-type: none"> <li>-Award letters and allocations have been received.</li> <li>- Pantry Distribution will continue</li> <li>- Spend down dates have been extended to 10/31/2021 for Phase 37, CARES &amp; Phase 38.</li> </ul> </li> <li>• 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 37.               <ul style="list-style-type: none"> <li>-Award letters and allocations have been received.</li> <li>- Pantry Distribution will continue</li> <li>- Spend down dates have been extended to 10/31/2021 for Phase 37, CARES &amp; Phase 38.</li> </ul> </li> <li>• Four participating food pantries from the EFNN were honored at the Bountiful Harvest Gala in May 2021 as well as GOYA foods, our largest donor. Each was nominated because of their outstanding efforts to serve their community during the most difficult circumstances in our history. A representative from each of the following food pantries was in attendance:               <ul style="list-style-type: none"> <li>St. Cecelia's Church- Englewood- Bergen County</li> <li>Our Lady of Sorrows Church- South Orange- Essex County</li> <li>Blessed Miriam Teresa Demjanovich Parish- Bayonne- Hudson County</li> <li>St. John the Apostle Church- Linden- Union County</li> </ul> </li> <li>• Food donations have been low but are slowly increasing due to the COVID-19 Pandemic.</li> <li>• Food continues to be collected from generous donors to offer to the participating local pantries and programs on a regular schedule.</li> <li>• At this time a total of 5 food pantries in the EFNN remain closed or have 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 <u>two</u> bags per client. Please remind staff to follow hygiene safety precautions while accessing the food pantry.</li> <li>• The Goya monthly donation has resumed and will continue through October 2021.</li> </ul>
Hope House	<ul style="list-style-type: none"> <li>• 41 families went onto permanent housing</li> <li>• 2 new residential aides were hired</li> <li>• Received many donations from the community for the shelter families including meals, paper goods, Christmas presents, monetary, cleaning supplies, toiletries, bed linens and clothing.</li> <li>• Metal detectors were installed to ensure safety amongst the staff and families</li> <li>• Sanitizing machines received to help to maintain the disinfecting of the facility</li> <li>• Air purification machine put in facility to help with the cleaning of air pollutants</li> </ul>
St. Lucy's	<ol style="list-style-type: none"> <li>1. St. Lucy's Shelter has held end-of-month birthday celebratory meals for all clients whose birthdays fell within each month.</li> <li>2. Work has begun on constructing the new state-of-the-art shelter.</li> <li>3. Program implemented walk-through metal detector and portable scanners.</li> <li>4. Program implemented use of sanitizing machines to sanitize the entire building regularly.</li> </ol>
St. Rocco's	<p>The number of residents that have obtained employment is 10%. The bathrooms on the 1<sup>st</sup> and 2<sup>nd</sup> floor was renovated. Program also received new computers that will enable the children to do virtual classes from the shelter. We changed all the mattresses in the shelter. Program received an air purifier machine and a metal detector.</p>
PATH Outreach	<ol style="list-style-type: none"> <li>1. Outreach homeless population are provided with resources and transportation assistance to help them with housing, shelter, income and transportation to other programs as needed to help decrease the amount of homelessness at path stations.</li> <li>2. Outreach team conducted morning sweeps when requested by the Port Authority to ensure services to the homeless population at the PATH stations. These services included but limited to transportation to shelter, cooling centers, drop-in centers and self-help programs.</li> </ol>

## Catholic Charities FY 2020/2021 Performance Analysis Summary

Program	Program Highlights
	<ol style="list-style-type: none"> <li>3. Outreach team worked collectively with Port Authority police to assist with medical concerns and assistance with shelter for the homeless population. They have made several calls to Port Authority police for individuals that were in need of medical attention and have conducted sweeps with them to assist with homeless individuals who have refused services by offering them other alternatives.</li> <li>4. Outreach team works collectively with other agencies and programs in helping to linking services to the homeless population.</li> <li>5. Outreach team provide assessments/ intakes to those individuals that accept services to helping link them to other resources.</li> </ol>
Franciska Residence	<p>Franciska Residence had an active reporting period. In the past year we provided services to 12 residents. Of those 4 were discharged during the reporting period.</p> <ul style="list-style-type: none"> <li>• 25% (1) moved into permanent housing (private apartment) with no ongoing subsidy</li> <li>• 25% (1) moved into permanent housing (shared apartment with friends) on a permanent basis</li> <li>• 25% (1) moved into a hotel</li> <li>• 25% (1) was discharged for non-compliance and moved into an emergency shelter</li> </ul> <p>There were 3 admissions during the period. COVID-19 remained a challenge during the reporting period, and ultimately causing two residents to move out. Both were taken to the local quarantine shelter and decided not to return to Franciska. One moved in with friends permanently and the other remained at a private hotel paid for with municipal COVID-19 funds. There was no further indication of COVID-19 at Franciska among staff or residents during the period. Our housing director initiated a vigorous cleaning and sanitizing protocol which lessened cases.</p> <p>Through petition to our funder, from our Division Director, Franciska Residence became eligible to receive female residents who qualify for acceptance into the program.</p>
St. Bridget's	<ul style="list-style-type: none"> <li>• December 2020- Breakfast and Christmas Gifts for clients from Henry Amoroso.</li> <li>• January 2021- New ward drops and under bed drawer.</li> <li>• February 2021- St. Bridget's residence moved to new facility on Miller St. in Newark.</li> <li>• New Program Manager was hired</li> <li>• March 2021- New client computers</li> <li>• April 2021- Delivery of Large PPE</li> <li>• May 2021-Clorox Sanitary System to fight COVID-19</li> </ul>
St. Jude's	<ul style="list-style-type: none"> <li>• September 2020 Backpacks were given to the all children</li> <li>• November 2020 Thanksgiving Turkeys distribution to all families</li> <li>• November 2020 – Families were temporarily moved into scattered site housing</li> <li>• December 2020 - Each unit received a food basket for the fiscal year.</li> <li>• December 2020 – Every family received a Turkey for Christmas.</li> <li>• December 2020 – All families received a Christmas tree and the Christmas gifts.</li> <li>• January 2021 – All units were given PPE and cleaning supplies to combat COVID-19.</li> </ul>
Canaan House	<p>All residents in full medical. Three have returned back to work, two full time and the other part time.</p>
Office of Volunteers	<ul style="list-style-type: none"> <li>• OVS Director applied for the Notre Dame Service Learning Program. In January Cerila Rapadas serving from her home in Guam volunteered with CCAN for 4 weeks in January. Cerila compiled success stories from the CCAN Division Directors that we may use in agency promotions, grant applications news articles and social media.</li> <li>• For National Volunteer Week in April CCAN volunteers and interns received a letter from the CCAN CEO and a water bottle. Interns also received a certificate of appreciation and gift card from Starbucks. Each day of the week a volunteer was highlighted on agency Instagram and Facebook page.</li> <li>• In December two elementary students collected toiletry items and snacks for the residents of St. Lucy's. They did a virtual drive with their school community all while sheltering in place. The two sisters collected and assembled 200 Blessing Bags for the clients. Plentiful Harvest had a feature story on these two compassionate and inspiring students in the Winter issue.</li> <li>• As of May '21, the CCAN website has a volunteer portal where viewers can access the volunteer application, check out current volunteer opportunities and view the newsletter all in one place.</li> </ul>
Partial Care – Cranford	<ol style="list-style-type: none"> <li>1. PC continues to provide services on site Monday - Friday</li> <li>2. The program accepts volunteers and interns from NYU, Seton Hall, Montclair University, Monmouth University and Rutgers's University.</li> <li>3. Daily PC census has increased significantly to 45 to 58 consumer's attending daily.</li> </ol>

## Catholic Charities FY 2020/2021 Performance Analysis Summary

Program	Program Highlights
	<ol style="list-style-type: none"> <li>4. The total PC census has greatly increased to over 80 consumers.</li> <li>5. PC new admissions and referrals from hospitals and group homes has increased significantly</li> <li>6. PC celebrates Suicide Awareness- Out of the Darkness Walk, Breast Cancer awareness, Mental Health Awareness.</li> <li>7. PC added Cultural Diversity group to weekly schedule</li> <li>8. Various organizations such as CHOICES, smoking cessation program, PEER to PEER and The Community Law Project held on site and ZOOM presentations for consumers</li> <li>9. A Diabetes Support group and Health Awareness Group has been added to the weekly schedule</li> </ol>
Outpatient – Cranford	<ol style="list-style-type: none"> <li>1. Clinicians and staff psychiatrist offer telehealth sessions.</li> <li>2. Clinicians and staff meet and exceed their productivity</li> <li>3. The OPD program offers evening and weekend hours.</li> <li>4. FT clinicians who work Mon –Fri offer weekend and evening hours as additional fee for service hours</li> </ol>
Outpatient – Bergenline	Change in leadership. Hired per diem and fulltime staff. No wait list for medication monitoring clients. Completing intakes within 48hours. Increased intake availability time. Hired fulltime APN. OPD staff returned to office.
Partial Care Bergenline	Change in leadership. Hired fulltime case manager. No wait list. No selectivity with admissions. Increased intake availability time. Hired fulltime APN. PC staff and clients staff returned to office. Increased PC census
ICMS – Essex	Agency created an Intake Coordinator position to streamline referrals coming into the agency.
Outpatient – Essex	There was a new hire of a bilingual case manager for the Outpatient Department in November. A full-time LCSW clinician started in end of January but resigned at the end of June. The intake LSW resigned at the end of June as well. The Essex Outpatient Department continues to be working remotely. The Outpatient Department has many people looking for services then we have staff to conduct them. Although this is a good problem in terms of not needing referral sources, it also leads the clients to have to wait for psychiatric services and therapy. During this year, we also hired a full time APN which helped with the wait times to be seen by a prescriber. During this year we made our targets service wise and we averaged ten intakes a week.
Partial Care - Essex	PC moved to a new location which is more accessible by public transportation. A PC Team Leader was hired. She is marketing and trying to grow the program. Community and internal referrals are increasing. During second quarter, PC returned to onsite services in October. However, the city of Newark mandated a city lockdown in November and we had to return to remote services. Due to the rate of infections, we continue to provide services remotely. Referrals that came to this site were given to the Cranford site when possible. In the fourth quarter the clients returned in May. The case manager resigned in that quarter and a replacement was transferred from another site. The census increased by 2 to end with 10 clients. The increase was due to services returning to in person and less referrals going to Cranford location.
Outpatient – Magnolia	Program continues to operate despite several staff vacancies.
Partial Care – Magnolia	<ol style="list-style-type: none"> <li>1. Due to COVID-19 the program has been offering a hybrid of services including in person, zoom and telephone contact available 5 days a week,</li> <li>2. The program accepts student interns. The program has three MSW student interns during the July20/June 21 fiscal year.</li> <li>3. The staff provides prevocational groups and has made several referrals to supportive employment when appropriate.</li> <li>4. Program facilitates a sense of community by holding monthly community meetings and creating a monthly newsletter distributed to the consumers and staff.</li> <li>5. Program Psychiatrist was hired.</li> </ol>
Residential	The biggest accomplishment that occurred during this fiscal year was moving over 5 consumers to a lower level of care. We also handled continued issues with the COVID-19 Pandemic well. Out of 38 total consumers, 34 of them have received their COVID-19 vaccination.
ICMS – Union	Union ICMS was able to obtain smart phones and laptop to assist in providing services. The agency’s transition to medical records also allowed easier coordination of services among staff members and other agency programs.

## Catholic Charities FY 2020/2021 Performance Analysis Summary

### 3. 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 substitute certificate have been covering in classes on a rotating basis.
St. Lucy's	<ol style="list-style-type: none"> <li>The City of Jersey City has not certified the new fire water pump.</li> <li>New strains of COVID-19.</li> </ol>	<ol style="list-style-type: none"> <li>Staff continues to conduct fire watch rounds every 15 minutes and document it.</li> <li>The shelter gets sanitized during each shift. Staff and clients practice social distancing and use PPE. Meals are staggered, allowing 9 clients in the dining area at one time. Staff takes clients' temperatures twice daily. Any client exhibiting symptoms of COVID-19 is placed in the quarantine room until first responders arrive.</li> </ol>
St. Rocco's	<p>Program encountered barriers with filling vacancies. There were available units we were unable to fill due to contractual obligations. Most referrals were through City of Newark and SSH. However, most available units were designated to DFAB. between the Welfare and SSH funders.</p> <p>The program is short staffed.</p>	<p>Welfare is utilizing 40% of their rooms, and this is preventing the program from receiving more SSH clients. We have a lot of SSH funds that remains unutilized because of this conflict.</p> <p>The program is currently hiring and filling vacant positions.</p>
Franciska Residence	Staff shortage for weekend day shifts.	Program Manager now works that shift (pending hiring of new candidate)
St. Jude's	<p>November 2020-Staff was diligent with helping one family relocate to a higher level of care.</p> <p>January 2020-Upon house inspection, (95 Ferry ST) staff noticed a smell of illegal substance use in the apartment.</p> <p>January 2021 – June 2021 Family referred to last unit...Paperwork held up by DCA.</p>	<p>Division Director referred family to GSE to be appropriately rehoused.</p> <p>Program Manager gave warning notice and client's signature reflects that the client received the warning.</p> <p>Division Director working with DCA and GSE to ensure family can move into apartment timely.</p>
Canaan House	Open apartments (3) not filled because of DCA/SRAP has inspectors on hold because of the pandemic.	We continue to work with DCA/SRAP to inform them that the clients off our waiting list need permanent housing. Moving forward apartments have been inspected by this Program Manager.
St. Bridget's	St. Bridget's was understaffed in the Residential Assistant and Case Manager positions due to pandemic and the DOH mandate we maintain half census, each room had one client. Meals were staggered and daily health screening was completed.	Interview was conducted where New Residential Assistant and Case manager were hired in February 2020.
Hope House	COVID-19 pandemic	Safety measures were put in place in the shelter, clients given masks, sanitizing the building, hand sanitizers available, signage posted to be safe.
MCG Cares	COVID-19 pandemic school closed.	Virtual instructions- every family was given tablets to meet with teachers via Zoom & Webex connections.
Little Schoolhouse	COVID-19	Remote & Hybrid Learning
Boland Center - Essex	<p><u>Essex County</u> WTW/PRVT Career School received no referrals for student's entire year.</p> <p><u>Bergen County</u> Lack of referrals from this county for DVR</p>	<p><u>Essex County</u> CCAN Career School staff worked hard to recruit students and potential partners through email, zoom presentations, social media and enhanced webpage on CCAN website in the attempt to attract potential clients.</p> <p><u>Bergen County</u> Continual efforts to try to establish a working relationship with Bergen County DVR in order to provide services. Program Manager will try to establish a working relationship with Local Office</p>

## Catholic Charities FY 2020/2021 Performance Analysis Summary

Program	Most Significant Problem	How It Was Handled
Supported Employment	COVID-19 continued to have an effect on program operations in regards to face to face contacts with clients and employers. Clients were more reluctant to meet face to face due to ongoing safety measures put in place to lessen the chance of COVID-19 spread.	<p>Clients in group zoom meetings (to discuss health, job issues how two seek new employment or first time jobs) Face to face meeting were held on a limited bases and individual zoom meetings for the intake process and the before mental health &amp; job issues.</p> <p>Business was conducted via email, zoom, or phone in regards to Job development and expansion of referral and employment resources.</p>
SAIF	<ul style="list-style-type: none"> <li>• COVID-19 Pandemic (Incomplete referrals, and compliance issues with consumers, case closures).</li> <li>• No Work Activities</li> <li>• Staffing Issues (2 ICMS terminated for poor work performance, 4 ICMS resigned, and 1 Program Manager this FY).</li> </ul>	<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 consumers, and resources for HS Diploma or GED programs. Program Managers conduct monthly interviews to fill open position.</li> </ul>
MRSS	<ul style="list-style-type: none"> <li>• MRSS Staff performing an In Person Dispatches while the Pandemic remains a challenge for many families and staff.</li> <li>• Some MRSS Staff were not able to do In Home dispatches due to a compromised health situation.</li> </ul>	<ul style="list-style-type: none"> <li>• MRSS Staff were given clear instructions on how to assess family members for the COVID-19 and were given needed PPE and IT equipment to use while in the home and in the office</li> <li>• Some MRSS Staff were granted Medical Accommodations that allowed them to perform their job responsibilities and maintain their good health.</li> </ul>
Life Skills	<p>Not many referrals were received for the Life Skills program.</p> <p>Full Time Youth Coach was out on leave during the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quarter.</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.</p> <p>Per diem workers were hired to work the program.</p>
SSW	One new staff contracted COVID-19 her first week of school. We attempted to hire a replacement. One applicant had to withdraw when HR could not complete a background check and another withdrew the week before she was due to start.	We were able to hire our third choice. She ultimately did not work out at 2 of her 3 assigned schools.
Margaret's Place	<ol style="list-style-type: none"> <li>1. Staff medical issues</li> <li>2. Inability to form clinical groups</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff was accommodated with work from home arrangements</li> <li>2. With the help of 21<sup>st</sup> Century after school program, 3 non-clinical groups were held</li> </ol>
Strong Futures	<p>COVID-19</p> <p>Facilities issues (kitchen ceiling leaking and flooding in the basement)</p> <p>DCPP changed the age requirements for STLP's. 16 and 17 year old youth are no longer eligible for an STLP and the program has not received any new referrals since this change was made.</p>	<p>Continuation of adherences of COVID-19 policies</p> <p>Issues addressed with submission of Work Orders to Plant services</p> <p>The Program Manager will continue to work with the DCF Dept of Housing and will schedule presentations at the local DCPD offices.</p>
Supervised Therapeutic Visitation / Adoption	<b>STV and Adoption</b> – Most serious problem is the ongoing lack of a consistent security presence in the lobby of the building. This has resulted at times in outsiders obtaining full access to the building as well as angry clients, posing a threat to staff's safety.	Despite numerous requests for a security person to be present during office hours on a daily basis, this has not been adequately addressed and remains a safety concern for staff and families alike.

## Catholic Charities FY 2020/2021 Performance Analysis Summary

Program	Most Significant Problem	How It Was Handled
IHH	The program lost funding and had to lay off two bi-lingual employees, 1 PT and 1 FT.  Referrals were low.	The Program Manager took on a caseload.  The Program Manager sent frequent emails and had phone conversations with DCPD to help increase referrals.
Providence Place	COVID-19 Pandemic	The program had to make major changes and adjustments to program procedures and policies.
Family Resource Center	Conducting visits during COVID-19. Many families did not want in-home services (preferring telehealth) but had significant technology barriers.  Staff feeling safe doing home visits during COVID-19.	Staff were able to be creative and work with staff that preferred telehealth services but had barriers related to technology. Various tech platforms were used/schedules were changed so parents could use equipment their children were using for school/etc. The program bought PPE, cleaning supplies, and thermometers to have staff prepared and safe while doing in-person visits. A pre-visit COVID-19 screening is completed prior to visits in order to protect staff and clients.
WSSC	The COVID-19 Pandemic continued for the entire fiscal year	Flexible staff and administration developed protocols and procedures to continue to offer client services via telehealth. Staff also offered clients to attend session in the office when deemed appropriate.
IFSS	Personnel. Difficulties hiring staff.	The case worker position has been difficult to fill. Position has been advertised heavily both in the community and internally. Program will seek to hire per diems while continuing efforts to recruit a full-time employee.
PFC	Staffing Issues	Staff openings were advertised internally and through several websites.
Hudson Senior Services	A reduction in attendance due to clients having other remote meetings that conflict with the schedule.	Ivis held meetings for a longer time which allowed clients to get on the call at a later time and be able to participate.
Hudson Jail Programs	Limited testing hours at the jail, impacts LOS.  Electronically distributing substance abuse information will not have the same effect as in-person meeting. This directly impacts LOS, as well as inmates' successful program completion.	HCJ will determine when hours can be increased at the jail.  HCJ will determine when in-person groups can resume. Program Manager has outreached multiple times to Director Edwards at HCJ about a date to resume services. The funder is also reaching out to Director Edwards to get a date to resume services.
Safe Spaces	The bilingual clinician position became vacant during the 1 <sup>st</sup> quarter.	The program manager hired a bilingual clinician during the 3 <sup>rd</sup> quarter.
Union County Jail	No authorized access to Union County Jail inmates	The problem has not been solved; Union County Jail no longer operates as a county jail as of July 1, 2021.
Immigration	Ongoing impact of COVID-19 and resulting extreme delays in progress and processing of immigration filings and court cases.	Continued to seek out new sources of funding. Continued to seek out ways to decrease expenses.
Hudson / Bergen PAC	Difficulty in finding apartments for homeless clients within our Rapid Rehousing program (ESG-CV). Clients needed emergency housing. Many clients had difficulty obtaining apartments due to their poor credit and prior eviction history.	PAC Hudson Coordinator connected with Ms. Corinne Dexter who is a Housing Navigator of The Collaborative Support Programs of New Jersey. Our collaboration enabled us to locate stable housing for our clients and create relationships with many landlords across Hudson County. As a result, all families are now stably housed.
Union PAC	Weather/other unexpected events.	We dealt with an overwhelming set of circumstances during this period, including an overwhelming number of donations/request due to unprecedented damage by weather events/ COVID-19.
Essex PAC	The significant problem our department faced was Coronavirus. We were not able to have face to face contact with consumers to complete intakes.	The problem was resolved by conducting phone pre-screening. Once pre-screening was complete intake packages were sent via email or if consumers did not have access to email, packages were made available for pick up at the office.
SSVF	1. Training with HMIS AWARDS system.	1. Staff has been trained and having supervision every other week to review all the forms and the system to get familiarized with it.

## Catholic Charities FY 2020/2021 Performance Analysis Summary

Program	Most Significant Problem	How It Was Handled
New Day	Our major grant was cut	Continue asking for donations and private collaborations.
Home for Heroes	<ol style="list-style-type: none"> <li>1. A client in the program was having difficulty being compliant with renewing annual paperwork with West New York Housing.</li> <li>2. Noise complaints within the building was an issue amongst a few clients and addressing the issue was important to avoid any problems.</li> </ol>	<ol style="list-style-type: none"> <li>1. CCAN worked with client in retrieving updated paperwork for his records and to provide to West New York Housing. It was challenging for client to follow up and be compliant, since client's felt his past experiences with other social service agencies did not assist him. It was important for client to complete the annual review with West New York Housing, to avoid discontinuation from program. Catholic charities made sure to provide the appropriate support and direct client to the appropriate resources. Overall, client completed the annual paperwork.</li> <li>2. CCAN worked together with Suede Promotions in reviewing tenants' lease and explaining the rules for clients to understand respecting their neighbor's privacy and space. Case worker arranged a meeting including herself and two clients to discuss an agreement on this matter to avoid any future problems.</li> </ol>
Bergen Care Management	Staff took multiple leaves.	Program Manager monitored situation with Program Director.
Senior Wellness Program	COVID-19 group restrictions limited services	Staff maintained contact by calling residents and distributing pamphlets
Union Mental Health Counseling	Caregiver isolation due to the pandemic made enrollment efforts difficult	<p>Good will calls to existing clients</p> <p>Networked with CBO's to market the program</p> <p>Emailed, texted and follow-up phone calls were made to keep clients updated at all times, particularly when there were updates about program changes due to the surge in the pandemic</p> <p>Kept all aware of scheduling changes and service delivery choices</p>
Hudson Caregiver Counseling	COVID-19 Crisis	Staff offered counseling to consumers who were faced with COVID-19 deaths
Union APS	As the COVID-19 pandemic continued through the entire fiscal year, Adult Protective Services, as an essential service, was mandated to continue operating while NJ remained under a state of emergency.	Modifications were utilized to best meet the program's contractual responsibilities in accordance with temporary state-sanctioned modifications to programmatic requirements.
1-800 Information & Referral	Clients calling for food and had no means of transportation	Staff delivered food using proper protocols.
EFNN	Challenges continue to be in the great need of a Warehouse space.	<p>Additional space was made available at 505 South Avenue East location in Cranford, NJ and 321 Central Avenue in Newark, NJ</p> <p>Amount allotted in the EFNN budget for securing a new warehouse location within the next 12 months.</p>
Office of Volunteers	Most of the CCAN programs were not allowed to accept volunteers in FY 20-21 due to COVID-19 safety protocols and restrictions	<p>OVS processed interested volunteers on a case-by-case basis. OVS advocated for volunteer when the person seemed the best fit for the program without jeopardizing the safety and well-being of the staff and clients.</p> <p>Example- Hans Schueling is a med student who wanted to volunteer at St. Lucy's as a cook in the beginning of the pandemic. St/ Lucy's was not accepting any volunteers due to COVID 19 virus. OVS Director advocated for Han explaining that as a med student one year away from his residency, Hans would be knowledgeable about the virus and observe all safety protocols. St. Lucy's Shelter Director agreed. As a result, Hans served for a year and a half at St. Lucy's as a cook. It was a very positive experience for all concerned. Hans left to start his residency at a local hospital.</p>

## Catholic Charities FY 2020/2021 Performance Analysis Summary

Program	Most Significant Problem	How It Was Handled
Partial Care - Cranford	<p>Significant Increase in referrals and admission from hospitals and group homes due to other programs operating remotely</p> <p>Increase in the number of clients attending program each day</p>	<ol style="list-style-type: none"> <li>1. Hired a psychiatric APN who works Monday, Thursday and Friday</li> <li>2. Hired an additional case worker</li> </ol> <ol style="list-style-type: none"> <li>1. Hired another case manager.</li> <li>2. Increase in the number of group sessions to reduce the number of clients in rooms</li> <li>3. Cleaned out basement to add more space</li> <li>4. Drivers completed double runs in morning and afternoon</li> </ol>
Outpatient – Cranford	<ol style="list-style-type: none"> <li>1. Increase in the number of clients on the OPD waitlist</li> <li>2. No applications received for vacant LCSW, LPC positions and fee for service positions</li> <li>3. Psychiatric evaluations are not being completed every 2 years.</li> <li>4. Staff psychiatrist was not completing comprehensive drug history.</li> <li>5. COVID-19 pandemic</li> </ol>	<ol style="list-style-type: none"> <li>1a. All full-time clinicians were offered fee for service hours</li> <li>1b. PC case manager who is licensed was offered fee for service position as an OPD clinician</li> <li>2. Continue to offer fee for service positions and flexible hours for LCSW/LPCs.</li> <li>3. Request a computer-generated report on all OPD clients which was reviewed by team leader. Psychiatric evaluations were then scheduled.</li> <li>4. Staff Training conducted by team leader and staff psychiatrist.</li> <li>5. Clinicians and staff psychiatrist offer telehealth.</li> </ol>
Outpatient – Bergenline	Poor management of OPD operations: inability to hire staff; inability to retain staff; inability to admit more consumers; resistance from one psychiatrist	Clinical team leader was terminated. Agency Director took over daily operations with help from other team leaders. New staff, fulltime and per diem hired. Psychiatrist terminated. Fulltime APN hired. Wait time for therapy appointments decreased. Wait time for medication monitoring appointments eliminated.
Partial Care – Bergenline	Poor management of PC operations: inability to hire staff; inability to retain staff; inability to admit more consumers; resistance from one psychiatrist	Clinical team leader was terminated. Agency Director took over daily operations with help from other team leaders. New case manager hired. Psychiatrist terminated. Fulltime APN hired. No wait time for admissions, intake or psych evals.
ICMS – Essex	Staff Vacancies	Increase in Salary, Interviews, Salary Negotiations
Outpatient – Essex	Not enough clinicians which produced a long wait list.	During this year applicants were interviewed and offered the position only to reject offer of employment later. It was a problem the entire year.
Partial Care Essex	The most significant program was COVID-19 and the suspension of in person services. The City of Newark was locked down for periods of time during this year.	Treatment modality moved to tele-health. The clients were all able to zoom and did attend group virtually. Luckily the clients had been in the program for a period of time so they had an establish rapport with the case manager. Any newly admitted clients were transferred to Cranford location which had a lower COVID-19 rate and provided in person services.
Outpatient – Magnolia	<ol style="list-style-type: none"> <li>1. Staff vacancies</li> <li>2. Increasing wait list for services</li> </ol>	<ol style="list-style-type: none"> <li>1. Clinician, case manager and fee for service remain. vacant</li> <li>2. Clients are being referred to agency programs at other sites.</li> </ol>
Partial Care – Magnolia	Following safety protocols due to COVID-19	Site provides masks, breaks during the day for sanitization and hand washing. Creating smaller groups to encourage social distancing.
Residential	The biggest issue we faced was continued issues with the COVID-19 Pandemic.	We effectively maintained cleanliness, precautions such as handwashing and mask wearing. We also checked temperatures regularly and conducted testing on any consumer who showed any symptoms or was exposed. Staff coverage was also handled well despite losing multiple staff.
ICMS – Union	Despite telehealth services, revenue dropped significantly due to lack of referrals and lack of client engagement.	Program had to be restructured.

## Catholic Charities FY 2020/2021 Performance Analysis Summary

### 4. 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 2020/21, 84 Catholic Charities programs established 214 productivity objectives, including expected caseload and expected service deliver (level of service). They achieved 122 (or 57%) of the planned objectives.

In FY 2020/21, 84 Catholic Charities programs measured 129 operational improvement objectives. They achieved 90 (or 70%) 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 2020/21, 84 Catholic Charities programs measured 183 client outcome objectives. The programs achieved 127 of the planned objectives. Sixty-nine percent (69%) of programs met the standard of attaining 80% or more of their planned client outcome objectives.

### 5. Efficiency

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

In FY 2020/21, 14 Catholic Charities programs established 21 efficiency objectives. They achieved 19 (or 90%) of the planned objectives. Programs that fell short of the mark are to develop a Corrective Action Plan for the new fiscal year.

### 6. Service Access

The following question was asked in the FY 2020/21 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 2021/22.

Barrier	Rating and Frequency (Responses = 57)		
	1 (None / Minimal Barrier)	2 (Moderate Barrier)	3 (Significant Barrier)
Language barriers	40	14	3
Facility barriers (steps, etc.)	51	3	3
Sufficient qualified staff	29	18	10
Office hours / program hours	52	2	3
Percentage of programs	76%	17%	10%

## Catholic Charities FY 2020/2021 Performance Analysis Summary

### 7. Demographics

Age Distribution of CCAN Clients (N = 48,053)			
Under 18	18-34	35-64	Over 65
32%	20%	39%	10%

Race Distribution of CCAN Clients (N = 48,053)				
Caucasian	African American	Hispanic	Asian	Other / Unknown
22%	28%	43%	2%	5%

Geographic Distribution of CCAN Clients (N = 48,053)				
Essex County	Hudson County	Union County	Bergen County	Other / Unknown
37%	36%	17%	4%	5%

### 8. 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.

The overall FY 2020/21 agency score was 4.43 / 5.0 with a divisional range of 4.17 to 5.0. Over 1,279 surveys were distributed, and 727 individuals completed the surveys, which represents a 56.8% return rate. 88.9% of respondents rated services at a "4" or "5." We also solicit client feedback on whether services were delivered in a non-discriminatory manner; 94.9% of respondents rated that services were delivered in a non-discriminatory manner.

### 9. Impact of Client Feedback.

Program	FY 2020/21 Program Changes Made as a Result of Client Feedback
Supervised Therapeutic Visitation	Increased contact with DCP&P staff during COVID-19; began in person visits; increased advocacy for clients with DCP&P.
Margaret's Place	YES curriculum was taught despite hesitancy by counselor
Providence Place	As a result, of the weekly house meetings and client satisfactory surveys the program was able to utilize the suggestions made and make changes. Our residents suggested that their computer time be based upon their level on the behavioral level system. We implemented their request--increasing computer time based on their level. Parents wanted to have a way to part take in Thanksgiving and help their child during their cooking day. The program listened to their request and implemented a plan where the parents and the Youth were able to share Thanksgiving virtually and the parents helped their child cook virtually.
School Social Work	One social worker was not rehired as her schools did not want her to return
Strong Futures	Based on the client feedback and request, the weekly allowances were changed to reflect an increase of a dollar for each level.
Partial Care – Bergenline	Coffee shop was re-opened. Staff and clients resumed making lunches for clients. Program group schedule was revised.
Outpatient – Cranford	Evening and weekend hours were added to accommodate clients who reported they were working
MCG Cares	Additional support to parents including resources available for academic and behavior concerns.
MRSS	Staff will continue ensuring families understand the name, description and length of the program. Feedback was positive
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 that are employed, in an activity, or medically deferred.
Office of Volunteers	Plans for a Zoom orientation by Office of Volunteer Services

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Program	FY 2020/21 Program Changes Made as a Result of Client Feedback
Essex Boland Center	Decrease client wait times. Increase convenience in scheduled appointment times.
Partial Care Cranford	<ol style="list-style-type: none"> <li>1. Disciplinary action and investigation conducted regarding numerous client complaints regarding a driver.</li> <li>2. Suggestion Box <ul style="list-style-type: none"> <li>• Clients requested a Men and Woman’s group; this was added to the schedule.</li> <li>• Clients requested a LGBTQ support group. This was added to the weekly schedule.</li> <li>• Some clients are asking others for money and cigarettes. Community meeting held and all clients signed a behavior contract which included program rules.</li> </ul> </li> </ol>
EFNN	Increased use of email as preferred method of contact with Pantry Leaders.
SSVF	Reminders are sent in order to ensure that the surveys are completed.

### 10. Impact of Referral Feedback.

Program	FY 2020/21 Program Changes Made as a Result of Referral Source Feedback
Supervised Therapeutic Visitation	Transitioned from virtual to in person visits whenever recommended by DCP&P; increased number of DCP&P provided interim reports as needed.
Margaret’s Place	Confirmation of chain of command for resolving program issues
MRSS	Continue having monthly meetings and open communication with referral sources.
MCG Cares	Continue to reach all families for support on an ongoing basis throughout the year.
St. Rocco’s	As suggested form DFAB, program staff are currently working closely with families to ensure that they signing in and out of the facility correctly.
EFNN	<p>Only one EFNN phone line is currently being used for client referrals.</p> <p>A list of active food pantry locations and hours is now available on the CCANNJ.org website.</p>
St. Lucy’s	A case manager from Garden State Episcopal comes to St. Lucy’s Shelter twice per week to meet with clients.
Outpatient – Cranford	Clients are transferred to another clinician if they feel there is not a good fit.
Residential	Program pamphlet created. Virtual tours offered.
IHH	IHH staff will reach out to the family to initiate the intake if the family does not have a good relationship with their DCP&P worker. This will aid in having the cases opened in a timelier manner.
Boland Center	Increase in quality of services provided to clients and increase in quality of documentation.
Connecting YOUth / Life Skills	As a result of DCP&P feedback, cases that were supposed to closed remained open in order to give the youth time to commit to and engage with services.
MCG Academy	Expand transition program

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### 11. Performance Improvement Plan Results

#### A. Results from FY 2021 performance improvement plan.

Objectives	Results
1. <b>Operational Improvement.</b> The Catholic Charities PQI Committee will select for review 33 of the 130 operational improvement objectives established in the FY 2020/21 program plans that have broader organizational significance.	Accomplished
2. <b>Risk management.</b> Specific training and improvement plans will be noted as corrective actions in the review of incident reports in the PQI minutes.	Accomplished
3. <b>Outreach to Stakeholders.</b> Improvements needed in outreach to clients and referral sources will be addressed through the PQI Committee.	Accomplished
4. <b>Staff Training.</b> Staff training needs will be addressed through a training grant from the NJ Department of Labor.	Accomplished
5. <b>Client Satisfaction.</b> Client satisfaction results in Shelter Services and Workforce Development fell below the target of 4.5. This will be reviewed in the Performance and Quality Improvement Steering Committee in FY 2021.	Accomplished
6. <b>Service Access.</b> Twenty programs evaluated accessibility of services to clients as a significant problem, including 11 for Sufficient Qualified Staff, 7 for Facility, and 2 for Office Hours. These will be reviewed to determine feasibility of removal of these barriers.	Accomplished

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**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.

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	<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.