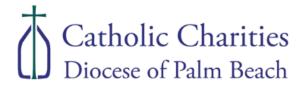


Performance & Continuous Quality Improvement (PQI) Plan

PQI Philosophy



Mission Driven

Broad Based input from Stakeholders

Organizational Wide Focus

Data Driven
Decision
Making

Promotes positive client outcomes

Promotes efficient operations

The PQI Process

Continuous performance and quality improvement

CHECK

Continuously gather data from programs and operations; Analyze & interpret data; identify strengths and areas for improvement

Make data driven decisions and action plans based on identified strengths and areas for improvement

ACT

DO

Provide Services and Programs

PLAN

Develop Strategic Plan – Strategy Map



How are these stakeholders involved in making our programs, services, and organization better? Our PQI process?

PQI Reporting Structure

Administration

PQI

Committee

Board of Directors

Program Reports

Bakhita Human Trafficking

Senior

Birthline/ Lifeline Program

Hunger, Homeless, & Outreach

Elder Affairs/ Guardianship

Counseling Program

Immigration

Samaritan Center

Respite Care

CQI Teams Updates

Professional Development/ Training Team

Disaster & Emergency Response Team

Trauma Informed
Care **Team**

Employee Recognition & Engagement **Team**

Community Service Team

PQI Committee Members

- Senior Administrators
 - Executive Director
 - Associate Director
 - PQI Administrator
 - HR Director
- Board President or designee
- 1 Appointed Program Director (to rotate every other year)
- 1 Appointed CQI Team Lead (to rotate every other year)

Executive Director will appoint a Program Director and a CQI Team Lead annually in consultation with the PQI Administrator



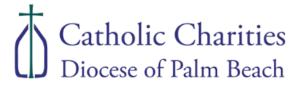
PQI Committee

Goal

Duties

- Provide Leadership to PQI Process & Committees
- Develop organizational strategy map/Dashboards
- Data analysis, review, interpretation
- Identify trends, brainstorm opportunities for improvement/change
- Develop action plans and improvement plans
- Communication of results
- Assessment of PQI process
- Identify and analyze trends in the data.

CQI Teams



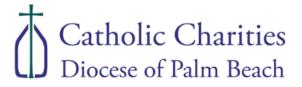
Professional
Development/
Training Team

Employee Recognition & Engagement Team Disaster & Emergency Response Team

Community Service Team

The PQI Committee meets at fiscal year end to determine if CQI Teams will change, merge, or if we need to create new CQI Teams. Therefore, Team names and purposes/goals may change over time as the organizational needs change.

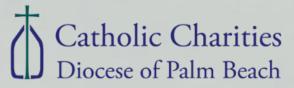
CQI Team Membership



- Full-time and Part-time employees are encouraged to participate.
- They will select CQI committee preferences at the beginning of the year and be assigned
- Each committee will elect a team lead/facilitator, coordinator, and secretary
- Lead should not be a Program / Ministry Director

Every effort will be given to assign staff based on their top committee preference, but they are ultimately assigned to ensure each committee has an appropriate # of staff to conduct business and reach their goals.





Impact of services on clients

Quality of Service Delivery

Management/
Operational
Performance

External Reviews

Data Review & Analysis



The purpose of data collection and analysis is not simply to measure performance, but to improve practice & programs, ultimately leading to better client outcomes.

This can only occur if data is reviewed and analyzed on a regular basis to determine the need for change and identify options for improvement.



Catholic Charities
Diocese of Palm Beach

Using Data for Continuous Improvement

Services, programs, policies and procedures, organizational structure & processes, or training may be revised

Focused program reviews may be initiated

Specialized processes or staff assignments may be put in place to assist programs that are not performing as expected.



[&]quot;To live is to change, and to be perfect is to have changed often" John Cardinal Newman (1801-1890)

How we Communicate Results

ED Mgmt Reports to Annually Board PQI Monthly Committee **PQI** Annual **PQI** Present Summary to Board Report Survey Program Results Meetings Website **CCPBP** Social Annual Media Report Dashboards PQI Individual Quarterly Supervision Reports Catholic Charities Diocese of Palm Beach