

LCSS Performance Quality Improvement Annual Report: 2018- 2019 (Fiscal)

The following Continuous Quality Improvement (CQI) report is an annual summary of quarterly CQI activities to improve the delivery of services.

Quarterly CQI Process:

CQI quarterly reviews are staff driven and involve the collection, measurement and evaluation of data through 6 key elements: (1) client file reading, (2) administration of surveys, (3) meeting licensing and inspection requirements, (4) ensuring a healthy and safe workplace, (5) community relationships and (6) meeting HR needs.

Logic Model (Input, Activities and Outcomes)

Inputs: Personnel Policy and Procedures, CQI Tools, COA Standards, Regulations, Survey Tools and Human Resources.

Activities and Outputs: Client Files, Surveys, Inspections, Community Relations and Human Resources.

Family Connections/Parent Outreach

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Human Resources
Outputs: 30 - Open Files reviewed. 12 - Closed Files reviewed	Outputs: 312 - Client Surveys	Outputs: 3-Site Safety Inspections 1- Vehicle Safety Inspections	Outputs: 12-Occupational Health and Safety Meetings attended - Incidents 4- Fire and Earthquake Drills performed	Outputs: 11-Community Meetings attended 7- Community Events attended 0- Events Hosted Presentations to Community- 7	Outputs: Developed Internal Staff Expertise & Team Health 12 Performance Evaluations Conducted Monthly Supervision of all staff Developed New Program Supportive Visitations Hired Staff =1

Family Services

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Human Resources
Outputs: 40 - Open Files reviewed. 20 - Closed Files reviewed	Outputs: 212 - Client Surveys 65 - Employer and Stakeholder Surveys	Outputs: 4-Site Safety Inspections 0 - Vehicle Safety Inspections 2-Annual Health and Safety Risk Assessment Survey	Outputs: 0 -Occupational Health and Safety Meetings 3 - Incidents 3 - Fire and Earthquake Drills performed	Outputs: 24-Community Meetings attended 19 - Community Events attended 7 - Events Hosted Presentations to Community- 4	Outputs: Revised Program Manuals Created New Positions Provided Skills Training Scheduled Changes Planned Vacations Aligned Partnership Staff Performance Reviews Conducted

Settlement and Employment Integration

Client Files	Surveys	Inspections	Safety and Wellness	Community Connections	Human Resources
Outputs: 30- Open Files reviewed. 15- Closed Files reviewed	Outputs 131- Client Surveys	Outputs: 2 -Site Safety Inspections 4 - Kitchen Inspections	Outputs: 12- Occupational Health and Safety Meetings 3- Incidents 12 Fire and Earthquake Drills	Outputs 61 -Community Meetings 10-Community Events Attended 12 -Hosted Events 25 - Presentations to Community	Outputs: Supported Professional Development - Done Created New Positions - Done Changed Staff Schedules Hired Staff - Done Staff Performance Reviewed - Done

Intensive Case Management

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Human Resources
<p>Outputs:</p> <p>79 - Open Files reviewed.</p> <p>12 - Closed Files reviewed</p>	<p>Outputs:</p> <p>212 - Client Surveys</p> <p>65 - Employer and Stakeholder Surveys</p>	<p>Outputs:</p> <p>4-Site Safety Inspections</p> <p>0 - Vehicle Safety Inspections</p> <p>2-Annual Health and Safety Risk Assessment Survey</p>	<p>Outputs:</p> <p>0 -Occupational Health and Safety Meetings</p> <p>3 - Incidents</p> <p>3 - Fire and Earthquake Drills performed</p>	<p>Outputs:</p> <p>24-Community Meetings attended</p> <p>19 - Community Events attended</p> <p>7 - Events Hosted</p> <p>Presentations to Community- 4</p>	<p>Outputs:</p> <p>Revised Program Manuals</p> <p>Created New Positions</p> <p>Provided Skills Training</p> <p>Scheduled Changes</p> <p>Planned Vacations</p> <p>Aligned Partnership Staff</p> <p>Performance Reviews Conducted</p>

Substance Use

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Human Resources
<p>Outputs:</p> <p>9 - Open Files reviewed.</p> <p>10 - Closed Files reviewed</p>	<p>Outputs:</p> <p>- 175 Client Surveys</p>	<p>Outputs:</p> <p>-3 Site Safety Inspections</p>	<p>Outputs:</p> <p>12 -Occupational Health and Safety Meetings</p> <p>0 - Incidents</p> <p>4- Fire and Earthquake Drills performed</p>	<p>Outputs:</p> <p>105 Meetings attended</p> <p>5 - Community Events attended</p> <p>35 - Presentations to Community</p>	<p>Outputs:</p> <p>Reviewed Staffing Model</p> <p>Supported professional development</p> <p>Planned Vacations</p> <p>Hired Staff</p> <p>Performance Reviews Conducted</p>

Community Counselling and Family Services



Community Impact

Department	Community Meeting	Community Events	Events Hosted	Presentation to Community
Family Connections	11	7	0	7
Family Services	24	19	7	4
Settlement and Employment	61	10	12	25
ICMT				
Substance Use	105	5		35
Community Counselling and FS	4	4	0	1
Total	205	45	19	72

Outcomes:

Client Files	Continuously improve client service delivery and enhance client file maintenance.
Surveys	Collect and analyze input from clients, staff, volunteers, and stakeholders to improve services and current delivery models.
Inspections	Ensure organizational infrastructure and vehicles meet safety regulations.
Community Connections	Promote LCSS programs, maintain and create partnerships with stakeholders and stay informed on community trends.
Human Resources	Ensure programs delivery the highest quality of services by continuously developing staff and ensuring all programs are properly resourced.

Key Learnings

Accreditation plays an integral role in LCSSs' endeavour for continuous quality improvement of programs and services. As a staff driven initiative, PQI captures key elements, summarizes the scale of the work being accomplished and ensures accountability measures are in place.

Client File Review	Client File Review is an essential component for program oversight to ensure service plans, documentation, case supervision, file organization and appropriateness of service levels are being achieved. Each quarter, file deficiencies are identified, and staff are fully involved to improve service delivery components.
Surveys	Surveys continue to play a vital role in understanding the value of services being delivered to clients and the quality of relationships with community organizations, businesses and government stakeholders. Learnings also show that programs are working to improve survey methodology and adjusting services to meet client and stakeholder expectations.
Community Connections	LCSS places high importance on developing community relationships as highlight in the table for community impact.

Future PQI Quarterly Report Enhancements

- Standardize PQI reporting to collect more specific information on: Business Licensing, Health Permits, Building Inspections, WorkSafe Infractions and Staff Grievances.
- Reintroduce the PQI Scorecard throughout divisions and integrate the document into quarterly PQI Reviews. The new database will increase efficiency as data collection will move away from the manual collection of information.
- Explore ways to involve LCSS administration to become more involved in the PQI process which includes Finance and Human Resources.