



# **Performance and Quality Improvement Annual Report 2022-2023**

## LCSS COA Performance Quality Improvement Annual Report: 2022/23 (Fiscal)

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

### Quarterly PQI Process:

PQI quarterly reviews are staff driven and involve the collection, measurement and evaluation of data through 6 key elements: (1) client file review (2) administration of surveys, (3) meeting licensing and inspection requirements, (4) ensuring a healthy and safe workplace, (5) community relationships and (6) positive program outcomes and quality service delivery.

### Logic Model (Input, Activities, Outputs and Outcomes)

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

**Activities and Outputs:** Client Files, Surveys, Inspections, Drills, Community Relations.

**Outcomes:** client satisfaction and goal achievement, indicating positive program outcomes

### Family Services – CCRR & Family Place

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Client Satisfaction
<b>Outputs:</b> 41 Open Files reviewed. 10 Closed Files reviewed	<b>Outputs:</b> 426 Client Surveys	<b>Outputs:</b> 2 Site Safety Inspections	<b>Outputs:</b> 2 Incidents 4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)	<b>Outputs:</b> 67 Meetings attended 12 Community Events attended 3 Events Hosted 25 Presentations to Community	<b>Outcomes:</b> 93% of clients who completed feedback survey are satisfied with CCRR services overall  93% of clients who completed feedback survey reported receiving resources and information that helped them make positive parenting decisions

## Family Connections, Parent Outreach & Supported Visitation

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Client Satisfaction
<p>Outputs:</p> <p>39 Open Files reviewed.</p> <p>23 Closed Files reviewed</p>	<p>Outputs:</p> <p>115 Client Survey responses</p>	<p>Outputs:</p> <p>2 Site Safety Inspections</p> <p>1- Vehicle Safety Inspections</p>	<p>Outputs:</p> <p>3 Incidents</p> <p>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)</p>	<p>Outputs:</p> <p>7 Meetings attended</p> <p>16 Community Events attended</p> <p>0 Events Hosted</p> <p>4 Presentations to Community</p>	<p>Outcomes:</p> <p>91% of clients increased their knowledge of parenting</p> <p>93% of clients provide a safe and appropriate environment for children</p>

## Community Counselling & Family Success

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Client Satisfaction
<p>Outputs:</p> <p>41 Open Files reviewed.</p> <p>17 Closed Files reviewed</p>	<p>Outputs:</p> <p>58 Client Surveys</p>	<p>Outputs:</p> <p>2 Site Safety Inspections</p>	<p>Outputs:</p> <p>0 Incidents</p> <p>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)</p>	<p>Outputs:</p> <p>4 Community Meetings attended</p> <p>6 Community Events attended</p> <p>0 Events Hosted</p> <p>0 Presentations to Community</p>	<p>Outcomes:</p> <p>75 % of goals set by clients in Family Success showed an improvement</p> <p>84% of goals set by clients in Community Counselling showed an improvement</p>

## Settlement and Integration Services

Client Files	Surveys	Inspections	Safety and Wellness	Community Connections	Client Satisfaction
<p>Outputs:</p> <p>8 Open Files reviewed.</p> <p>3 Closed Files reviewed</p>	<p>Outputs</p> <p>84 Client Surveys</p>	<p>Outputs:</p> <p>2 Site Safety Inspections</p> <p>2 Kitchen Inspections</p>	<p>Outputs:</p> <p>0 Incidents</p> <p>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)</p>	<p>Outputs</p> <p>72 Community Meetings</p> <p>25 Community Events Attended</p> <p>8 Hosted Events</p> <p>13 Presentations to Community</p>	<p>Outcomes:</p> <p>97% of clients are satisfied with the service they receive</p> <p>90% of clients have a better understanding of life in Canada</p>

## Employment & Legal Services

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Client Satisfaction
<p>Outputs:</p> <p>53 Open Files reviewed.</p> <p>20 Closed Files reviewed</p>	<p>Outputs:</p> <p>193 Client Surveys (161 employment) (32 Poverty Law)</p>	<p>Outputs:</p> <p>2 Site Safety Inspections</p>	<p>Outputs:</p> <p>5 Incidents</p> <p>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)</p>	<p>Outputs:</p> <p>25 Community Meetings attended</p> <p>18 Community Events attended</p> <p>14 Events Hosted</p> <p>6 Presentations to Community</p>	<p>Outcomes:</p> <p>80% of clients have a better understanding of the Canadian Labour Market and work culture</p> <p>85% of clients are feeling supported with their legal issues as a result of coming to LCSS</p>

## Substance Use Services

Client Files	Surveys	Inspections and Risk Management	Safety and Wellness	Community Relations	Client Satisfaction
<p>Outputs:</p> <p>30 Open Files reviewed.</p> <p>14 Closed Files reviewed</p>	<p>Outputs:</p> <p>118 Client Survey results</p>	<p>Outputs:</p> <p>2 Site Safety Inspections</p> <p>264 THN kits offered to clients</p>	<p>Outputs:</p> <p>0 Incidents</p> <p>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)</p>	<p>Outputs:</p> <p>64 Meetings attended</p> <p>13 Community Events attended</p> <p>0 Events Hosted</p> <p>10 Presentations to Community</p>	<p>Outcomes:</p> <p>96% of clients who complete the feedback survey indicated they increased their knowledge of substance use at discharge</p> <p>68% of clients show reduced harms associated with substance use at discharge</p>

## Intensive Case Management

Client Files	Surveys	Inspections	Safety and Wellness	Community Connections	Client Satisfaction
<p>Outputs:</p> <p>8 Open Files reviewed.</p> <p>4 Closed Files reviewed</p>	<p>Outputs</p> <p>36 Client Surveys</p>	<p>Outputs:</p> <p>2-Site Safety Inspections</p> <p>1 annual Vehicle Inspections</p>	<p>Outputs:</p> <p>1 Incident</p> <p>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident)</p>	<p>Outputs</p> <p>55 Community Meetings</p> <p>0 Community Events Attended</p> <p>1 Hosted Events</p> <p>0 Presentation to Community</p>	<p>Outcomes:</p> <p>89% of clients state they have increased their knowledge of substance use</p> <p>42% of clients in the program achieved stable housing by 6 months</p>

## Summary of Community Impact for 2022-2023

Department	Community Meeting Attended	Community Events Attended	Events Hosted	Presentation to Community
Family Connections, Parent Outreach, Supported Visitation	7	16	0	4
Family Services – CCRR & FP	67	12	3	25
Community Counselling and FS	4	6	0	0
Settlement and Integration	72	25	8	13
Employment Services	25	18	14	6
ICMT	55	0	1	0
Substance Use Services	64	13	0	10
Executive Director	56	11	0	3
<b>Total</b>	<b>350</b>	<b>101</b>	<b>26</b>	<b>58</b>

### Key Observations and Learnings

Accreditation plays an integral role in our 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. The PQI File review committee tried 2 different review forms over the last year, which negatively impacted the number of files reviewed per program. Consensus from the File Review team was a preference to a narrative format rather than checklist format, where staff were able to highlight strengths and deficiencies against the mock file and offer suggestions and feedback when appropriate. We anticipate returning to our projected file review numbers in this next year.
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. All programs made a concerted effort this year to increase survey distribution and response rate among clients.

Community Connections	LCSS places high importance on developing community relationships as highlighted in the table for community impact. Our community reach is extensive, through committees, events, and presentations. We have emerged from the COVID 19 pandemic restrictions with an ability to strongly promote LCSS programs, maintain and create partnerships with stakeholders and stay informed of community trends.
Client Satisfaction	Client feedback indicates high levels of satisfaction in all programs. Clients indicate feeling supported by program staff, increasing their knowledge of skills and supports, and improving their overall quality of life by attending our services.

- An agency this size has an impressive reach into the community. **As an agency, we sit on 57 committees.** Staff and Management attended many community events, with representation over 100 times in the community, often with multiple departments present. Some key events included: Langley Community Day, International Overdose Awareness Day, the AAMSA Conference, the Langley Work BC Job Fair, National Indigenous Peoples Day, Stay Gold Car Show, and the Aldergrove Christmas Parade
- As the agency continues to grow and add new programs, there is a greater need for a part-time accreditation coordinator to ensure the agency is compliant with COA standards.
- The workload for administrative and management staff increases as the agency grows and expands.