



Performance and Quality Improvement Plan (PQI)

April 1, 2025 – March 31, 2026

Performance and Quality Improvement 2024/2025 Year in Review

The PQI committee set the following goals for the 2024-2025 fiscal year:

1. Plan 2 PQI focused agency trainings for 2024/25 All Staff Trainings and engage PQI committee members in the presentations.

Review: The PQI committee did a presentation on Case Record Reviews at the November 2024 All Staff Meeting. Tracie and Pam from the committee volunteered to present. The PQI committee did a presentation on Logic Models at the March 2025 All Staff Meeting. Pam volunteered to present.

2. Explore 2 new creative ways to increase client engagement with feedback surveys and implement one of them.

Review: Survey drop boxes were installed in a couple of program areas to encourage survey responses. Poverty Law found this to be a successful way to increase feedback. Some programs began a more consistent timeline distribution of surveys during client service, and this increased response rate in the Family Connections program. Still room for improvement and will continue to be a goal of the committee.

3. Review the LCSS PQI Backgrounder document by March 2025.

Review: The LCSS PQI Backgrounder document has been reviewed, and no significant changes or updates are needed at this time, other than the Org chart.

4. Conduct quarterly review of critical incidents in order to provide timely recommendations for improvement. Create more specific categories in the report to ensure accurate trend analysis.

Review: The PQI committee reviewed critical incidents quarterly and created more specific categories in the report. Concerning trends included assault and overdoses. Time of year also seems to impact the types of incidents being reported.

5. Introduce a co-chair of the PQI Committee (manager), and coach at least 1 staff member of the PQI committee to take on co-chair responsibilities by next year. Create Terms of responsibility for roles.

Review: Not achieved in the 2023/24 fiscal year and will be brought forward in the next plan.

For the 2025-2026 fiscal year, the PQI team will focus on the following goals:

1. Explore QR codes as a creative way to increase client engagement with feedback surveys.
2. Introduce a co-chair of the PQI Committee (manager), and coach at least 1 staff member of the PQI committee to take on co-chair responsibilities by next year. Create Terms of responsibility for roles.
3. Continue to review critical incidents on a quarterly basis for trend analysis
4. Begin reviewing COA PQI standards to ensure ongoing compliance. Engage PQI committee members in standards review to ensure thorough understanding.

Performance and Quality Improvement Structure

The PQI Team operates with a revolving membership. Current members are:

- Senior Manager, Substance Use Services (chair)
- Manager, Community Counselling & Family Success
- Manager, Intensive Case Management Team
- Director, Settlement & Employment
- Manager, Settlement & Integration
- Staff person, CCRR
- Staff person, Family Connections
- Staff person, Family Place
- Staff person, Intensive Case Management Team
- Staff person, Poverty Law
- Staff person, Settlement Services
- Administrative Coordinator

File Review Committee

- Senior Manager, Substance Use Services (chair)
- Staff person, Child Care Resource & Referral
- Staff person, Family Connections
- Staff person, Family Place
- Staff person, Family Success
- Staff person, Intensive Case Management Team
- Staff person, Settlement Services
- Staff person, Substance Use Services

It is the intent that managers, supervisors, and staff will rotate on and off the PQI and File Review Teams as appropriate.