



# **Performance and Quality Improvement**

## **Annual Report**

### **2024-2025**

## **LCSS COA Performance Quality Improvement Annual Report: 2024/25 (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  |
|---|--|---------------------------------------|--|--|--|
| Outputs:<br>10 Open Files reviewed.<br>24 Closed Files reviewed | Outputs:<br>169 Client Surveys completed (102 FP; 67 CCRR) | Outputs:<br>3 Site Safety Inspections | Outputs:1 Incident<br>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs:<br>85 (44 CCRR, 41 FP) Meetings attended<br>37 Community Events attended (26 CCRR; 11 FP)<br>31 Events Hosted (23 CCRR; 8 FP)<br>54 Presentations to Community (CCRR 53 FP 1) | 88 % of clients who completed feedback survey are satisfied with CCRR services overall<br>86 % of clients who completed feedback survey reported receiving resources and info 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  |
|---|--|--|---|---|--|
| Outputs:<br>64 Open Files reviewed.<br>35 Closed Files reviewed | Outputs:<br>94 Client Survey responses | Outputs:<br>3 Site Safety Inspections<br>1 Vehicle Safety Inspection | Outputs:<br>4 Incidents<br>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs:<br>26 Meetings attended<br>10 Community Events attended<br>0 Events Hosted<br>3 Presentations to Community | Outcomes:<br>87% of clients increased their knowledge of parenting<br><br>93% of clients provide a safe and appropriate environment for children |

## **Community Counselling & Family Success**

| Client Files  | Surveys  | Inspections and Risk Management       | Safety and Wellness   | Community Relations  | Client Satisfaction   |
|---|--|---------------------------------------|---|--|---|
| Outputs:<br>50 Open Files reviewed.<br>29 Closed Files reviewed | Outputs: 56 Client Surveys completed (44 CC; 12FS) | Outputs:<br>3 Site Safety Inspections | Outputs:<br>1 Incidents<br>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs:<br>5 Community Meetings attended<br>11 Community Events attended<br>0 Events Hosted<br>2 Presentations to Community | Outcomes:<br>89 % of goals set by clients in Family Success showed an improvement<br><br><b>79 %</b> of goals set by clients in Community Counselling showed an improvement |

## **Settlement and Integration Services**

| Client Files  | Surveys                                 | Inspections  | Safety and Wellness   | Community Connections  | Client Satisfaction   |
|---|---|--|---|--|---|
| Outputs:<br>40 Open Files reviewed.<br>16 Closed Files reviewed | Outputs<br>239 Client Surveys completed | Outputs:<br>3 Site Safety Inspections<br>1 Kitchen Inspections | Outputs:<br>3 Incidents<br>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs<br>24 Community Meetings<br>26 Community Events Attended<br>19 Hosted Events<br>9 Presentations to Community | Outcomes:<br>82% of clients are satisfied with the service they receive<br><br>74% of clients have a better understanding of life in Canada |

## **Employment & Legal Services**

| Client Files  | Surveys  | Inspections and Risk Management       | Safety and Wellness   | Community Relations   | Client Satisfaction   |
|---|--|---------------------------------------|---|---|---|
| Outputs:<br>30 Open Files reviewed.<br>13 Closed Files reviewed | Outputs:<br>78 Client Surveys<br>(38 employment)<br>40 (Poverty Law) | Outputs:<br>3 Site Safety Inspections | Outputs:<br>1 Incidents<br>3 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs:<br>4 Community Meetings attended<br>4 Community Events attended<br>21 Events Hosted<br>7(5 PL, 2ES) Presentations to Community | Outcomes:<br>94 % of clients have a better understanding of the Canadian Labour Market and work culture<br><br>100 % of clients are feeling supported with their legal issues as a result of coming to LCSS |

## **Substance Use Services**

| Client Files  | Surveys                                 | Inspections and Risk Management  | Safety and Wellness   | Community Relations   | Client Satisfaction   |
|---|---|--|---|---|---|
| Outputs:<br>40 Open Files reviewed.<br>16 Closed Files reviewed | Outputs:<br>106 Client Survey responses | Outputs:<br>3 Site Safety Inspections<br><br>318 THN kits offered to clients | Outputs:<br>2 Incidents<br>4 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs:<br>60 Meetings attended<br>9 Community Events attended<br>0 Events Hosted<br><br>10 Presentations to Community | Outcomes:<br>98 % of clients who complete the feedback survey indicated they have learned some new and helpful ways to reduce harms associated with SU<br><br>65 % of clients show reduced harms associated with substance use at discharge |

## **Intensive Case Management**

| Client Files  | Surveys                                | Inspections  | Safety and Wellness  | Community Connections   | Client Satisfaction   |
|---|--|--|--|---|---|
| Outputs:<br>32 Open Files reviewed.<br>12 Closed Files reviewed | Outputs<br>26 Client Surveys completed | Outputs:<br>2 Safety Inspections<br><br>0 annual Vehicle Inspections | Outputs:<br>50 Incidents<br>3 Drills performed (Fire, Earthquake, Explosion, Violent Incident) | Outputs<br>94 Community Meetings<br>8 Community Events Attended<br>0 Hosted Events<br><br>3 Presentation to Community | Outcomes:<br>88 % of clients state they have increased their knowledge of substance use |

## 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 | 26                         | 10                        | 0             | 3                         |
| Family Services – CCRR & FP                               | 85                         | 37                        | 31            | 54                        |
| Community Counselling and FS                              | 5                          | 11                        | 0             | 2                         |
| Settlement and Integration                                | 24                         | 26                        | 19            | 9                         |
| Employment Services                                       | 4                          | 4                         | 21            | 7                         |
| ICMT  | 94                         | 8                         | 0             | 3                         |
| Substance Use Services                                    | 60                         | 9                         | 0             | 10                        |
| Executive Director  | 14                         | 9                         | 1             | 0                         |
| <b>Total</b>  | <b>312</b>                 | <b>114</b>                | <b>72</b>     | <b>88</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.

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| 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 note high levels of client satisfaction, however, agency wide, we endeavour to increase survey response rate by creatively engaging all levels of stakeholders. |
| 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 consistently strive to 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.   |

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| Safety & Wellness | The agency has experienced a significant increase in incident reports this last fiscal year, across many program areas, related to both staff and clients. Ensuring staff safety is paramount, and we continue to stay on top of trends. |
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- An agency this size has an impressive reach into the community. **As an agency, we sit on 44 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: The Stolen Sisters Walk, Langley Community Day, International Overdose Awareness Day, GlobalFest, 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.