



# **Performance and Quality Improvement Plan (PQI)**

**April 1, 2026 – March 31, 2027**

## **Performance and Quality Improvement 2025/2026 Year in Review**

The PQI committee set the following goals for the 2025-2026 fiscal year:

1. Explore QR codes as a creative way to increase client engagement with feedback surveys.  
*Review: This was explored by a few programs, with varied results. Programs will continue to implement the QR code as a method of encouraging client feedback.*
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.  
*Review: This was not completed, and will be carried forward into next year.*
3. Continue to review critical incidents on a quarterly basis for trend analysis  
*Review: Quarterly review of critical incidents proved to be useful to stay on top of trends and concerns. We will continue this practice.*
4. Begin reviewing COA PQI standards to ensure ongoing compliance. Engage PQI committee members in standards review to ensure thorough understanding.  
*Review: The PQI Committee began reviewing the PQI COA standards during meetings, and will continue this process in the upcoming year.*

**For the 2026-2027 fiscal year, the PQI team will focus on the following goals:**

1. Continue reviewing COA PQI standards and engage PQI committee members in the review.
2. Create a timeline and a plan in preparation for re-accreditation, to ensure all staff understand the role and function of PQI in the agency. Include PQI Committee members in PQI presentations at All Staff Meetings.
3. Reintroduce knowledge tests at All Staff Meetings.
4. 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.

## **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
- Manager, Human Resources
- Staff person, CCRR
- Staff person, Family Connections
- Staff person, Family Place
- Staff person, Intensive Case Management Team
- Staff person, Community Law
- Staff person, Settlement Services
- Staff person, Substance Use Services
- Staff person, Employment 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.