

PQI Minutes – November 14/2019

Follow up from last month:

- Client Feedback
 - After going through the results of the client feedback surveys that we did program by program and putting them all together to get the agency overview, we found that in general our clients are quite happy with the service they receive, even more so than our partner organizations. This is both positive and a challenge as it means currently, we are doing great work, but it also means that we have a very high standard to keep up with so we will see how we stack up when we do this again next year.

Category	Clients	Partners	Employees	Community
Mission Statement	4.3/5	4.2/5	Coming in	Coming in
Ethics	4.4/5	4/5	December	2020
Professionalism	4.6/5	4/5	2019	
Collaboration	4.5/5	3.9/5		
Core Values	4.5/5	4.5/5		
Knowledge	4.6/5	4.3/5		
Safety	4.6/5	3.9/5		

Monthly Mandatory Task’s (refer to PQI Activity Schedule):

- File Audits (SHOP, Third Party, Spero, Maverick, and Juniper House)

SHOP

The only consistent issue with these program files is that the last names are not being capitalized which is the agency standard. Only other concern is some forms are missing signatures, but this could be the result of denied consent.

Third Party

Aside from needing to indicate “NA” under consent package on the mock file as these files do not have consent packages attached to them, this programs files are in great shape.

Spero

The closed Spero files need to start using some form of notifier so auditors are able to tell whether the file is closed or open. Multiple files were found to have loose papers in them that need to be secured. Multiple files were also found to have documents present but not signed (mostly consent forms). PQI Team Lead is working with the program coordinator to set a follow up to remedy the files that need to be updated.

Maverick

All documents for this program were present in all files but several consent packages were either left unsigned or signed improperly. Additionally, the auditors had a hard time determining whether a file was closed. Moving forward this program will be adding stickers to the front of files to indicate if it is closed.

Juniper House

Aside from an intake form in the LaLe file that was present but not filled out, all the files submitted were in line with the mock file.

Additional Agenda Items

- Proposed Exit Document
 - You all have in front of you my first draft of a document that will allow us to track the reasons that we have people being exited from our housing sites. For starters, everybody take a minute to look it over and tell me how I can make it more useful, if anything is missing, misspelled, or any other improvements to be made. As for the reasons for exit, can anybody think of something I have missed?
 - Now moving forward, what will happen (possibly in time for next PQI but more likely in the new year) is anytime a client is exited from a housing program one of these will be submitted and we will review them at each meeting to ensure we are being consistent across the agency.
- New Direction for PQI Leadership
 - Initially the plan was to have everybody spend one year on the committee with the chair spending two years meaning I would be stepping down in March with Angela taking over wo would do it for a year then somebody else would. However, after discussions with our COA consultant, Bob, and Kim, as well as me feeling like after doing this for nine months and I'm still just figuring it out, the decision has been made that my role as lead will continue as long as I'm the COA manager as well. I don't recall the history behind why we thought it would be best to have the position be rotational, but after those meetings and working with PQI leaders from the lower mainland we have found that way of doing it is simply not the best way if we want to maintain consistency and improvement.
 - This being said, I am incredibly appreciative of Angela and the others who put their names forward to take on the role and as I work on the structure of the committee I'm going to find a way to increase her role and responsibilities.
 - Additionally, I am going to change the terms for your memberships on the committee as well. We are going to make it a minimum of one year with the option to extend it to two years. This will cut down on the need for additional training and will allow us to be more efficient if we are able to retain members.