

## November 2020 PQI Report

The main tasks for the PQI Committee this month were file audits for five programs (Crossroads, Mission Flats, Juniper, Maverick, and Spero), a review of the data from the Employee Engagement Survey, and to prepare the Client Feedback Survey.

### File Audits

We are once again seeing that since the agency began the COA/PQI process with a focus on proper filing and organization within our programs that these file audits are becoming more of a formality than a large task as they were in the past. The biggest indicator of this has been the Crossroads files as even as recently as a year ago there was a lot of issues and mistakes found in these files, whereas this year there were very few concerns that needed to be brought to the coordinator. The common theme we did see among the files that needs correction is around Wellness Plans as many programs had the documents left blank. We have informed the coordinators that while it is the clients choice to complete a Wellness Plan or not, we simply need to mark “Declined” on the blank form so when we are audited by COA it will be clear that we offer Wellness Plans to clients, but many choose not to partake.

### Employee Engagement Survey

There was very little to discuss in regard to the Employee Engagement Survey this year as there was little to no change in any of the categories from the 2019 data (see below for complete comparisons among all the stakeholder groups. In fact, the largest changes in the data were three instances of a 0.1 out of 5 change (one decrease and two increases) with all the feedback being very positive. The only discussion the committee had around this was whether we believe it. Many of us have one to one conversations with our coworkers and while there is not rabid descent amongst the staff, the committee found it hard to believe all of the incredibly positive feedback that was given. It was noted by at least one committee member that she had been told by coworkers that they believed despite the staff being told it is anonymous it somehow isn't so they did not want to give any negative feedback. While the committee agreed we do not distrust the process and the anonymity of the survey, this could be the case. While the committee is not going to make it an official recommendation, we do believe it may be worth exploring the 2021 survey being sent out by the PQI committee instead of Human Resources and see if there is any change in the feedback or participation.

Category	Clients - 2019	Partners - 2019	Partners - 2020	Employees - 2019	Employees - 2020	Community - 2020
Mission Statement	4.3/5	4.2/5	4.4/5	4.2/5	4.2/5	Merritt – 2.95 Penticton – 2.7 Kamloops – 2.05
Ethics	4.4/5	4/5	4.5/5	4.4/5	4.3/5	Merritt – 3.5 Penticton – 3.2

						Kamloops – 2.35
Professionalism	4.6/5	4/5	4.3/5	4.2/5	4.3/5	Merritt – 3.85 Penticton – 3.45 Kamloops – 2.55
Collaboration	4.5/5	3.9/5	4.3/5	4.5/5	4.5/5	Merritt – 3 Penticton – 2.35 Kamloops – 1.8
Core Values	4.5/5	4.5/5	4.3/5	4.5/5	4.5/5	Merritt – 3.3 Penticton – 2.65 Kamloops – 2.05
Knowledge	4.6/5	4.3/5	4/5	4.1/5	4.2/5	Merritt – 2.25 Penticton – 2.25 Kamloops – 2.35
Safety	4.6/5	3.9/5	4.2/5	4.2/5	4.2/5	Merritt – 2.5 Penticton – 2 Kamloops – 1.5
Cultural Safety			4.3/5		4.5/5	Merritt – 3.05 Penticton – 2.95 Kamloops – 2.45
Increasing Community Knowledge						Merritt – 2.25 Penticton – 1.65 Kamloops – 1.9
ASK's Responsibility to Deal With All Homelessness Issues (5 means it is solely ASK's responsibility)						Merritt – 2.65 Penticton – 2.25 Kamloops – 2.65

### Client Feedback Surveys

We will be doing a push to receive as many Client Feedback Surveys as possible in December ahead of the January PQI meeting where we will review the results. We have not made any changes to the process around these surveys but we have updated/added a few questions to this year's edition. We have added a question about cultural safety as that is one of our agency initiatives that has been updated in the past year. We also added a question about the agency's response to COVID-19.