

PQI Meeting Minutes

Date: February 25, 2021

Time: 1:15pm – 3:00pm

Attendees: Michael McDonald, Puneet Malhi, Andrina Tenisci, Angela Papou, Geyna Diachuk, Andrea Terakita, Amy MacDonald, Christine Leicester, Melissa Collick, Megan Nelson-Smith, Tilia White

Agenda:

1) Check Ins

- a. New member: Geyna

2) Follow up from last month

- a. Client Feedback

- How can we make clients feel more liberated to speak up about their program? Some places have tried client committees. Do our clients feel comfortable coming to us to ask us what is going on?
 - o Burdock clients have started this without the staff asking them to organize it. The initial meeting, the clients made flyers and sent them around Burdock, stating that staff were not invited. Then there was another meeting planned that staff were invited to come to. The clients asked staff to come to a meeting to explain their concerns and frustrations. After, the one spokesperson met with Kenneth to have the open dialogue. Was easier to have one person speak for the whole. This has worked really well. However, the moment staff got involved, it stopped happening.
 - o Maybe this needs to stay casual, to when there is a concern that is gets brought forward. Have one client to represent the whole.
 - o Maybe have a meeting with a Tenant Support Worker instead of the Coordinator. Typically, going to meet with the Coordinator is not a good thing.
 - o Maybe have it completely client lead instead of having the staff give guidance.
 - o Positive outcome from the meetings that did happen.
 - o Was there follow up with the clients?
 - Casual conversations talking about how it was cool, asking how they felt about it and the changes that happened from the meetings.
 - o Some clients were calling it a strata meeting but Kenneth tried to make sure that it was called something else (i.e., round table, collaboration meeting, etc.)
 - o Juniper had something similar pre-Covid that would happen during eating time. More relaxed and not planned. We tried to do a monthly one but it did not last.
 - Maybe as the weather gets nicer we can do something outside.
 - o At Crossroads the building is older and most people know what is going on and they typically come to us if they have questions. The only issue is that they want to know more about what is happening behind the scenes.
 - Maybe a suggestion box.

- Do you think the client survey is geared enough to ask how the client is doing?
- How else could we receive additional feedback from clients?
 - o CLBC – I do not really know what would help. But right now, staff do check in's with clients. Pre-Covid we would have informal group gatherings together and ask. Response was dependent on the group and relationships that they had with their worker. We also hand out the surveys that we were given.
 - o SHOP – find that clients do not want to do paperwork with us. When we have conversations, we can find out what is and isn't working. Our language is different than what they use.
 - Instead of giving them the paper, maybe we fill it out for them in conversation.
- Can a peer or client help make the survey? Ask more specific questions to the program (i.e., do you feel that Outreach has met your needs?). Surveys that are based on the program.
- BC Housing just sent one to Penticton to use (going to send to Andrina and Mike to review).
- If you notice that another agency is doing something different, bring it to the table. Great way to learn.
- Gathering feedback along the way. I.e., maybe if someone gets a warning in Supportive Housing, give them an option to give feedback at that time as well.
- Start a client like group – do a few people want to sign up to have a breakout room to brainstorm?
 - o Christina, Geyna, and
 - o Have a client sit in to give feedback

3) New Business

a. File Audits – Housing Outreach Kamloops, Surge, CLBC, AAA, and Silverthreads

- CLBC – Christine and Andrina
 - o Consent forms feel behind because of Covid (outdated).
 - Consent forms can be completed ahead of the due date.
 - o Some clients who have been there for a long time, had older forms. Maybe we should have a cover sheet for when new forms need to be updated.
 - Think some of the files they had were closed files.
 - o Specify if the client is a cluster or not.
- Silverthreads – Melissa and Andrina
 - o Missing a mock file and digital copy of files.
- Housing Outreach Kamloops – Tilia and Mike
 - o Due to Covid, have been getting verbal consent for forms but it needs to be noted on the form that it was verbal.
 - o Outdated consents.
- Surge – Mike

b. 2021 PQI Plan

- SHOP – might be worth measuring how many people utilize the safe suite. It has been used differently with the different types of housing. With Covid, there has been a decrease with our ability to help folks.
- How often are client goals reviewed and reset? What is the process to make sure goals are relevant?
 - o Crossroads – sometimes it is a little too much to ask clients to set goals, especially when they first move in. Sometimes we will tell them a goal and see if they agree with it.
 - o Burdock – first couple days we see if there are any health concerns; do they have a doctor; do they have ID. All clients are different. Basic questionnaire. We have another document that is more detailed about goals. We don't have set times to check in with a client, but every Tenant Support Worker takes on 10 clients files to follow up on to make sure no one is following through the cracks (not a case manager).
 - Sending the more detailed document to Andrina and Mike.
- You cannot measure health; it is not a quantitative outcome, but we could track something.
- Trying to develop a rainbow group.
- Will be looking at these measurements every meeting moving forward.
- Long term goal: clients will be able to complete exit's on ShareVision.

4) For Next Meeting

a. Critical Incident Report Review for December, January, and February

- December: Angela
- January: Andrina
- February: Andrea

b. Review Outcome Data for All Housing Programs

5) Next Meeting

Date & Time: March 25/2021