

July 2021 PQI Report

The area of focus for the PQI Committee this month were reviewing 2021 First Quarter's

Program Participant Sub-Committee Update

The sub-committee has reviewed the current options that program participants have for providing feedback on their program. Current options include Facebook, the ASK Wellness Society website, annual program participant feedback surveys, written notes, and one-on-ones with their staff and/or coordinator. The question remains as to how the coordinators deal with feedback they receive; looking to understand how the feedback is recorded, as well as how it is addressed. Additionally, the sub-committee is looking to gather information on how staff are currently trained on how to properly handle feedback; is there a process in place that staff are made aware of? The sub-committee, through an email from the PQI chair, will be circulating a questionnaire to all program coordinators to gather the current processes in place, to best understand the starting point of program participant feedback and how to further improve and enhance. One committee member shared their program's grievance process that is currently under review. The Committee chair will also include the request for a copy of each program's grievance process form within the circulated email to coordinators.

The sub-committee has ideas on future options to increase the opportunity for program participant feedback; this includes the creation of a feedback form on ShareVision, a Town Hall meeting, a Feedback Box, a Program Participant led Committee, and other technologically based links. Prior to any of these ideas will be acted on further, the sub-committee will be analyzing the responses from the coordinators.

Housing Outcomes Reports Q2 Review

The PQI Committee reviewed the Second Quarter's Housing Outcomes report. While at first glance, the "still housed" numbers look very positive, through analysis the PQI chair confirmed that the numbers can be deceptive. Often, coordinators and staff who are submitting the exit reports respond with an "unknown" answer as to where individuals are being exited to and are therefore not represented in the data. In most circumstances, if individuals have a place to move to upon exit, the staff are aware. The behavioural exits that take place suddenly most commonly result in shelter living. The PQI Committee recommends that the form be adjusted so that "unknown" is removed as an option.

The PQI Committee discussed the protocol for suite abandonment and came to the conclusion that the view of suite abandonment varies, depending on the program. Some housing sites have individuals who access their units less frequently, but who pay their rent and inform staff of their typical schedule; this is therefore accepted at said site. Other housing programs have a different expectation of what is expected for suite access, and expect the residents to utilize their home on a more frequent basis. The committee believes this is something to be taken to the Chief Operating Officer to clarify expectations for housing sites across the agency. An extension of this discussion was exploring how men and women accessing services can look very different, as far as supports that are needed and comfort level when accessing those supports, based on past trauma.

When reviewing the data across the quarters, the Committee found it difficult to report on the information at hand, as there is currently no benchmark set for “success”. For example, the Committee is curious if BC Housing or Senior Leadership have a range or a benchmark number that we are looking to achieve for a retention rate across the different forms of housing. The PQI chair will be following up with both BC Housing and the COO to investigate whether this exists.

Employment Program Participant Review

The Committee reviewed the Mattress Recycling Program and Employment Readiness Program feedback form. While the scale-rating questions were positively viewed, the Committee had difficulty in understanding whether employment program participants are viewed as staff or participants and suggest a tiered system under an expanded employment umbrella. The committee believes the program needs to be more well defined before this feedback from can be properly assessed for edits.

Consent and Documentation

The SHOP program has made a suggested addition to their consent form, where they have added a section for friends or family members, with whom ASK could share information with. This has not yet been approved by their supervisor, but the Committee agreed this would be a welcome addition on all program participant consent forms.



Wellness Society
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Streets → Homes → Health → Employment

	AAA		AASH/MHASH		AASH Merritt		ACT/ICM	
	2021 Q2	2021 Q1	2021Q2	2021 Q1	2021Q2	2021 Q1	2021Q2	2021 Q1
Units	24		19		5		20	
Exits	1	1	10	5	4	4	2	N/A
Total Clients	25	25	29	24	9	9	22	N/A
Behavioural Exits	0 N/A	0 N/A	4 10%	1 20%	2 50%	1 25%	1 50%	N/A
Retention	96%	96%	66%	79%	56%	56%	91%	N/A
Successful Exit/Graduation/Transfer	1 100%	0 0%	4 40%	1 20%	1 25%	2 50%	0 0%	N/A
Still Housed	25 100%	24 96%	29 100%	20 83%	9 100%	7 78%	21 95%	N/A

	Bridgeway		Burdock		Crossroads		HLH	
	2021Q2	2021 Q1	2021Q2	2021 Q1	2021Q2	2021 Q1	2021Q2	2021 Q1
Units	13		62		50		28	
Exits	2	1	6	8	9	5	3	2
Total Clients	15	14	68	70	59	55	31	30
Behavioural Exits	0 N/A	0 N/A	2 33%	4 50%	1 11%	3 60%	0 NA	0 N/A
Retention	87%	93%	91%	89%	85%	91%	90%	93%
Successful Exit/Graduation/Transfer	0 0%	0 0%	3 50%	3 38%	4 44%	1 20%	1 33%	1 50%
Still Housed	15 100%	13 93%	68 100	65 93%	58 98%	5 93%	31 100	29 97%



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	Fairhaven		Juniper		Spero		Maverick	
	2021Q2	2021 Q1	2021Q2	2021 Q1	2021Q2	2021 Q1	2020	2021 Q1
Units	43		29		58		23	
Exits	3	2	1	3	8	5	4	7
Total Clients	46	45	30	32	66	63	27	30
Behavioural Exits	2 67%	1 50%	1 100%	0 N/A	2 25%	3 60%	1 25%	3 43%
Retention	93%	96%	97%	91%	88%	92%	85%	77%
Successful Exit/Graduation/Transfer	0 0%	1 50%	0 0%	2 66%	3 38%	1 20%	3 75%	3 43%
Still Housed	46 100%	44 98%	30 100%	31 97%	66 100%	59 94%	27 100%	26 87%

	Mission Flats		Silverthreads		Surge	
	2021Q2	2021 Q1	2021Q2	2021 Q1	2021Q2	2021 Q1
Units	54		8		10	
Exits	1	0	0	2	10	7
Total Clients	55	54	8	10	20	17
Behavioural Exits	1 100%	0 N/A	0 NA	0 N/A	0 0%	1 14%
Retention	98%	100%	100%	80%	50%	59%
Successful Exit/Graduation/Transfer	0 0%	0 NA	0 NA	2 100%	7 70%	4 57%
Still Housed	55 100%	54 100%	8 100%	10 100%	20 100%	14 82%