



PQI Quarterly Report

Performance & Quality Improvement

Q1 - Prepared for 1/1/26 - 3/31/26

Introduction

Welcome to our PQI Quarterly Report! This report is for all stakeholders, including clients, staff, community members, board members, funders and any individual who is interested in the great work that we do. PQI - Performance and Quality Improvement - is an integral part of our organization. We are always open and willing for new opportunities to change and grow. We hope this report demonstrates our commitment to the clients we serve, our transparency for when things don't go as well as planned, and desire to receive feedback from others. If you have ideas on how this document can be improved, please let us know!

Also, if you have questions or want more details about a certain area, ask us - we're working to find a balance between pertinent information and information overload. We track a lot of data and we aim to include the most relevant to help our stakeholders understand our work.

One highlight from this past quarter involves our development of our Boosts. We utilized several grants to pay for car repairs, oil changes, veterinary bills, groceries, infant car seats, and children's clothing for over 25 clients. These Boosts enabled the families to remain independent of their abusive ex and support their household's ability to go to work and school, plus remain safe. Thank you to our donors who make this life-changing work possible.

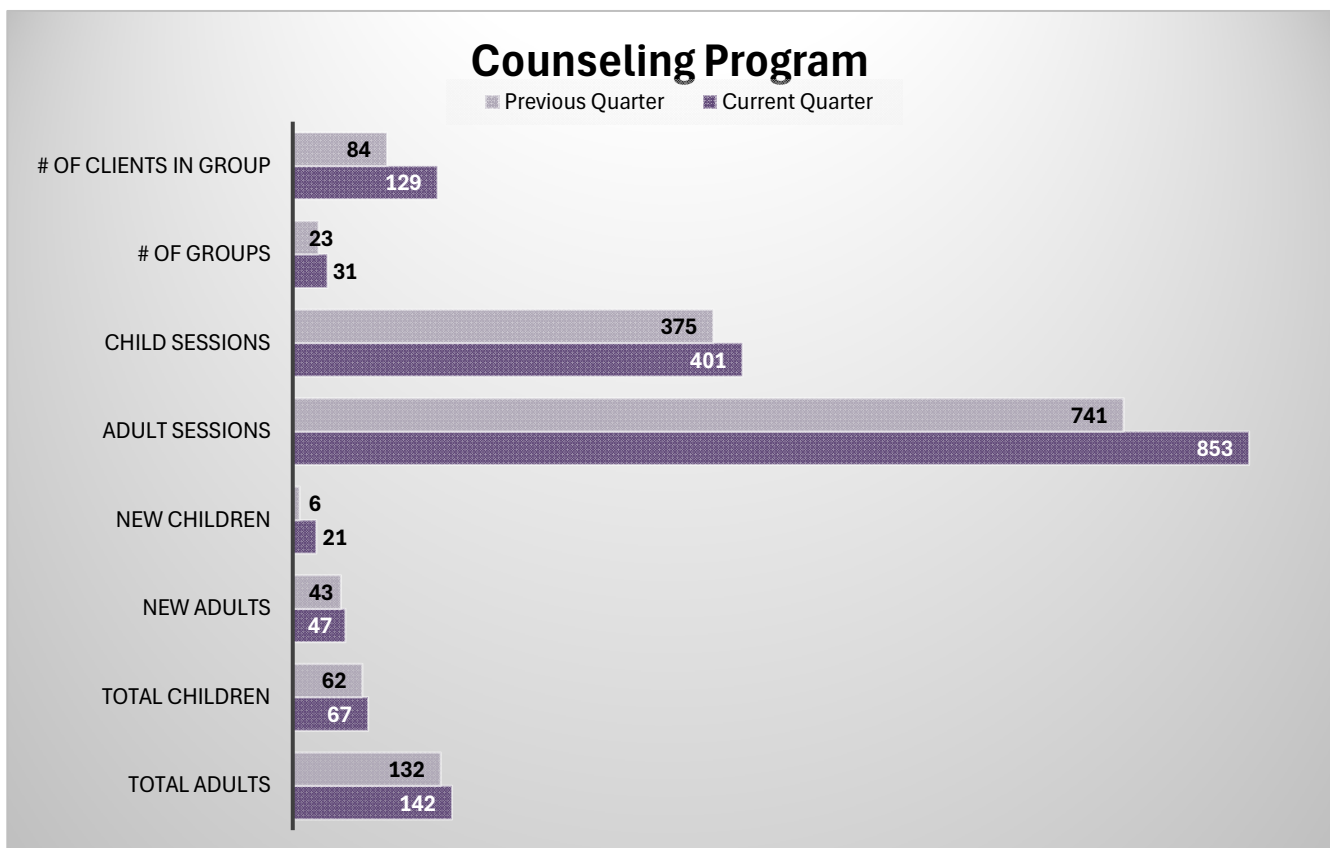
Output (Service Delivery)

During Q1 2026, service delivery across core program areas reflected **continued stability alongside increased overall utilization**. A total of **1,031 clients were served in Q1**, compared to **957 in Q4**, representing an **approximately 7.7% increase in overall service utilization**.

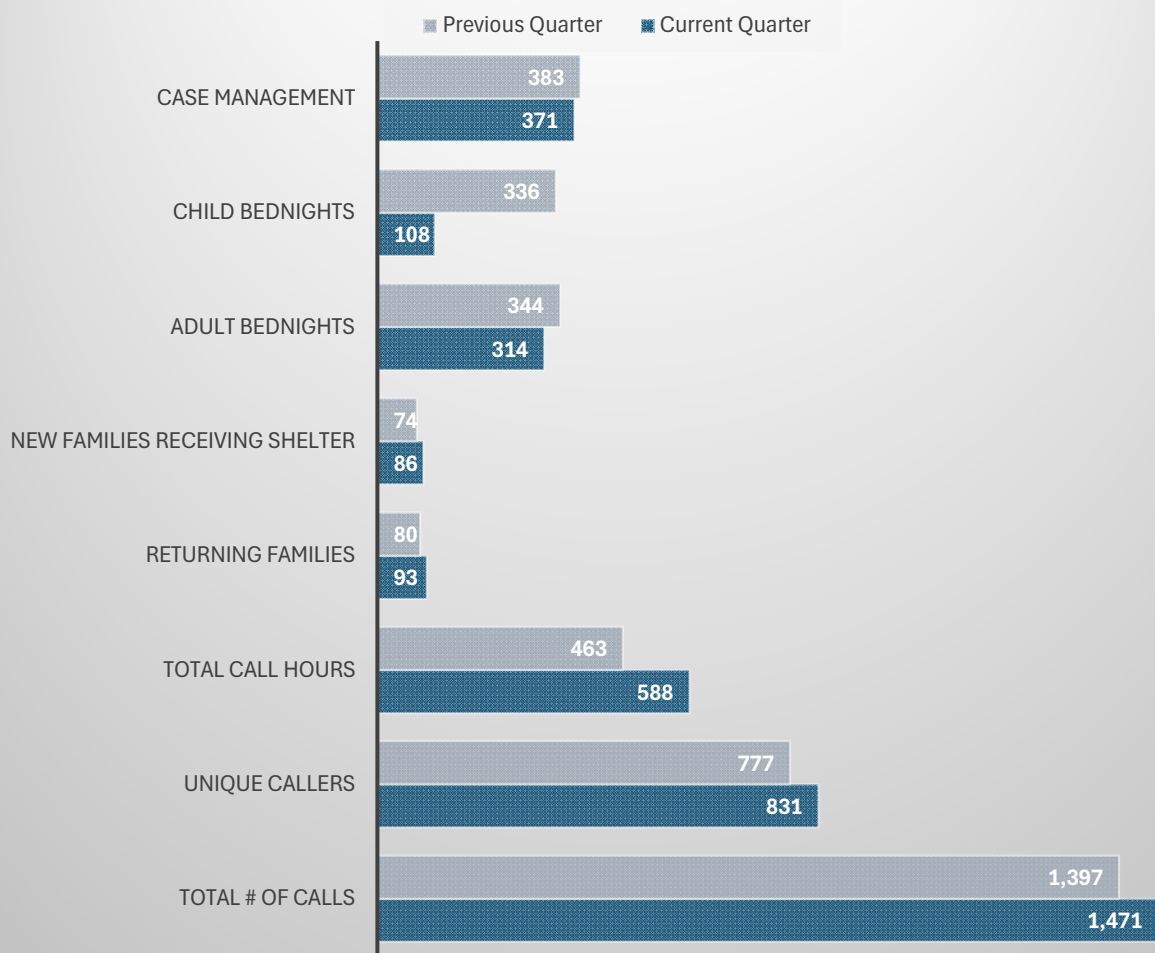
This growth was observed across all direct service program areas. Notable increases were more people calling our crisis line, coming to group, and attending counseling sessions. The lower numbers last quarter may be due to the holidays interrupting counseling services. We believe this is an annual trend.

The use of court advocacy services also increased.

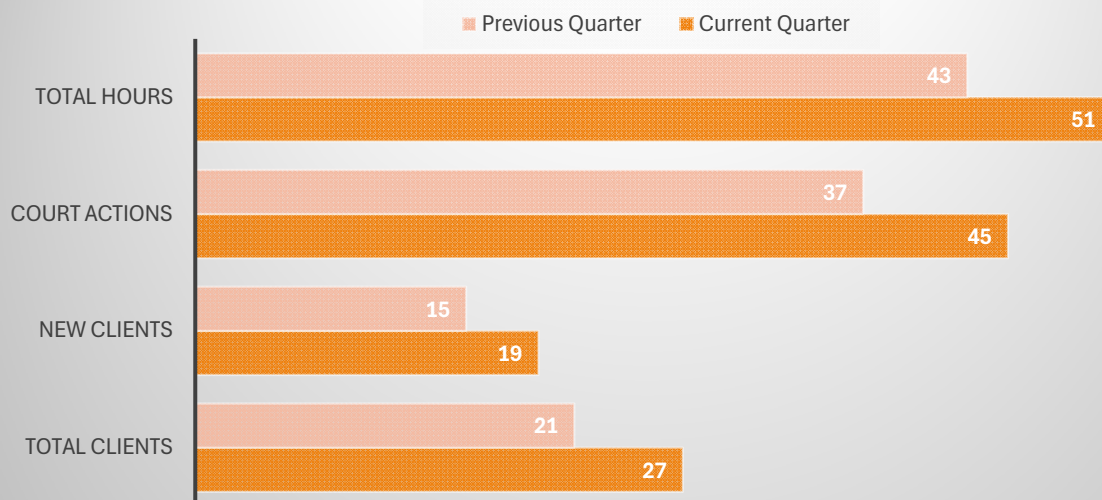
Overall, ALIVE **actively responded to client needs last quarter**, with no significant disruptions in service delivery. The increase in utilization highlights the importance of **continued monitoring of capacity to ensure sustained access to services**, particularly within the crisis line and shelter program.



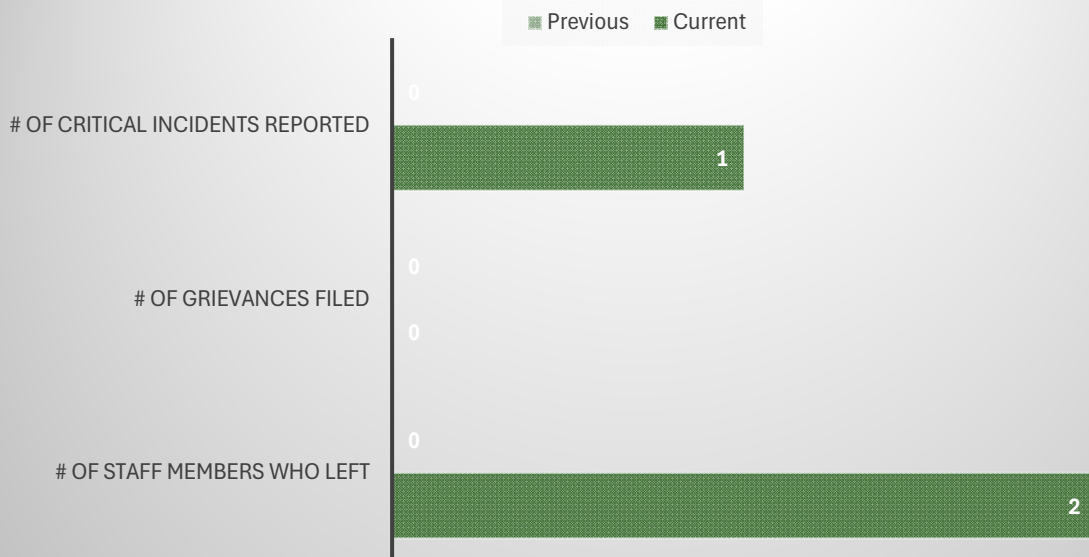
Crisis Calls/Shelter



Court Advocacy



Human Resources



Workplace Safety Review Summary

Our new Operations and Administration Manager, Tiara, has started to coordinate and track the monthly Workplace Safety checks in both offices. She also facilitated a walk-through the STL office with the Fire Inspector. There have been no significant findings this past quarter. The Critical Incident we experienced involved our CIS staff members finding a NOS client unresponsive then quickly seeking medical attention for her. She opted to not go to the hospital for further treatment.

Risk Management Summary

We are doing well in our preventative efforts, and this quarter we used a more structured method of monitoring and discussing potential risks in the agency. Staff members indicate that they feel positive about the changes and feel increased confidence in the administrations' attention to this area.

Staff Training Summary

We had many training elements for our staff this quarter. We reviewed existing and new HR policies, including our updated Grievance and Critical Incident Forms. We formalized our PQI program and held trainings for the committee and key staff members to understand the philosophy and process. We had expert speakers talk to us about fraud prevention and suicide assessment and intervention. We assigned 2 virtual trainings to the CIS staff, and will soon enroll that team in a First Aid Mental Health course that

Outcomes (Client Impact)

Client outcomes during the quarter reflect **generally positive and stable performance**, indicating that services are effectively supporting individuals and families in achieving safety and stabilization goals.

Overall trends suggest that programs are **meeting intended objectives**. An area of improvement we identified is gathering more NOS exit interviews to track where clients are going after their stay with us.

While we showing an increase in surveys completed, we would like to increase those for children's counseling.

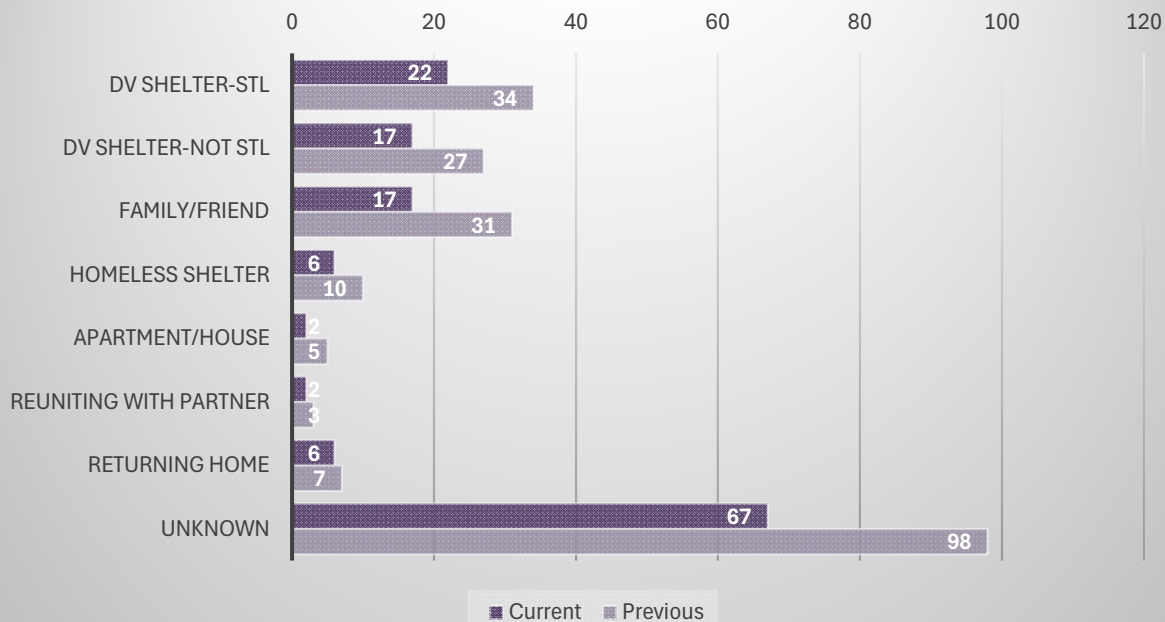
SURVEYS

	Counseling	Court Advocay	NOS/Crisis Calls
# of Surveys Complete	44	5	41
Community Resources	77%	100%	90%
Safety	77%	100%	90%
Coping	80%	100%	83%

Assessments

	Complete	Goal	Current	
PCL	70	75%	41%	team is double-checking this calculation
PSI-4SF	13	75%	92%	
SIPA	2	75%	100%	
CORS	28	85%	64%	
ORS	4	75%	100%	

Destinations After Leaving NOS



Financial Administration	Goal	Current
Operating Reserves	6	4

Quality (Access and Service Experience)

Comments from our surveys:

- Your therapists and support have been a life saver - literally!
- I'm very thankful for the help in processing the trauma and responses. I am very hopeful for my future
- Therapy has been beneficial for me. I appreciate this service.

We are addressing one comment from a client who reported not being contacted for further sessions.

Chart Review

This was the second quarter of auditing our charts, and the committee worked diligently to refine the process.

We achieved **strong overall compliance in core documentation areas**, with average accuracy rates of approximately **91% for Shelter and 89% for Adult Counseling**. These findings suggest that key components of documentation are **consistently completed and well-established across charts**.

In contrast, lower average accuracy rates were observed in **Children's Counseling (75%) and Court Advocacy (76%)**, indicating **greater variability and reduced consistency in these areas**. While some charts demonstrated full compliance, others reflected incomplete or inconsistent documentation.

We have shared the results with the department leaders to share both the successes and areas for improvement.

Improvement Plans

ALIVE has five program areas involved in their own unique improvement plans. We will feature updates each quarter on the progress we are making and the lessons we learn.

For our **Court Advocacy** program, we are developing ways to increase the number of feedback surveys we receive from people we help at court. Our recent attempt to automate email links has not resulted in any surveys being completed.

For **Counseling**, we are also in a similar process of automating email links for surveys and assessments. This has greatly increased the number of responses. We now have more feedback about our services and more indications about the progress our clients are making due to receiving therapy. Our therapists appreciate the kind words our clients share too - it feels wonderful to know we are appreciated - and we also want to know how we can do better.

For **NOS**, we recognized that due to area shelters closing and increased demand for shelter for all types of issues, it was difficult for our shelter residents to find safe places to go to after our program. We increased our allotted bednights for families and though not many families needed our maximum, it does seem to reduce clients' stress level and ensure that they can find a next safe place to go. We are continuing to assess how this improvement is impacting families and staff capacity.

For the **Finance** branch of our operations, we are working to have six months of operating reserves set aside for the stability and security of ALIVE. We currently have 4 months and the board as a whole is utilizing the Strategic Development Plan to outline specific steps during the year.

For **Human Resources**, we are improving our tracking of staff trainings and attendance. Our staff members regularly attend required and elective trainings, but we've been inconsistent in documenting this. The ultimate goal is to have every staff member be well-informed so that they can provide the best client services and also feel competent and successful in their roles.

WRAP-UP

Thank you for reading our Quarterly Report! We're excited to share our impact in a meaningful way.

Please send your comments or questions to admin@alivestl.org