



# PQI Report

Performance & Quality Improvement

## Quarterly

Prepared for 10/1/25 - 12/31/25

## EXECUTIVE SUMMARY

### Introduction

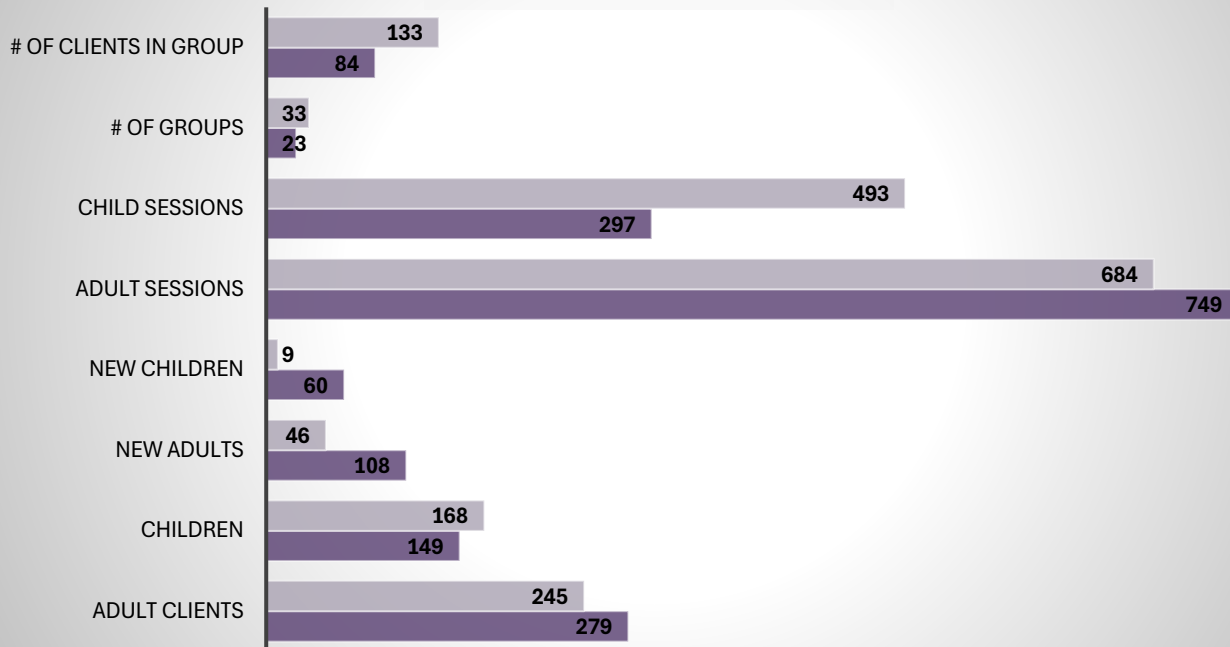
Welcome to our PQI Quarterly Report! This report is for all stakeholders, including clients, staff, community members, board members, funders and any individual who is interested in the great work that we do. PQI - Performance and Quality Improvement - is an integral part of our organization. We are 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!

An important feature of this report is that we want to provide information to our stakeholders, both accomplishments and opportunities for improvement. Sometimes we fall short of our goals and targets. As an organization, we seek to learn from our experiences and grow. As you read through this report, when you see progress that is not up to our expectations, there will always be a plan for how to address the challenge. Being able to take ownership of our shortcomings and work to improve them is an underlying philosophy of our organization.

**Outputs -** 1095 Clients were served this quarter. There was a decrease in services across all departments with Crisis Calls/Shelter showing a 39% decrease. It is important to note that there was an issue with the previous quarter data for the Counseling department which is being investigated.

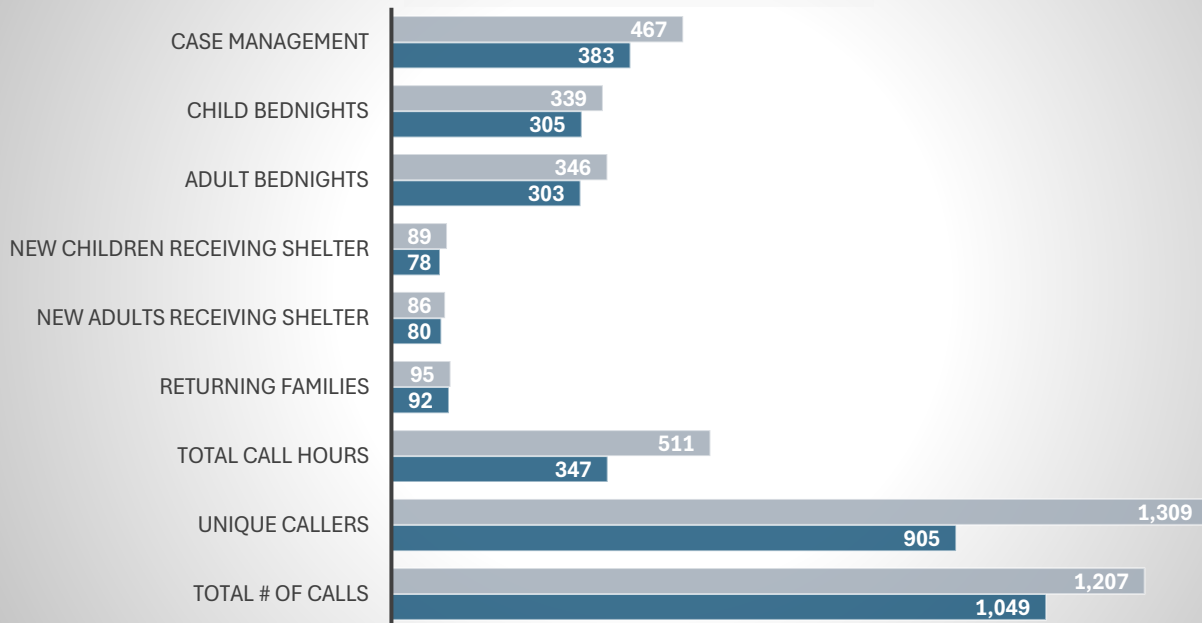
### Counseling Program

■ Previous Quarter ■ Current Quarter

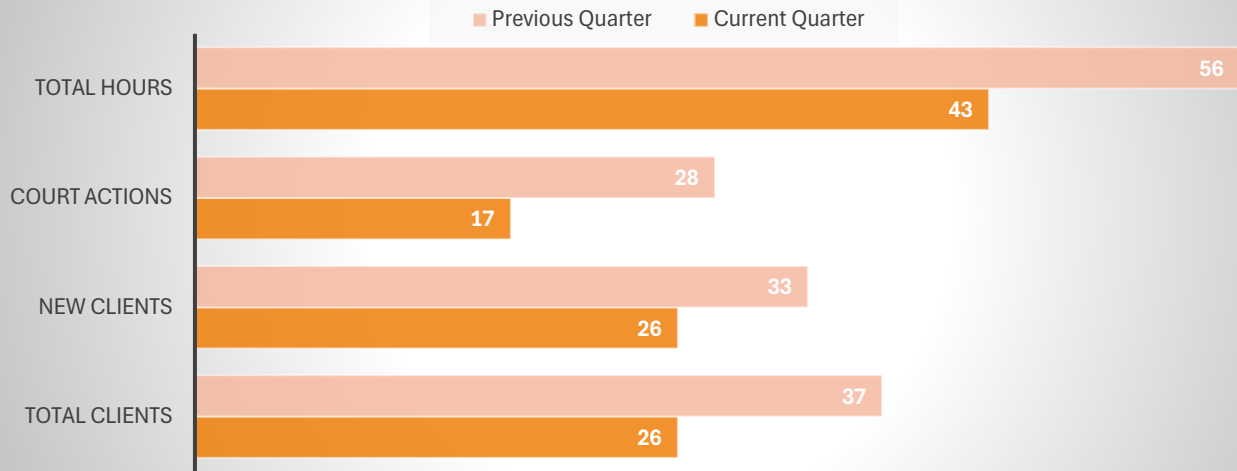


### Crisis Calls/Shelter

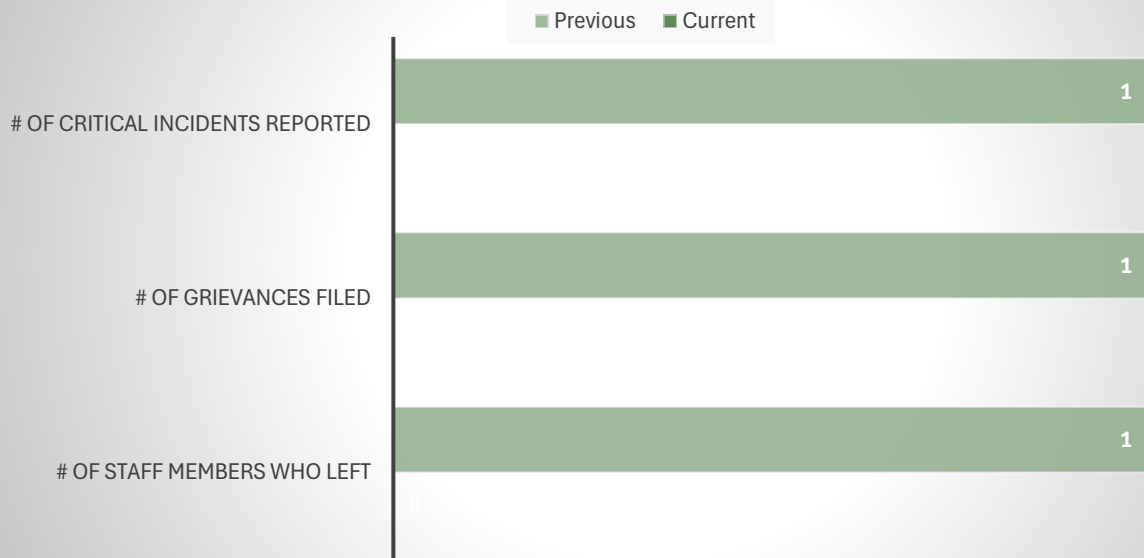
■ Previous Quarter ■ Current Quarter



## Court Advocacy



## Human Resources



### Workplace Safety Review Summary

Team created checklists to use next quarter.

### Risk Management Summary

Team updated policies and procedures and began to share with advocates and clients.

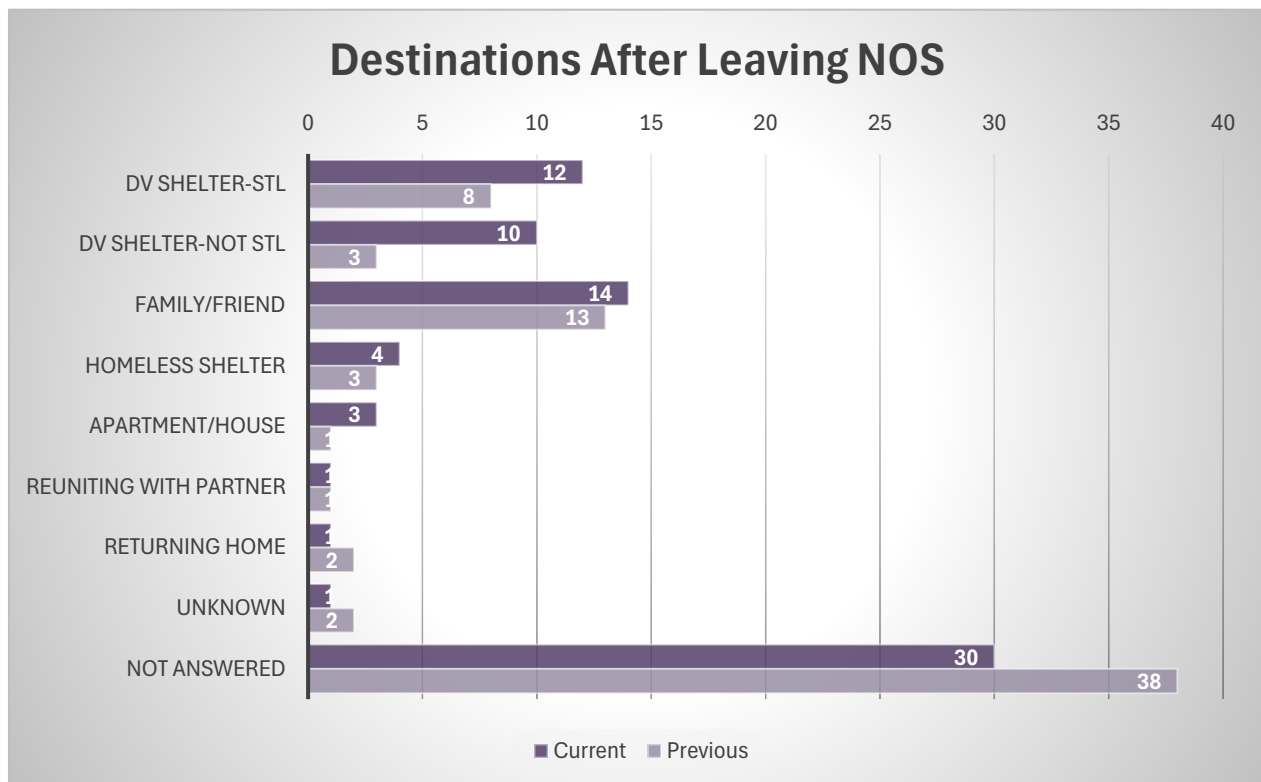
## Staff Training Summary

No updates at this time.

**Outcomes** - It is important to note the SIPA is a new assessment which is why it lacks data.

<b>SURVEYS</b>	Counseling	Court Advocacy	NOS/Crisis Calls
# of Surveys Complete	57	1	57
Community Resources	84%	100%	84%
Safety	82%	100%	82%
Coping	86%	100%	86%

<b>Assessments</b>	Complete	Cut-Off	Current	Previous	Goal	Current	Previous
PCL	59	33	36	36	75%	49%	55%
PSI-4SF	4	90	53	50	75%	100%	100%
SIPA	0	90			75%		
CORS	31	32	32	31	85%	68%	80%
ORS	0	27	0	27	75%	0%	60%



<b>Financial Administration</b>	Goal	Current	Goal	Previous
Operating Reserves	6	4	6	4

## Quality

Chart Review - Under Construction

## ADMIN

Improvement Plans - Under Construction