



# Quality Improvement Highlights & Client Feedback

April to June 2013

Lutheran Community Services Northwest tracks progress towards the achievement of five “ends” (goals) associated with our agency’s lines of service:

## BEHAVIORAL HEALTH

*People reconcile the past and embrace the future with hope.*

- **96%** of clients served by the Multi-Disciplinary Team (MDT) program in Portland, Oregon were stable or improved as seen in their Global Assessment of Functioning (GAF) scores above a target of **80%**. The MDT program serves clients who are aging, disabled or have serious mental illness.
- **100%** of clients served by the Mental Health program in Yamhill County, Oregon were stable or improved as seen in their Global Assessment of Functioning (GAF) scores above a target of **75%**.

*“It’s fun here.”*

*“Our counselor is awesome. We couldn’t feel our child is in better hands. We are so thankful for the clinician and the care that our child has received.”*

- **Clients served by mental health programs, Crook County, Oregon**

*“You guys are great and have helped my family so much. Thank you for all that you do.”*

*“Very grateful for the service received by my granddaughter here at Lutheran Services. She went through hard times, the counseling she has received has helped her get through, has given her strength, self-esteem.”*

- **Clients served by the Child Welfare Clinical program, Spokane, Washington**

*“Due to the complexity of the legal system, I would not have been able to succeed without the help of our appointed legal advocate.”*

- **Client served by SAFeT Advocacy Program, Spokane, Washington**

*“Everyone I have encountered here has seemed to truly care about my well being. When I needed to talk someone listened.”*

*“I like how genuine everyone is here. Here to truly help...not just get paid. I wouldn’t change a thing.”*

- **Clients served by substance abuse programs, Klamath Falls, Oregon**

## **CHILD WELFARE**

***Children at risk are in a safe and stable environment.***

- **98%** of clients served by the 3 Rivers Wraparound program in Columbia Basin, Washington had no psychiatric hospitalizations after entering the program above a target of **95%**.
- **100%** of clients served by the In-Home Safety and Reunification program in Yamhill County, Oregon showed progress towards their goals above a target of **90%**.

*“The SWIFT program helped my child a lot and made our family closer together.”*

*“The SWIFT program added support to our family; helped pull my daughter out of the dark place she was in when we first began the program. Good additional support.”*

- **Clients participating in the SWIFT program, Columbia Basin, Washington**

## **SENIORS AND PEOPLE WITH DISABILITIES**

***Seniors and people with disabilities acquire and sustain maximum independence, well-being, and health.***

- **100%** of clients served by the Developmental Disabilities program in Crook County, Oregon maintained stable employment above a target of **80%**.
- **100%** of clients served by the Support U educational program in South Puget Sound Washington reported that they gained new knowledge for healthier caregiving. This is above a target of **85%**.

*“That there is a lot of help!”*

*“Don’t let pride get in the way of seeking help.”*

- **What caregivers learned by participating in Support U, South Puget Sound, Washington**

## **REFUGEES AND IMMIGRANTS**

***Refugees and immigrants successfully integrate into their new communities.***

- **100%** of eligible children served by the School Assistance for Refugee Newcomers (SAFRN) program in Portland, Oregon were enrolled in school, matching the target of **100%**.
- **100%** of clients served by the Immigration Counseling and Advocacy Program in Yamhill County, Oregon indicated that the service helped them achieve legal status over a target of **85%**.

## **FAMILY AND COMMUNITY SUPPORT**

***Families and individuals achieve well-being and work together to promote justice and build safe, caring communities.***

- **93%** of participants in Parent Education Program classes in Yamhill County, Oregon reported increased knowledge of child development and behaviors above a target of **75%**.

- **100%** of surveyed participants from the Family Support Centers in North Puget Sound, Washington reported feeling more connected to community and community members above a target of **80%**.

*“I like how we can talk about our problems.”*

*“I like it a lot! I love the person who teaches us and it has changed my life.”*

*“I like the fact that you have another adult to talk to, besides your parents.”*

- **Students grades 9-12 participating in the Project Changes substance abuse prevention program, Klamath Falls, Oregon**

*“I would recommend this support group to anyone.”*

*“These groups have been a lifesaver.”*

*“I do not want to miss this group!”*

- **Participants in Family Support Center support groups, North Puget Sound, Washington**