



Quality Improvement Highlights & Client Feedback

April to June 2014

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 in the Mental Health program in Crook County had stable or improved GAF scores above a target of **90%**. Crook County believes that its internal training to improve the reliability and consistency of GAF reporting has contributed to the success.
- **86%** of the 370 clients measured from the International Counseling and Community Services program in North Puget Sound experienced stable or improved symptoms as measured on a Somatic Symptom Scale. This exceeded a target of **80%**. This data reflects both a highlight and a challenge. Target is being met, but approximately 70% of our clients have ties to Ukraine and/or Iraq and recent global events are contributing to stress and an increase in symptoms for some clients.

“To Lutheran Staff and especially to [my counselor], colleagues and reception staff. It is my pleasure to tell you that my sadness and hopelessness disappear when I come here. The warmth, the welcome, the smiles and the talks I received here give me my lost hope back... You are my hope, light, and strength. Keep it up and I hope you will be rewarded through my prayers... Your very delighted client.”

- **Client served by the International Counseling and Community Services Program in North Puget Sound**

“[My advocate] was nurturing, kind, understanding, neutral and caring. She helped me stay focused and positive. She was a ton of help. Her presence in the court room was so helpful. It helped me stay strong.”

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

“I feel like my services have helped me progress in my recovery. I wouldn’t change anything... I really like the care and love I’m being showed.”

- **Client in Adult AOD Treatment Program, Klamath County**

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **94%** of children served by the Healthy Start Program in Washington County had a primary care provider and **94%** had up to date immunizations. These were each above their targets of **80%**.

In addition, Children served by LCSNW are in stable foster homes:

- **100%** of children served by Therapeutic Foster Care in Spokane were in stable foster homes above a target of **85%**.
- **100%** of children in RICP and Permanency Planning in North Puget Sound were in stable foster homes which matches a target of **100%**.

"[My Care Coordinator] is very kind and understanding. I couldn't ask for a better Care Coordinator. She works around my hectic schedule and helps me plan what we need to get done."

"Our family is closer and even though we still need some work this program has helped me find ways to bond with my kids and our kids with their dad."

- **Family served by the 3 Rivers Wraparound program, Columbia Basin**

SENIORS AND PEOPLE WITH DISABILITIES

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

- **95%** of clients in the Intellectual and Developmental Disabilities Program in Crook County had their needs met as measured by no outstanding to-do items on progress notes. This exceeds a target of **90%**.
- **97%** of clients served in the Home Care program in South Puget Sound were able to remain in their own homes above a target of **85%**.

"I feel we volunteers receive so much more than we give. God bless you for the opportunity."

"This program is such a good program to get young (older) people out in the public to stay focused and get out of the house and be social."

- **Volunteers with the RSVP Program, South Puget Sound**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully integrate into their new communities.

- **80%** of clients served by the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County reported that services helped them achieve legal status up from a goal of **75%**.
- **99%** of clients in the Reception and Placement (R&P) Program in Portland had the resources they needed to meet basic needs up from a target of **95%**.

“The people that help me on my case were helpful and friendly and always willing to answer my questions.”

- **Clients served by Immigration Counseling and Advocacy Program (ICAP) in Yamhill County**

FAMILY AND COMMUNITY SUPPORT

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

- **100%** of 6th and 8th grade classrooms served by Positive Action in Southern Idaho showed improved understanding of the harm of drinking alcohol above a target rate of **75%**. Statistics for the past 11 years show that the program has served 15,500 students with a total of 229,000 classroom lessons. Congratulations to our two fearless staff members who taught 90% of those classes! The Federal Benchmark Grant was increased last year allowing the program to serve an additional 700 students and both staff to work full time.
- **92%** of parents served by Parent Education Programs in Yamhill County reported an improved knowledge of child development above a target of **75%**.

“Receiving help with Puget Sound Energy really helped my family. I have been out of work for a few months and looking for work. I came in to fax and found out I could get assistance with food and PSE. Everyone was so nice and I really felt cared for and not judged when I came in.”

“This class provided great education for the Spanish speaking community.”

“Thanks to Familias Unidas for always thinking of us and the needs of our community.”

“I loved this class (CPR) because it means I can help others in the community, or in my work.”

- **Participants of Family Support Centers, North Puget Sound**