



Quality Improvement Highlights & Client Feedback

April to June 2015

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.

- **83%** of clients served by the AOD programs in Crook County were committed to treatment above a target of **80%**. Similarly for that program **93%** of clients showed reduced use of substances above a target of **85%**. These strong results are encouraging. We will continue to monitor for trends.
- **96%** of clients in the SAFeT Advocacy Program in Spokane were aware of resources in the community above a target of **90%**.
- **99%** of clients measured in the SAFeT Clinical Program in Spokane had stable or improved GAF scores above a target of **80%**. With 86 clients measured, this is a strong result showing program success.
- **77%** of clients served by the Adult AOD program in Klamath County showed a reduced use of substances above a target of **65%**.
- **95%** of clients measured in the Mental Health Program in Klamath County had stable or improved GAF scores above a target of **90%** continuing the strong trend from last quarter.

“This place has made a complete change in my life that makes my mother cry at times... I want to thank each and every one of you for the jobs you are doing here, for the dedication you devote to making each and every persons life better if they are willing to confront and defeat whatever demons existing in their own lives. This is an amazing place... Thank you all from the bottom of my heart. I hope I will be able to pass on to someone else what has been given to me.”

- **From a three page appreciation letter written by a client , Crook County, Oregon**

“I am grateful for being sober today and looking forward to a great future staying sober and reaching my goals.”

“Incorporating the Mental Health aspect has been extremely rewarding for me; it approaches the cause, not just the drug and alcohol use.”

- **Clients served by the Adult AOD and/or Mental Health programs in Klamath County, Oregon**

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **73%** of clients in the Therapeutic Foster Care program in Spokane Washington graduated to a lower level of care above a target of **65%**. This is the second quarter now that the program has met target after many quarters when it did not. The hard work of staff is paying off.
- **83%** of active families in the Healthy Families program in Yamhill County received home visits above a target of **75%**.
- **100%** of children who had been served by the Relief Nursery for at least 6 months were able to stay in their homes. This matches a target of **100%** and shows program success in strengthening families.

"Helped me with communication and listening."

"Helped with budgeting, spending money wisely, helped me gain parenting time."

"Helped build an appropriate relationship with biological dad."

- **What clients like best about In-Home Safety and Reunification Services in Yamhill County**

SENIORS AND PEOPLE WITH DISABILITIES

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

- **96%** 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%**. This program shows consistent success in this outcome.
- **92%** of Senior Companion clients report a social benefit to participating in the program above a target of **75%**. These results as well as strong client quotes, indicate high levels of satisfaction from both the Senior Companion Volunteers and their clients.

"My companion helps me keep down my stress level... and also she has a great personality."

"She takes me places where the bus does not stop. We got into Point Defiance and Wild Wood Park in Puyallup. We take a picnic lunch and a camera."

"I love that woman. She takes good care of me."

- **Clients of the Senior Companion Volunteer program, South Puget Sound**

“I recommend volunteering to everyone I meet. My co-workers are the best.”
“My best friends are my volunteer buddies.”

- **Volunteers in the Retired Senior Volunteer Program (RSVP), South Puget Sound**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully integrate into their new communities.

- **100%** of clients in the Resettlement and Placement (R&P) Program from Seattle, Vancouver and Tacoma had resources to meet their basic needs above a target of **95%**. This has been a big year for refugee arrivals, especially in Vancouver where they are already over 100% of expected arrivals. Another success for this program has been an Americorps Volunteer who has been very good at finding clients jobs.
- **96%** of participants in the Citizenship program in MCS became naturalized citizens above a target of **95%**.
- **83%** of clients served by the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County indicated that services helped them achieve legal status above a target of **75%**.

FAMILY AND COMMUNITY SUPPORT

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

- **99%** of Family Support Center participants in North Puget Sound reported being more connected to their community above a target of **80%**. There were 468 participants included in this analysis. For the first time, the program was able to successfully pull the data from the Efforts to Outcomes (ETO) database. This represents a big improvement in data reporting consistency for the centers.
- **100%** of participants in the Children In Between Seminar in Clatsop County reported that they learned how to protect children from parental conflict above a target of **80%**. Also, **100%** reported that they gained knowledge to recognize when divorce was affecting their children above a target of **80%**.

“To know that the community can have health access they didn’t have before.”

“Personal satisfaction of helping others gives purpose to my life.”

“To break down my own fears and self-imposed barriers.”

“To stretch my heart as a leader.”

“To share this passion with others by promoting the information in my own language with those people who can benefit.”

“To share this priceless information with my community and becoming the link between the resources and the people who need them.”

- **What Promotoras like about the program that trains them to help residents in their community take advantage of health resources, Family Support Centers, North Puget Sound**