



Quality Improvement Highlights & Client Feedback

April - June, 2011

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

BEHAVIORAL HEALTH

People are accessing strengths to reconcile the past and embrace the future.

- 95% of clients in our Sexual Assault and Family Trauma (SAFeT) Clinical Program in Spokane, WA, reported improved wellness scores after their participation.
- 92% of clients served by our Klamath Falls, OR, mental health program had improved GAF (General Assessment of Functioning) scores at the end of treatment.

"We left feeling like there is hope at the end."

SAFeT Clinical Program Client, Spokane, WA

"I am learning how to come out of my shell and start living my life"

Mental Health Client, Klamath Falls, OR

CHILD WELFARE

Children are in a safe and stable environment.

- 100% of children served in the 3 Rivers Wraparound Program in Kennewick, WA, remained safely in their homes.
- 50 foster parents received support through monthly meetings with Families For Kids in Kennewick, WA.

SENIORS AND PEOPLE WITH DIABILITIES

Seniors and people with disabilities acquire and sustain independence, dignity, and quality of life.

- 96% of seniors served through our South Puget Sound Home Care program were able to remain safely in their own homes.
- 86% of older adult volunteers in the Senior Companion Program reported that their volunteering enriched their quality of life

"I enjoy my time with the Senior Companion Program and I love my clients! The program enriched my life, relieving me of my own sense of isolation as a senior citizen."

Senior Companion Participant, South Puget Sound, WA

VIOLENCE PREVENTION AND INTERVENTION

Families and communities are violence free.

- 93% of clients served by the Sexual Assault and Family Trauma (SAFeT) Advocacy program in Spokane reported an increased understanding of the resources available in their community

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully transition to their new communities.

- 100% of new immigrants/refugees served by the Refugee Resettlement and Placement program in Portland, Vancouver and Seattle obtained secure housing.

FAMILY AND COMMUNITY SUPPORT

People connect positively with others, effectively advocate for themselves and others, and build safe, strong communities.

- 100% of the 123 participants returning surveys reported stronger connections to their community after participating in activities through our North Puget Sound Family Support Centers.

*“My children and I had a great time finding the resources we needed.
Thank you for this community event.”*

Family Support Center Participant, North Puget Sound, WA

*“My family has never been in a situation where we have been with out food.
It has been a horrible experience. I was treated with respect during this
very humbling experience.”*

Family Support Center Participant, North Puget Sound, WA

*“I appreciate everything. Very informational. Many helpful tools to apply to
everyday life.”*

Parenting Class Participant, Klamath Falls, OR