



Quality Improvement Highlights & Client Feedback

April to June 2012

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.

The Multi-Disciplinary Team (MDT) program in Portland, Oregon, serves clients who are aging, disabled or have serious mental illness. This program has had consistently good results for the past year. During the April to June quarter:

- 100% of clients in the MDT program remained stable or improved in their functioning as measured by GAF (General Assessment of Functioning) scores.
- A client self-report tool used by the MDT program to assess improvements in functioning, yielded a score of .8. A .63 is considered average for mental health programs and a .8 represents “excellent” results.

CHILD WELFARE

Children are in a safe and stable environment.

- 94% of children served by the Healthy Start program in Washington County, Oregon had up to date immunizations and 99% had a primary care provider.
- 100% of clients in the In-Home Safety and Reunification program out of Yamhill, Oregon showed progress towards their treatment goals.

SENIORS AND PEOPLE WITH DIABILITIES

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

- 98% of readers of Senior Scene, a newspaper for seniors published out of Tacoma, Washington, reported that the paper was helpful to them.
- 94% of adult clients in the developmental disabilities program in Central Oregon were able to maintain stable employment.

VIOLENCE PREVENTION AND INTERVENTION

Families and communities are violence free.

- 100% of clients reported that they gained non-abusive communication skills in their violence intervention class in Yamhill County, Oregon

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully transition to their new communities.

Multicultural Community Services serves clients in Portland, Oregon and in Vancouver and Seattle, Washington:

- 95% of clients from the Reception and Placement (R and P) program from Multicultural Community Services successfully met all of their basic needs
- 100% of clients from the Immigration Counseling and Advocacy (ICAP) program from Multicultural Community Services were successful in receiving their Permanent Resident Card.

FAMILY AND COMMUNITY SUPPORT

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

- 79% of participants from grades 4-6 in the Project Changes program, Klamath Falls showed an improved ability to remain drug free and 71% showed an improved commitment to school on an intake/exit questionnaire
- 93% of participants from Helping a Youth Leap Onward (HAYLO) in Portland, Oregon showed improvement in self-confidence after participating in the program.
- 99% of the 116 participants surveyed by the Family Support Centers in North Puget Sound, Washington, indicated that the programs helped them feel more connected to their community and community members.

“When I first found a group I was a mess. 4 yr old triplets to raise and the loss of my child to the streets. Drugs over her family. 10 years later the kids are thriving teenagers and I am still here. The Grandparents group provides me with a place that I fit in. My kids fit in. We can laugh together, cry together and no one judges us because our child took the wrong path in life. We are “older parents” and have formed a community of our own. As far as the kids they love going even at 14. This is an extended family to them. We look forward to our evening out a month and the summer picnics.”

- Participant in Grandparent Support Groups, Family Support Centers, North Puget Sound, Washington