



Quality Improvement Highlights & Client Feedback

January to March 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.

- 85% of clients seen at least 8 times in the SAFeT Clinical program in Spokane, Washington showed improvements in functioning as measured by GAF (General Assessment of Functioning) scores. The SAFeT Clinical program serves people who have been impacted by violence or trauma.
- 89% of clients participating in substance abuse services in Prineville, Oregon had zero use upon exiting the program as measured by urinalysis tests.

“Intake counselor was so kind and well mannered she made me feel safer than I have in a long time. Thank you!”

Clients surveyed at intake from SAFeT Clinical Program, Spokane, WA

“All my needs were met, thank you so very much.”

“...I was allowed to be myself and show my true self without judgment.”

“I respected the forwardness of my facilitator. No sugar coating, straight to the point. I like it!”

Clients from DUI and Batterer’s Intervention groups, Prineville, OR

CHILD WELFARE

Children are in a safe and stable environment.

- 100% of children avoided psychiatric hospitalization and 98% had no new criminal charges after entering the 3 Rivers Wraparound Program in Kennewick, WA.
- 83% of clients in the new In-Home Safety and Reunification program out of Yamhill, Oregon showed progress towards their treatment goals.

SENIORS AND PEOPLE WITH DISABILITIES

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

- 86% of participants in Support U (formerly Caregiver University) reported that the seminar gave them knowledge to be healthier caregivers.
- 100% of child clients in the developmental disabilities program in Central Oregon were able to remain safely in their family home.

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.

- 100% of clients of the Refugee Resettlement Assistance program (RRA) from the Portland area reported that the program helped them gain skills and knowledge to better integrate into the community.
- 100% of clients from the Immigration Counseling and Advocacy (ICAP) program from Yamhill County, Oregon reported that the services helped them achieve their legal status.

“Thank you. We appreciate all [employees] for courtesy and attention and tenderness to us and wish them to work without tiredness.”

Multicultural Community Services Client, Portland, Oregon

FAMILY AND COMMUNITY SUPPORT

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

- 100% of participants from Children in the Middle (divorced parenting) program from Bremerton, Washington reported that they gained skills to recognize when divorce is affecting their children.
- 100% of participants from North Puget Sound’s numerous Family Support Centers reported that they had increased knowledge and skills after participation.

“The instructor was very animated and helpful. He had great advice and made the class enjoyable... I’m glad I attended this seminar.”

Children In the Middle Clients, Bremerton, Washington

“Your support has allowed our family to enrich our marriage. For the first time, we are able to leave our child with special needs in capable hands and go out on a date frequently. Thank you.”

“If we did not have respite care, the stress level in our home would be through the roof.”

Navy Respite Program, Kitsap County, Washington

“This was a fun community event. I appreciate the opportunity to support Familias Unidas and its families.”

Familias Unidas, North Puget Sound, Washington