



Quality Improvement Highlights & Client Feedback

January to March 2013

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.

- 100% of adolescents served in the substance abuse program in Klamath Falls, Oregon showed zero use or reduced use at the end of treatment.
- 96% of discharged clients seen at least three times in the mental health program in Crook County, Oregon were stable or improved as seen in their Global Assessment of Functioning (GAF) scores.

“They provide me with the support I need to cope with my issues and they provide a vital support base to employment.”

“[My therapist] redefines what I say and puts it into a logical process that I can understand. It makes more sense.”

“Can’t say enough good. I feel like this place is a blessing.”

- Clients participating in mental health services in Crook County, Oregon

SENIORS AND PEOPLE WITH DIABILITIES

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

- 100% of child clients in the Developmental Disabilities program in Central Oregon were able to remain safely in the family home.
- 89% of caregivers attending Support U classes reported increased knowledge for healthier caregiving. Support U is an educational program which provides education and support to family and informal caregivers to reduce burnout.

VIOLENCE PREVENTION AND INTERVENTION

Families and communities are violence free.

- 91% of clients showed an increased awareness of resources after participating in the SAFeT Advocacy program in Spokane, Washington.

“[My advocate] was an amazing person, she helped me a lot through this. I don’t know what I could have done without her help. She helped me move on... Thank you.”

- SAFeT Advocacy client, Spokane, Washington

CHILD WELFARE

Children are in a safe and stable environment.

- 98% of children served in the Healthy Start program in Washington County were up-to-date on their immunizations. 97% had a primary care provider.
- 100% of children served in the foster care programs in North Puget Sound Washington were safe with no founded CPS referrals in the foster homes. North Puget Sound's foster care programs include Permanency Planning, a foster-to-adopt program, and the Refugee and Immigrant Children's Program (RICP) serving refugee and immigrant children from around the world.

"Excellent training. I learned a lot of good techniques. Very thoughtfully put together."

"Masterful training on anti-oppression work. Exceptional trainer! Bring her back!"

- **Foster Parents attending monthly foster parent training in North Puget Sound, Washington**

"...For me, at my grand old age, I realized that I have spent the first 40 years of my life trying to make my life better. Now I realized that I don't care about doing that so much anymore. I realized that I can help take care of others in addition to my bio kids. I realized that I have the ability to share, care and love kids in need. I am far from an ideal parent, but kids don't necessarily need an ideal parent; sometimes they just need a parent to be there in times of need. They don't need to think I am the coolest dad in the world as long as they know I care for them."

- **Foster Parent renewing his license in North Puget Sound, Washington**

"Everyone was a big help and I am pleased that my family and I can still do all the activities and if I need help in the future they will be there."

- **3 Rivers Wraparound Participants, Kennewick, Washington**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully transition to their new communities.

- 100% of clients in the Reception and Placement Program out of Portland, Oregon had all of their basic needs met.
- 100% of clients from the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County indicated that services were helpful in achieving legal status.

FAMILY AND COMMUNITY SUPPORT

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

Lutheran Community Services Northwest has Family Support Centers in six different locations throughout the North Puget Sound region in Washington. These centers offer resources, education and support to promote healthy families and healthy communities.

- 96% of Family Support Center participants reported that they felt more connected to the community and community members.
- 99% of Family Support Center participants reported that they had increased knowledge of and/or access to needed community resources.

“I am quite dependent on our weekly meetings. I look forward to them as I learn a great deal and receive important support and empathy.”

“I am so thankful for this service. It is a lifesaver.”

“I look forward each week to group. This is a group of people that have become friends.”

- **Support Group Participants, Family Support Centers**

“I am a single mom going to school. I have had to rely on the Family Center for help with toiletries. I recently had surgery and I received a call from an employee at the Family Center checking on me and it felt good knowing that I am not just a face coming in for help. I knew in that moment that when she said she cares she really meant it.”

- **User of the Lake Stevens Family Support Center Food Pantry**