



# Quality Improvement Highlights & Client Feedback

January to March 2014

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.*

- **97%** of clients in the Mental Health program in Crook County had stable or improved GAF scores above a target of **90%**. Crook County recently concluded an internal training to improve the reliability and consistency of GAF reporting and believe this has contributed to the success.
- **91%** of clients in the SAFeT Clinical Program in Spokane reported on a Likert scale that they were stable or improved above a target of **80%**.

*“Thanks for being patient and helping me through this hard time and unknown chapter in my life.”*

*“This facility can help those willing to put in the effort to get their lives back on track.”*

- **Clients served by the substance abuse program in Crook County**

*“Seeing the improvement in my daughter’s attitude.”*

*“That you helped me become an even better person.”*

*“Talking about my family that has died and about my anger I can get it under control now.”*

- **What clients like best about the SAFeT Clinical Program in Spokane, Washington**

## CHILD WELFARE

*Children at risk are in a safe and stable environment.*

- **100%** of children and youth in LCSNW foster care in North Puget Sound were in safe foster homes with zero founded CPS referrals.

In addition, the 3 Rivers Wraparound program in Columbia Basin was at maximum capacity, serving 43 clients this past quarter. This didn’t stop them from continuing to provide high quality service:

- **98%** of clients had no new criminal charges after entering the program.
- **98%** of clients had no hospitalizations during the quarter.

*“I would definitely recommend others to the 3 Rivers Wraparound Program. This program has helped me understand resources and ways to help my daughter.”*

- **Family served by the 3 Rivers Wraparound program, Columbia Basin**

*"I think SWIFT is amazing! They gave my family exactly the support we needed. We were in extreme crisis when we got here and were validated and supported and thru that relieved our anxiety. Thank you so much!!! I am extremely grateful and will continue to tell people all the positive things about you."*

- **Family served by the SWIFT program, Columbia Basin**

*"A number of questions about visitation were addressed tonight. I've been reluctant to ask too many questions about visits, but feel more comfortable now."*

- **Foster Parent attending a training on birth parent visits and Open Adoptions through the Permanency Planning Program, North Puget Sound**

*"Thank you so much for thinking of this topic. It was very very! helpful. Appreciation :)"*

- **Foster Youth attending a training on Stress Management through the Refugee and Immigrant Children's Program (RICP), North Puget Sound**

## **SENIORS AND PEOPLE WITH DIABILITIES**

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

- **99%** 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 is an impressive result given the high level of need of many of the clients.
- **95%** of volunteers from the Retired Senior Volunteer Program (RSVP) from Washington County reported that volunteering enriches their lives up from a target of **75%**.

*"I wish to thank you for the certificate of appreciation just received! Volunteering, for me, has been a "God Send". I am still able to be "up & about" and volunteering ... gives me a real purpose! Thank you for the recognition."*

- **Volunteer with the RSVP Program, South Puget Sound**

*"I love to volunteer - I've volunteered for 22 years, and I know I've made a difference more than once, but I feel I get more out of it than I give."*

- **Volunteer with the RSVP Program, Washington County**

## **REFUGEES AND IMMIGRANTS**

***Refugees and immigrants successfully integrate into their new communities.***

- **55%** of clients in the English as a Second Language program improved their English abilities by one level above a target of **45%**. This is the third quarter in a row that there has been strong success rate for this program.
- **99%** of clients in the Reception and Placement (R&P) Program in Portland had the resources they needed to meet basic needs up from a target of **95%**.

## **FAMILY AND COMMUNITY SUPPORT**

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

- **100%** of the clients served by the Children in the Middle Class in Clatsop County reported an improvement in their ability to recognize how divorce affects children. This is above a target of **80%**.
- **93%** of the clients served by the Children in the Middle Class in Clatsop County reported an improved ability to protect children from parental conflict, above a target of **80%**.
- **99%** of the attendees of the Back to School Health and Resource Fair said they were more connected to their community and community members above a target of **80%**.