



# Quality Improvement Highlights & Client Feedback

January to March 2015

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.*

- **93%** of clients measured in the Mental Health Program in Crook County had stable or improved GAF scores above a target of **90%**. In addition to beating target, the success this quarter is that 116 clients were included in the analysis. A focus from local quality improvement staff about the consistent reporting of GAF scores is paying off!
- **95%** of clients in the SAFeT Advocacy Program in Spokane were aware of resources in the community above a target of **90%**.
- **100%** of 35 clients measured in the SAFeT Clinical Program in Spokane had stable or improved scores on a self-reported Likert scale above a target of **80%**. This is an improvement from the past four quarters.
- **98%** of clients measured in the Mental Health Program in Klamath County had stable or improved GAF scores above a target of **90%**. This is a strong result and shows a successful shift to serving a different population. The Mental Health Program in the Klamath office is serving an increasing number of clients with Severe and Persistent Mental Illness (SPMI).
- **.71** is the Severity Adjusted Effect Size (SAES) for the General Counseling Program in Portland, above a target of **.5**. The SAES is a standardized method for reporting pre- and post-test change using an ACORN tool. The average for mental health practitioners on this measure is .63 and a .5 indicates an “effective” program.

*“My counselor is an excellent listener and advisor... I SUFFERED from PTSD and anxiety after a domestic violence incident. Within five months after seeing my counselor (1x week) all my anxiety vanished. Now coping well. I want to say this is a great facility that really shows it cares...”*

- **Client served by the Mental Health Program in Klamath County, Oregon**

*“Our legal advocate... is amazing. She is always there with a happy, kind, encouraging voice when I call or a big smile in person. She is always there if I need her for an in person visit.”*

- **Clients served by the SAFeT Advocacy Program, Spokane, Washington**

## **CHILD WELFARE**

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

- **70%** of clients in the Therapeutic Foster Care program in Spokane Washington graduated to a lower level of care above a target of **65%**. This is the first quarter in over a year that the program has met target. We are excited and cautiously optimistic that this is a sign that the hard work and intense focus on this program is paying off. Will continue to monitor outcome for trends.
- **92%** of clients in the In-Home Safety and Reunification Services Program in Yamhill Count progressed towards treatment goals above a target of **90%**.
- **100%** of children who had been served by the Relief Nursery for at least 6 months were able to stay in their homes. This matches a target of **100%** and shows program success in strengthening families.

*"She helped me pinpoint exactly what I was hung up on and supported my family through it." "She helped us look for a place and even helped with the application fee at a couple of places." "Saved my life."*

- **What clients like best about In-Home Safety and Reunification Services in Yamhill County**

*"It was an absolute blessing to work with [our Care Coordinators]. It was like finding a pot of gold at the end of the rainbow."*

- **Parent served by the Stabilization and Wellness in Families Together (SWIFT) Program, Columbia Basin**

## **SENIORS AND PEOPLE WITH DIABILITIES**

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

- **96%** 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 program shows consistent success in this outcome.
- **100%** of participants in the Support U class reported a greater sense of well-being above a target of **85%**. This is strong and encouraging. Satisfaction surveys show that clients appreciate the information shared during the classes.

*"Words cannot explain how much my Companion means to me. Before I had been struggling even beyond my own capabilities to shop for groceries and get them to my apartment. I didn't remember to go to my doctor's appointments and never had the stamina or a companion to do anything fun. I was depressed and lonely. Trying so hard to remain independent. I've been in nursing homes 5 or 6 times for rehabilitation after hospitalizations and honestly I'd rather die here in my own home/apartment than go back to one. I*

*can't afford to hire more help so your program means everything to me. Thank you over and over again."*

- **Client of a Senior Companion Volunteer**

## **REFUGEES AND IMMIGRANTS**

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

- **99%** of clients in the Resettlement and Placement (R&P) Program from Seattle, Vancouver and Tacoma had resources to meet their basic needs above a target of **95%**. This outcome includes data from three separate offices and demonstrates consistency in program quality.
- **58%** of clients taking English as a Second Language (ESL) classes gained an entire language level above a target of **45%**. This is a strong result because it is a significant accomplishment for a student to gain an entire level in one quarter. Our ESL Program in Vancouver continues to do well in comparison to other programs in the state.
- **100%** of clients served by the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County indicated that services helped them achieve legal status above a target of **75%**.

## **FAMILY AND COMMUNITY SUPPORT**

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

- **96%** of clients in the Valley Individual Development Account (VIDA) program met their planned savings goals above a target of **95%**.
- **100%** of parents participating in the Parent Education Program in Yamhill County reported improved skills in communicating with their child(ren) above a target of **75%**. Also **96%** reported improved skills in supporting children above a target of **75%**. The Parent Education Program was happy to report a much improved quality improvement process that was implemented this quarter with much more consistent in both conducting, reviewing and reporting the results for the community.
- **100%** of participants in the Bridging the Gap Seminar in Crook County reported that they learned how to protect children from parental conflict above a target of **80%**.

*"This class improves the community. The teacher was always helpful and accessible to the students. They helped me feel ready for the exam. I enjoyed everything."*

*"Excellent class! Would definitely recommend it. Excellent teacher and enjoy how the lecture and examples are balanced."*

- **Participants of the Citizenship class, Family Support Centers, North Puget Sound**