



Quality Improvement Highlights & Client Feedback

July - September 2011

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.

- 91% of clients in the mental health program in Central Oregon maintained stable functioning, as shown by GAF (General Assessment of Functioning) scores. 66% of clients showed an improvement in their functioning. This is particularly impressive given that the program serves clients with severe and persistent mental illness.
- 89% of clients in the International Counseling and Community Services program in the North Puget Sound area showed a decrease in symptoms.
- 100% of clients in substance abuse treatment in Central Oregon remained engaged in services, meaning that they successfully completed the program or remained involved in treatment for the entire quarter.

CHILD WELFARE

Children are in a safe and stable environment.

- 100% of children served in the Permanency Planning program in the North Puget Sound area had two or fewer placements.
- 100% of children served in the 3 Rivers Wraparound program in Kennewick, WA remained safely in their homes.

“Really enjoy the family night and activities. It gives us a chance to meet other families.”

3 Rivers Wraparound client, Kennewick, WA

“3 Rivers has done so much for our family. We have removed many barriers such as opening up communication with school and getting [client names] the help they need.”

3 Rivers Wraparound client, Kennewick, WA

“We have disabilities in our family and 3 Rivers has been so amazing with home and school issues.”

3 Rivers Wraparound client, Kennewick, WA

SENIORS AND PEOPLE WITH DIABILITIES

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

- 100% of adult clients in the developmental disabilities program in Central Oregon met at least 75% of the goals in their annual plans.
- Meals on Wheels clients were very happy with the program. 91% reported that they ate better as a result of the program and 100% reported that they benefited from social interactions with the drivers.
- 98% of seniors served through our South Puget Sound area's Home Care program were able to remain safely in their own homes.

"[Caregiver name] is an excellent caregiver... she is doing a wonderful job, her attitude is always positive and uplifting... she shows empathy and compassion and is always respectful."

Home Care Client, South Puget Sound

"I think I've been treated very well. I enjoy talking to anyone at Lutheran when having a problem. Yes, I would recommend Lutheran to anyone. Thank you."

Home Care Client, South Puget Sound

VIOLENCE PREVENTION AND INTERVENTION

Families and communities are violence free.

- 95% of clients served by the Sexual Assault and Family Trauma (SAFeT) Advocacy program in Spokane reported an increased understanding of their rights as victims.

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully transition to their new communities.

- 100% of new immigrants/refugees served by the Refugee Resettlement and Placement program in Portland, Vancouver and Seattle obtained secure housing during their first month.

FAMILY AND COMMUNITY SUPPORT

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

HopeSpring, our award-winning program helping homeless women and their children in Washington County, OR, reports on client outcomes on a yearly basis. Clients from this program showed many successes this past year:

- 100% maintained custody of their children
- 90% maintained stable housing
- 90% remained employed or in school full-time
- 90% remained clean and sober

Our Family Support Centers in the North Puget Sound area also showed success:

- 100% of participants reported that they gained new resources or learned new skills to help their families after participation.

“Strengthens my belief that I live in a community that cares about my family, our culture, safety and the quality of our lives.”

Family Support Center participant, North Puget Sound

“I highly recommend the gift the support group brings to us. I would recommend it to anyone in need.”

Family Caregiver program participant, North Puget Sound

“This is a wonderful and blessed program. Thank you!”

Back-to-School Resource Fair participant, North Puget Sound

“I came to this seminar with the goal of learning at least one thing to help myself and my children. I am walking away with many. Thank you.”

‘For the Kids’ Sake’ Seminar participants, North Puget Sound

“It was useful to know that my feelings and my daughters are valid and normal and that we are not alone.”

‘For the Kids’ Sake’ Seminar participants, North Puget Sound

“I have a much better understanding of how conflict is affecting my child and how to better communicate with my ex.”

‘For the Kids’ Sake’ Seminar participants, North Puget Sound