



Quality Improvement Highlights & Client Feedback

July to September 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.

- 94% of clients who completed substance abuse services in Prineville, Oregon had zero use upon exiting the program as measured by urinalysis tests.
- 98% of clients seen at least 8 times in the SAFeT Clinical program in Spokane, Washington reported improvements in functioning on a self-report scale. The SAFeT Clinical program serves people who have been impacted by violence or trauma.

“My provider is very caring and reassuring... It has been very professional and comfortable.”

- SAFeT Clinical Client, Spokane, Washington

CHILD WELFARE

Children are in a safe and stable environment.

- 100% of clients served in the Stabilization and Wellness in Families Together (SWIFT) program in Kennewick, Washington showed improvements in social conflict. 90% showed improvements in suicidal thinking.
- 100% of clients served by the Therapeutic Foster Care program out of Spokane, Washington graduated to a lower level of care within 12 months

“Thank you, LCS for your unending support and friendship. Oh, and thank you for introducing me to my family.”

- Permanency Planning Foster to Adopt Parent, North Puget Sound, Washington

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) out of Vancouver, Washington reported that the program helped them gain skills and knowledge to better integrate into the community.
- 100% of clients from School Assistance for Refugee Newcomers (SAFRN) program from Portland, Oregon had all of their eligible children enrolled in school.

SENIORS AND PEOPLE WITH DISABILITIES

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

- 89% of adult clients in the developmental disabilities program in Central Oregon met at least 75% of goals in their annual plans.
- 100% of individuals receiving Meals on Wheels from South Puget Sound, Washington reported that they eat more nutritious and well-balanced meals as a result of the program.

"[My caregiver] is very caring and helpful. She shows empathy and compassion and always respectful. I think I've been treated very well"

"I changed from a different agency to Lutheran and I'm glad I did. The service and the staff are great. Thank you very much!"

- **Home Care clients, South Puget Sound, Washington**

"I am pleased with the new additions to the menu and hope you can add more in the future. Very pleased with your service."

- **Meals on Wheels client**

FAMILY AND COMMUNITY SUPPORT

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

- 88% of participants in the Valley Individual Development Account (VIDA) program in the Portland area met their planned savings goals.
- 99% of the 297 participants surveyed from North Puget Sound's numerous Family Support Centers reported that they felt more connected to community and community members after participation.

"This group is an important part of dealing with stress (as a family caregiver) and is very important to me."

- **Support Group Participants, Family Support Centers, North Puget Sound, Washington**

"Love, love, love it! This is a powerful community service event!"

"This event provided so much information."

"Thank you from the bottom of my heart."

- **Back to School Resource Fair Participants, North Puget Sound, Washington**

"I feel humbled when I come in for services and when I leave. I am happy that someone understands and is not judging me."

- **Participant, Lake Stevens Family Center, North Puget Sound, Washington**

"I told [LCS staff] I had a job interview and was hoping not to have to come back in to get help with food. She set up a haircut for me... and they cut my hair and it really made me feel good when I went to my interview."

- **Successful job seeker, Lake Stevens Family Center, North Puget Sound, Washington**

"Not alone, Wow! We are going to be O.K."

- **'For the Kids Sake' Seminars, North Puget Sound, Washington**