



Quality Improvement Highlights & Client Feedback

July to September 2013

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.

- **92%** of clients in the MCS General Counseling (Portland) were stable or improved as seen in their Global Assessment of Functioning (GAF) scores above a target of **80%**. The program has improved its use of interpreters and peer specialists to better support clients.
- **96%** of clients served by International Counseling and Community Services in SeaTac Washington were stable or improved as seen in their Global Assessment of Functioning (GAF) scores above a target of **80%**. This program reviews all clients who have been seen 180 days or more so the sample size is always very large. In this case there were 344 clients measured. The fact that 96% are stable or improved shows program success.

“Great people, staff, willingness to help others. Great team organization and accomplishing goals that are set.”

“ The people that I have come into contact with are all so wonderful and seem to know exactly what to say as well as when to say it.”

- **Clients served by the mental health program in Crook County**

“The sense of support and community/validation of my emotions.”

“I appreciate the friendliness and openness – it was easy to be vulnerable in the group.”

“They are very wise women and are good teachers and made women whole again.”

- **What clients like about the SAFeT Support Groups, Spokane**

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **100%** of clients in the 3 Rivers Wraparound program in Columbia Basin have no new criminal charges since entering the program above a target of **95%**. All 38 clients were measured in this outcome and it shows the success of the program in stabilizing clients in the community.

- **90%** of clients in the Stabilization and Wellness in Families Together (SWIFT) program in Columbia Basin reported reduced social conflict on a pre- and post-test above a target of **85%**.

“The program in general should grow and receive additional support of the community. An absolutely fabulous, efficient and effective program.”

“SWIFT was a very big help to our family during a difficult time and was always there when we/our daughter needed them.”

- **Clients in Stabilization and Wellness in Families Together (SWIFT), Columbia Basin**

“This was the best conflict resolution class I ever attended.”

- **Participant in foster parent and foster youth training, North Puget Sound**

SENIORS AND PEOPLE WITH DIABILITIES

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

- **100%** of children served in the Developmental Disabilities program in Crook County remained in their family home above a target of **90%**. This includes one child who started the quarter in a foster home, but was able to transition back to their family home, an important program success.
- **92%** of clients in the Senior Companion program reported that volunteering enriches their lives above a target of **75%**. The data this quarter is very interesting because this is the first quarter that the clients of the Senior Companions were surveyed rather than the Senior Companion volunteers themselves. The high rate indicates the importance of the program in enriching the lives of the clients touched by the volunteers.

“I enjoy reading the Senior Scene. It lets us know all the things going on locally for seniors.”

“I wouldn’t change anything. Very informative and interesting. I love it.”

- **Readers of the Senior Scene, South Puget Sound**

“[My caregiver] was a joy for my mom to have helping her, Professional, courteous and comforting at all times.”

- **Client in the Home Care program, South Puget Sound**

“After the loss of a loved one, my husband, we were together for 52 years, RSVP gave comfort in the close press of friends and in shared tears and hugs. RSVP helps make someone’s life a lot brighter”

- **Client of a Retired Senior Volunteer Program volunteer, South Puget Sound**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully integrate into their new communities.

- **100%** of clients in the English as a Second Language program improved their English abilities by one level above a target of **45%**. This is a very high success rate for this program.
- **100%** of clients in the Immigration Counseling and Advocacy Program (ICAP) in MCS became legal permanent residents over a target of **85%**. The program served a large number of participants this quarter with 51 achieving legal permanent status.

FAMILY AND COMMUNITY SUPPORT

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

- **100%** of participants in Family Support Center activities reported that their participation made them feel more connected to their community and other community members above a target of **80%**. The Family Support Centers collected data from 644 participants to reach this number, and a 100% success rate is indicative of the importance of the programs that the Family Support Centers provide the community.
- **88%, 100%, 95%, 93%** - participants in the seminars for divorcing parents who indicated they learned how to protect their children from parental conflict. These courses are offered in Clatsop County, Columbia Basin, Crook County and North Puget Sound. These high numbers are indicative of strong programming given that participants are mandated to attend and often initially do not want to be there.

“Great group. I don’t know where I’d be without it.”

- **Participant in Support Group, Family Center in South Snohomish County**

“This class gave me insight on how to ask questions and listen to my children.”

“The class was informative and amazing!”

- **Participants in For the Kids Sake Seminars (divorced parenting), North Puget Sound**