



Quality Improvement Highlights & Client Feedback

July to September 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.

- **90%** of clients in the Mental Health program in Crook County had stable or improved GAF scores which meets a target of **90%**. Crook County is pleased this quarter that there was significant improvement in data entry and reporting.
- **97%** of clients in the SAFeT Advocacy Program in Spokane were aware of resources in the community above a target of **90%**. This is a significant success because the increase in success rate corresponds with an almost doubling of the number of clients served. Staff have successfully stepped up to meet the increased demand.
- Vancouver Counseling is reporting outcomes for the first time! They used an assessment called the GAIN-SS and reported that **67%** of clients remained stable or improved based on this measure. No target rate has been set.

“It helped me get rid of the bad thoughts I used to have and helped me very much.”

“I have an awesome counselor who works well with me and who I can trust with even things no one else knows.”

- **Clients served by the SAFeT Clinical Program in Spokane, Washington**

“I love LCS! I am so happy to be Clean and Sober today (63 days) Thank you LCS.”

- **Client in Adult AOD Treatment Program, Klamath County**

“You allowed me room to exist and feel again! I won’t ever forget what service you have provided to me... You know more about me than even I do. I don’t know where I’d be if you hadn’t come into my life.”

- **Client in Mental Health Counseling, Klamath County**

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **90%** of children served by the SWIFT (Stabilization and Wellness in Families Together) Program in Columbia Basin had reduced suicidal thinking above a target of **85%**. The program has been working on increasing the number of surveys completed and showed success this quarter with 16 clients measured.

Yamhill County reported on two of their newer programs this quarter for the first time, the Relief Nursery and Healthy Families. While targets are still pending, here are some of the results:

- **95%** of children served by the Relief Nursery stayed in their own homes.
- **100%** of children served by the Healthy Families program have received on-time developmental screens

"[Ella] fue como un angel, estuvimos tocando muchas puertas y hasta que ella llego." Translation: [Sh]e was like an angel, we had been knocking on many doors and no one helped until she arrived.

"Estamos muy contentos en el progreso que nuestro hijo ha hecho." Translation: We are very happy with the progress our son has made.

- **Families served by the SWIFT Program, Columbia Basin**

"Our family owes a debt to Wraparound that will never be able to be paid back. And it's not expected to be. :)"

"The knowledge of how to best serve our family was very counter intuitive to my life experiences but it was EXACTLY what our family needed to move through the issues we did. Words cannot explain the gratitude we feel."

- **Families served by the 3 Rivers Wraparound Program, Columbia Basin**

"She always listened completely and heard what we were having problems with. I learned how to react in stressful situations and not to react emotionally."

- **Client in In-Home Safety and Reunification Services, Yamhill County**

SENIORS AND PEOPLE WITH DIABILITIES

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

- **98%** 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. Program staff want to focus on the recruitment and retention of Home Care Aides and have instituted a "Extra Mile Award" to reward outstanding service.

- **100%** of volunteers in the Senior Companion program in South Puget Sound report that volunteering enriches their life above a target of **85%**.

“The nutritional values of the meals have helped me tremendously! I now eat more fruits and vegetables at every meal. Thank you so much.”

“Your drivers are great, very special people.”

- **Clients of Meals on Wheels Program, South Puget Sound**

“Idle hands and idle mind are no longer a problem. I have a worthwhile mission and interesting goals to achieve daily.”

- **Volunteer with Senior Companion Program, South Puget Sound**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully integrate into their new communities.

- **100%** of clients served by the Resettlement and Placement program have resources to meet their basic needs above a target of **95%**. The program has recently seen a high number of arrivals with 231 clients served this quarter. The high success rate shows how well staff are managing the workload.
- **80%** of clients served by the Immigration Counseling and Advocacy Program in Yamhill County indicated we helped them achieve legal status above a target of **75%**. Both Portland and Yamhill have ICAP, and have discussed improved ways to collaborate

“Not only was the person who took my case very efficient, polite, professional but also humanitarian.”

- **Client served by Immigration Counseling and Advocacy Program (ICAP) in Yamhill County**

FAMILY AND COMMUNITY SUPPORT

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

- **99%** of clients in the Valley Individual Development Account (VIDA) program met planned savings goals above a target of **95%**. This is a big improvement and a big success.

Clatsop County had a lot of success this quarter serving 19 people with its divorced parenting class called Children in the Middle:

- **100%** of participants reported that they learned how to protect children from parental conflict above a target of **80%**.
- **100%** of participants reported that they learned how to recognize how divorce was affecting their children above a target of **80%**.

“The PowerPoint presentation was excellently put together and the visuals were helpful. Give specific strategies on HOW to help kids with ACEs. “

- **Participant on the ACEs presentation, Lake Stevens and Granite Falls Family Support Centers, North Puget Sound**

“This has helped my children feel better about attending school with supplies they needed that we could not afford.”

- **Participants in Back to School Events, Family Support Centers, North Puget Sound**

“This group helped me think about my future way more than I had and I want to come again next year.”

- **Youth participating in Familias Raices, Family Support Centers, North Puget Sound**

Thank you so much for creating a program that lets my children be proud of their culture and being Latino.

- **Parent participating in Familias Raices, Family Support Centers, North Puget Sound**