



# Quality Improvement Highlights & Client Feedback

July to September 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.*

- **90%** of clients measured in the Mental Health Program in Crook County had stable or improved GAF scores which meets a target of **90%**. The true highlight here is that 84% of eligible clients were measured. It has been a long-term goal of the program to increase the percentage of clients for whom the data is measured and recorded. This shows a significant improvement.
- **71%** of clients served by the AOD programs in Crook County were committed to treatment above a target of **65%**. Similarly for that program **69%** of clients showed reduced use of substances above a target of **65%**. These results are strong and encouraging. We will continue to monitor for trends.
- **87%** of clients measured in the Child Welfare Clinical Program in Spokane had stable or improved GAF scores above a target of **80%**. The GAF scores are determined by the clinician. On a Likert scale, which is a measure that is determined by the clients, **91%** reported being stable or improved. Both are strong results.
- **.89** was the Severity Adjusted Effect Size (SAES) for clients in the Multi-Disciplinary Team program in Portland. This is a very strong result as **.50** is considered an effective program.

*“We especially enjoyed our intake with [the intake worker]. She really put a lot of time into understanding our situation.”*

*“I liked that [the program] helped me be more confident about myself and for being less shy.”*

*“I think the environment is very welcoming.”*

- **Clients served by clinical programs in Spokane, Washington**

## CHILD WELFARE

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

- **78%** 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 now the third quarter in a row that this program has met this highly challenging target. They will continue their practice of making sure that clients are screened appropriately so that the appropriate level of care can be provided.

- **100%** of active families in the Healthy Families program in Yamhill County received home visits above a target of **75%**. This program began holding monthly service meetings, which are coordinated meetings between different providers within the office. The meetings help detect gaps in service for the family which helps make sure clients receive the support that they need.
- **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.

*"I am putting into practice little by little all that she has been doing for us."*

*"She was the best at listening and never made me nervous or anxious..."*

*"We had a good teacher student relationship, helped with setting boundaries with my kids, and was very professional."*

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

*"This session was great. Very educative and helpful. Kids get to connect with their parents in a way that they don't connect at home."*

- **Foster youth describing what the youth liked about a training provided for foster youth and foster parents together, North Puget Sound**

## **SENIORS AND PEOPLE WITH DISABILITIES**

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

- **97%** 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 clients served by the Intellectual and Developmental Disabilities Program in Crook County were safe as measured by APS Screenings and Investigations. This is above a target of **90%**

## **REFUGEES AND IMMIGRANTS**

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

- **100%** of participants in the Refugee Resettlement Assistance (RRA) Program integrated better into their communities matching a target of **100%**. This program is being phased out and will be replaced with a program called PRIME (Promoting Refugee Integration, Mobility and Empowerment).
- **100%** of clients served by the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County reported that services helped them achieve legal status above a target of **75%**.

- **100%** of SAFRN (School Assistance for Refugee Newcomers) clients have their children successfully enrolled in school which matches a target of **100%**.

## **FAMILY AND COMMUNITY SUPPORT**

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

- **94%** of clients in the Valley Individual Development Account (VIDA) program in Portland, met their planned savings goals above a target of **90%**. This is the highest success rate that we have seen recently and are excited about the promising result. Will continue to monitor.
- **97%** of Family Support Center participants in North Puget Sound reported increased knowledge and skills above a target of **80%**. At least some of this success may be due to the Breast Health Community Health Workers Program which is successfully disseminating health information into the community that participants are able to access and utilize.
- **96%** of students in the Botvin's Life Skills Group and **67%** of students in the Too Good For Drugs program reported an increased belief in the importance of living free of alcohol and/or other drugs. This is above a target of **65%**.

*"It was good family fun! Great fun with the grandkids."*

*"Advertise the event more so people are more aware."*

*"We think it is great that you do this event every year. We are new to the area and we learned a lot about resources in the area."*

*"I believe this knits the community closer together. I like the entertainment."*

- **Participants of different family events, Family Support Centers, North Puget Sound**