



Quality Improvement Highlights & Client Feedback

October to December 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.

- 100% of clients in the Multi-Disciplinary Team (MDT) Program in Portland, OR maintained stable functioning or improved, as shown by GAF (General Assessment of Functioning) scores. The MDT program serves clients who are aging, disabled or have serious mental illness.
- The Spokane, WA Office has clients from their mental health programs self-report on changes in how they are doing, using a Likert scale:
 - 100% of clients from the Child Welfare Clinical Program reported improvements
 - 97% of clients from the Sexual Assault and Family Trauma (SAFeT) Response Center reported improvements

CHILD WELFARE

Children are in a safe and stable environment.

- 100% of children served in both the Permanency Planning program in North Puget Sound and the Therapeutic Foster Care Program in Spokane had two or fewer placements.
- 100% of children served in the SWIFT (Stabilization and Wellness in Families Together) Program in Kennewick, WA remained safely in their homes or communities.

“We love the family activities.”

3 Rivers Wraparound client, Kennewick, WA

VIOLENCE PREVENTION AND INTERVENTION

Families and communities are violence free.

- 87% of clients served by the Sexual Assault and Family Trauma (SAFeT) Advocacy program in Spokane showed an increased awareness of the resources available to them.

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully transition to their new communities.

- 70% of clients attending English as a Second Language (ESL) classes in the Vancouver, WA office gained an entire ESL skill level during the quarter.

SENIORS AND PEOPLE WITH DIABILITIES

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

- 96% of the 256 seniors served through our South Puget Sound area's Home Care program were able to remain safely in their own homes.
- 100% of adult clients in the developmental disabilities program in Central Oregon were able to maintain their employment.
- 100% of child clients in the developmental disabilities program in Central Oregon were able to remain safely in their family home.

"I have the satisfaction of helping someone."

"I look forward to the daily interchange with my client."

"I feel good talking to [client] as she is alone 5 days a week. She always thanks me."

"I feel like I have two new friends. We enjoy mutual interests and I really like them."

Retired Senior Volunteer Program (RSVP) participants, Washington County, Oregon

FAMILY AND COMMUNITY SUPPORT

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

- 93% of participants from Children in the Middle (divorced parenting) program from Clatsop County, OR reported that they gained skills to protect children from parental conflict.
- 99% of participants from North Puget Sound's Family Support Centers reported that they feel more connected to their community or community members after participation.

"Everyone should have to take this class before they get married!"

Divorce Lifeline participant, North Puget Sound

"This program helps me to meet people and reduce my stress. Thank you!"

Family Support Center participant, North Puget Sound

"My Basic Food benefits have been cut back so without the emergency pantry I would be unable to sustain to the 5th of the month."

Family Support Center participant, North Puget Sound

"I have cancer treatment on Thursdays and am unable to get to the food bank and the Family Center has really helped in these times."

Family Support Center participant, North Puget Sound