



# Quality Improvement Highlights & Client Feedback

October to December 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.*

- 100% of clients who began substance abuse services in Prineville, Oregon remained engaged in the program for at least 90 days.
- 88% of clients seen at least 3 times in the Multi-Disciplinary Team (MDT) program in Portland, Oregon were stable or improved as seen in their Global Assessment of Functioning (GAF) scores. The MDT program serves clients who are aging, disabled or have serious mental illness.

## CHILD WELFARE

*Children are in a safe and stable environment.*

- 100% of children served in the Refugee and Immigrant Children’s Program (RICP) in North Puget Sound, Washington had two or fewer placements.
- 98% of clients in the 3 Rivers Wraparound Program in Kennewick, Washington avoided psychiatric hospitalization. 92% had no new criminal charges after entering the program

*“We are so blessed to have a great team that includes my son’s school counselor, grandparents, case manager and the wrap team.”*

*“I tell everyone I know that we are involved in this program.”*

- 3 Rivers Wraparound Program Participants, Kennewick, Washington

*“This has been an awesome program for all of us. Lots of good ideas to deal with my granddaughters. We have seen a lot of improvement since starting with SWIFT.”*

- Stabilization and Wellness in Families Together (SWIFT) Program Participant, Kennewick, Washington

*“Thank you. You put on a well thought out class.”*

*“Thanks for adapting the content to fit our circumstances.”*

- Foster Parents attending training for the Refugee and Immigrant Children’s Program (RICP)

## VIOLENCE PREVENTION AND INTERVENTION

*Families and communities are violence free.*

- 75% of clients showed an increased awareness of resources after participating in the SAFeT Advocacy program in Spokane, Washington.

## **SENIORS AND PEOPLE WITH DIABILITIES**

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

- 100% of adult clients in the Developmental Disabilities program in Central Oregon were able to maintain stable employment.
- 93% of volunteers in the Retired and Senior Volunteer Program (RSVP) in Washington County, Oregon reported that volunteering enriches their lives.

*“I’ve been blessed all my life and now that I’m retired I like giving back.”*

- **Volunteer in Retired and Senior Volunteer Program (RSVP), Washington County, Oregon**

## **REFUGEES AND IMMIGRANTS**

***Refugees and immigrants successfully transition to their new communities.***

- 100% of clients in the Immigration Counseling and Advocacy Program (ICAP) in Portland, Oregon who sought permanent residency achieved that status.
- 100% of clients from the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County indicated that services were helpful in achieving legal status.

*“An excellent program and coordination, the staff is very friendly and courteous.”*

*“Thank you for all the great help.”*

- **Immigration Counseling and Advocacy Program Participants, Yamhill County, Oregon**

## **FAMILY AND COMMUNITY SUPPORT**

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

Lutheran Community Services Northwest offers classes for divorcing parents in four offices: Clatsop County, Columbia Basin, North Puget Sound and Central Oregon. Participants in all four offices reported a high degree of satisfaction and increased knowledge.

- 86-100% of participants reported gains in knowledge on how to protect their children from parental conflict.
- 84-100% of participants reported gains in knowledge on how to recognize when divorce is affecting their children.

*“Thought I’d just show up for the class, get my certificate and be done. I was wrong. I learned so much.”*

*“Facilitators were genuine and honest. Thank you.”*

*“Offer a similar class before marriage, and also one for kids.”*

*“The facilitators were amazing. This class should be required in all states!”*

- **For the Kids’ Sake Seminars (class for divorcing parents), North Puget Sound, Washington**

*“The information helps me be more prepared to know what to expect from my baby.”*

*“It is nice to know I am not alone in my parenting struggles.”*

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