



Quality Improvement Highlights & Client Feedback

October to December 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 Child Welfare Clinical program (Spokane) had stable or improved GAF scores above a target of **80%**. The program had been working on a **Quality Improvement Strategy (QIS)** to address challenges with their success rate and this quarter represents a significant improvement over previous quarters. Success is attributed to two efforts that came out of the completion of the QIS: 1) awareness training for clinicians on the characteristics and ongoing challenges of clients; and 2) GAF score training to increase consistency.
- **88%** of clients in the Adult Substance Abuse Program in Klamath Falls showed reduced use of substances at discharge. This is above a target of **75%** and represents a big improvement over 56% reported last quarter. A reduction this quarter in UA no-shows may indicate that this higher rate is more indicative of program success. Will continue to monitor for trends.
- **85%** of clients served by the Crime Victims Advocacy Program in Vancouver gained access to resources or information. This is the first time this program has reported an outcome, so there is no target yet, but we are excited to welcome this program to PQI reporting!

“I like how you guys didn’t give up on me.”

“I will never forget what this place has done for me...”

“I feel I can come and talk to my counselor about everything.”

- **Clients served by the substance abuse program in Crook County**

“I’m really satisfied with this program and all the amazing women who work together and help us to succeed.”

- **Client served by the HopeSpring program in Washington County**

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **100%** of clients in all of LCSNW’s foster care programs were in stable placements defined as having two or fewer placements. This includes refugee foster care (RICP) and Permanency Planning in North Puget Sound and Therapeutic Foster Care in Spokane.

- **100%**. This is the fidelity rate given the 3 Rivers Wraparound program in Columbia Basin based on interviews conducted using the WFI-EZ fidelity assessment tool. There is no target yet. However, the high rate does demonstrate success, as do the client quotes which are listed below.

"As a family we were lost and broken. As our team came together and relationships were formed and strengthened, so has our family. Our son looks at [our Family Support Assistant] as one of their closest friends. Having our son look to and emulate a man of such integrity and character makes me proud and relieved and grateful."

"This program has saved our family and marriage and probably my sanity. I couldn't imagine EVER giving up my son, but I also couldn't imagine continuing the way we were. Panic and edge of sanity is a great adjective to describe our life before we started. Grateful, blessed, stronger, happy are the adjectives I use today"

"Our son's attitude about life in general and specifically about life in this family has turned around to the positive. Wraparound gave us what we didn't have, HOPE. You helped us develop what we did have. Strength. And with those we have a family that will survive through anything else. May still need help...but we know where to go."

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

SENIORS AND PEOPLE WITH DISABILITIES

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 is an impressive result given the high level of need of many of the clients.
- **100%** of caregivers who attended Support U reported a greater sense of well-being after the seminar.

There were no quotes available for this Line of Service this quarter. Most programs complete client satisfaction surveys annually.

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 the second quarter in a row that we have had this very high success rate for this program. Will continue to monitor trends and celebrate successes.
- **100%** of clients in the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County stated that services helped them achieve their legal status over a target of **75%**.

There were no quotes available for this Line of Service this quarter. Most programs complete client satisfaction surveys annually and are expected to report in July.

FAMILY AND COMMUNITY SUPPORT

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

- **100%** of the 63 participants who attended Youth Developmental Assets Workshops through the Family Support Centers reported that they gained increased knowledge and skills above a target of **80%**.
- **82%** of participants who attended Parent Education in Yamhill County reported increased skills in communicating with their children and **88%** reported an increase in skills to support children. These are both above their target goals of **75%**.

“Wow! I learned how I can fix my own behavior.... eye opening.”

“Helped me learn how, as the Dad, to be involved with my child.”

“Helped me get unstuck and move on. Thank you.”

- **Participants in For the Kid’s Sake Seminar (divorced parenting group), North Puget Sound**

“I am very pleased with the services and the information provided. I felt listened to and valued.”

“I was so confused about what I could get, but was happy that the person who enrolled me was helpful and knowledgeable... was very grateful.”

“This is a fantastic program. I appreciated that it kept the promise of call backs and information about what the program offers.”

- **Participants of South Everett Neighborhood Center and Familias Unidas Family Support Centers, North Puget Sound**