



Quality Improvement Highlights & Client Feedback

October to December 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.

- **93%** of clients measured in the Substance Abuse Program in Crook County had a reduced use of substances above a target of **85%**. This is a strong result for this program.
- **94%** of clients in the SAFeT Clinical Program in Spokane were stable or improved according to a client self-reported Likert Scale. This was above a target of **80%**. Not only is this a strong result, it also closely matches the GAF which is a report completed by clinicians (see following bullet).
- **96%** of clients in the SAFeT Clinical Program in Spokane had stable or improved GAF scores above a target of **80%**. This more closely matches the client report than in previous quarters, which could indicate some success in the GAF training that staff have taken in that office.

“Over the past years I have learned so much about the child’s brain as far as how it works, like being disregulated and what that means. Knowing how to calm a child down when this happens in a calm and understanding way. I don’t know what I would have done without you... I have been listened to and understood, which in our worst of times were much needed.”

- **Client served by the Mental Health Program in Crook County, Oregon**

“It wasn’t sugar coated.” “They care so much about you.” “My counselor listens.” “They really engage in your treatment.” “Got me off alcohol.”

- **What clients like best about the Substance Abuse Program in Crook County, Oregon**

“Conversations made me really think about myself and made it possible to work through issues I’ve had for years. Felt safe and was able to feel comforted .Finally able to be comfortable with who I am and I gained self-confidence I have been lacking.”

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

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **95%** of clients in the 3 Rivers Wraparound program in Columbia Basin stayed out of the hospital and **95%** had no new criminal charges. These both match an aggressive target rate of **95%** and show the program's ability to stabilize children and youth and their families.
- **100%** of clients in the In-Home Safety and Reunification Services Program in Yamhill County progressed towards treatment goals above a target of **90%**.
- **80%** of families maintained or increased functioning in the Relief Nursery in Yamhill County above a target of **50%**.

"I would like to thank Lutheran Community Services from the bottom of my heart for helping me with my needs; basic needs are education, food, housing. And I have gained all this through LCS."

- **Foster youth emancipating from the program, Refugee and Immigrant Children's Program, North Puget Sound**

"Estoy muy agradecida con el program de SWIFT. Mi [Family Support Assistant] es una gran persona. El ayudó mucho a mi hijo a tranquilisarse en varias ocasiones cuando yo no podía es una gran FSA y tiene mucha experiencia y buen trabajador." Translation: "I am very grateful to the SWIFT program. [My Family Support Assistant] is a great person. He was very helpful to my son. There were several occasions when he was able to calm him down when I couldn't. He is a great FSA and has much experience and is a good worker."

- **Parent served by the Stabilization and Wellness in Families Together (SWIFT) Program, Columbia Basin**

SENIORS AND PEOPLE WITH DISABILITIES

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

- **96%** 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.
- **90%** of participants in the Support U class reported a greater sense of well-being above a target of **85%**. This is a strong result for the program.

“Good broad overview and good financial tips.”

“Wonderful information, especially handouts”

- **Participants of Support U, South Puget Sound**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully integrate into their new communities.

- **53%** of clients taking English as a Second Language (ESL) classes gained an entire language level above a target of **45%**. This is a strong result, because it is a significant accomplishment for a student to gain an entire level in one quarter. Our ESL Program in Vancouver consistently does well in comparison to other programs in the state.
- **100%** of clients served by the Reception and Placement Program (R&P) had resources to meet their basic needs above a target of **95%**. This is significant because it reflects 299 clients served, a seasonally large number.
- **100%** of clients in our School Assistance For Refugee Newcomers (SAFRN) Program had children enrolled in school which meets a target of **100%**. It is good to have this program back. Both SAFRN and Refugee Resettlement Assistance (RRA) temporarily lost funding due to national changes. However, they were both reinstated and are reporting outcomes again. Our strong relationships and history of success helps us retain and grow programs in times of transition.

FAMILY AND COMMUNITY SUPPORT

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

- **92%** of parents participating in the Parent Education Program in Yamhill County reported improved skills in communicating with their child(ren) above a target of **75%**. Also **83%** reported improved skills in supporting children above a target of **75%**.
- **86%** of participants in the For The Kids Sake Seminars in North Puget Sound reported that they learned how to protect children from parental conflict above a target of **80%**. These divorced parenting seminars have consistently shown success in all three offices that offer them to the community.