



REPORT CARD ON CLIENT SATISFACTION

The data for this Report Card were obtained from a survey conducted between January 2000 and October 2001 by Herbert & Louis, LLC, an independent research and evaluation company. The survey consisted of statements designed to measure the degree of client satisfaction. A total of 1135 clients were asked to indicate the level to which they agreed or disagreed with these statements at the time they were discharged from all *ChangePoint* treatment programs. On average, 89.1% of clients expressed satisfaction with the program, while 7.2% were neutral, and 3.7% indicated dissatisfaction. Although clients expressed a high level of overall satisfaction, especially with educational value and counselor performance, valuable input for improving the program was received from all clients completing the survey.

	% Strongly Agree	% Agree	% Not Sure	% Disagree	% Strongly Disagree
EDUCATIONAL VALUE OF PROGRAM					
Learned about alcohol and drugs	58.8	37.1	2.4	1.2	0.5
Learned about DUII laws	39.9	44.4	8.4	5.4	1.9
Learned about substance abuse and the family	50.4	43.1	3.8	1.9	0.7
Learned about health improvement and managing stress	42.5	47.5	6.7	2.4	0.9
Learned about managing high risk situations and relapse prevention skills	49.1	41.8	6.8	1.4	0.9
RATING OF PROGRAM ELEMENTS					
Participated in setting goals and understood treatment plan	38.1	53.7	5.9	1.3	1.0
Group discussions worthwhile	52.3	40.2	5.3	1.8	0.4
Listening to other clients worthwhile	55.6	36.6	4.9	2.6	0.4
Self-assessment 1 worthwhile	37.3	44.2	11.7	5.1	1.6
Self-assessment 2 worthwhile	39.1	44.5	10.1	4.3	1.9
Personal aftercare plan worthwhile	41.9	43.8	9.8	3.1	1.4
Group exercises worthwhile	37.7	42.7	14.5	3.2	1.9
Videos worthwhile	35.4	37.8	16.6	5.7	4.5
COUNSELOR PERFORMANCE					
Made me feel supported and respected	68.9	27.8	2.5	0.6	0.2
Led groups effectively and respected differing opinions	73.6	23.5	1.8	0.9	0.2
Demonstrated understanding of information presented	58.5	34.6	5.9	0.9	0.1
Demonstrated knowledge of community resources	72.6	26.0	1.0	0.3	0.2
Respected needs of group and cultural values of members	72.7	24.7	1.8	0.5	0.3
Controlled unhealthy and inappropriate behavior of group members	55.1	33.3	7.2	1.6	2.9
CLIENT SATISFACTION					
Would recommend <i>ChangePoint</i> to family member or friend with similar problems	54.9	31.9	9.5	2.0	1.7
Would return to <i>ChangePoint</i> if required future help	56.9	28.9	9.0	2.1	3.0