



## REPORT CARD ON CLIENT SATISFACTION

The data for this Report Card were obtained from a survey conducted between November 2001 and November 2003 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 1495 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, 85.2% of clients responded positively that they would recommend *ChangePoint* to others. 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
<b>EDUCATIONAL VALUE OF PROGRAM</b>					
Learned about alcohol and drugs	56.9	39.4	2.5	0.9	0.3
Learned about DUII laws	41.7	42.3	10.1	4.8	1.2
Learned about substance abuse and the family	49.7	43.6	4.6	1.7	0.3
Learned about health improvement and managing stress	41.3	47.4	8.0	2.7	0.5
Learned about managing high risk situations and relapse prevention skills	49.3	43.0	5.1	2.1	0.6
<b>RATING OF PROGRAM ELEMENTS</b>					
Participated in setting goals and understood treatment plan	39.5	54.1	4.9	1.2	0.3
Group discussions worthwhile	54.9	38.9	4.8	0.9	0.5
Listening to other clients worthwhile	59.0	34.2	5.0	1.0	0.7
Self-assessment 1 worthwhile	34.0	45.6	14.0	4.5	1.9
Self-assessment 2 worthwhile	36.8	44.8	11.6	4.7	2.1
Personal aftercare plan worthwhile	40.8	42.7	11.0	3.5	1.9
Group exercises worthwhile	38.6	44.0	12.3	3.3	1.8
Videos worthwhile	28.0	35.5	17.2	10.6	8.6
<b>COUNSELOR PERFORMANCE</b>					
Made me feel supported and respected	67.0	30.5	2.2	0.2	0.1
Led groups effectively and respected differing opinions	71.5	26.5	1.5	0.5	0.1
Demonstrated understanding of information presented	69.4	29.2	1.1	0.2	0.1
Demonstrated knowledge of community resources	62.6	33.6	3.4	0.3	0.1
Respected needs of group and cultural values of members	74.1	24.4	1.0	0.3	0.2
Controlled unhealthy and inappropriate behavior of group members	56.1	34.0	5.6	1.4	3.0
<b>CLIENT SATISFACTION</b>					
Would recommend <i>ChangePoint</i> to family member or friend with similar problems	54.9	31.3	9.3	2.6	1.9
Would return to <i>ChangePoint</i> if required future help	54.3	30.0	10.3	2.4	3.0