

2005 Report Card on Client Satisfaction

The data for this Report Card were obtained from a survey conducted over a 20 month period from December 2003 through May 2005 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 1038 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, 90.5% of the clients expressed satisfaction with the program, while 5.92% were neutral and 3.6% indicated dissatisfaction. The consistently high level of client satisfaction, especially in educational value and counselor performance, is made possible through the valuable input derived through our client survey process. (Please see client satisfaction surveys for [2002](#) and [2004](#).) Our goal is to continually improve the quality of our program in order to provide the most Effective Treatment and Responsive Service for all of our clients and referral sources.

	% Strongly Agree	% Agree	% Not Sure	% Disagree	% Strongly Disagree
EDUCATIONAL VALUE OF PROGRAM					
Learned about alcohol and drugs	60.3	35.9	1.5	1.7	.06
Learned about DUII laws	45.5	40.9	7.5	4.5	1.5
Learned about substance abuse and the family	50.8	41.7	4.3	2.1	1.1
Learned about health improvement and managing stress	40.8	47.6	8.0	2.3	1.3
Learned about managing high risk situations and relapse prevention skills	50.3	40.6	6.0	1.8	1.3
RATING OF PROGRAM ELEMENTS					
Participated in setting goals and understood treatment plan	39.0	54.5	3.9	1.8	0.9
Group discussions worthwhile	57.4	35.6	4.2	1.3	1.5
Listening to other clients worthwhile	62.5	33.0	2.8	1.1	0.6
Self-assessment 1 worthwhile	39.2	45.7	9.8	3.9	1.5
Self-assessment 2 worthwhile	38.8	45.8	9.5	4.2	1.7
Personal aftercare plan worthwhile	45.4	41.2	8.5	2.9	2.0
Group exercises worthwhile	41.4	42.1	12.3	2.7	1.6
Videos worthwhile	34.6	35.9	16.6	7.3	5.7
COUNSELOR PERFORMANCE					
Made me feel supported and respected	68.6	28.2	2.6	0.2	0.4
Led groups effectively and respected differing opinions	68.0	29.3	1.9	0.4	0.5
Demonstrated understanding of information presented	69.3	29.5	0.9	0.0	0.3
Demonstrated knowledge of community resources	61.9	33.8	3.6	0.3	0.3

Respected needs of group and cultural values of members	73.3	24.7	1.5	0.1	0.4
Controlled unhealthy and inappropriate behavior of group members	54.1	34.8	5.0	1.7	4.4
CLIENT SATISFACTION					
Would recommend ChangePoint to family member or friend with similar problems	56.2	34.0	6.4	1.7	1.7
Would return to ChangePoint if required future help	56.5	31.8	7.5	2.3	2.0