

2006 Report Card on Client Satisfaction

The data for this Report Card were obtained from a survey conducted over a 20 month period from June 2005 through October 2006 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 770 clients were asked to indicate the level to which they agreed or disagreed with these statements at the time they were discharged from the Driving while Under the Influence of Intoxicants (DUII) diversion program. Overall, the responses to the questions were quite positive. Obvious strengths of the program lie in the counselors' knowledge of the subject material and their ability to deliver the material in an effective and culturally sensitive manner. 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](#), [2004](#) and [2005](#).) 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 useful information on alcohol and other drugs.	64.9	27.8	4.4	1.5	1.4
Learned useful information on DUII laws.	42.5	31.9	14.7	7.2	3.7
Learned useful information on substance abuse and the family.	54.3	34.0	7.8	2.7	1.2
The stress management and health improvement information was helpful.	42.1	42.0	10.9	3.6	1.3
The relapse prevention skills learned will be helpful to me in the future.	49.9	39.6	6.9	2.5	1.2
Learning how to manage high risk situations was helpful.	48.2	33.7	13.4	2.5	2.2
RATING OF PROGRAM ELEMENTS					
Orientation Information Session provided a clear understanding of the program.	35.4	45.9	12.0	4.0	2.6
Client Handbook was helpful.	25.1	50.7	18.7	3.5	2.0
I knew what to expect from the program when I started group sessions.	28.2	40.1	18.6	8.2	4.9
I participated in setting my treatment plan goals.	43.4	48.4	5.6	1.3	1.3
My treatment plan was appropriate for my needs.	43.9	35.5	12.8	2.8	5.1
Group discussions were worthwhile.	59.2	32.4	4.7	1.9	1.8
Listening to other clients' experiences was helpful.	64.2	29.1	4.3	1.2	1.2
Self-assessment 1 was worthwhile.	43.4	37.2	12.1	4.4	2.9
Self-assessment 2 was worthwhile.	45.3	36.3	11.6	3.7	3.2
Participation of my family and or friends in the family night was helpful.	46.7	19.2	22.3	4.4	7.4
My personal aftercare plan will be helpful after completing the program.	49.5	33.0	12.1	2.8	2.7
I intend to follow my aftercare plan.	65.3	28.8	4.7	0.3	1.0
The exercises in the group were helpful.	46.8	36.6	10.7	2.8	3.2
The educational videos were helpful.	40.5	32.5	14.6	4.7	7.8
COUNSELOR PERFORMANCE					
I was treated with respect by the administrative staff at the front desk.	61.3	28.1	6.8	1.5	2.3
I was treated with respect by my counselor.	74.9	22.2	1.4	0.7	0.8
Was concerned about me.	64.6	21.3	10.0	1.6	2.6
Was concerned about my successfulness in the program.	66.5	24.2	3.5	2.1	3.7
Was effective in leading groups.	70.8	25.5	2.4	0.8	0.5
Was effective in the one-on-one sessions with me.	57.9	26.3	10.9	2.6	2.3
Showed respect for differing opinions in the group.	72.0	23.9	2.3	0.8	1.0
Showed respect for different cultures and values.	74.6	22.9	1.3	0.5	0.7
Demonstrated understanding of the information presented.	72.6	24.1	1.8	0.7	0.8

Demonstrated knowledge of community resources.	60.8	32.5	4.7	1.2	0.8
Confronted disruptive behaviors to the group process.	59.4	30.5	6.4	2.3	1.4
Redirected me when I was off track.	56.0	26.8	12.3	4.0	1.0
Controlled unhealthy and inappropriate behavior of group members	54.1	34.8	5.0	1.7	4.4
CLIENT SATISFACTION					
I would recommend ChangePoint to others for help with substance abuse.	60.4	27.4	8.4	1.5	2.4
I would return to ChangePoint if my substance abuse problems returned.	59.7	24.8	9.4	2.8	3.3