

Family Service Agency
Three Year Trend Analysis in Outcomes and Customer Satisfaction
2008 - 2009

Anger Management

Outcomes: There was significant improvement in two categories. 45% fewer respondents feel irritated post-test and 24% fewer respondents feel like hitting someone when they get angry. I do recommend that the outcome questionnaire be revised and the total number of questions be reduced. It is significant that the two most important categories feeling irritated or wanting to hit someone when angry exhibited the most improvement post-test.

Satisfaction: There were again no significant issues that emerged from the satisfaction surveys. Except for two questions, the average response was 94% good or very good. The convenience of location rated 73% good or very good and availability of appointment times rated 83% good or very good.

Consumer Credit Counseling Service

Outcomes: The sample size increased this year from 124/92 pre and post to 170/108 pre and post. The largest swing in outcomes this year is the increase from 21% putting money into savings pre DMP to 83% putting money into savings post DMP, which is 62% improvement. The outcome results are generally very positive.

Satisfaction: The most significant finding is the 8% improvement in those who feel comfortable referring a friend or family member, which returns the referral comfort level to the almost 92% level of previous years. This was the most significant finding for this year's survey.

Counseling/Employee Assistance Program

Outcomes: The highest coping score is a 25 indicating high levels of coping skill. The highest Stress score is a 25 indicating high levels of stress. If treatment is helpful, coping scores will go up and stress scores will go down. Coping skills increased from a score of 17 at the first session to 19 by the 6th session and stress levels decreased from 16 to a score of 12 by the 6th session. This was the largest reduction in stress we've seen since we began measuring the stress levels of counseling clients.

Satisfaction: Satisfaction levels were high across all categories. The sample size was 34 for the counseling program, which was an improvement from last years' sample of 10. However, the sample of 2 in the EAP program is invalid.

Drug and Alcohol Safety Education Program

Outcomes: The outcome results still show a decrease (6%) in the recidivism rate for those who complete the education program. However, there is a corresponding decrease in the recidivism rate for those who did not complete the program over the last three years. The sample size utilized was smaller this year over the previous two years due to our not having a student dedicated to gathering the data.

Satisfaction: The rate of satisfaction remains very high with this program and almost matches the statewide data collected by the Change Company for ADAP.

Domestic Violence Intervention Program

Outcomes: This past year represented the largest sample size yet since we began measuring outcomes in this program. Additionally, all categories showed positive changes in attitudes with two important categories showing double digit improvement. The most significant improvement was a 22% increase in those who disagree that they cannot control their violent behavior and a 14% increase in those who disagree that violence can be avoided if their partner tries harder. The importance of this is that we are seeing attitudinal changes that indicate clients are accepting responsibility for their own violent behavior.

Satisfaction: Other than questions about office convenience, availability of appointment times and the comfort / atmosphere of the facility responses (which all represented improvement from the previous year), responses ranged from 94% to 100% positive.

Prevention Resource Center

Please see the attached report for Regions 8 & 9.

Rape Crisis

This program ceased operations through FSA as of October 1, 2009.

Substance Abuse Counseling and Education Program

Outcomes: Unfortunately only 25% remain substance free after 12 months and 67% have used 5 or more times. Only 8% of respondents had been arrested 12 months after treatment. This contrasts with the 62% of respondents who were substance free after 3 months. After 6 months, only 29% of respondents were substance free which indicates that the personal challenges for clients attempting to remain chemical free occur after the 3 month post-treatment time period.

Satisfaction: Except for video effectiveness (84%), good to very good responses range from 96% to 100%.

Theft Prevention

Outcomes: The measured outcomes reflect the first year that we have a valid sample of respondents. The results show positive changes in attitude for 5 out of 8 questions asked during the pre and post test surveys.

Satisfaction: Except for office convenience (86%) and availability of appointment times (72%), good to very good responses ranged from 94% to 96%.

TransParenting

The survey results described below for 08-09 remain very positive with only a 6% decrease in satisfaction with presenters although there was a 100% satisfaction level for 07-08. The clients responding to this survey reported that the most important things they learned in class include: 202 – how to co-parent; 181 how to listen to the children's issues and feelings during the different stages of divorce; 72 the grief process and how to take care of oneself first; 54 the presenters did a good job; 2 suggested offering internet classes; 7 complained of uncomfortable chairs and 553 offered no comment.

Conclusion

We have identified positive outcomes in all FSA programs. Significant improvement was seen in Anger Management and the Domestic Violence Intervention Program. The Counseling / EAP program also achieved the largest stress reduction for clients since we began measuring outcomes for the program.

CCCS also achieved positive outcome levels and much improved customer satisfaction levels. However, we did identify an area of concern. This area of concern was in the Substance Abuse Counseling and Education Program (SACEP), where we identified a decrease in those who remain clean and sober at the 6 to 12 month post-treatment period.

Raw Data

Anger Management

Outcomes:

06-07: (n=111 pre-test / 58 post-test) significant increase in all categories

07-08: (n=81 pre-test / 69 post-test) significant improvement in all categories

08-09: (n=112 pre-test / 69 post-test) little or no improvement in three categories and an average of 8.5% improvement in four categories. However there was a 45% decrease in those who feel irritated post-test and a 24% decrease in those who feel like hitting someone when they get angry.

Satisfaction:

06-07: (n=60) 92% or above in all categories; convenience from 73 to 95, availability from 88 to 92; overall 95%

07-08: (n=69) 88% or above good or very good in all categories with an average of 93% good to very good.

08-09: (n=75) 90% or better in 7 categories with an average of 93.8% in those 7 categories. The low score of 73% was in the convenience of location and 83% felt that the availability of appointment times was good or very good.

Consumer Credit Counseling Service**Outcomes:**

06-07: (n=302 pre-DMP / 153 post-DMP) 84% now use budget; no cc debt up from 79% to 84%; increase from 27% putting money into savings before debt management to 81% putting money into savings after debt management

07-08: (n= 124 pre-DMP / 92 post-DMP) 75% now use a budget; no cc debt or paid in full 76% down from 84%; increase from 29% putting money into savings before debt management to 85% putting money into savings after debt management

08-09: (n= 170 pre-DMP / 108 post-DMP) 78.7% now use a budget; no cc debt or paid in full 86% (prior to beginning debt management only 39% were current on payments); increase from 21% putting money into savings before the DMP to 83% putting money into savings after the DMP; 92.6% report a reduction in anxiety after completing the DMP.

Satisfaction:

06-07: (n=302) 73% answered yes to telephone calls decreased from 75% the year before; 88% felt the service was beneficial the same as the year before; 97% felt they were treated with respect the same as the previous year; 91% feel comfortable referring a friend, 92% the year before; 93% are mostly or completely satisfied with the quality of service, an increase of 4%.

07-08: (n=124) 75% answered yes to decreased telephone calls from 73% the year before; 84% felt the service was beneficial, a decrease of 4%; 94% felt they were treated with respect although 5% marked this one NA; 84% feel comfortable referring a friend, which is a 7% decrease from the year before; 88% are mostly or completely satisfied with the quality of service, a decrease of 5% from the year before.

08-09: (n=170) 67% reported a decrease in creditor phone calls which was down from 75% the year before; 87.6% felt the service was beneficial, a slight increase from the prior year; 98% felt they were treated with respect, a 4% increase from the prior year; 91.8% feel comfortable referring a friend or relative, almost an 8% improvement over the prior year.

Counseling/Employee Assistance Program**Outcomes:**

06-07: (n=91/44/14) 2 point increase in coping; 2 point decrease in stress

07-08: (n=92/25/8) 1point increase in coping; 2 point decrease in stress

08-09: (n=127/32/15) 2 point increase in coping; 4 point decrease in stress

Satisfaction:

06-07: Counseling (n=45): 97%+ good/very good for all but convenience (87) and courtesy (85); EAP (n=10): 90%+ good/very good

07-08: Counseling (n=10): satisfaction levels were good or very good in all categories at a 96 to 100% range. EAP (n=10) satisfaction levels were good or very good in all categories at a 92 to 100% range. However one person felt that the courtesy of the first phone contact was poor. The validity of this year's survey is suspect due to the low number surveyed.

08-09: Counseling (n=34) satisfaction levels were 97% to 100% good or very good in all but 2 categories. The satisfaction level was 85% good or very good on convenience of location and 80% good or very good on availability of appointment times.

Drug and Alcohol Safety Education Program

Statistics were gathered from 2006 Pre-Sentence Screening Reports and October 2009 DMV driving history records for this year's study.

Outcomes:

06-07: (n=349 or 10% of total) 75% completion, 17% recidivism; 25 % non-completion, 43% recidivism

07-08: (n=241) 70% completion 8% recidivism; 30% non-completion, 22% recidivism

08-09: (n=106) 83% completed level one and 11% of this population re-offended. 17% of the 106 did not complete and 17% re-offended.

The 06-07 figures go back five years instead of three. The intern who completed this study was following the guidelines given to her by UALR rather than our following the state model.

Satisfaction:

06-07: (n=477) 93% good or excellent course, 98% good or excellent instructor, 98% change in bx

07-08: (n=478) 97% good or excellent course, 97% good or excellent instructor; 97% report that they believe the program will help them avoid driving under the influence in the future.

08-09: (n=465) 95% good or excellent course, 96% good or excellent instructor, 98% believe the program will help them avoid driving under the influence in the future. The Change Company surveyed 3,122 statewide and found the following corresponding results: 94% good or excellent course, 97% good or excellent instructor and 97% believe the program will help them avoid driving under the influence in the future.

Domestic Violence Intervention Program

Outcomes:

06-07: (n=56/51) little change in attitude; pre-test scores still significantly higher than first year

07-08: (n=59/37) some positive attitude changes yet other categories show either no change or movement in the wrong direction (see attached results).

08-09: (n=69/42) substantial positive attitude changes for this year over previous years as well as a larger sample size. Of note is a 22% increase in those who disagree that they cannot control their violent behavior and a 14% increase in those who disagree that domestic violence can be avoided if their partner tries harder.

Satisfaction:

06-07: (n=46) lower in location (80 from 89), lower in appt. times (78 from 82), improved comfort (96 from 85), courtesy the same; overall 94

07-08: (n=38) satisfaction with location decreased to 74%; satisfaction with appt times improved to 88%; the remaining categories ranged from 92 to 100%; 96% feel they were helped to deal more effectively with their problems.

08-09: (n=48) satisfaction with location increased by 10% to 84%; satisfaction with appt. times increased by 4% to 92%; the remaining categories ranged from 88% to 100%. Of note, 100% felt the quality of care and service was good or better, 96% felt the competence / knowledge of their counselor was good or better, 98% feel comfortable referring a friend or relative and are satisfied with the education and 96% feel that they were helped to more effectively resolve their problems.

Rape Crisis

This program ceased operations as of October 1, 2009.

SACEP

Outcomes:

06-07: (n=60, 32 @ 12mo) 58% did not use drugs or alcohol, 50% after 12 mo. Btw 80 – 100% no problems w/ arrest, employment, personal, 94% after 12 mo; 82% quality of life 95 after 12 mo, 72% quality of tx, 95% after 12 mo

07-08: (n=54 at 30 days) 63% did not use drugs or alcohol; 100% living independently; 100% had not been arrested; 81% are working full time, 4% are working part-time, 4% are unemployed, 11% are disabled, (n=42 at 6 months) 71% did not use drugs or alcohol, 90% living independently, 100% had not been arrested; 79% are working full time, 7% are working part-time, 5% are unemployed, 9% are disabled; (n=48 at 12 months) 46% did not use drugs or alcohol; 90% are living independently; 100% had not been re-arrested; 85% are working full-time, 2% are working part-time, 6% are unemployed, 4% are disabled, 2% are retired

08-09: (n = 110, 57 @ 3months, 30 @ 6 months & 23 @ 12 months) 62% did not use drugs or alcohol after 3 months, 29% after 6 months and 25% after 12 months; living independently after 3 months- 72%, 90% after 6 months and 78% after 12 months; No arrests after 3 months – 98%, after 6 months - 97%, after 12 months -92%; work status after 3 months – 76% employed, 19% unemployed, and 5% disabled, after 6 months – 67% employed, 23% unemployed and 10% disabled, after 12 months – 70% employed, 8% unemployed, 14% disabled and 8% were students.

Satisfaction:

06-07: (n=205) 90%+ good or very good on all but videos, lower on group discussions by 5

07-08: (n=170) 92 to 97% good or very good on program effectiveness, counselor effectiveness, group discussion effectiveness, lesson topics, quality of care and service, and overall satisfaction with the program. Although 97% felt the quality of care was good or very good, only 82% felt that the courtesy & professionalism of the staff was good or very good. Video effectiveness was rated at 73%.

08-09: (n=182) 96 to 100% good or very good on program effectiveness, counselor effectiveness, group discussion effectiveness, lesson topics, quality of care and service, courtesy and professionalism of staff and overall satisfaction with program. 84% good or very good on effectiveness of videos.

Theft Prevention**Outcomes:**

06-07: (n=12 pre and post test) mostly significant and positive changes in attitude

07-08: (n=20 pre and post test) significant and positive changes in attitude in 5 of the 8 survey questions asked. The greatest improvement was in the following areas: the belief that certain groups of people shoplift, people steal to meet basic needs, people have no control and people who steal only hurt themselves. The increase in those who disagree with the previous statements ranged from 15 to 32% with an average of 25%.

08-09: (n=46 pre and post test) significant positive changes in 5 of 8 survey questions asked again. The greatest improvement was in the following areas: disagreeing with the belief that certain groups of people shoplift, disagreeing with the belief that people who steal only hurt themselves, disagreeing with the belief that shoplifting is not a criminal act, disagreeing with the statement that morals and values have little to do with laws and behavior and disagreeing with the belief that freedom is a right that cannot be taken away.

Satisfaction:

06-07: (n=12) poorer scores on location (84), courtesy (71), degree helped (75); 100% overall satisfaction good/very good

07-08: (n=22) Poorest score was on availability of appt time (84%). The highest ratings were: comfort (97%); competence / knowledge of counselor (97%); quality of care (97%) and satisfaction with education received (100%).

08-09: (n=46) Scores ranged from 86 to 96% good or very good in every category except availability of appointment times which was 72% good or very good.

Significantly, 95% felt that they were helped to deal more effectively with problems and 96% were satisfied with the education they received. Courtesy of contact and competence / knowledge of counselor rated a 94% good or very good rating.

TransParenting

Outcomes:

06-07: (n=1243) 91% helpful overall; high satisfaction with presenters; 47% thinking change from 31; decrease in recommendation (86 from 94)

07-08: (n=1201) 92% helpful overall; 100% satisfaction with presenters; 88% report a change in thinking, an increase from 47%; 90% would recommend the class to others an increase of 4%

08-09: (n=1071) 92% helpful overall; 94% satisfaction with presenters a 6% decrease from the prior year; 94% report a change in thinking which is a 6% increase from the year before; 93% would recommend the class to others a small increase from the year before. 49% of attendees report a high degree of conflict with their spouse / ex-spouse at the time of the seminar.