



# Residential Client Experiences at the Addictions Foundation of Manitoba 2008/09 Pilot Project

## Exploring Client Experiences at AFM’s Residential Programs

In late fall and early winter 2008/09, the Addictions Foundation of Manitoba (AFM) undertook a pilot project with all residential clients in the province. Our residential programs provide clients with assistance and opportunities to address their alcohol, other drugs and gambling in a safe, highly structured environment. The purpose of the project was to explore the client experience at our residential centers. In particular we wanted to know four things:

1. How *motivated* are our clients for change (when they arrive and when they leave),
2. Are our clients *satisfied* with our programs,
3. Do our clients feel *engaged/connected* with their counselor, and,
4. What are our clients’ *overall thoughts* on our programs.

Our clients at AFM can provide us with a wealth of information about how we are doing as an organization. Their feedback is useful in providing insight into what is working and also where our services may need to be enhanced. The purpose of the project was explained to all clients that were admitted into a residential program last fall/early winter 09. They were assured confidentiality when they completed the surveys (no names were taken and surveys were sealed immediately and sent to the Program Evaluation & Accountability Unit at AFM).

This pilot project provides a “snap-shot” of the residential treatment experience at the AFM and this information will assist the agency in program planning. As an accredited organization, AFM views projects such as these as very important and we will continue to monitor indicators in all program areas. Some programs will also be involved in systematic evaluation.

### What Measures were Included in the Pilot Project?

There were two surveys completed during the clients’ stay at AFM. The first survey was completed within the first week of admission and the final survey at the end of the program.

The Client Questionnaire Part 1 (CQP1):

- URICA-32 (motivation)

The Client Questionnaire Part 2 (CQP2):

- URICA-32
- CSQ-8 (satisfaction)
- WAI-12 (engagement)
- Program feedback



James Toal Centre, Winnipeg



The New Thompson Facility!!



Parkwood, Brandon



Willard Monson House  
Ste. Rose du Lac

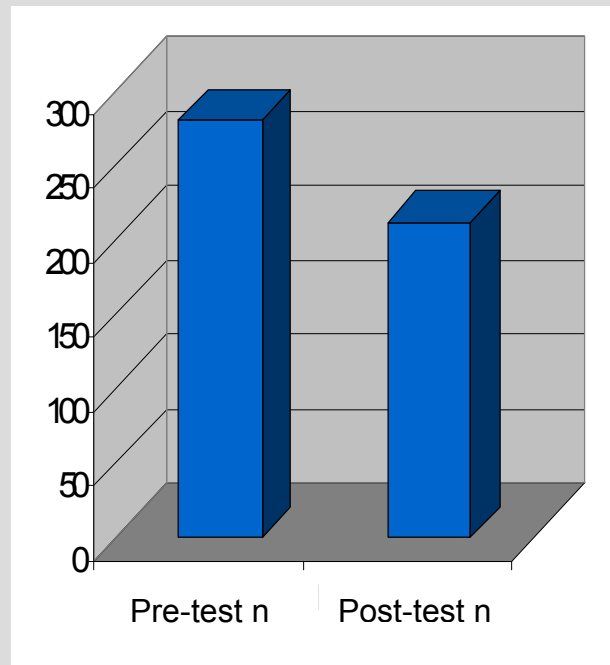


River House, Winnipeg

## Who Participated?

The pilot involved almost 300 clients from across the province.

280 clients filled in the first questionnaire (within the first week of the program). Approximately 80% of those clients were also reached within the last week of the program and we were able to get 212 post questionnaires completed. This does not mean that 20% of our clients did not finish the program but it confirms how difficult it can be to receive post tests back. All things considered, this match % was higher than expected considering the busy nature of our programs.



## Exploring Motivation at AFM

AFM is trying to find out what motivation means to our clients at the agency. We certainly know it is important to meet our clients where they are at in their recovery. Often when admitted into a residential facility for their alcohol and/or other drug problem we already know they have made some significant changes. We also know some clients change significantly in a three or four week period. Some researchers have tried to develop tools that will measure these changes and allow us to say (statistically) that our clients have changed. However, we also know that many of these tools (e.g., URICA-32) have faced some criticism in that they may not capture the real changes that our counselors may see (clinical significance). That being said, we thought we would administer this survey as a pilot and see what our clients say about motivation/readiness to change.

*“This has been a positive life changing experience. I thank you all for your help with me, and helping me rediscover myself...”*

## Motivation/Readiness Scores

On average, clients' readiness to change remained stable at a *prepare/action level* from pre to post-test. Their average score at the beginning was 11.1 and at post test it was 11.0. If a client scored below 8 they would be considered in pre-contemplation and if a client scored lower than 11 but 8 or higher, they would be considered in a contemplation stage.

- 66.5% stayed in the same stage
  - 36.1% prepare/action
  - 30.3% contemplation
- 18.1% moved back a stage
- 15.5% moved up a stage

Overall, more than half of the clients stayed in a prepare/action level stage of change or they moved up a stage.

## What Do the Motivation/Readiness Scores Mean?

Based on the overall results and the comments from the clients, the outstanding work and efforts of all staff in our residential centres has been confirmed.

Although the majority of our results were very positive, we also know that there are always things that can be improved. For instance, it may be interesting to explore why 18.1% of our residential clients move from a more motivated state at the beginning of the program to a less motivated state.

Although we do not have any benchmarks to compare to in Manitoba, the fact that more than half of our clients are maintaining or moving towards active change is very encouraging.

*“...I know people can change if they want to and I want to stay clean because this place made me feel good about myself... Thanks AFM”*

## Client Satisfaction at AFM

Clients were asked to answer eight questions (CSQ-8) on their level of satisfaction with our services. The CSQ-8 is known and credible in the literature. Clients could obtain a maximum score of 32 on this survey.

Overall, our clients scored 28.14 out of a possible 32! This equates to 88%. The scores ranged from 19 to 32.

The bar graph to the right provides an example of one of the questions from the CSQ-8. Only one of our clients (out of over 200) felt that we did not really help. Otherwise, 99.5% of our clients felt that we helped them to deal more effectively with their problems.

*“I am so thankful and grateful for the services provided to my addiction, family relationships...I am going to certainly recommend this program for any women seeking or undecided on their treatment”*

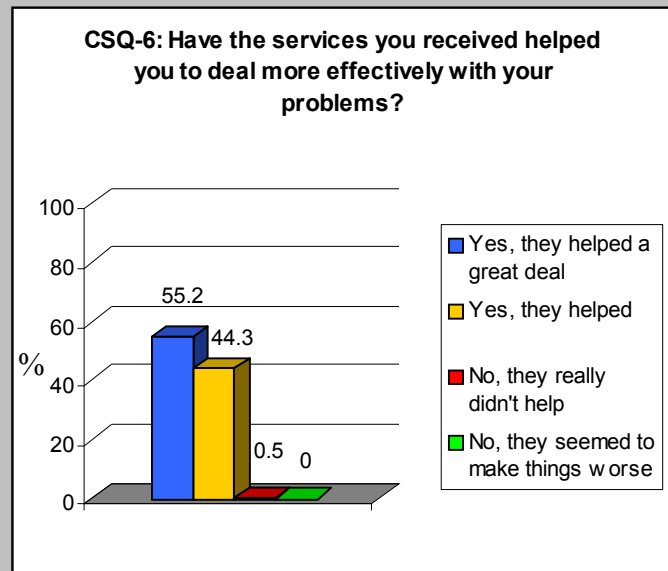
## Are our Clients Engaged with their Counselors?

Research in the field of addictions has shown that the therapeutic alliance between a client and their counselor is a key component of treatment outcomes. Our agency was curious about this and wanted to explore how our clients felt about their counselor – therefore, we asked them 12 questions (WAI-12) at the end of their treatment program. The WAI-12 is the most well known tool for measuring client engagement with their helping professional.

The total score possible on the WAI-12 is 84. Overall, our clients told us that our counselors deserve an A! The average score was 70.7 and the range was 34-84.

The WAI-12 also measures three sub-scales: bond, task and goal. Here is how clients felt these areas were addressed with their counselor (mean score percentages):

- 85.7% - bond
- 85.4% - task
- 81.4% - goal



## How do We Compare?

Our clients' ratings of satisfaction and engagement were quite high and these scores were comparable/higher than many studies that used similar tools. However, we have to be careful when making comparisons as some of the studies we are referring to are not from Manitoba and probably vary in other ways from us (e.g., contextually, politically, program-wise, etc). There have been many studies using the URICA-32 with clients similar to the clients that we see at AFM. The average scores are very comparable to what we found in this pilot. We also found some studies which felt that the results of the URICA-32 did not account for the clinical changes they saw in their clients. A standardized set of program indicators across provinces and territories would be ideal so that we could have a better idea of 'how we compare'.

## Where do I Call for More Information?

For information about this pilot project or to inquire about the results, please contact the Program Evaluation & Accountability Unit at (204) 944-7067.

If you would like more information about the individual residential programs please call the following toll-free numbers in each of the regions:

Winnipeg: 1-866-638-2561  
Western: 1-866-767-3838  
Northern: 1-866-291-7774