

POSITIVE CHANGE AFTER COACHING

Overview

In 2016, Face It TOGETHER commenced a plan to design and conduct a long-term follow-up study with clients. This multi-year process began with the following evaluation question: What are the impacts (positive and negative) of Addiction Management Coaching (AMC) on the client? Phase 1, a qualitative client interview project, began that same year. The cohort was persons with the disease (PWD) participating in AMC from 2010 - 2015. Twelve clients were interviewed. Interviews were coded and analyzed. Phase 2, using the knowledge gained from the interviews and the focus of this brief, kicked off in September 2017.

Methodology

This quantitative evaluation project included a survey that was emailed to targeted clients: PWD AMC clients since January 2016, active for at least 60 days, with last interaction recorded 3 months prior to September 2017. Clients were offered a \$10 cash incentive for completing the survey within 2 weeks of the notification; 9% (10/115) of those eligible responded.

Results

Most (80%) went to treatment before and half went to treatment either during or after their time with FIT. More than half (60%) found that improved overall wellbeing was the greatest impact after their time with FIT; 50% saw the greatest impact as an increased sense of hope. Satisfaction with mental/psychological health was noted most often (80%) as a positive change after FIT services. Almost half (40%) improved their understanding of the disease and 50% reduced their engagement in high-risk activities. Feelings of isolation and a lack of self-worth were improved by 70%. All (100%) reported a reduction in drug use and legal issues. Many (80%) saw a decrease in depression, a stronger sense of purpose, and overall health improvements (Figure 1). Phase 3 will begin in Summer 2018. The long-term follow-up will be given to all PWD clients who were active for at least 60 days. Clients will be surveyed at 90 days following their last interaction and annually for 5 years.

Figure 1:
Positive client changes after participating in FIT AMC.

