

## 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.

