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# Program Evaluation of New Life Substance Abuse and Behavioral Consultants

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# Program Evaluation of New Life Substance Abuse and Behavioral Consultants

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## Agency

New Life Substance Abuse and Behavioral Consultants. The agency's mission is to provide tools to clients to help them maintain sobriety after successful completion of the program. The stakeholders are the staff, and include case managers, counselors, administrative staff, and the business owners. Clients and referral sources such as probation officers are also stakeholders who are affected by the success or failure of the program on their clients.

## Evaluation

Objective-based evaluation is based on whether the clients have met the agency's goal, which is for the clients to maintain sobriety after treatment. My research question is: "How effective is the Group Outpatient Substance Abuse Program by providing clients the tools they can utilize after they successfully complete the program to maintain their sobriety?"

## Methods

I used qualitative data collection methods through interviews with two counselors and a case manager, as well as observations of groups with graduating clients.



## Results

Although, in my observations, it appeared that clients thought that they would be able to maintain sobriety, after speaking with the staff, it appeared that there was a possibility that the clients could relapse and reenter treatment.

## Recommendations

The agency should have a more in-depth evaluation on the specific tools provided to determine if they need more tools or more focus on certain ones that seem to benefit clients more to help them maintain sobriety after graduation. Due to the nature of substance abuse addiction, it is likely that clients will relapse or need treatment again, regardless of the services provided (Cohen et al., 2010). Therefore, it is in the agency's best interest to offer the clients as many skills and as much information as possible. This will help prevent that inevitable reentry into the program due to relapse for the clients. Based on the literature from Cohen et al., the program should focus more on getting clients into a home group either with the Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) meetings, helping them develop better coping strategies, and teaching them how to maintain good support systems, because those are the aspects that will impact the clients the most after completion of the program. The staff and the owners should consider the recommendations because based on the research, motivational interviewing techniques are more effective at helping clients prevent relapse (Cohen et al., 2010).

## Goals and Objectives

The first goal is to train staff on the three techniques that the literature states are most effective at helping clients to maintain sobriety, which are: securing a home group either in the Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) meetings, developing coping strategies, and maintaining good support systems. The staff must attend three training workshops on the three techniques. The staff will be provided literature on the techniques and will complete an exam on the techniques. The second goal is that staff must maintain the consistency of the recommendation, based on the literature. The staff must initial a checklist to reference every session and turn it into the director to confirm that they implemented the techniques. The staff must have a monthly meeting examining whether they are using the techniques. The staff will be observed randomly to see if they are using the techniques. The third goal is that after the training and implementation of the three techniques, there should be an evaluation on the rate which the participants do not relapse and return to the program. The agency must monitor the number of clients who reenter the program due to relapse. The agency should conduct interviews, observations, and surveys to see if the rates of clients reentering the program have declined since the implementation of the techniques.

## Reflection

This project pushed me to learn and grow as a student and as an individual. I gained skills and knowledge that I can utilize through graduate school and my career. I learned the value of research and proper APA formatting. I really liked the hands-on aspect of the in class activities and getting feedback from my peers.