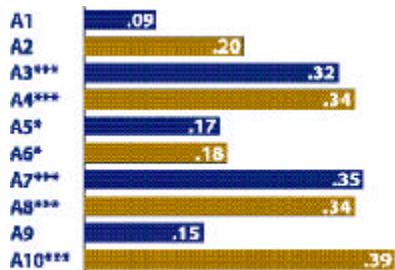


lowest average ratings—an insignificant difference. However, monitoring of such assessment results are encouraged for sustaining and improving overall service satisfaction among clients.

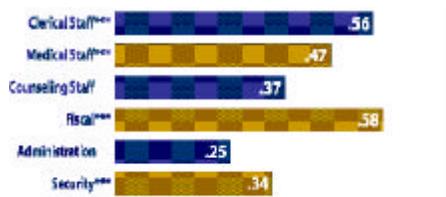
Chart 2: Strength of Association Between Overall Client Satisfaction and Specific Tadiso Services



(Note: *** = P<0.001; ** = P<0.01; * = P<0.05)
Code:

- A1. Child care at Tadiso
- A2. Parenting knowledge/skill-building
- A3. Individual counseling for emotional/mental health
- A4. Individual counseling for drug abuse/dependence
- A5. Group counseling for emotional support
- A6. Group counseling for drug-related issues/problems
- A7. Family counseling for relationship-building
- A8. Physical health-related services
- A9. Self-sufficiency (e.g., employment, legal, adult education)
- A10. Methadone treatment

Chart 3: Strength of association between overall client satisfaction and Tadiso staff members



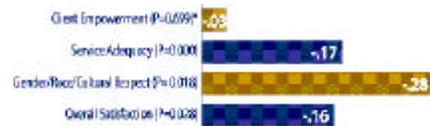
Note: *** = P<0.001; ** = P<0.01; * = P<0.05

Recent Drug Usage and Empowerment, Service Adequacy, Gender/Race and Cultural Respect, and Client Satisfaction

Clients were asked to respond to drug usage questions based on the previous 30 days (GPRAs include nine categories for identifying a specific drug of choice). Although more than one-third of the clients (37.7 percent) indicated that they had used a drug at least once, almost none of the drug categories were statistically related to perceived client empowerment, service adequacy, gender/race/cultural respect, and overall service satisfaction. The only exception was with “use of alcohol to intoxication” (drinking 5 or more in one occasion). As Chart 4 indicates, service adequacy, gender/race/cultural respect and overall client satisfaction were negatively related to the number of days intoxicated. Such findings support the notion that the intervention outcome is being influenced

(at least in part) by contemporary treatment paradigm, which encourages the above-mentioned factors.

Chart 4: Strength of Association Between Number of Days Intoxicated (past 30 days) and Client Empowerment, Service Adequacy, Gender/Race/Cultural Respect and Overall Satisfaction.



Note: * = Not significant

A possible reason for the non-significant relationships between various drug categories (e.g., heroin, cocaine, PCP, inhalants, etc.) and the selected variables is that of a 30-day window may be too short for measuring substance use behavior among clients. On the other hand, clients may be using alcohol as a substitute for previous “hard” drugs of choice. Thus, the extent of clients’ efforts toward recovery may be better reflected with “use of alcohol to intoxication,” especially based on a measurement with a relatively short timeframe.

SUMMARY

As noted, the major focus of this article is on factors significantly associated with client satisfaction and service outcomes. The findings indicate that overall client satisfaction is significantly related to three major factors—gender/race and cultural respect, service adequacy, and client empowerment efforts. Thus, Tadiso’s intervention paradigm—with its focus on quality assurance through client respect, empowerment, service adequacy, and staff support—is in agreement with clients’ perspective on what constitutes satisfactory service. Additionally, such factors are also related to excessive alcohol use. This information adds to current literature on how to utilize program evaluation findings for continual optimization of the intervention system. Although it may be argued that an agency-based study limits external validity of findings, Tadiso can capitalize on the study findings and continue its effort toward optimization of services to secure maximum client satisfaction and positive intervention outcomes. It is noticeable, however, that future studies need to focus on potential statistical interaction effects between clients’ demographic factors and selected major variables. It is anticipated that client satisfaction with services and the intervention outcomes will continually evolve in different directions among subgroups of clients (e.g., by race, gender, and age). Thus, continual evaluation of services based on client opinions and outcome assessment is essential for generating most desirable among drug and alcohol clients with competence and efficiency.

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