

## COACHING MEMBER FOLLOW-UP

### Overview

In 2016, Face It TOGETHER (FIT) began a long-term follow-up process with members to understand the impact (positive and negative) of addiction management coaching on our members. In 2016, we conducted qualitative member interviews. In 2017 and 2018, using the knowledge gained from the initial interviews, we surveyed members to learn more about their experiences after ending coaching. This brief focuses on the combined results from the two years of surveys.

### Methodology

To be surveyed, members had the disease of addiction, participated in coaching for at least 60 days and had their last coaching session at least three months prior. We contacted members via email and text message and linked them to the survey, which was administered with a Google form. The survey had seven sections: demographic information, experience with FIT, connections and community involvement, health status, employment and financial health, legal status and addiction management. Upon completing the survey, respondents were given a \$10 gift card. A total of 29 members submitted valid complete surveys. They varied in gender and age and came from a variety of economic and career backgrounds. Most members indicated their wellness improved according to all indicators. Additionally, respondents reported that FIT services increased their sense of hope, enhanced their connections with others and improved their overall well-being.

### Results

Among all respondents, most (85.7%) reported that FIT had a great impact on their lives, while 14.3% reported no impact. When members chose among the multiple-choice options regarding FIT's greatest impact on their lives, they chose, "[Face It TOGETHER] increased my sense of hope" most often. Most (96.4%) said their goal was to remain abstinent after leaving FIT. Most (82.1%) defined their current state of use as abstinent, and 14.3% said their use had reduced since they first started coaching.

Members also indicated other areas of positive impact because of the services they received from FIT:

- 82.1% saw improvements in their overall health
- 78.8% indicated improved relationships with their friends and families and a positive change in connectedness to others and to their communities
- 75% saw a decrease in the symptoms associated with depression
- 71.4% noted a decrease in isolation and feelings of anxiety
- 67.9% decreased negative views about themselves, irrational reactions to minor issues and engagement in high-risk activities
- 50% noted a positive change in their financial wellbeing and their employment

### Next steps

We're enhancing our long-term assessments to include six-month and one-year wellness consultations for all members, including loved ones. This information will help us improve our services and gain a deeper understanding of how our members' lives are impacted after they disengage with their coach.

**Figure 1:** Overall, what was the greatest impact that Face It TOGETHER had on your life? Multiple selections allowed.

