

**Lawrence Special Alcohol Fund  
Semi-Annual grantee report  
Headquarters Counseling Center  
January – June 2011**

**1. Please give a brief narrative of the activities from January to June 2011, that were funded with City Alcohol Tax funds.**

Headquarters Counseling Center is the *only* support service in Lawrence that is available 24 hours daily with counselors on-site available for any personal concern of people of any age. Our information and referral (formerly called *First Call For Help*) service is a comprehensive health and human services information and referral service. Each week information updates are added by our Information Specialist.

Our substance abuse intervention services include:

1. We are often the *first step* for a person realizing that s/he has a problem with the use of alcohol or other drugs. Some people contact us before they would reach out to more traditional centers which require a great deal of identifying information, and appointments.
2. We provide *immediate* counseling for the person who is abusing alcohol/other drugs and referrals to support groups and treatment programs.
3. We provide immediate counseling, emotional support, and referrals *for the person concerned about, and affected by, someone else's* alcohol/other drug abuse. This service is used by family members, relationship partners, and co-workers.
4. We provide *on-going emotional support* for people who are also using other treatment services. We encourage this service for people struggling with stopping substance abuse.

Statistics on the use of these services for the first six months of the year, January through May 2011, show us that we were used **8,620** times for counseling and information assistance. Of those uses, **174** were *primarily* related to alcohol or other drug abuse. Substance abuse was also a factor in many other contacts, including many of the **2,247** suicide intervention and depression contacts during that time period. Of the 8,620 contacts, **728** also involved helping a person use additional support resources.

**2. Provide specific detail on where you are on the following items, as stated in your logic model:**

**a) Goals/objectives:** caller shows improvement from start to end of call

**b) Strategies:** counseling

**c) Outcomes:**

*Process:* Questionnaires administered to adult callers for two weeks in March 2011

*Behavioral:* Questionnaires ask clients to rate change in up to 7 areas, as a result of the call.

*Impact:* Questionnaire asks clients to rate impact of talking with the counselor.

**Results of this Outcomes Survey Administration:** *Client rates 11 items on a scale of 1 (strongly disagree) to 5 (strongly agree), with the option of "not applicable" for the items about information, referral, and safety.*

|                        | <b>March 2011</b> |
|------------------------|-------------------|
| <b>1. More calm</b>    | 4.68              |
| <b>2. Less alone</b>   | 4.53              |
| <b>3. More hopeful</b> | 4.40              |

|                                                                           |      |
|---------------------------------------------------------------------------|------|
| <b>4. Gained useful knowledge about the concern</b>                       | 4.54 |
| <b>5. Gained information about available resources that s/he will use</b> | 4.64 |
| <b>6. More prepared to manage the concern</b>                             | 4.46 |
| <b>7. more likely to take actions for safety</b>                          | 4.61 |
| <b>8. Counselor was Knowledgeable</b>                                     | 4.71 |
| <b>9. Counselor was Understanding</b>                                     | 4.84 |
| <b>10. Counselor was Caring</b>                                           | 4.88 |
| <b>11. Counseling was Helpful</b>                                         | 4.78 |