

Outcomes measurement Fiscal Year to Date 2011
as of December 22, 2011
Adult clients

Scale:
5 = yes
3 = kind of
1 = no

		Averages:
1	Did you like the program?	4.67
2	The material was shared in an understandable way	4.67
3	Were you comfortable in the sessions?	4.59
4	Did you feel welcomed to participate?	4.85
5	Did you feel understood by your counsellor/social worker?	4.70
6	Did you gain from the program what you expected?	4.30
7	Have you been able to apply the material to your life?	4.38
8	Have you changed your behavior as a result of your participation?	4.20
9	Were you able to make progress towards your personal goals?	4.17
10	Do you feel that our services have lowered your risk of being in trouble with the law in the future?	4.29
11	Would you recommend the Elizabeth Fry Society of Ottawa's services to someone else?	4.89
12	I am better able to identify my triggers	4.22
13	I become aggressive less often	4.18
14	I have better communication skills	4.19
15	I am assertive more often	4.07
16	I am better able to have healthy relationships	3.91
17	I am better able to manage my relapse	4.13
18	I am less likely to engage in risky behavior	4.16
19	I have a higher self-esteem	3.89
20	I can calm myself easier in emotionally-charged situations	3.96
21	I am more confident to be able to handle stressful events	4.23
22	I take better care of myself	4.23
23	I listen to and understand the other person's point of view more often	4.37
24	I can better recognize when I am confronted with a high risk situation	4.24
25	I can better recognize when to get out of a high risk situation	4.29
26	I am better prepared to confront situations that arouse my triggers	4.20
27	I am more aware of the negative effects of my behaviour on others	4.56
28	I have a better understanding of the underlying issues related to my behaviour	4.33

note: peop

le who answered "1" also stated they did not expect to gain anything.