

Non-profit/Association Page Case Studies

SAMHSA Treatment Grant Evaluation (Amethyst)

SRG is currently conducting a process and outcome evaluation of the substance abuse treatment services at a local substance abuse treatment facility funded through a federal grant. The services provided by the treatment program include a wide array of case management and counseling services, coupled with education programming, all within a residential program model.

The process evaluation for the program involves an assessment of fidelity for three evidenced-based programs, as well as indicators of participant satisfaction for these programs, and an assessment of the use of and rationale for any changes for client's individualized treatment plan. The outcome evaluation consists of the administrations of a series of standardized measures at intake, 6 month follow-up, and at discharge. Additionally, SRG has conducted a series of focus groups with program clients to better understand the successes of, and barriers to, client engagement efforts taking place at the facility.

Member Needs Assessment (Ohio Veterinary Medical Association)

SRG assisted the association with implementing a survey to its members regarding satisfaction with services, policy, and unmet needs. Working with the association, SRG helped developed and formatted a mail out questionnaire that was mailed to the members by the association. SRG then assisted the association with developing the mail out procedures, data entry, and analyzing the responses.

Tuition Plan Customer and Stakeholder Satisfaction Surveys (Ohio Tuition Trust Authority)

SRG designed and implemented an integrated research project to understand the various customer and potential customer audiences of college savings plan offered by the state of Ohio. A variety of surveys were developed, customized for different types of respondents and different program components to be evaluated. The project incorporated methodologies appropriate to the differing types of respondents, such as web surveys for online account holders and telephone surveys of randomly-selected Ohioans. Several focus groups were also completed to gain a fuller understanding of the perspectives of current and potential customers. The results were then compiled and analyzed for use in prioritizing messages, evaluating communication tactics, and developing new product offers.