



CHARTIERS CENTER ANNUAL REPORT OF SUBSTANCE ABUSE SERVICES

AUGUST 14, 2026

BRIEF REVIEW

- We received full licensure from DDAP on November 21, 2025
- Over the course of the past year, we have been steady with one (1) therapist and a slow, steady census of 22 – 25 clients.
- We continue to conduct outreach through distribution of informational packets to hospitals, schools, community groups, police and potential referral sources.
- We have been participating in the CCBHO ASAM Alignment activities which requires specific structure, activities and documentation as a means to ensure evidence base care.

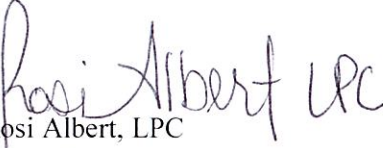
REVIEW OF QUALITY IMPROVEMENT ACTIVITIES

- See Attached

REVIEW OF TRAINING AND UPCOMING TRAINING PLAN

- See attached

Respectfully Submitted,


Rosi Albert, LPC
Chief Clinical Officer

CHARTIERS SUBSTANCE ABUSE OUTPATIENT PROGRAM

QUALITY IMPROVEMENT REPORT FY 2025-2026

Analysis of Access to Treatment from Call for Service to Intake

Executive Summary

This review evaluated 53 service episodes. Of these, 21 (39.6%) ended after Call for Service, 8 (15.1%) progressed to ASAM Assessment but not Intake, and 24 (45.3%) completed the full continuum. The largest point of attrition occurred prior to ASAM Assessment. Among assessed episodes, 75.0% progressed to Intake. The organizational goal is Intake within 7 days of Call for Service; 7 of 24 completed Intakes (29.2%) met this benchmark.

Service Progression Outcomes

Outcome	Episodes	Percent
Call for Service Only	21	39.6%
Call for Service + ASAM	8	15.1%
Call for Service + ASAM + Intake	24	45.3%

Progression Funnel Analysis

- Call for Service to ASAM Assessment: 32 of 53 episodes progressed to ASAM Assessment (60.4%).
- ASAM Assessment to Intake: 24 of 32 assessed episodes progressed to Intake (75.0%).
- Overall Call for Service to Intake conversion: 45.3%.

Timeliness and Access to Care

The program goal is completion of Intake within 7 days of the initial Call for Service.

Measure	Result
Completed Intake Episodes	24
Met 7-Day Goal	7 (29.2%)
Exceeded 7-Day Goal	17 (70.8%)

- Average days from Call for Service to ASAM Assessment: 3.9 days.
- Average days from ASAM Assessment to Intake: 7.8 days.
- Average days from Call for Service to Intake: 11.7 days.

Delays before ASAM Assessment should be considered in the context of outreach challenges and difficulty reaching referred clients. However, the period following assessment appears to be the longest segment of the process. This can be attributed to the fact that for most of FY 2025-

2026, the program has had only one clinician completing intakes (also called the Needs Assessment) and there are occasionally scheduling delays. This is also impacted by clients who are scheduled for Needs Assessments and do not show.

Quarterly Performance Review

Quarter	Call for Service Only	Call for Service + ASAM (no intake)	Call for Service + ASAM + Intake	Total
Q1 FY25-26	8	1	8	17
Q2 FY25-26	4	0	6	10
Q3 FY25-26	6	4	8	18
Q4 FY25-26	3	3	2	8

Q2 demonstrated the strongest progression performance, with no episodes stalling after ASAM Assessment and 60% progressing to Intake. Q3 represented the highest volume quarter and showed increased Assessment-to-Intake attrition. Q4 continued that pattern, with fewer completed Intakes and a higher proportion of episodes remaining at earlier stages.

Key Findings

- The largest source of attrition occurs between the Call for Service and the ASAM Assessment.
- Clients who complete ASAM Assessment are highly likely to continue to Intake. This suggests that good engagement is occurring at this step of the process.
- Only 29.2% of completed Intakes met the organizational 7-day target.
- Assessment-to-Intake delays contribute substantially to overall access times.
- Later quarters showed increasing Assessment-to-Intake attrition. This is a trend that typically occurs as the summer months approach.

Recommendations

- Strengthen outreach and engagement protocols following Call for Service.
- Consider whether a warm handoff could be made directly from the Call of Service to an ASAM-trained clinician.
- Monitor unsuccessful contact attempts and reasons for non-engagement, if possible.
- Review Assessment-to-Intake scheduling workflows and capacity barriers.
- Continue tracking quarterly performance against the 7-day benchmark.

Conclusion

The program demonstrates strong engagement after the completion of the ASAM Assessment, with three-quarters of assessed episodes progressing to Intake. Future quality improvement efforts should focus on increasing successful engagement following the Call for Service and

reducing delays to Intake, particularly in support of the program's goal of service access within seven days.



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE:

Fire Safety

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Basics related to fire safety practices. Safe use of fire extinguisher.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE:

Act 31 – Recognizing and Reporting Child Abuse

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Requirements for reporting and documenting child abuse.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE: **ASAM**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Risk rating regarding level of care assessment and appropriate treatment for adolescents and adults.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE:

Addictions 101

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Initial information related to key components of addiction.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE:

Case Management Overview

S++ = Very Satisfied S+ = Satisfied S= Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Basic Case Management skills, resources, and engagement. Introduction to Social Determinants of Health	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE:

Orientation

S++ = Very Satisfied S+ = Satisfied S= Somewhat Satisfied
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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Client Rights, Compliance, Ethics, HIPAA, Workplace Harassment/Violence, Sexual Harassment and Discrimination Training.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE:

Recovery in Four Words or Less

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Basic concepts of Recovery and engagement discussed using everyday language.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE:

Act 139 - Naloxone

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S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	How and when to administer Naloxone.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE: **Crisis Prevention and De-Escalation**

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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Basic theory and skills of crisis prevention and intervention.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: **Ethics**

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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Overview of ethical principles, a model for ethical decision making, and various domains of ethical practice.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



CHARTIERS CENTER

ANNUAL INDIVIDUALIZED TRAINING PLAN FOR: GUY YEADON SUBSTANCE ABUSE COUNSELOR

FISCAL YEAR 2026/2027

COMPETENCY

CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE	Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
Act 31 – Child Abuse Recognition and Reporting	PA DOS 06/30/2027	√	√	√									√
Case Management Skills Training	DDAP APPROVED 08/30/2026	√	√	√			√						√
Co-Occurring Conditions: Promising Practices and Approaches	DDAP APPROVED 06/30/2027	√	√	√	√								√
CPR	Chartiers Center 12/31/2026		√	√									
Fire Safety	Chartiers Center 10/31/2026		√	√									
First Aid	Chartiers Center 12/31/2026		√	√									
Narcan Administration	DDAP APPROVED 06/30/2027	√	√	√									
Ethics	DDAP APPROVED 06/30/2027		√	√			√						√
MAT 101: Introduction to Medication Assisted Treatment for Opioid Use Disorder - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Medication Education Training for Providers - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Fraud, Waste, and Abuse	Chartiers Center 12/31/2026	√	√	√									

Staff/Date

Clinical Administrator/Date

7/10/26/

8/11/2026



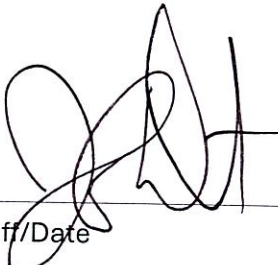
CHARTIERS CENTER

ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:
Jeff DeSantis
PROGRAM DIRECTOR

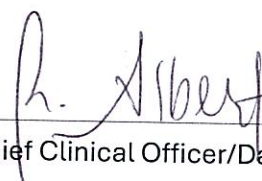
FISCAL YEAR 2026/2027

COMPETENCY

CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE	Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
Act 31 – Child Abuse Recognition and Reporting	PA DOS 06/30/2027	√	√	√									√
Co-Occurring Conditions: Promising Practices and Approaches	DDAP APPROVED 06/30/2027	√	√	√	√								√
CPR	Chartiers Center 12/31/2026		√	√									
Fire Safety	Chartiers Center 10/31/2026		√	√									
First Aid	Chartiers Center 12/31/2026		√	√									
Narcan Administration	DDAP APPROVED 06/30/2027	√	√	√									
MAT 101: Introduction to Medication Assisted Treatment for Opioid Use Disorder - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Medication Education Training for Providers - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Fraud, Waste, and Abuse	Chartiers Center 12/31/2026	√	√	√									


Staff/Date

8/3/2026

 PC 8/3/2026
Chief Clinical Officer/Date



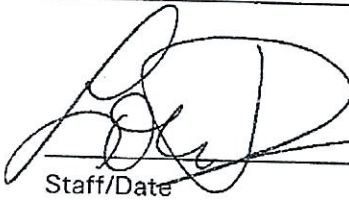
CHARTIERS CENTER

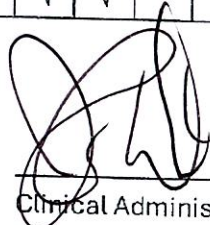
ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:
LORI KIST
ADMINISTRATIVE SERVICE COORDINATOR

FISCAL YEAR 2026/2027

COMPETENCY

CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE	Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
Act 31 – Child Abuse Recognition and Reporting	PA DOS 06/30/2027	√	√	√									√
Co-Occurring Conditions: Promising Practices and Approaches	DDAP APPROVED 06/30/2027	√	√	√	√								√
CPR	Chartiers Center 12/31/2026		√	√									
Fire Safety	Chartiers Center 10/31/2026		√	√									
First Aid	Chartiers Center 12/31/2026		√	√									
Narcan Administration	DDAP APPROVED 06/30/2027	√	√	√									
Ethics	DDAP APPROVED 06/30/2027		√	√			√						√
MAT 101: Introduction to Medication Assisted Treatment for Opioid Use Disorder - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Medication Education Training for Providers - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Fraud, Waste, and Abuse	Chartiers Center 12/31/2026	√	√	√									


Staff/Date 8-5-26


Clinical Administrator/Date 8/5/26



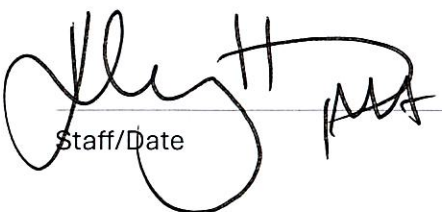
CHARTIERS CENTER

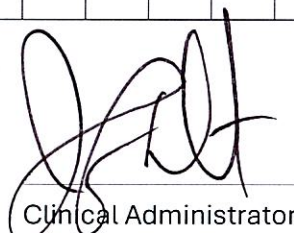
ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:
KIMBERLY HARMS
INTAKE CLINICIAN

FISCAL YEAR 2026/2027

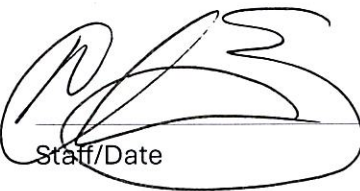
COMPETENCY

		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Case Management Overview	DDAP APPROVED/ 10/1/2026	√	√	√									√
CPR	Chartiers Center 12/31/2026		√	√									
Fire Safety	Chartiers Center 12/31/2026		√	√									
First Aid	Chartiers Center 12/31/2026		√	√									
Fraud, Waste, and Abuse	Chartiers Center 12/31/2026	√	√	√									

 8/3/26
Staff/Date

 8/5/26
Clinical Administrator/Date

 CHARTIERS CENTER		COMPETENCY											
		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
ANNUAL INDIVIDUALIZED TRAINING PLAN FOR: CHENAE SWILLEY ADMINISTRATIVE SERVICE COORDINATOR FISCAL YEAR 2026/2027													
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Act 31 – Child Abuse Recognition and Reporting	PA DOS 06/30/2027	√	√	√									√
Co-Occurring Conditions: Promising Practices and Approaches	DDAP APPROVED 06/30/2027	√	√	√	√								√
CPR	Chartiers Center 12/31/2026		√	√									
Fire Safety	Chartiers Center 10/31/2026		√	√									
First Aid	Chartiers Center 12/31/2026		√	√									
Narcan Administration	DDAP APPROVED 06/30/2027	√	√	√									
Ethics	DDAP APPROVED 06/30/2027		√	√			√						√
MAT 101: Introduction to Medication Assisted Treatment for Opioid Use Disorder - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Medication Education Training for Providers - On Demand	DDAP APPROVED 06/30/2027	√	√	√			√						√
Fraud, Waste, and Abuse	Chartiers Center 12/31/2026	√	√	√									


 08/05/2020
 Staff/Date


 8/5/26
 Clinical Administrator/Date



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE: **TB/STD/Hepatitis**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied S- = Somewhat Dissatisfied S-- = Very Dissatisfied
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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Incidence of risk for the population that we serve	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: **Assessing and Screening for Suicide Risk**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied S- = Somewhat Dissatisfied S-- = Very Dissatisfied
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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Risk factors for suicide in the substance abuse and dually diagnosed population. How to begin a conversation to assess suicidality.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2025/2026

COURSE: **Overview of Evidence-Based,
Suicide-Specific Interventions**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Interventions for clients who are expressing suicidal ideation.	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: **Screening and Assessment**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Assessment of Level of Care and appropriate treatment recommendations for adolescents and adults	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



COURSE:

HIV for Substance Use Disorder Professionals

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S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	Incidence of risk for the population that we serve	N/A	N/A
Instructor Knowledge of Subject Matter	S+			
Instructor Interactions with Learners	S+			
Appropriate Level of Instruction with the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE:

Motivational Interviewing

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S++	Skills that can be used to engage clients in "change talk" and assist them in strengthening their own motivation and commitment to make positive behavior changes.	N/A	N/A
Instructor Knowledge of Subject Matter	S++			
Instructor Interactions with Learners	S++			
Appropriate Level of Instruction with the Class	S++			
Value of Materials and Handouts Provided	S++			
Flow and Structure of Information Provided	S++			
Achievement of Course Objective	S++			
Amount of Knowledge Gained	S++			