

NE LAP Achieves High Ratings on Client Satisfaction with Services

Nebraska Licensee Assistance Program clients with alcohol/drug abuse or dependency problems may be embarrassed or ashamed and find it difficult to ask the NE LAP for help. Some clients are referred for services because they are in legal, practice or employment trouble and they are angry about their referral. In some cases, our clients are upset with their diagnosis or treatment recommendations. Some are just not ready to give up drinking or drugging and are resistant to receiving the NE LAP's assistance.

In each and every type of licensee situation, the NE LAP strives to provide professional and compassionate service to the licensee. A review of the satisfaction ratings from the forty-four NE LAP clients who returned our satisfaction questionnaires over the past two year period indicated the NE LAP maintained excellence in services to all licensee clients.

- 100%** were able to successfully contact the NE LAP when needed.
- 98%** were treated courteously, professionally, and in a timely fashion.
- 93%** indicated the NE LAP staff seemed genuinely interested in providing the assistance they required.
- 93%** felt their confidentiality was handled appropriately by staff.
- 88%** agreed the NE LAP counselor was effective in helping them.
- 87%** felt they received an appropriate referral from the NE LAP.
- 88%** found the referral services helpful.
- 84%** overall, were satisfied with NE LAP services.
- 88%** would recommend the NE LAP to others.

Included with the satisfaction ratings were many positive comments on the NE LAP services. The following two seem to sum up the sentiments of the licensees who felt the NE LAP had been very helpful to them.

*"I would like to thank the NE LAP for their part in my sobriety. Even though I work with patients on a daily basis who are dealing with substance abuse issues, I could not abstain from alcohol abuse until the NE LAP told me that I needed to abstain. Again, thank you for your support and guidance in my recovery"**

*"I was very satisfied. I really enjoyed talking with Judi. It gave me a sense to see some things I have accomplished. And also to give a person a look at my life before my world of crimes and drugs and alcohol and the after life. I was very pleased with this program. I would definitely refer a colleague to the NE LAP."**

If you are a licensed health service professional and would like to take advantage of the NE LAP services, please contact the NE LAP at (800) 851-2336 or (402) 354-8055 or visit our website at www.lapne.org.

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Nebraska Licensee Assistance Program

Alcohol/Drug abuse assistance for health service professionals licensed, certified or registered by the State of Nebraska