



2024 Healing House Participant Impact Survey

OVERVIEW

Each year, Healing House KC conducts a survey to gauge participant satisfaction and impact with the services provided. The survey covers various aspects, including participants' experience with staff, classes, and overall recovery support. This year's survey was conducted each quarter during 2024 with a total of 408 participants during the time of the survey, with a 56% engagement rate.

SUMMARY

The results demonstrated a strong positive impact on participants' overall well-being, with the majority expressing significant improvements in their ability to manage daily challenges, maintain social and family relationships, and control their symptoms. The survey also highlighted the exceptional support provided by staff, counselors, and recovery resources, which were consistently rated as highly beneficial to participants' recovery journeys.

KEY INSIGHTS



**Participants
happy with
services.**

1

General Satisfaction with Healing House Services

Participants overwhelmingly expressed satisfaction with the services provided by Healing House, with **91.1%** stating they are happy with the services

95.2% indicated they would recommend Healing House to others.

93.5% would continue receiving services even if they had other options.

2

Staff Support and Availability

Participants felt supported by the staff, with **86.3%** agreeing that staff were available as needed. House Leaders and counselors were particularly well-regarded, with over **90%** of participants finding them helpful in their recovery.



**Participants feeling
staff are available
when needed.**



3 Personal Progress and Coping Skills

Participants reported significant improvements in their ability to manage daily problems, control their lives, and handle crisis. Over **90%** agreed they had better control of their lives. Nearly **84%** reported doing better in social situations and work or school settings.

4 Improvement in Family and Social Life

Participants experienced positive changes in their relationships, with **85.5%** getting along better with their families and **92.7%** being happy with the friendships they've made.



5 EMPOWERMENT AND MEANINGFUL ACTIVITIES

Participants felt more empowered, with **87.8%** reporting they were doing things that are more meaningful to them; and **94.4%** stating they are better able to take care of their own needs.

6 Recovery Support Resources

The majority of participants found Healing House's recovery resources, such as AA/NA meetings and RCC classes, to be highly beneficial. Over **93%** found the classes helpful, and **92.2%** felt that Healing House effectively provided necessary clothing and hygiene products.



7 PARTICIPANT VOICE AND INVOLVEMENT



Most participants (**79.8%**) felt that their voices were heard, and their opinions matter. Recommendations from this report focus on enhancing participant engagement and maintaining the high quality support systems that contribute to successful outcomes.

THANK YOU for your past support of Healing House KC. If you would like to continue investing in these positive outcomes and being a part of changing lives, please visit healinghousekc.org to donate, or scan the QR code.

