

## Abstract

Drop-in center Vlhká, operated by the organization Podané ruce, implements the Managed Alcohol Program as the only organization in the Czech Republic, inspired by similar programs abroad. In this work, I utilize satisfaction evaluation as a research method with the intention of providing clients an opportunity to express their views on the program and the operation of this center.

The aim of the research was to conduct a satisfaction survey among clients of the Drop-in center Vlhká, involved in the Managed Alcohol Program. The objective was to evaluate clients' satisfaction with this program, as well as other interventions provided by the center, the approach of the staff, the environment, facilities, and opening hours. The intention was to provide the results of the work to the service management as a potential inspiration for further changes and development, as well as feedback on the changes that have already been implemented.

The research sample consisted of 17 respondents, clients of the Drop-in center Vlhká, participating in the Managed Alcohol Program, who correspond to the target group of the service. These are individuals experiencing homelessness and alcohol use disorders. Respondents were selected for the research using purposive sampling through the institution. They were approached during the center's opening hours, where data collection took place. Data was collected through semi-structured interviews. Qualitative data was analyzed using thematic analysis and simple enumeration.

The research results indicate that clients are generally satisfied with the current setup of the Managed Alcohol Program, as well as the operation of the contact center and the approach of the staff. However, they provided feedback primarily regarding the operating hours and associated rules and the center's facilities. They evaluated the interventions within the Managed Alcohol Program positively and appreciated them. They expressed the most positive changes in their own relationship with alcohol, reduced consumption, and increased control.

The study's results, particularly the feedback and suggestions from the respondents, can serve as inspiration for the Drop-in center Vlhká and the Managed Alcohol Program for future development and planning of further changes within the contact center's operations.