

Consumer Satisfaction Survey for SB Countywide Survey 2011

Program	Participants	Gender	Percent	Age Range	Percent
Rainbow	0	Female	51%	18-25	9%
SLO Hope House	0	Male	48%	26-40	25%
AG Safe Haven	0	No Reply	2%	41-59	55%
PEP Center (Atascadero)	0			60-70	10%
In Our Own Voice	0			71 or older	1%
Stamp Out Stigma	0				
Peer To Peer	0	In School	Percent	In Spanish	Percent
WRAP	0	<input checked="" type="checkbox"/>	8%	<input checked="" type="checkbox"/>	3%
Peer Advisory Advocate Team	0	<input type="checkbox"/>	92%	<input checked="" type="checkbox"/>	3%
Socialization Drop-In	0			<input type="checkbox"/>	97%
Other	0			<input type="checkbox"/>	97%
SLO Case Management	0				
Adult Full Service Partnership	0	Employed	Percent	Seeking Employment	Percent
Behavioral Health Treatment Court	0	<input checked="" type="checkbox"/>	20%	<input checked="" type="checkbox"/>	57%
Forensic:	0	<input type="checkbox"/>	80%	<input type="checkbox"/>	43%
Older Adult Partnership	0				
Growing Grounds Farm	0				
Supported Employment	0	Length of Employment		Percent	
Growing Grounds Store	0	2-4 years		1%	
Office Training	0	4-6 years		2%	
Adult Transitional Program	0	6 months to 2 years		5%	
Community Housing	0	Less than 6 months		12%	
Transitional Housing	0	No Reply		75%	
Full Service Partner	0	over 6 years		6%	
Recovery Learning (SM)	34				
Recovery Learning (Lompoc)	40	Ethnicity		Percent	
Growing Grounds SM	12	African American:		9%	
Vida Nueva (Lompoc)	38	American Indian/Alaskan Native:		5%	
Supported Housing (SM)	21	Asian:		3%	
Emergency Shelter Mental Health Srvc.	4	Caucasian:		56%	
Santa Maria Housing	7	Hispanic:		21%	
		Native Hawaiian/Pacific Islander:		5%	
		Other:		3%	

Survey Questions 1-32
SB Countywide Survey 2011

1. I like the services that I received here.

Agree 95%
Disagree 5%

2. If I had other choices, I would still get services from this agency.

Agree 95%
Disagree 5%

3. I would recommend this agency to a friend or family member.

Agree 97%
Disagree 3%

4. The location of services was convenient. (parking, public transportation, distance, etc.)

Agree 93%
Disagree 7%

5. Staff were willing to see me as often as I felt it was necessary.

Agree 95%
Disagree 5%

6. Staff returned my call in 24 hours.

Agree 97%
Disagree 3%

7. Services were available at times that were good for me.

Agree 96%
Disagree 4%

8. I have opportunities to participate in making decisions about the services that are provided.

Agree 97%
Disagree 3%

9. The services I receive here empower me to make use of my talents and abilities.

Agree 97%
Disagree 3%

10. Staff here believe that I can grow, change and recover.

Agree 97%
Disagree 3%

11. I felt comfortable asking questions about my treatment and medication.

Agree 93%
Disagree 7%

12. I felt free to complain.

Agree 89%
Disagree 11%

13. I was given information about my rights.

Agree 96%
Disagree 4%

14. Staff encouraged me to take responsibility for how I live my life.

Agree 96%
Disagree 4%

15. Staff told me what side effects to watch out for.

Agree 90%
Disagree 10%

16. Staff respected my wishes about who is and who is not to be given information about my treatment.

Agree 94%
Disagree 6%

Survey Questions 1-32
SB Countywide Survey 2011

17. I, not staff, decided my treatment goals.

Agree 92%
Disagree 8%

18. Staff were sensitive to my cultural background (race, religion, language, etc.).

Agree 93%
Disagree 7%

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.

Agree 96%
Disagree 4%

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Agree 95%
Disagree 5%

21. I am satisfied with my current housing arrangement.

Agree 71%
Disagree 29%

22. I feel better about myself because I am working.

Agree 81%
Disagree 19%

23. I deal more effectively with daily problems.

Agree 93%
Disagree 7%

24. I am better able to control my life.

Agree 90%
Disagree 10%

25. I am better able to deal with crisis.

Agree 89%
Disagree 11%

26. I am getting along better with my family.

Agree 83%
Disagree 17%

27. I do better in social situations.

Agree 90%
Disagree 10%

28. I do better in school and/or work.

Agree 79%
Disagree 21%

29. My housing situation has improved.

Agree 75%
Disagree 25%

30. My symptoms are not bothering me as much.

Agree 88%
Disagree 12%

31. The overall quality of my life has improved.

Agree 88%
Disagree 12%

32. I am learning work skills that will help towards further employment.

Agree 85%
Disagree 15%

Free Form Answers - Question 1

SB Countywide Survey 2011

1. What do you like about the services, programs or assistance you receive?

- Work
- At the moment being employed and therapy.
- It's nice to have a safety net to encourage me toward success. Everyone is great and thanks for everything.
- Everything. Thank you!
- I'm better off with my living situation and coping with my mental illness of depression.
- They help me at times.
- I like the bond that's been made between client and staff. I feel they could use more help in providing housing. But there is a better relationship than normal places so called where people don't accept having and living with a disorder.
- The environment the staff has with the clients.
- N/A
- Events.
- I like the food, I like the computers, people are nice here.
- Yes.
- Staff helps me.
- Very good.
- Programs are diverse and truly helpful.
- Free food, coffee, socialize.
- Open-mindedness.
- No comment.
- To be employed again after a hiatus. To discuss any problems I may be having.
- The groups to be able to share how I feel about what is going on with me day by day.
- They care to tell about the program they have.
- EOE
- The RLC Lompoc has been really good to me. They prettym uch saved my life. They are compassionate and cooperative.
- Arts and crafts, computer lab, being able to socialize.
- They work good.
- A comfortable home atmosphere.
- The people that work here! Good job, keep it up.
- Meetings.
- People are nice, easy to communicate with.
- Good.
- Somewhat organized and helpful to most.
- I like everything about them.
- Yes.
- I am happy I have a place go during the day, being without housing and work.
- The help from the staff.

1. What do you like about the services, programs or assistance you receive?

- I am able to talk to Sandy about anything that has to do about my life and issues that I may have in the RLC.
- The open door policy.
- Fairness and opportunity is very helpful.
- I just like it.
- Everything.
- The life skills and all the help the center offers.
- All.
- Most like it. Thank you for working with me.
- Open door policy, good support groups, always available.
- I like teaching courses.
- Food box day, socializing and trying to be comfortable around other people.
- Everything.
- Learning to work a little again even though I'm not supposed to.
- The staff is very comforting, caring and knowledgeable.
- I really like the art programs and social functions. The encouragement towards a non-dependent view in life as disability allows participation and encouragement with healthy boundaries.
- It helps in all areas.
- Gives me something to do to keep away from drugs and alcohol and I come here to stay away from trouble.
- I like the resources, the people are friendly.
- Like men's group and outings.
- Just started.
- It's a comfortable place and staff are kind, welcoming and accommodating.
- Helps me better communicate with others.
- Food bank programming.
- I feel that they help me in my recovery.
- They are great except those who sign up need to show up.
- Like the ideas and social face to face dealings, etc etc.
- I enjoy being able to come and feel at home completely comfortable.
- The support and understanding.
- I like how we can talk about our illness with others that have an illness too.
- Counseling.
- They are there for you, to help you out.
- I like the fellowship.
- That it comes from the heart.
- They help me.. I'm 43 years of having mental health issues, this is the best treatment I have ever received. I am doing better than I ever have.
- Convenience.
- The help I get.
- Medicines and group meeting.
- It's ok.
- Grateful.

1. What do you like about the services, programs or assistance you receive?

- Caring and knowledgeable workers.
- I have a caring case manager, Sylvia, who really is trying to help me.
- Treated like an individual.
- Pre-working skills for office work.
- I get good personal caring from my worker.
- Staff.
- Staff and doctor first of all respect me and are very supportive. I feel Dr. Vallero and staff have changed my life and have contributed to my physical and emotional healing. I love my life and family now.
- Gives me assistance in understanding my mentally ill loved one with more empowerment.
- Going on outings.
- Good.
- I've been here for 2 years, I've had my ups and downs but staff are still good to me. I'm learning a better way of life.
- They help me become better each day.
- All programs etc are easy to participate actively. Staff is genuinely concerned and recommended proper program assistance.
- They always help give advice when needed.
- Gives me courage and strength.
- The counseling, either from the doctor or counselor.
- Everything.
- They're really nice.
- I enjoy getting to go out into the community with my worker and I feel like the staff here are concerned and treat the patients with dignity and respect. Whenever I feel like I'm in a crisis, they are there to assist me. Overall I feel welcomed by the staff and I want to thank everyone who helped me and inspired me to go further. Although I think that the clients and staff need to work together to better serve the community.
- They are here for me when I need help or someone to talk to.
- I like meeting and doing things with staff.
- Available transport or assistance to get transport to places in community.
- Everything their services can help with.
- The people are nice.
- Going out of the house every week.
- They're there when I need them!
- They're honest.
- They're always there for me.
- Helpful.
- Sandy is a real positive person. Exercise is real important, I love the exercise room.
- Caring, dependable staff.
- Nice people.
- Hard work.
- Going to attend the WRAP group and learning more about my mental illness and recovery.

Free Form Answers - Question 2

SB Countywide Survey 2011

2. To help with your success, what other services, programs or assistance would you want made available?

- N/A
- Hours at work and or another or extended position. Housing, childcare expense and dental and medical.
- More assistance with rides to apt's, work and grocery shopping, etc. Everyone's stretched too thin these days.
- Don't matter.
- Maybe five counselors to handles our stress sometimes.
- More coffee and computer cafes; like to chill but do soemthing. More housing and court.
- Love the group exercise. Also I would advise to any new programs that are available would be let known.
- More hours.
- Cooking classes, learning how to read.
- Yes.
- How to say goodbye to someone you've known for a while.
- Group music.
- Housing services.
- To be a helper and comforter, counselor advocate and strengthen, to teach everyone all things to guide you through all truth all truth and be with you forever.
- Everything has been great.
- No comment.
- 12-step recovery fellowship; Tai Chi
- Can't think of anything.
- To help pelpel learn we need to get volunteer hours so people know about them with share ride. Please, I think that would be fun and help us learn to focus.
- The RLC is helping me to regain working skills.
- More arts and crafts.
- Transportation for trips. We need to have camp trips, field trips to parks or beaches.
- Stay friendly.
- I would like to see the programs grow! No new ones, just grow!
- Games.
- ?
- Good.
- More group meetings. I would like to see more Food Bank funds for the community here. Thank you.
- To be able to help more with groceries and transportation.
- Yes.
- I would like to get permanent housing and employment so I can get my life back to normal.
- Housing.

2. To help with your success, what other services, programs or assistance would you want made available?

- I would like to have a more groups to have just to have a group to sit down and be able to just talk about life. I would like more services that would be where we would have more access to the nurse. We only have her here once a week. We need to have more access to a larger quantity and more time to spend at the food bank on Wednesdays for our Supervisor Sandy. We are growing steady at our Lompoc Learning Community and we require a large food supply. Our host and volunteer program is good and we just need to expand the program and the consisting access the board, but all else is fantastic. Be more consistent with the level of power and help to keep things balanced and equal, let everyone have a chance at leadership and help them to achieve that goal.
- Low-cost housing to come thru.
- Farm work (I'd be interested in), psych treatment, counseling.
- Guitar class.
- Fine for now.
- None.
- Good work.
- Every state and area is different. Back in New Jersey they had a 2-person agency called the Bergen County Volunteer Center; it was a "clearing house" matching prospective volunteers with assorted agencies.
- Employment.
- I don't know at this time.
- Most of the time.
- More artistic programs and educational programs and have a bigger van so more people can go on outings.
- Computer awareness for starting work at home (although rehab eventually?) working with physical limitations as well as the mental aspect.
- It's all okay.
- I would like GateHouse to set us up with computers; 5 in English and 2 in Spanish.
- I think that things are good, can't complain.
- Become computer literate, go to dual diagnosis group.
- More weekend hours.
- None.
- Working with clientele.
- More outings as before.
- Photo shop and Desktop publications.
- It's ok as it is.
- Housing opportunities.
- To help you learn to use computer.
- Work later.
- I would like to get more rides due to each bus fare to anger management and later to Hancock if possible.
- Gatehouse, more house.
- I cannot think of any.
- Don't know.
- A job to save up for my own transportation.
- I'm ok.

2. To help with your success, what other services, programs or assistance would you want made available?

- More WRAP, medication is getting better.
- Library Friends and they have guest speakers at times.
- Computers, with headsets and phones hooked to them.
- Trade services available.
- Psych meds.
- Everything to me seems very, very good.
- Everything.
- N/a
- I'm not sure.
- Bring outings back.
- Section 8/transportation if needed.
- Outings with care giver to parks and ocean once a week.
- I do not know at this time. I'm confused about what.
- Field trips with other clients and staff to interact with and share experiences to better improve patients' well-being. More consumer involvement with mental health patients to discuss services. Possible peer mentors.
- Help me with school things such as homework.
- More input with self-help.
- Pain medication available to people who have been injured or have had surgeries past or present.
- Housing situation would be great.
- Drawing classes, job search help.
- School help.
- Beef up the programs that you already have!
- No opinion.
- Anxiety medication.
- Field trips.
- I can't think of anything that's lacking. I need to work with you guys on getting work.
- Jof referral and placement.
- Swimming pool.
- Work.
- Job club, getting help with posting my pictures on facebook, learning foreign languages.

Free Form Answers - Question 3

SB Countywide Survey 2011

3. What is the ONE thing you would change about the services you receive from this agency?

- N/A
- To be informed if there is anything I need to know in detail about the service I will be consuming and how this will improve my life.
- More availability by staff by maybe hiring more people.
- No.
- Nothing.
- Better housing.
- Not really.
- Not at this moment.
- N/A
- Trying to get the drugs out of here.
- I'm not happy with the arrangement of persons facilitating the services here. Needs to be covered by staff always.
- Yes.
- No.
- No.
- None.
- I just would like to be treated forever with dignity and respect.
- Stay but keep improving.
- No comment.
- Not really.
- From Act to receive my medication weekly and not daily.
- No.
- I would like a job at the Lompoc RLC. More host/volunteer jobs and options at the RLC.
- No.
- No.
- No.
- I would start by giving Sandy and Steve a raise.
- No.
- No.
- No.
- More food.
- No.
- None.
- I just hope the state county can find more money to keep programs like this alive.
- No.
- I would change the way people are allowed to sign-up for their chores. They should be given the chore and when they are done then they are checked off. No one has the opportunity to pick.
- no.

3. What is the ONE thing you would change about the services you receive from this agency?

- No.
- Just fine.
- No.
- No.
- Working out.
- Perhaps a formal full day program division to help people stay out of a hospital encounter. NJ Bergen County had such programs all around the county refer to Dumont Mental Health Center-Washington Ave, Dumont, NJ for particulars on their programs.
- More outings, change food box day to Mondays, a bigger van.
- No.
- A bigger van, all of #2
- Post certain classes as sometimes we forget.
- Offer rides to and from, especially in rain and bad weather.
- No.
- No.
- No.
- Learn more about what is offered.
- No.
- Work.
- New location.
- No.
- No more groups however.
- Not yet.
- No.
- I like it the way it is.
- None.
- No.
- No.
- The services are great. I might want more. I would like to use the computer more but only if possible. I aim to please and to cooperate. Staff is looking into this.
- Different case managers, more flexible. Like a different case manager, previous.
- None.
- None.
- I have no complaints. Everything is fine as can be as far as I can see, no complaints.
- No.
- No.
- Sharing housing with a very mental individual. She drives me "nutso", yelling and borrowing continues.
- Yes, more computers to use.
- No.
- No.
- No.
- No.
- No.

3. What is the ONE thing you would change about the services you receive from this agency?

- No.
- See my case manager (Eveytte) more. She helps keep me motivated.
- Not really.
- No.
- No.
- Maybe a visit to walk in the parks in town.
- Yes, I would include a diet program to keep clients healthy physically because that can help a person mentally. Often people with mental problems don't eat balanced healthy meals which can affect their mental status. In my personal experience I found that eating canned goods regularly affects me mentally (makes me feel not feel well, low energy, and agitated). Having low self-esteem because of overweight, caused by not eating properly. Eating too much of one thing or another. I can't follow written instructions on how to cook.
- No.
- No, although I think that patients need to get involved with staff to come up with ideas and ways to better aqssist in times of crisis emergency.
- Nope.
- Have a therapist.
- The doctor. Should be more willing to listen.
- For them to do what they say they will on time and not several months down the road.
- No.
- Ya, fire your doctor and send the veteran males of act to receive, more trying and become professionals.
- No.
- no.
- More than one psych tech available.
- In these days of economic problems, you guys are going above and beyond. Thank you.
- Better parking.
- Keep a doctor.
- Work.
- To have a wider variety of different programs and housing options.