

Survey Questions 1-32
Emergency Shelter Survey 2011

1. I like the services that I received here.

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 75%

Disagree 25%

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

Agree 100%

6. Staff returned my call in 24 hours.

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

12. I felt free to complain.

Agree 100%

13. I was given information about my rights.

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 75%
Disagree 25%

21. I am satisfied with my current housing arrangement.

Agree 75%
Disagree 25%

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

Agree 100%

23. I deal more effectively with daily problems.

Agree 75%
Disagree 25%

24. I am better able to control my life.

Agree 100%

25. I am better able to deal with crisis.

Agree 75%
Disagree 25%

26. I am getting along better with my family.

Agree 100%

27. I do better in social situations.

Agree 100%

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

Agree 100%

29. My housing situation has improved.

Agree 75%
Disagree 25%

30. My symptoms are not bothering me as much.

Agree 75%
Disagree 25%

31. The overall quality of my life has improved.

Agree 75%
Disagree 25%

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

Agree 75%
Disagree 25%

Free Form Answers - Question 1

Emergency Shelter Survey 2011

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

- They care to tell about the program they have.
- People are nice, easy to communicate with.
- Somewhat organized and helpful to most.
- They are there for you, to help you out.

Free Form Answers - Question 2

Emergency Shelter Survey 2011

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

- To help people 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.
- ?
- More group meetings. I would like to see more Food Bank funds for the community here. Thank you.
- To help you learn to use computer.

Free Form Answers - Question 3

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

- No.
- More food.