

**Survey Questions 1-32**  
**GG Santa Maria 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 92%

Disagree 8%

**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 92%

Disagree 8%

**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 91%

Disagree 9%

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

Agree 91%

Disagree 9%

**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 91%

Disagree 9%

**12. I felt free to complain.**

Agree 83%

Disagree 17%

**13. I was given information about my rights.**

Agree 100%

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

Agree 83%

Disagree 17%

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

Agree 73%

Disagree 27%

**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%

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

Agree 82%  
Disagree 18%

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

Agree 89%  
Disagree 11%

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

Agree 91%  
Disagree 9%

**21. I am satisfied with my current housing arrangement.**

Agree 73%  
Disagree 27%

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

Agree 100%

**23. I deal more effectively with daily problems.**

Agree 100%

**24. I am better able to control my life.**

Agree 92%  
Disagree 8%

**25. I am better able to deal with crisis.**

Agree 92%  
Disagree 8%

**26. I am getting along better with my family.**

Agree 83%  
Disagree 17%

**27. I do better in social situations.**

Agree 82%  
Disagree 18%

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

Agree 92%  
Disagree 8%

**29. My housing situation has improved.**

Agree 73%  
Disagree 27%

**30. My symptoms are not bothering me as much.**

Agree 100%

**31. The overall quality of my life has improved.**

Agree 90%  
Disagree 10%

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

Agree 82%  
Disagree 18%

# Free Form Answers - Question 1

## GG Santa Maria 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
- Food bank programming.
- I feel that they help me in my recovery.
- Caring, dependable staff.

## Free Form Answers - Question 2

### GG Santa Maria Survey 2011

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

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- 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.
- Working with clientele.
- More outings as before.
- Jof referral and placement.

## Free Form Answers - Question 3

### GG Santa Maria Survey 2011

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

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- 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
- New location.
- No.
- Better parking.