

Survey Questions 1-32
Recovery Learning SM 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 91%

Disagree 9%

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

Agree 91%

Disagree 9%

6. Staff returned my call in 24 hours.

Agree 96%

Disagree 4%

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 94%

Disagree 6%

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 94%

Disagree 6%

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

Agree 88%

Disagree 12%

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

Agree 97%

Disagree 3%

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

Agree 93%

Disagree 7%

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

Agree 88%
Disagree 13%

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

Agree 97%
Disagree 3%

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

Agree 94%
Disagree 6%

21. I am satisfied with my current housing arrangement.

Agree 67%
Disagree 33%

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

Agree 87%
Disagree 13%

23. I deal more effectively with daily problems.

Agree 94%
Disagree 6%

24. I am better able to control my life.

Agree 93%
Disagree 7%

25. I am better able to deal with crisis.

Agree 87%
Disagree 13%

26. I am getting along better with my family.

Agree 86%
Disagree 14%

27. I do better in social situations.

Agree 93%
Disagree 7%

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

Agree 89%
Disagree 11%

29. My housing situation has improved.

Agree 68%
Disagree 32%

30. My symptoms are not bothering me as much.

Agree 85%
Disagree 15%

31. The overall quality of my life has improved.

Agree 78%
Disagree 22%

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

Agree 88%
Disagree 12%

Free Form Answers - Question 1

Recovery Learning SM Survey 2011

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

- I'm better off with my living situation and coping with my mental illness of depression.
- 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.
- The help I get.
- 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.

Free Form Answers - Question 2

Recovery Learning SM Survey 2011

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

- Maybe five counselors to handles our stress sometimes.
- None.
- Good work.
- Eevery state and area is different. Back in New Jersey thy 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.
- Gatehouse, more house.
- 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.

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?

- Nothing.
- 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.
- Different case managers, more flexible. Like a different case manager, previous.
- No, although I think that patients need to get involved with staff to come up with ideas and ways to better assist in times of crisis emergency.