

Survey Questions 1-32
Supported Housing 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 80%

Disagree 20%

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 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 95%

Disagree 5%

12. I felt free to complain.

Agree 95%

Disagree 5%

13. I was given information about my rights.

Agree 100%

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

Agree 95%

Disagree 5%

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

Agree 95%

Disagree 5%

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

Agree 95%

Disagree 5%

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

Agree 88%

Disagree 13%

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

Agree 94%
Disagree 6%

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

Agree 100%

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

Agree 100%

21. I am satisfied with my current housing arrangement.

Agree 82%
Disagree 18%

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

Agree 90%
Disagree 10%

23. I deal more effectively with daily problems.

Agree 95%
Disagree 5%

24. I am better able to control my life.

Agree 95%
Disagree 5%

25. I am better able to deal with crisis.

Agree 89%
Disagree 11%

26. I am getting along better with my family.

Agree 76%
Disagree 24%

27. I do better in social situations.

Agree 88%
Disagree 12%

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

Agree 82%
Disagree 18%

29. My housing situation has improved.

Agree 78%
Disagree 22%

30. My symptoms are not bothering me as much.

Agree 100%

31. The overall quality of my life has improved.

Agree 100%

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

Agree 92%
Disagree 8%

Free Form Answers - Question 1

Supported Housing SM Survey 2011

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

- 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.
- 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.
- People are nice, easy to communicate with.
- Food bank programming.
- 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.
- Grateful.
- 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.
- Nice people.
- Going to attend the WRAP group and learning more about my mental illness and recovery.

Free Form Answers - Question 2

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

- 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.
- ?
- Working with clientele.
- 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.
- A job to save up for my own transportation.
- I'm ok.
- More WRAP, medication is getting better.
- Library Friends and they have guest speakers at times.
- Computers, with headsets and phones hooked to them.
- Swimming pool.
- Job club, getting help with posting my pictures on facebook, learning foreign languages.

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?

- More availability by staff by maybe hiring more people.
- No.
- Nothing.
- Not really.
- No.
- New location.
- 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.
- 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.
- Keep a doctor.
- To have a wider variety of different programs and housing options.