

Survey Questions 1-32
Vida Nueva Survey 2011

1. I like the services that I received here.

Agree 88%
Disagree 13%

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

Agree 85%
Disagree 15%

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

Agree 91%
Disagree 9%

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

Agree 94%
Disagree 6%

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

Agree 97%
Disagree 3%

6. Staff returned my call in 24 hours.

Agree 94%
Disagree 6%

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

Agree 91%
Disagree 9%

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

Agree 94%
Disagree 6%

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

Agree 94%
Disagree 6%

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 89%
Disagree 11%

12. I felt free to complain.

Agree 91%
Disagree 9%

13. I was given information about my rights.

Agree 91%
Disagree 9%

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 88%
Disagree 12%

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

Agree 90%
Disagree 10%

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

Agree 85%
Disagree 15%

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

Agree 97%
Disagree 3%

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 75%
Disagree 25%

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

Agree 54%
Disagree 46%

23. I deal more effectively with daily problems.

Agree 88%
Disagree 12%

24. I am better able to control my life.

Agree 85%
Disagree 15%

25. I am better able to deal with crisis.

Agree 82%
Disagree 18%

26. I am getting along better with my family.

Agree 81%
Disagree 19%

27. I do better in social situations.

Agree 84%
Disagree 16%

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

Agree 67%
Disagree 33%

29. My housing situation has improved.

Agree 70%
Disagree 30%

30. My symptoms are not bothering me as much.

Agree 78%
Disagree 22%

31. The overall quality of my life has improved.

Agree 81%
Disagree 19%

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

Agree 74%
Disagree 26%

Free Form Answers - Question 1

Vida Nueva Survey 2011

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

- Events.
- 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.
- The people that work here! Good job, keep it up.
- People are nice, easy to communicate with.
- Good.
- I get good personal caring from my worker.
- 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.
- 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.

Free Form Answers - Question 2

Vida Nueva Survey 2011

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

- Can't think of anything.
- 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.
- I would like to see the programs grow! No new ones, just grow!
- ?
- Good.
- Trade services available.
- Everything to me seems very, very good.
- 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.

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?

- I'm not happy with the arrangement of persons facilitating the services here. Needs to be covered by staff always.
- From Act to receive my medication weekly and not daily.
- I would start by giving Sandy and Steve a raise.
- No.
- No.
- No.
- No.
- No.
- 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 assist 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.