

Consumer Satisfaction Survey for SLO Countywide Survey 2011

Program	Participants	Gender	Percent	Age Range	Percent
Rainbow	1	Female	37%	18-25	11%
SLO Hope House	54	Male	60%	26-40	21%
AG Safe Haven	17	No Reply	3%	41-59	57%
PEP Center (Atascadero)	25			60-70	10%
In Our Own Voice	17			71 or older	1%
Stamp Out Stigma	17			No Reply	1%
Peer To Peer	30	In School	Percent	In Spanish	Percent
WRAP	17	<input checked="" type="checkbox"/>	9%	<input type="checkbox"/>	100%
Peer Advisory Advocate Team	19	<input type="checkbox"/>	91%	<input type="checkbox"/>	100%
Socialization Drop-In	42				
Other	23				
SLO Case Management	56	Employed	Percent	Seeking Employment	Percent
Adult Full Service Partnership	21	<input checked="" type="checkbox"/>	24%	<input checked="" type="checkbox"/>	46%
Behavioral Health Treatment Court	13	<input type="checkbox"/>	76%	<input type="checkbox"/>	54%
Forensic:	6				
Older Adult Partnership	5				
Growing Grounds Farm	23	Length of Employment		Percent	
Supported Employment	41	2-4 years		5%	
Growing Grounds Store	9	4-6 years		3%	
Office Training	7	6 months to 2 years		9%	
Adult Transitional Program	15	Less than 6 months		6%	
Community Housing	31	No Reply		72%	
Transitional Housing	40	over 6 years		4%	
Full Service Partner	18				
Recovery Learning (SM)	0	Ethnicity		Percent	
Recovery Learning (Lompoc)	0	African American:		4%	
Growing Grounds SM	0	American Indian/Alaskan Native:		8%	
Vida Nueva (Lompoc)	0	Asian:		4%	
Supported Housing (SM)	0	Caucasian:		70%	
Emergency Shelter Mental Health Srvc.	0	Hispanic:		15%	
Santa Maria Housing	0	Native Hawaiian/Pacific Islander:		1%	
		Other:		5%	

Survey Questions 1-32
SLO Countywide Survey 2011

1. I like the services that I received here.

Agree 98%
Disagree 2%

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

Agree 95%
Disagree 5%

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

Agree 96%
Disagree 4%

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

Agree 96%
Disagree 4%

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

Agree 98%
Disagree 2%

6. Staff returned my call in 24 hours.

Agree 94%
Disagree 6%

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

Agree 94%
Disagree 6%

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

Agree 96%
Disagree 4%

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

Agree 92%
Disagree 8%

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

Agree 99%
Disagree 1%

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

Agree 93%
Disagree 7%

12. I felt free to complain.

Agree 90%
Disagree 10%

13. I was given information about my rights.

Agree 97%
Disagree 3%

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

Agree 97%
Disagree 3%

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

Agree 85%
Disagree 15%

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

Agree 96%
Disagree 4%

Survey Questions 1-32
SLO Countywide Survey 2011

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

Agree 92%
Disagree 8%

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

Agree 95%
Disagree 5%

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

Agree 94%
Disagree 6%

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 84%
Disagree 16%

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

Agree 83%
Disagree 17%

23. I deal more effectively with daily problems.

Agree 96%
Disagree 4%

24. I am better able to control my life.

Agree 93%
Disagree 7%

25. I am better able to deal with crisis.

Agree 93%
Disagree 8%

26. I am getting along better with my family.

Agree 92%
Disagree 8%

27. I do better in social situations.

Agree 94%
Disagree 6%

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

Agree 90%
Disagree 10%

29. My housing situation has improved.

Agree 85%
Disagree 15%

30. My symptoms are not bothering me as much.

Agree 81%
Disagree 19%

31. The overall quality of my life has improved.

Agree 89%
Disagree 11%

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

Agree 81%
Disagree 19%

Free Form Answers - Question 1

SLO Countywide Survey 2011

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

- Professional and very helpful staff, mostly Bob Bodeau.
- I like my job coach here, she is very courteous and supportive.
- Everyone understands and helps me when I need it. Staff doesn't pre-judge me.
- Every body is very dedicated.
- Helps a great deal in my life and others. Note, I live independently, I have housing. I lived in TMHA housing in the early 80's.
- Communication with friends.
- It fixes me.
- I have been better able to accomplish my goal thanks to my social worker's helps.
- I am better trained to handle individual change as well as group change.
- The programs are really helpful for me.
- The casual nature of support services. The willingness of the staff to stand behind you in your various needs. Especially the staff support on handling my finances which I will be dealing with for quite some time.
- They are fair.
- It's very helpful.

. I would like a house manager that is respectful to me and makes me feel comfortable in my home, that's all I had simply wanted.

- I enjoy the FSP and staff there. I enjoy the on-demand staff at TMHA.
- Everything.
- The help.
- Thorough, regular and on time.
- Help dealing with problems. Put a roof over my head.
- Donna is fun, Chris is cool and Joe has the money.
- Help getting to appointments.
- Cooking class.
- Friendly, competent direction.
- I felt you were truly interested in my wants and needs.
- N/A
- TMHA is very supportive, sincere, non-judgmental, and accepting. The agency is encouraging & helps a lot with assisting clients/peer staff with empowering themselves and having a voice.
- My counselors are good people; Donna Freeman and Julie Macedo.
- I'm alright with it.
- They worked with me to achieve my goals. They gave me extra time to work things out.
- Very positive, person-centered and empowering.
- The programs have made the difference between living well and living in darkness.
- I like FSP programs available at the apartments and socialization.
- Caring and cheerful staff.
- Very comfortable with Case Manager. Convenient with transportation.

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

- I'm doing the footwork.
- More opportunities.
- Working with plants and customers.
- The staff is very personable, not treating me like a patient or a client.
- Helping me out when I need it.
- My calls are answered promptly and staff are easily accessible. My needs and concerns are quickly addressed.
- I feel safe here.
- I get out in the community more and I have more confidence. I get new employment ideas each month.
- Flexible times.
- Liked job coach, Jeff was excellent support.
- Jeff helped me get the job I wanted and listened to what I wanted.
- Interaction with other consumers and staff members of TMHA.
- I like that they are designed around what is right for me.
- TMHA has given me the confidence to look for work with my retraining and disability.
- Mork goes out of his way to help me locate work.
- I liked the emotional support for finding employment. I felt like I wasn't struggling alone.
- Job placement strategies, accountability.
- Assistance w/ learning job seeking/interview skills.
- Sufficiently flexible to service a variety of personalities and problems.
- Sure, it's gotten me an interview.
- The job training I am receiving.
- Personnel/staff.
- Everybody is compassionate and understanding. If all discussed/planned training and assistance "pan out", I will have benefitted greatly from the programs.
- Everything I have participated in was convenient and educational to me.
- I like the opportunity extended to everyone to grow, recollect oneself, learn from the past, look to the future, concrete facts about today's life and tools to live through it.
- That it helps me in my life to get things done.
- Friendly and willing to help.
- It's ok.
- Nice staff, helpful.
- I make all ultimate decisions in my life.
- They care about one's goals and success and our medical and resources.
- It's nice to have some place to go when you are down.
- I'm grateful for the chance to be in the TMHA program. It is great & helps you get back on your feet.
- Its friendliness.
- Everything!
- All.
- I like how I get called back later that day about a question I called about earlier.
- It opens me to be more coail and efficient.
- Goodness, gracious, great balls of fire.

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

- It's a great program.
- They are always there when you need them.
- The fact staff as mental health are always there.
- Trust.
- Good.
- I am very thankful for have a roof over my head.
- Unsure.
- I really like learning about myself and illnesses. I like having workers come here sometimes or most of all, rides into their offices to them or doctors. I really enjoy extra treats we get to do like taking field trips of all kinds or big parties for everyone to join in and meet new people (friends). I have a very fun trip to feel better about myself and the work that I am doing. We go to Costco and have a polish dog with everything on it and coke (which I never have or do for myself ever) and talk about my work and me and how I am doing and feeling. About working on cleaning out my apartment of so much stuff. And just how I feel about it without being pushed too fast or far without thinking of hurting myself (lots of hard work going on, believe me). I do not do a lot of classes because I am working to a date to get my apartment done or otherwise I would do more with everyone in our groups.
- That they're here to help you and reach certain goals you thought you couldn't achieve.
- Variety; personal; great people conducting services.
- The programs are very helpful to reaching my goals and staff are always there for me. They go beyond just support.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- They help me.
- A chance to get out and do things, better understanding of services available, they are there in hard times, should they arise.
- Knowledge of other services I wasn't aware of.
- The employees.
- The staff (Bill) is very helpful and easy to communicate with.
- What I've gained from the services.
- They are positive more than myself.
- The respect I receive keeps me active.
- They help me a lot.
- They are fine. The staff here are helpful in so many ways.
- The support. Caring and understanding.
- The assistance is much needed.
- I get practical advice and the service providers are smart and capable.
- I was given a job w/ TMHA. I like the classes. I appreciate the support I receive here at TMHA and transportation and ideas. I have gotten closer to my family. I am aware of a lot more situations around me. I love that there is someone here everyday. It feels secure. I like that there are classes to take in this program. I like that there is someone to talk to often and transportation.
- Everyone has been incredibly kind to me.
- More stable future.
- I feel free to do what I feel is best for me.
- I am receiving housing assistance.
- Lots of sound, reasonable advice.

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

- They are nice about it.
- A place to live.
- Very helpful.
- The hardworking, caring people that provide them.
- Reliable, knowledgeable.
- Very helpful; I do not know what I would do without this program.
- They're there when you need them!
- Housing and the help from my case worker.
- The workers.
- N/A
- So far, I have had no services.
- It helps when you need help looking for work and/or advice regarding basic life stuff.
- Drop-in socialization.
- I like interacting with the folks at group.
- My housing and my life has improved and I have more opportunities to keep busy.
- It's always a nice atmosphere, you can use nicotine, and escape from the cold.
- The PEP Center is very good.
- Everything.
- I like talking about problems.
- The services I receive are all convenient.
- N/A
- I like the openness of the group to discuss anything.
- People are cooperative.
- That I am independent and handle my monetary funds on my own.
- That I can advance on a regular basis and I already have. And to be able to work with intellectual and knowledgeable people.
- The lessons they have and they talk to you and listen to you.
- They care about you, what they have on the calendar.
- You get to go to places.
- Everything honest!
- The staff at AG Safe Haven are very professional and helpful in all respects.
- I like Safe Haven's programs and field trips.
- Transportation, Wednesday night meals, lesson plans, walks, activities.
- I like and value all the places we go to on our outings! I would not be able to do some of them on my own.
- I enjoy bowling, golf, getting treated with frozen yogurt and the good meals we have on Wednesdays.
- They have nice staff and clients. I am able to control my spending better. I have more mobility this way.
- Good.
- I enjoy the lessons I learn more and try to apply them in my life. I would like to go on more outings but I am not up to that yet. The staff here at Hope House are great, helpful, friendly, etc.
- The people.
- Very compassionate. I feel that SLO really takes care of their patients.
- I enjoy group discussions and field trips.

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

- I feel free to communicate.
- That I feel comfortable in programs.
- It's there as an opportunity.
- They put effort into the program that I can learn from.
- In general, people are nice.
- The fact that I can take control of my life more properly.
- Everything.
- They're very beneficial.
- I like meeting people.
- The quality of the services.
- I feel I belong here at Soc Hope House.
- The familiarity with my case.
- Very good help a lot.
- Helpful and nice.
- I feel more independent and free.
- Hope House helps me to interact with others outside of the home. I also enjoy the meals on Wednesday nights. I'm also thankful for a stable place to live.
- It's a better place to live, better than the shelter. The farm was a good place to work and the classes at Hope House are nice.
- That whenever I need help, I get it.
- The freedom to speak out your opinion.

Free Form Answers - Question 2

SLO Countywide Survey 2011

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

- This is my first day here and on a job for a long time. This would take more thought after time.
- None at this time.
- Nothing.
- None that I can think of right now. Keep up the good work for the mentally ill people.
- Whatever is offered to benefit the future.
- More monrey!
- I would like to work at Growing Grounds.
- I would like to work with some tension more times than others.
- Work at a job.
- Since I'm fairly ned in the program, I will be better at evaluation in the future.
- None.
- None right now.
- A House Managerthat is kind, compassionate, who really wants to care and help the sick and wats to see and help us grow healthy, not make me sicker.
- Don't know.
- Maybe more computer skills or whatever.
- Housing.
- Help stabilize me.
- To spend more time with Donna who is cool and Chris who is fun.
- I want my own place.
- More activities.
- Refresh training, education, housing (low rent).
- I cannot think of anything at this time. Maybe stay in contact with Jeff.
- N/A
- Evening programs/groups.
- Computer training and WET services.
- More work training.
- ?
- None that I know of.
- More peer motivation and progress groups.
- A part-time job would be nice and greatly appreciated.
- Socialization. Therapy/counseling.
- A full-time job.
- Game nights, movie nights, singles nights to meet girls.
- Counseling.
- None.
- N/A
- N/A
- Someone here on staff available for medical questions, advice, and assistance if needed.

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

- We're working on getting me signed up with the Dept. of Rehab.
- Need faster service.
- N/A
- More employment opportunities.
- 1on1 therapy, when I need it; not group therapy.
- N/A
- Satisfied.
- Can't think of any.
- I honestly don't know.
- Help obtaining my psychotropic medications.
- Hearing aids.
- Better benefits counseling so that I don't lose my disability status (i.e. I take the proper actions), before I'm ready to return to work full-time.
- Take part in WRAP and continue with SEP, GGDT & GG Farms.
- Direct health center or a series of dr's, psychs, therapy, gen. practitioners, instead of using out of house services I would rather try contracted physicians through TMHA.
- None I can think of.
- I don't know.
- I don't know what is available.
- More work search opportunities.
- How to deal with different mental personalities while living in a TMHA house.
- Hot tub in backyard. HAHA
- None.
- N/A
- Weekend work program.
- None.
- Helping me plan for the future.
- Yes.
- Office type job training.
- Unknown.
- To know where everyone is and who they are and what they may be able to do for me to help my program along. Like a walk around the office.
- Seems to me that FSP covers everything you need to succeed.
- I don't know right now.
- The services I receive now are most helpful to me.
- Computer lessons; beginning to average skills.
- Chance to get out more, discuss thing, ask questions. More money to do more.
- Psychiatrist availability.
- Bill pretty much covers everything as needed.
- Supportive Employment.
- A different life.
- Fine as is.

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

- Live on my own.
- More full-time jobs.
- I don't know off the top of my head. Sorry.
- None.
- N/A
- More employment help.
- Full transportation.
- More opportunity for formal education with a target of graduation with a degree.
- A lawyer to talk to about legal issues.
- I don't know.
- I'd have to explore my options or get a new job.
- None.
- Not sure.
- Unknown.
- I think I need assistance on my SSI case.
- I'm happy with the way things are!
- Better medicine.
- Getting an up to date laptop.
- N/A
- Transportation.
- Housing/alternative school.working.
- A work program like Labor Ready. We need that in Atascadero. It would be good for the community, just drug test!
- Expressed changes in group and staff meeting before changes occurred but they were not implemented.
- ?
- Rides to and from the center.
- Well, general labor assistance every once in a while to have some money in my pockets.
- ?
- N/A
- Any would feel great.
- N/A
- Job assistance.
- I am already successful, I need not else.
- Nothing.
- I don't know of any more/
- They're all ok.
- N/A
- Nothing; all is good.
- Supported employment, housing and Growing Grounds Employment.
- N/A
- A newsletter with local TMHA or just Safe Haven stuff on it.

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

- Work at GGF in SLO for pay not just for volunteer.
- More self-help programs.
- A job that is easier so I could work more hours. I feel I am ready for independent living or some kind of change in my climate.
- Yes.
- I can't think of anything at this time.
- None.
- The fact that housing is there for mental patients and help.
- A weekend program if we received extra funding.
- None.
- Everything is fine.
- Voc. Rehab.
- Connections to the community.
- More road trips!
- They are made available.
- More employment.
- Anything more one-on-one talkis.
- I would like to have a trip each Wednesday.
- A comprehensive outlook on staying sober.
- They are very helpful.
- Talent scout.
- Job club.
- I would like it if we are able to go to maybe to the YMCA again or go to more public events such as music or sport programs in the community.
- I would like to be my own payee again.
- Psychiatrist, doctor, physician assistant.

Free Form Answers - Question 3

SLO Countywide Survey 2011

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

- Not at this time.
- Not at all.
- No.
- None that I can think of right now.
- No.
- Less bosses, like work.
- No.
- I would like to progress to the next level (college or add 1 more day of work at a time).
- No.
- No.
- No.
- Yes. A House Manager that didn't provoke dissention and had a basic belief in helping people.
- Don't know.
- Nothing more needs to be done. Life is too good to be true.
- No.
- Foster housing.
- The rent should equal the homeless program. State disability is low.
- Yes, that the doctor would listen to me about med. I am grateful that God has given me the opportunity to improve my pshcotic and manic behavior with all of you.
- No.
- More field trips.
- Help me determine physical ability (some physical therapy), work and career counseling (more 1 on1).
- Not at this time.
- N/A
- None at this time.
- No, I am satisfied!
- No comment.
- No
- No.
- More understanding in the Supported Employment.
- No but think that most of the programs are fantastic. I believe these programs can help a person recover from mental illness with the tools and ideas that help you cope with all your triggers
- No.
- None at all.
- No.
- No.
- No.
- Nothing.
- I wish I did not need a case open with county mental health to get help here.

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

- No.
- Same.
- N/A
- No.
- If I need a ride to the hospital it would be nice to be able to call someone to take me. If I need to be hospitalized I would like help in leaving my jobs correctly-leave of absence- so I have them to get back to.
- I would like to see the computer application program expanded to north county.
- No
- No.
- No.
- I appreciate provider knowledge and skills.
- No.
- The services offered, so far, have been both gracious and generous, so no. I feel that I have been involved far too short a time to be evaluating much of anything.
- Not yet; too soon to know.
- Possibly change house meetings and one-on-one's to every 2 weeks instead of once a week.
- Nothing come to mind at the moment. Thank you.
- No.
- No.
- No.
- Don't know.
- No.
- No.
- No, not at this time.
- No. Thanks!
- I wouldn't change anything. All of the staff is real responsible and takes care of household problems in a timely fashion.
- No.
- No.
- No. Thanks for helping me!
- No.
- More programs like SOSH.
- Yes.
- I'll keep you in mind.
- There is a meds worker (Reggie) that I never even think about to go to for help. When I have had a lot of trouble with my meds, I would really like to meet him.
- No, their isn't anything I would change.
- Not at this time.
- Not at this time.
- No, happy with services the way they are.
- No.
- Definitely not, they are great and very helpful.

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

- No.
- No.
- None at all.
- No, I wouldn't.
- I would like to get rid of my probation. All other services are great.
- No.
- No.
- No.
- No suggestions at this time.
- No.
- No.
- No.
- Parking.
- No.
- No.
- Not sure.
- No.
- I cannot think of anything at this time.
- Not at this time!
- No.
- N/A
- N/A
- More access.
- Not sure.
- Just what I wrote up above.

- No
- None.
- I wish there was more food but it's ok.
- Have food because a lot of people need to eat so their bellies are full and their mind can think of other stuff like jobs and look for housing.
- My housing roommate.
- No.
- None.
- N/A
- No.
- No.
- None.
- Absolutely not or not at this time.
- I would like them to pick us up often so we can come.
- I don't think so.
- No.

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

- Yes, things sometimes seem to take forever to get accomplished.
- No.
- More rides, or a more stable ride schedule.
- This may seem out of place but I wish there were more snack items at socialization available for people to eat. Thank you very much!!!
- More arts and crafts.
- I would like to be in charge of my SSDI check at a later date.
- I can't think of anything at this time.
- Better housing.
- Not really.
- Don't change a thing, everything is ok.
- None.
- No.
- No.
- Don't make so many rules.
- No.
- No.
- No.
- More hours.
- I would change some of the rules. People should be given options of whatever they want to do.
- Try to be the same.
- The emotional baggage that I cancel out mainly the intermainly ability to abolish crime.
- Not very complete.
- No.
- It would be nice if we could continue to have the most nutritious meals on Wednesday nights and go out to dinner in the community once a month.
- Better shopping because we don't get anything we want from the store.
- No, there's nothing I would change.
- More outings on Wednesdays.