

Survey Questions 1-32

ARSL 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 91%

Disagree 9%

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

Agree 95%

Disagree 5%

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 91%

Disagree 9%

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 96%

Disagree 4%

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

Agree 86%

Disagree 14%

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 90%

Disagree 10%

13. I was given information about my rights.

Agree 95%

Disagree 5%

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 77%

Disagree 23%

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

Agree 86%

Disagree 14%

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

Agree 91%

Disagree 9%

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

Agree 100%

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

Agree 95%

Disagree 5%

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

Agree 95%

Disagree 5%

21. I am satisfied with my current housing arrangement.

Agree 100%

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

Agree 81%

Disagree 19%

23. I deal more effectively with daily problems.

Agree 86%

Disagree 14%

24. I am better able to control my life.

Agree 91%

Disagree 9%

25. I am better able to deal with crisis.

Agree 95%

Disagree 5%

26. I am getting along better with my family.

Agree 95%

Disagree 5%

27. I do better in social situations.

Agree 100%

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

Agree 93%

Disagree 7%

29. My housing situation has improved.

Agree 90%

Disagree 10%

30. My symptoms are not bothering me as much.

Agree 73%

Disagree 27%

31. The overall quality of my life has improved.

Agree 86%

Disagree 14%

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

Agree 81%

Disagree 19%

Free Form Answers - Question 1

ARSL Survey 2011

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

- Communication with friends.
- The programs are really helpful for me.
- Very positive, person-centered and empowering.
- Sufficiently flexible to service a variety of personalities and problems.
- Everything I have participated in was convenient and educational to me.
- Nice staff, helpful.
- 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, grcious, great balls of fire.
- They are always there when you need them.
- Good.
- 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 parites 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 woiuld do more with everyone in our groups.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- A chance to get out and do things, better understanding of services available, they are there in hard times, should they arise.
- The respect I receive keeps me active.
- They are fine. The staff here are helpful in so many ways.
- They're there when you need them!
- It helps when you need help looking for work and/or advice regarding basic life stuff.
- I like Safe Haven's programs and field trips.
- Transportation, Wednesday night meals, lesson plans, walks, activities.
- Very good help a lot.
- I feel more independent and free.

Free Form Answers - Question 2

ARSL Survey 2011

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

- Whatever is offered to benefit the future.
- Work at a job.
- None that I know of.
- More peer motivation and progress groups.
- Take part in WRAP and continue with SEP, GGDT & GG Farms.
- I don't know what is available.
- None.
- N/A
- None.
- Yes.
- 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.
- Computer lessons; beginning to average skills.
- Chance to get out more, discuss thing, ask questions. More money to do more.
- Fine as is.
- I don't know off the top of my head. Sorry.
- I'm happy with the way things are!
- A work program like Labor Ready. We need that in Atascadero. It would be good for the community, just drug test!
- N/A
- A newsletter with local TMHA or just Safe Haven stuff on it.
- They are very helpful.
- Job club.

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?

- No.
- No.
- No.
- More understanding in the Supported Employment.
- Possibly change house meetings and one-on-one's to every 2 weeks instead of once a week.
- Don't know.
- 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.
- Yes.
- 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.
- Not at this time.
- No, happy with services the way they are.
- No.
- No, I wouldn't.
- Not at this time!
- Just what I wrote up above.
- No.
- More rides, or a more stable ride schedule.
- Not very complete.