

Survey Questions 1-32

ATP 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 86%

Disagree 14%

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

Agree 93%

Disagree 7%

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

Agree 100%

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

Agree 100%

6. Staff returned my call in 24 hours.

Agree 93%

Disagree 7%

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

Agree 93%

Disagree 7%

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 79%

Disagree 21%

12. I felt free to complain.

Agree 86%

Disagree 14%

13. I was given information about my rights.

Agree 100%

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 100%

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

Agree 100%

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

Agree 86%

Disagree 14%

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

Agree 85%

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Disagree 15%

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, et

Agree 100%

21. I am satisfied with my current housing arrangement.

Agree 85%

Disagree 15%

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

Agree 88%

Disagree 13%

23. I deal more effectively with daily problems.

Agree 100%

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 7%

26. I am getting along better with my family.

Agree 85%

Disagree 15%

27. I do better in social situations.

Agree 79%

Disagree 21%

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

Agree 88%

Disagree 13%

29. My housing situation has improved.

Agree 77%

Disagree 23%

30. My symptoms are not bothering me as much.

Agree 93%

Disagree 7%

31. The overall quality of my life has improved.

Agree 100%

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

Agree 91%

Disagree 9%

Free Form Answers - Question 1

ATP Survey 2011

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

- The help.
- Every body is very dedicated.
- It's a great program.
- The respect I receive keeps me active.
- They are fine. The staff here are helpful in so many ways.
- My housing and my life has improved and I have more opportunities to keep busy.
- Everything.
- They have nice staff and clients. I am to control my spending better. I have more mobility this way.
- It's there as an opportunity.
- Everything.
- The quality of the services.
- The familiarity with my case.
- 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.

Free Form Answers - Question 2

ATP Survey 2011

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

- Nothing.
- Weekend work program.
- Fine as is.
- I don't know off the top of my head. Sorry.
- Rides to and from the center.
- N/A
- 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.
- Voc. Rehab.
- More road trips!
- Anything more one-on-one talkis.
- A comprehensive outlook on staying sober.
- I would like to be my own payee again.

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. Thanks for helping me!
- No.
- No, I wouldn't.
- None.
- My housing roommate.
- More arts and crafts.
- I would like to be in charge of my SSDI check at a later date.
- No.
- No.
- I would change some of the rules. People should be given options of whatever they want to do.
- The emotional baggage that I cancel out mainly the intermainly ability to abolish crime.
- Better shopping because we don't get anything we want from the store.