

Survey Questions 1-32
Adult FSP 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 95%

Disagree 5%

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 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 100%

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 100%

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

Agree 94%

Disagree 6%

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 100%

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

Agree 100%

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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 95%

Disagree 5%

21. I am satisfied with my current housing arrangement.

Agree 80%

Disagree 20%

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

Agree 83%

Disagree 17%

23. I deal more effectively with daily problems.

Agree 100%

24. I am better able to control my life.

Agree 100%

25. I am better able to deal with crisis.

Agree 100%

26. I am getting along better with my family.

Agree 95%

Disagree 5%

27. I do better in social situations.

Agree 89%

Disagree 11%

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

Agree 87%

Disagree 13%

29. My housing situation has improved.

Agree 84%

Disagree 16%

30. My symptoms are not bothering me as much.

Agree 89%

Disagree 11%

31. The overall quality of my life has improved.

Agree 94%

Disagree 6%

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

Agree 94%

Disagree 6%

Free Form Answers - Question 1

Adult FSP Survey 2011

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

- It's v ery helpful.
- 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.
- My counselors are good people; Donna Freeman and Julie Macedo.
- Working with plants and customers.
- That they're here to help you and reach certain goals you thought you couldn't achieve.
- The programs are very helpful to reaching my goals and staff are always there for me. They go beyond just support.
- 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.
- They help me a lot.
- 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.

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

- None right now.
- 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.
- Computer training and WET services.
- Counseling.
- Seems to me that FSP covers everything you need to succeed.
- The services I receive now are most helpful to me.
- Chance to get out more, discuss thing, ask questions. More money to do more.
- More full-time jobs.
- N/A
- More employment help.
- Full transportation.

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.
- 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.
- No, I am satisfied!
- No, their isn't anything I would change.
- No, happy with services the way they are.
- None at all.
- No.
- No.
- No.