

Survey Questions 1-32

BHTC 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 92%

Disagree 8%

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 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 91%

Disagree 9%

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

Agree 92%

Disagree 8%

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

Agree 91%

Disagree 9%

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 83%

Disagree 17%

12. I felt free to complain.

Agree 91%

Disagree 9%

13. I was given information about my rights.

Agree 100%

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

Agree 82%

Disagree 18%

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

Agree 90%

Disagree 10%

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

Agree 91%

Disagree 9%

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

Agree 82%

Disagree 18%

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

Agree 86%

Disagree 14%

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

Agree 82%

Disagree 18%

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 100%

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

Agree 100%

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 90%

Disagree 10%

27. I do better in social situations.

Agree 92%

Disagree 8%

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

Agree 100%

29. My housing situation has improved.

Agree 91%

Disagree 9%

30. My symptoms are not bothering me as much.

Agree 90%

Disagree 10%

31. The overall quality of my life has improved.

Agree 100%

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

Agree 88%

Disagree 13%

Free Form Answers - Question 1

BHTC Survey 2011

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

- 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.
- The programs are really helpful for me.
- I like my job coach here, she is very courteous and supportive.
- The programs are very helpful to reaching my goals and staff are always there for me. They go beyond just support.
- The respect I receive keeps me active.
- They are fine. The staff here are helpful in so many ways.
- The support. Caring and understanding.
- More stable future.
- I feel free to do what I feel is best for me.
- The quality of the services.
- Helpful and nice.

Free Form Answers - Question 2

BHTC Survey 2011

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

- None that I can think of right now. Keep up the good work for the mentally ill people.
- Work at a job.
- This is my first day here and on a job for a long time. This would take more thought after time.
- The services I receive now are most helpful to me.
- Fine as is.
- I don't know off the top of my head. Sorry.
- None.
- A lawyer to talk to about legal issues.
- I don't know.
- Anything more one-on-one talkis.
- Talent scout.

Free Form Answers - Question 3

BHTC Survey 2011

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

- None that I can think of right now.
- No.
- Not at this time.
- No.
- No, I wouldn't.
- I would like to get rid of my probation. All other services are great.
- No.
- No.
- I would change some of the rules. People should be given options of whatever they want to do.
- No.