

**Survey Questions 1-32**  
**Community Housing Survey 2011**

**1. I like the services that I received here.**

Agree 97%  
Disagree 3%

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

Agree 97%  
Disagree 3%

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

Agree 94%  
Disagree 6%

**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 97%  
Disagree 3%

**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 90%  
Disagree 10%

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

Agree 97%  
Disagree 3%

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

Agree 90%  
Disagree 10%

**12. I felt free to complain.**

Agree 97%  
Disagree 3%

**13. I was given information about my rights.**

Agree 92%  
Disagree 8%

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

Agree 96%  
Disagree 4%

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

Agree 86%  
Disagree 14%

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

Agree 90%  
Disagree 10%

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**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 96%  
Disagree 4%

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

Agree 93%  
Disagree 7%

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

Agree 83%  
Disagree 17%

**21. I am satisfied with my current housing arrangement.**

Agree 97%  
Disagree 3%

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

Agree 87%  
Disagree 13%

**23. I deal more effectively with daily problems.**

Agree 97%  
Disagree 3%

**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 92%  
Disagree 8%

**27. I do better in social situations.**

Agree 97%  
Disagree 3%

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

Agree 100%

**29. My housing situation has improved.**

Agree 90%  
Disagree 10%

**30. My symptoms are not bothering me as much.**

Agree 90%  
Disagree 10%

**31. The overall quality of my life has improved.**

Agree 90%  
Disagree 10%

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

Agree 90%  
Disagree 10%

# Free Form Answers - Question 1

## Community Housing Survey 2011

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

- Communication with friends.
- It fixes me.
- The programs are really helpful for me.
- 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, grcious, great balls of fire.
- Trust.
- Good.
- I am very thankful for have a roof over my head.
- Unsure.
- The respect I receive keeps me active.
- The assistance is much needed.
- I get practical advice and the service providers are smart and capable.
- Good.
- Very compassionate. I feel that SLO really takes xare of their patients.
- I enjoy group discussions and field trips.
- I feel free to communicate.
- They put effort into the program that I can learn from.
- The quality of the services.
- 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.

## Free Form Answers - Question 2

### Community Housing Survey 2011

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

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- Whatever is offered to benefit the future.
- More monrey!
- Work at a job.
- Hot tub in backyard. HAHA
- None.
- N/A
- Yes.
- Office type job training.
- Unknown.
- Fine as is.
- N/A
- More employment help.
- Yes.
- The fact that housing is there for mental patients and help.
- A weekend program if we received extra funding.
- None.
- Connections to the community.
- Anything more one-on-one talkis.
- 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.

## Free Form Answers - Question 3

### Community Housing Survey 2011

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

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- No.
- Less bosses, like work.
- 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.
- Yes.
- I'll keep you in mind.
- No.
- No.
- No.
- Not really.
- Don't change a thing, everything is ok.
- None.
- I would change some of the rules. People should be given options of whatever they want to do.
- 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.