

**Survey Questions 1-32**  
**FSP Residential Survey 2011**

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

Agree 94%  
Disagree 6%

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

Agree 94%  
Disagree 6%

**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 89%  
Disagree 11%

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

Agree 94%  
Disagree 6%

**6. Staff returned my call in 24 hours.**

Agree 83%  
Disagree 17%

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

Agree 94%  
Disagree 6%

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

Agree 88%  
Disagree 12%

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

Agree 94%  
Disagree 6%

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

Agree 94%  
Disagree 6%

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

Agree 94%  
Disagree 6%

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

Agree 93%  
Disagree 7%

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

Agree 100%

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

Agree 94%  
Disagree 6%

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

Agree 73%  
Disagree 27%

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

Agree 100%

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

Agree 94%  
Disagree 6%

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

Agree 94%  
Disagree 6%

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

Agree 94%  
Disagree 6%

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

Agree 88%  
Disagree 12%

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

Agree 82%  
Disagree 18%

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

Agree 90%  
Disagree 10%

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

Agree 94%  
Disagree 6%

**24. I am better able to control my life.**

Agree 94%  
Disagree 6%

**25. I am better able to deal with crisis.**

Agree 94%  
Disagree 6%

**26. I am getting along better with my family.**

Agree 100%

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

Agree 94%  
Disagree 6%

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

Agree 94%  
Disagree 6%

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

Agree 83%  
Disagree 17%

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

Agree 88%  
Disagree 13%

**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 83%  
Disagree 17%

# Free Form Answers - Question 1

## FSP Residential Survey 2011

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

- The casual nature of support services. The willingness of the staff to stand behind you in your various needs. Especially the staff support on handling my finances which I will be dealing with for quite some time.
- They are fair.
- It's very helpful.

- I would like a house manager that is respectful to me and makes me feel comfortable in my home, that's all I had simply wanted.
- I enjoy the FSP and staff there. I enjoy the on-demand staff at TMHA.
- Everything.
- Help dealing with problems. Put a roof over my head.
- I like FSP programs available at the apartments and socialization.
- Caring and cheerful staff.
- Very comfortable with Case Manager. Convenient with transportation.
- Working with plants and customers.
- The programs are very helpful to reaching my goals and staff are always there for me. They go beyond just support.
- They are positive more than myself.
- The respect I receive keeps me active.
- They help me a lot.
- The support. Caring and understanding.
- 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

### FSP Residential Survey 2011

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

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- Since I'm fairly new in the program, I will be better at evaluation in the future.
- None.
- None right now.
- A House Manager that is kind, compassionate, who really wants to care and help the sick and wants to see and help us grow healthy, not make me sicker.
- Don't know.
- Maybe more computer skills or whatever.
- Help stabilize me.
- Socialization. Therapy/counseling.
- A full-time job.
- Game nights, movie nights, singles nights to meet girls.
- Counseling.
- The services I receive now are most helpful to me.
- A different life.
- Fine as is.
- More full-time jobs.
- None.
- More employment help.
- Full transportation.

## Free Form Answers - Question 3

### FSP Residential Survey 2011

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

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- No.
- No.
- Yes. A House Manager that didn't provoke dissention and had a basic belief in helping people.
- Don't know.
- Nothing more needs to be done. Life is too good to be true.
- The rent should equal the homeless program. State disability is low.
- No.
- None at all.
- No.
- No.
- None at all.
- I would like to get rid of my probation. All other services are great.
- No.
- No.