

Survey Questions 1-32
GG Store Survey 2011

1. I like the services that I received here.

Agree 88%
Disagree 13%

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

Agree 88%
Disagree 13%

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

Agree 89%
Disagree 11%

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 89%
Disagree 11%

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 89%
Disagree 11%

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

Agree 89%
Disagree 11%

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

Agree 89%
Disagree 11%

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

Agree 88%
Disagree 13%

12. I felt free to complain.

Agree 88%
Disagree 13%

13. I was given information about my rights.

Agree 100%

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

Agree 89%
Disagree 11%

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

Agree 67%
Disagree 33%

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

Agree 80%
Disagree 20%

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

Agree 67%
Disagree 33%

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

Agree 88%
Disagree 13%

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

Agree 83%
Disagree 17%

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

Agree 88%
Disagree 13%

21. I am satisfied with my current housing arrangement.

Agree 71%
Disagree 29%

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

Agree 100%

23. I deal more effectively with daily problems.

Agree 71%
Disagree 29%

24. I am better able to control my life.

Agree 75%
Disagree 25%

25. I am better able to deal with crisis.

Agree 86%
Disagree 14%

26. I am getting along better with my family.

Agree 100%

27. I do better in social situations.

Agree 88%
Disagree 13%

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

Agree 89%
Disagree 11%

29. My housing situation has improved.

Agree 75%
Disagree 25%

30. My symptoms are not bothering me as much.

Agree 88%
Disagree 13%

31. The overall quality of my life has improved.

Agree 89%
Disagree 11%

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

Agree 88%
Disagree 13%

Free Form Answers - Question 1

GG Store 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.
- I am better trained to handle individual change as well as group change.
- To tell you the truth, it's been a living hell nightmare since the transition of Dan Gross to Francisco Fernandez as new House Manager. 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.
- Help dealing with problems. Put a roof over my head.
- Working with plants and customers.
- I like that they are designed around what is right for me.
- Everything I have participated in was convenient and educational to me.
- Nice staff, helpful.
- 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 that I can think of right now. Keep up the good work for the mentally ill people.
- I would like to work with some tension more times than others.
- 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.
- Help stabilize me.
- Counseling.
- 1on1 therapy, when I need it; not group therapy.
- Take part in WRAP and continue with SEP, GGDT & GG Farms.
- I don't know what is available.
- 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?

- None that I can think of right now.
- I would like to progress to the next level (college or add 1 more day of work at a time).
- Yes. A House Manager that didn't provoke dissention and had a basic belief in helping people.
- The rent should equal the homeless program. State disability is low.
- If I need a ride to the hospital it would be nice to be able to call someone to take me. If I need to be hospitalized I would like help in leaving my jobs correctly-leave of absence- so I have them to get back to.
- Possibly change house meetings and one-on-one's to every 2 weeks instead of once a week.
- Don't know.
- No.