

Survey Questions 1-32
Hope House 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 94%

Disagree 6%

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

Agree 96%

Disagree 4%

4. The location of services was convenient. (parking, public transportation, distance, etc.)

Agree 98%

Disagree 2%

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

Agree 96%

Disagree 4%

6. Staff returned my call in 24 hours.

Agree 94%

Disagree 6%

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

Agree 96%

Disagree 4%

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 96%

Disagree 4%

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 88%

Disagree 12%

12. I felt free to complain.

Agree 86%

Disagree 14%

13. I was given information about my rights.

Agree 96%

Disagree 4%

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

Agree 98%

Disagree 2%

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

Agree 83%

Disagree 17%

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

Agree 98%

Disagree 2%

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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 93%
Disagree 7%

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

Agree 98%
Disagree 2%

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

Agree 91%
Disagree 9%

21. I am satisfied with my current housing arrangement.

Agree 96%
Disagree 4%

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

Agree 93%
Disagree 7%

23. I deal more effectively with daily problems.

Agree 98%
Disagree 2%

24. I am better able to control my life.

Agree 94%
Disagree 6%

25. I am better able to deal with crisis.

Agree 96%
Disagree 4%

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 97%
Disagree 3%

29. My housing situation has improved.

Agree 90%
Disagree 10%

30. My symptoms are not bothering me as much.

Agree 92%
Disagree 8%

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 84%
Disagree 16%

Free Form Answers - Question 1

Hope House Survey 2011

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

- Communication with friends.
- The programs are really helpful for me.
- They are fair.
- It's v ery helpful.
- My counselors are good people; Donna Freeman and Julie Macedo.
- I like FSP programs available at the apartments and socialization.
- Caring and cheerful staff.
- Very comfortable with Case Manager. Convenient with transportation.
- Everything I have participated in was convenient and educational to me.
- I like the opportunity extnded to everyone to grow, recollect oneself, learn from the past, look to the future, concrete facts about today's life and tools to live through it.
- That it helps me in my life to get thigns done.
- I make al ultimate decisions in my life.
- I'm grateful for the chance to be in the TMHA program. It is great & helps you get back on your feet.
- Its friendliness.
- 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.
- It's a great program.
- They are always there when you need them.
- The fact staff as mental health are always there.
- Trust.
- I am very thankful for have a roof over my head.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- They help me a lot.
- The assistance is much needed.
- I get practical advice and the service providers are smart and capable.
- I am receiving housing assistance.
- They have nice staff and clients. I am to control my spending better. I have more mobility this way.
- Good.
- I enjoy the lessons I learn more and try to apply them in my life. I would like to go on more outings ut I am not up to that yet. The staff here at Hope House are great, helpful, friendly, etc.
- The people.
- Very compassionate. I feel that SLO really takes xare of their patients.
- I enjoy group discussions and field trips.
- I feel free to communicate.
- That I feel comfortable in programs.
- It's there as an opportunity.
- They put effort into the program that I can learn from.

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

- In general, people are nice.
- The fact that I can take control of my life more properly.
- Everything.
- They're very beneficial.
- I like meeting people.
- The quality of the services.
- I feel I belong here at Soc Hope House.
- The familiarity with my case.
- 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.
- It's a better place to live, better than the shelter. The farm was a good place to work and the classes at Hope House are nice.
- That whenever I need help, I get it.

Free Form Answers - Question 2

Hope House Survey 2011

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

- Whatever is offered to benefit the future.
- Work at a job.
- None.
- None right now.
- Computer training and WET services.
- Socialization. Therapy/counseling.
- A full-time job.
- Game nights, movie nights, singles nights to meet girls.
- Take part in WRAP and continue with SEP, GGDT & GG Farms.
- Direct health center or a series of dr's, psychs, therapy, gen. practitioners, instead of using out of house services I would rather try contracted physicians through TMHA.
- How to deal with different mental personalities while living in a TMHA house.
- None.
- N/A
- Weekend work program.
- None.
- Helping me plan for the future.
- Office type job training.
- Computer lessons; beginning to average skills.
- More full-time jobs.
- N/A
- More employment help.
- A job that is easier so I could work more hours. I feel I am ready for independent living or some kind of change in my climate.
- Yes.
- I can't think of anything at this time.
- None.
- The fact that housing is there for mental patients and help.
- A weekend program if we received extra funding.
- None.
- Everything is fine.
- Voc. Rehab.
- Connections to the community.
- More road trips!
- They are made available.
- More employment.
- Anything more one-on-one talkis.
- I would like to have a trip each Wednesday.
- A comprehensive outlook on staying sober.

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

- 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.
- I would like to be my own payee again.

Free Form Answers - Question 3

Hope House Survey 2011

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

- No.
- No.
- No.
- No.
- No, I am satisfied!
- No.
- None at all.
- No.
- Possibly change house meetings and one-on-one's to every 2 weeks instead of once a week.
- Nothing come to mind at the moment. Thank you.
- No.
- No.
- I wouldn't change anything. All of the staff is real responsible and takes care of household problems in a timely fashion.
- No.
- No. Thanks for helping me!
- No.
- More programs like SOSH.
- Not at this time.
- None at all.
- No.
- No.
- I would like to be in charge of my SSDI check at a later date.
- I can't think of anything at this time.
- Better housing.
- Not really.
- Don't change a thing, everything is ok.
- None.
- No.
- No.
- Don't make so many rules.
- No.
- No.
- No.
- More hours.
- I would change some of the rules. People should be given options of whatever they want to do.
- Try to be the same.
- The emotional baggage that I cancel out mainly the intermainly ability to abolish crime.
- Not very complete.

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

- 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.
- Better shopping because we don't get anything we want from the store.
- No, there's nothing I would change.