

## Survey Questions 1-32

### IOOV 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 93%

Disagree 7%

**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 94%

Disagree 6%

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

Agree 87%

Disagree 13%

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

Agree 79%

Disagree 21%

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

Agree 87%

Disagree 13%

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

Agree 93%

Disagree 7%

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

Agree 93%

Disagree 7%

**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 71%

Disagree 29%

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

Agree 82%

Disagree 18%

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

Agree 91%

Disagree 9%

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

Agree 93%

Disagree 7%

**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 86%

Disagree 14%

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

Agree 85%

Disagree 15%

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

Agree 85%

Disagree 15%

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

Agree 92%

Disagree 8%

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

Agree 92%

Disagree 8%

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

Agree 93%

Disagree 7%

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

Agree 82%

Disagree 18%

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

Agree 86%

Disagree 14%

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

Agree 85%

Disagree 15%

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

Agree 100%

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

Agree 100%

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

Agree 92%

Disagree 8%

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

Agree 91%

Disagree 9%

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

Agree 85%

Disagree 15%

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

Agree 92%

Disagree 8%

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

Agree 87%

Disagree 13%

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

Agree 82%

Disagree 18%

# Free Form Answers - Question 1

## IOOV Survey 2011

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

- I am better trained to handle individual change as well as group change.
- N/A
- TMHA is very supportive, sincere, non-judgmental, and accepting. The agency is encouraging & helps a lot with assisting clients/peer staff with empowering themselves and having a voice.
- Very positive, person-centered and empowering.
- Caring and cheerful staff.
- Very comfortable with Case Manager. Convenient with transportation.
- Interaction with other consumers and staff members of TMHA.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- They help me a lot.
- The familiarity with my case.
- Very good help a lot.

## Free Form Answers - Question 2

### IIOOV Survey 2011

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

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- I would like to work with some tension more times than others.
- N/A
- Evening programs/groups.
- None that I know of.
- More peer motivation and progress groups.
- A full-time job.
- Game nights, movie nights, singles nights to meet girls.
- More employment opportunities.
- Computer lessons; beginning to average skills.
- Live on my own.
- More full-time jobs.
- A comprehensive outlook on staying sober.
- They are very helpful.

## Free Form Answers - Question 3

### IIOOV Survey 2011

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

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- I would like to progress to the next level (college or add 1 more day of work at a time).
- N/A
- None at this time.
- No.
- More understanding in the Supported Employment.
- None at all.
- No.
- No.
- Not at this time.
- None at all.
- The emotional baggage that I cancel out mainly the intermainly ability to abolish crime.
- Not very complete.