

Survey Questions 1-32
Older Adult FSP 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 100%

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

Agree 100%

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 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 100%

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 80%

Disagree 20%

12. I felt free to complain.

Agree 100%

13. I was given information about my rights.

Agree 75%

Disagree 25%

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

Agree 100%

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

Agree 50%

Disagree 50%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 100%

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

Agree 80%

Disagree 20%

21. I am satisfied with my current housing arrangement.

Agree 100%

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

Agree 100%

23. I deal more effectively with daily problems.

Agree 67%

Disagree 33%

24. I am better able to control my life.

Agree 80%

Disagree 20%

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 100%

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

Agree 100%

29. My housing situation has improved.

Agree 100%

30. My symptoms are not bothering me as much.

Agree 60%

Disagree 40%

31. The overall quality of my life has improved.

Agree 100%

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

Disagree 100%

Free Form Answers - Question 1

Older Adult FSP 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.
- I like the opportunity extended 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.
- I really like learning about myself and illnesses. I like having workers come here sometimes or most of all, rides into their offices to them or doctors. I really enjoy extra treats we get to do like taking field trips of all kinds or big parties for everyone to join in and meet new people (friends). I have a very fun trip to feel better about myself and the work that I am doing. We go to Costco and have a polish dog with everything on it and coke (which I never have or do for myself ever) and talk about my work and me and how I am doing and feeling. About working on cleaning out my apartment of so much stuff. And just how I feel about it without being pushed too fast or far without thinking of hurting myself (lots of hard work going on, believe me). I do not do a lot of classes because I am working to a date to get my apartment done or otherwise I would do more with everyone in our groups.
- Variety; personal; great people conducting services.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.

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

- Since I'm fairly new in the program, I will be better at evaluation in the future.
- 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.
- To know where everyone is and who they are and what they may be able to do for me to help my program along. Like a walk around the office.
- I don't know right now.
- Computer lessons; beginning to average skills.

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?

- Nothing come to mind at the moment. Thank you.
- There is a meds worker (Reggie) that I never even think about to go to for help. When I have had a lot of trouble with my meds, I would really like to meet him.
- Not at this time.
- Not at this time.