

Survey Questions 1-32
PEP Center Survey 2011

1. I like the services that I received here.

Agree 96%
Disagree 4%

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

Agree 95%
Disagree 5%

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

Agree 92%
Disagree 8%

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

Agree 91%
Disagree 9%

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

Agree 91%
Disagree 9%

6. Staff returned my call in 24 hours.

Agree 82%
Disagree 18%

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

Agree 86%
Disagree 14%

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

Agree 86%
Disagree 14%

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

Agree 86%
Disagree 14%

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 90%
Disagree 10%

12. I felt free to complain.

Agree 95%
Disagree 5%

13. I was given information about my rights.

Agree 95%
Disagree 5%

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

Agree 95%
Disagree 5%

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

Agree 88%
Disagree 13%

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

Agree 90%
Disagree 10%

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

Agree 100%

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

Agree 95%

Disagree 5%

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

Agree 89%

Disagree 11%

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

Agree 94%

Disagree 6%

21. I am satisfied with my current housing arrangement.

Agree 68%

Disagree 32%

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

Agree 56%

Disagree 44%

23. I deal more effectively with daily problems.

Agree 95%

Disagree 5%

24. I am better able to control my life.

Agree 95%

Disagree 5%

25. I am better able to deal with crisis.

Agree 94%

Disagree 6%

26. I am getting along better with my family.

Agree 95%

Disagree 5%

27. I do better in social situations.

Agree 100%

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

Agree 92%

Disagree 8%

29. My housing situation has improved.

Agree 72%

Disagree 28%

30. My symptoms are not bothering me as much.

Agree 85%

Disagree 15%

31. The overall quality of my life has improved.

Agree 79%

Disagree 21%

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

Agree 80%

Disagree 20%

Free Form Answers - Question 1

PEP Center Survey 2011

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

- Very positive, person-centered and empowering.
- They help me.
- A chance to get out and do things, better understanding of services available, they are there in hard times, should they arise.
- The employees.
- 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.
- N/A
- So far, I have had no services.
- It helps when you need help looking for work and/or advice regarding basic life stuff.
- Drop-in socialization.
- I like interacting with the folks at group.
- My housing and my life has improved and I have more opportunities to keep busy.
- It's always a nice atmosphere, you can use nicotine, and escape from the cold.
- The PEP Center is very good.
- Everything.
- I like talking about problems.
- The services I receive are all convenient.
- N/A
- I like the openness of the group to discuss anything.

Free Form Answers - Question 2

PEP Center Survey 2011

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

- None that I know of.
- More peer motivation and progress groups.
- Chance to get out more, discuss thing, ask questions. More money to do more.
- Live on my own.
- More employment help.
- Full transportation.
- N/A
- Transportation.
- Housing/alternative school.working.
- A work program like Labor Ready. We need that in Atascadero. It would be good for the community, just drug test!
- Expressed changes in group and staff meeting before changes occurred but they were not implemented.
- ?
- Rides to and from the center.
- Well, general labor assistance evey once in a while to have some money in my pockets.
- ?
- N/A
- Any would feel great.
- N/A
- Job assistance.

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?

- No.
- More understanding in the Supported Employment.
- No, happy with services the way they are.
- No.
- No.
- N/A
- More access.
- Not sure.
- Just what I wrote up above.

- No
- None.
- I wish there was more food but it's ok.
- Have food because a lot of people need to eat so their bellies are full and their mind can think of other stuff like jobs and look for housing.
- My housing roommate.
- No.
- None.
- N/A
- No.