

Survey Questions 1-32
Peer to Peer 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 97%

Disagree 3%

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

Agree 97%

Disagree 3%

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

Agree 93%

Disagree 7%

6. Staff returned my call in 24 hours.

Agree 88%

Disagree 12%

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

Agree 89%

Disagree 11%

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 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 13%

12. I felt free to complain.

Agree 85%

Disagree 15%

13. I was given information about my rights.

Agree 90%

Disagree 10%

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

Agree 91%

Disagree 9%

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

Agree 74%

Disagree 26%

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

Agree 88%

Disagree 13%

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

Agree 95%
Disagree 5%

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

Agree 100%

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

Agree 91%
Disagree 9%

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

Agree 100%

21. I am satisfied with my current housing arrangement.

Agree 96%
Disagree 4%

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

Agree 75%
Disagree 25%

23. I deal more effectively with daily problems.

Agree 92%
Disagree 8%

24. I am better able to control my life.

Agree 92%
Disagree 8%

25. I am better able to deal with crisis.

Agree 100%

26. I am getting along better with my family.

Agree 90%
Disagree 10%

27. I do better in social situations.

Agree 100%

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

Agree 84%
Disagree 16%

29. My housing situation has improved.

Agree 85%
Disagree 15%

30. My symptoms are not bothering me as much.

Agree 83%
Disagree 17%

31. The overall quality of my life has improved.

Agree 88%
Disagree 12%

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

Agree 89%
Disagree 11%

Free Form Answers - Question 1

Peer to Peer 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.
- 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.
- Very comfortable with Case Manager. Convenient with transportation.
- Interaction with other consumers and staff members of TMHA.
- Everything I have participated in was convenient and educational to me.
- 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.
- It's ok.
- I'm grateful for the chance to be in the TMHA program. It is great & helps you get back on your feet.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- The respect I receive keeps me active.
- They help me a lot.
- 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.
- Housing and the help from my case worker.
- 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.
- The services I receive are all convenient.
- N/A
- I like the openness of the group to discuss anything.
- In general, people are nice.
- Very good help a lot.
- The freedom to speak out your opinion.

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.
- N/A
- Evening programs/groups.
- None that I know of.
- More peer motivation and progress groups.
- Game nights, movie nights, singles nights to meet girls.
- More employment opportunities.
- 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.
- I don't know.
- How to deal with different mental personalities while living in a TMHA house.
- Computer lessons; beginning to average skills.
- Fine as is.
- More full-time jobs.
- More employment help.
- Full transportation.
- Better medicine.
- Expressed changes in group and staff meeting before changes occurred but they were not implemented.
- ?
- Rides to and from the center.
- Any would feel great.
- N/A
- Job assistance.
- They are very helpful.
- Psychiatrist, doctor, physician assistant.

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).
- N/A
- None at this time.
- No.
- More understanding in the Supported Employment.
- No.
- 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.
- Not at this time.
- No.
- None at all.
- No.
- No.
- No.
- Reverse to ass Pep Center Program.
- No
- None.
- None.
- N/A
- No.
- Don't make so many rules.
- Not very complete.
- More outings on Wednesdays.