

**Survey Questions 1-32**  
**SEP 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 97%

Disagree 3%

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

Agree 95%

Disagree 5%

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

Agree 95%

Disagree 5%

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

Agree 97%

Disagree 3%

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

Agree 92%

Disagree 8%

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

Agree 95%

Disagree 5%

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

Agree 95%

Disagree 5%

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

Agree 92%

Disagree 8%

**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 87%

Disagree 13%

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

Agree 81%

Disagree 19%

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

Agree 97%

Disagree 3%

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

Agree 97%

Disagree 3%

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

Agree 88%

Disagree 12%

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

Agree 94%

Disagree 6%

## Survey Questions 1-32

### SEP Survey 2011

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

Agree 87%

Disagree 13%

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

Agree 94%

Disagree 6%

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

Agree 93%

Disagree 7%

**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 75%

Disagree 25%

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

Agree 88%

Disagree 12%

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

Agree 94%

Disagree 6%

**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 88%

Disagree 12%

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

Agree 94%

Disagree 6%

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

Agree 92%

Disagree 8%

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

Agree 81%

Disagree 19%

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

Agree 84%

Disagree 16%

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

Agree 86%

Disagree 14%

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

Agree 87%

Disagree 13%

# Free Form Answers - Question 1

## SEP Survey 2011

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

- It fixes me.
- I am better trained to handle individual change as well as group change.
- Everything.
- Help dealing with problems. Put a roof over my head.
- Friendly, competent direction.
- I like my job coach here, she is very courteous and supportive.
- I felt you were truly interested in my wants and needs.
- My counselors are good people; Donna Freeman and Julie Macedo.
- The programs have made the difference between living well and living in darkness.
- I'm doing the footwork.
- More opportunities.
- The staff is very personable, not treating me like a patient or a client.
- Helping me out when I need it.
- My calls are answered promptly and staff are easily accessible. My needs and concerns are quickly addressed.
- I feel safe here.
- I get out in the community more and I have more confidence. I get new employment ideas each month.
- Flexible times.
- Liked job coach, Jeff was excellent support.
- Jeff helped me get the job I wanted and listened to what I wanted.
- TMHA has given me the confidence to look for work with my retraining and disability.
- Mork goes out of his way to help me locate work.
- I liked the emotional support for finding employment. I felt like I wasn't struggling alone.
- Assistance w/ learning job seeking/interview skills.
- Sufficiently flexible to service a variety of personalities and problems.
- Sure, it's gotten me an interview.
- The job training I am receiving.
- Personnel/staff.
- Everybody is compassionate and understanding. If all discussed/planned training and assistance "pan out", I will have benefitted greatly from the programs.
- Everything I have participated in was convenient and educational to me.
- Nice staff, helpful.
- Goodness, gracious, great balls of fire.
- They are fine. The staff here are helpful in so many ways.
- The assistance is much needed.
- 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.

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

- Reliable, knowledgeable.
- Everything honest!
- In general, people are nice.
- I feel more independent and free.

## Free Form Answers - Question 2

### SEP Survey 2011

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

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- More monrey!
- I would like to work with some tension more times than others.
- Maybe more computer skills or whatever.
- Help stabilize me.
- Refresh training, education, housing (low rent).
- This is my first day here and on a job for a long time. This would take more thought after time.
- I cannot think of anything at this time. Maybe stay in contact with Jeff.
- Computer training and WET services.
- More peer motivation and progress groups.
- A part-time job would be nice and greatly appreciated.
- None.
- N/A
- N/A
- Someone here on staff available for medical questions, advice, and assistance if needed.
- We're working on getting me signed up with the Dept. of Rehab.
- Need faster service.
- N/A
- N/A
- Satisfied.
- I honestly don't know.
- Help obtaining my psychotropic medications.
- Hearing aids.
- Better benefits counseling so that I don't lose my disability status (i.e. I take the proper actions), before I'm ready to return to work full-time.
- Take part in WRAP and continue with SEP, GGDT & GG Farms.
- I don't know what is available.
- I don't know off the top of my head. Sorry.
- N/A
- Full transportation.
- Unknown.
- Nothing; all is good.
- Job club.

## Free Form Answers - Question 3

### SEP Survey 2011

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

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- Less bosses, like work.
- I would like to progress to the next level (college or add 1 more day of work at a time).
- Nothing more needs to be done. Life is too good to be true.
- The rent should equal the homeless program. State disability is low.
- Help me determine physical ability (some physical therapy), work and career counseling (more 1 on1).
- Not at this time.
- Not at this time.
- No, I am satisfied!
- More understanding in the Supported Employment.
- No but think that most of the programs are fantastic. I believe these programs can help a person recover from mental illness with the tools and ideas that help you cope with all your triggers
- No.
- No.
- Nothing.
- I wish I did not need a case open with county mental health to get help here.
- No.
- Same.
- N/A
- I would like to see the computer application program expanded to north county.
- No
- No.
- I appreciate provider knowledge and skills.
- No.
- The services offered, so far, have been both gracious and generous, so no. I feel that I have been involved far too short a time to be evaluating much of anything.
- Not yet; too soon to know.
- Possibly change house meetings and one-on-one's to every 2 weeks instead of once a week.
- Don't know.
- No.
- No, I wouldn't.
- No.
- No.
- No.
- Don't make so many rules.