

**Survey Questions 1-32**  
**Safe Haven 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 94%

Disagree 6%

**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 94%

Disagree 6%

**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 87%

Disagree 13%

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

Agree 88%

Disagree 12%

**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 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 100%

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

Agree 88%

Disagree 13%

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

Agree 94%

Disagree 6%

**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 60%

Disagree 40%

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

Agree 94%

Disagree 6%

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

Agree 93%

**Survey Questions 1-32**  
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Disagree 7%

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

Agree 88%

Disagree 12%

**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 92%

Disagree 8%

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

Agree 69%

Disagree 31%

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

Agree 80%

Disagree 20%

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

Agree 93%

Disagree 7%

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

Agree 100%

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

Agree 88%

Disagree 13%

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

Agree 81%

Disagree 19%

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

Agree 100%

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

Agree 86%

Disagree 14%

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

Agree 78%

Disagree 22%

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

Agree 86%

Disagree 14%

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

Agree 100%

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

Agree 73%

Disagree 27%

# Free Form Answers - Question 1

## Safe Haven Survey 2011

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

- I felt you were truly interested in my wants and needs.
- The job training I am receiving.
- People are cooperative.
- That I am independent and handle my monetary funds on my own.
- That I can advance on a regular basis and I already have. And to be able to work with intellectual and knowledgeable people.
- The lessons they have and they talk to you and listen to you.
- They care about you, what they have on the calendar.
- You get to go to places.
- Everything honest!
- The staff at AG Safe Haven are very professional and helpful in all respects.
- I like Safe Haven's programs and field trips.
- Transportation, Wednesday night meals, lesson plans, walks, activities.
- I like and value all the places we go to on our outings! I would not be able to do some of them on my own.
- I enjoy bowling, golf, getting treated with frozen yogurt and the good meals we have on Wednesdays.
- In general, people are nice.

## Free Form Answers - Question 2

### Safe Haven Survey 2011

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

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- I cannot think of anything at this time. Maybe stay in contact with Jeff.
- Help obtaining my psychotropic medications.
- I am already successful, I need not else.
- Nothing.
- I don't know of any more/
- They're all ok.
- N/A
- Nothing; all is good.
- Supported employmnet, housing and Growing Grounds Employment.
- N/A
- A newsletter with local TMHA or just Safe Haven stuff on it.
- Work at GGF in SLO for pay not just for volunteer.
- More self-help programs.

## Free Form Answers - Question 3

### Safe Haven Survey 2011

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

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- Not at this time.
- 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.
- No.
- None.
- Absolutely not or not at this time.
- I would like them to pick us up often so we can come.
- I don't think so.
- No.
- Yes, things sometimes seem to take forever to get accomplished.
- No.
- More rides, or a more stable ride schedule.
- This may seem out of place but I wish there were more snack items at socialization available for people to eat. Thank you very much!!!
- More arts and crafts.
- Don't make so many rules.