

Survey Questions 1-32
Transitional Housing 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 100%

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 100%

6. Staff returned my call in 24 hours.

Agree 97%

Disagree 3%

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 97%

Disagree 3%

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

Agree 95%

Disagree 5%

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 97%

Disagree 3%

12. I felt free to complain.

Agree 89%

Disagree 11%

13. I was given information about my rights.

Agree 98%

Disagree 3%

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 88%

Disagree 12%

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

Agree 100%

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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 97%
Disagree 3%

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

Agree 95%
Disagree 5%

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 94%
Disagree 6%

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

Agree 86%
Disagree 14%

23. I deal more effectively with daily problems.

Agree 100%

24. I am better able to control my life.

Agree 94%
Disagree 6%

25. I am better able to deal with crisis.

Agree 97%
Disagree 3%

26. I am getting along better with my family.

Agree 97%
Disagree 3%

27. I do better in social situations.

Agree 94%
Disagree 6%

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

Agree 90%
Disagree 10%

29. My housing situation has improved.

Agree 97%
Disagree 3%

30. My symptoms are not bothering me as much.

Agree 71%
Disagree 29%

31. The overall quality of my life has improved.

Agree 97%
Disagree 3%

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

Agree 75%
Disagree 25%

Free Form Answers - Question 1

Transitional Housing Survey 2011

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

- Professional and very helpful staff, mostly Bob Bodeau.
- 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.
- That it helps me in my life to get things done.
- Friendly and willing to help.
- It's ok.
- Nice staff, helpful.
- I make all ultimate decisions in my life.
- They care about one's goals and success and our medical and resources.
- It's nice to have some place to go when you are down.
- I'm grateful for the chance to be in the TMHA program. It is great & helps you get back on your feet.
- They are always there when you need them.
- The fact staff as mental health are always there.
- Good.
- The respect I receive keeps me active.
- 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.
- Everyone has been incredibly kind to me.
- More stable future.
- I feel free to do what I feel is best for me.
- I am receiving housing assistance.
- Lots of sound, reasonable advice.
- They are nice about it.
- A place to live.
- Very helpful.
- The hardworking, caring people that provide them.
- Reliable, knowledgeable.
- Very helpful; I do not know what I would do without this program.
- They're there when you need them!
- Housing and the help from my case worker.
- The workers.
- The people.
- That I feel comfortable in programs.
- That whenever I need help, I get it.

Free Form Answers - Question 2

Transitional Housing Survey 2011

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

- 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.
- None I can think of.
- I don't know.
- I don't know what is available.
- More work search opportunities.
- How to deal with different mental personalities while living in a TMHA house.
- None.
- Helping me plan for the future.
- Yes.
- Fine as is.
- Full transportation.
- More opportunity for formal education with a target of graduation with a degree.
- A lawyer to talk to about legal issues.
- I don't know.
- I'd have to explore my options or get a new job.
- None.
- Not sure.
- Unknown.
- I think I need assistance on my SSI case.
- I'm happy with the way things are!
- Better medicine.
- Getting an up to date laptop.
- None.
- Everything is fine.

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?

- 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.
- No.
- Don't know.
- No.
- No.
- No.
- More programs like SOSH.
- Yes.
- No.
- No.
- No suggestions at this time.
- No.
- No.
- No.
- Parking.
- No.
- No.
- Not sure.
- No.
- I cannot think of anything at this time.
- Not at this time!
- No.
- N/A
- Better housing.
- No.
- No, there's nothing I would change.