

Survey Questions 1-32

WRAP 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 100%

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

Agree 100%

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 100%

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

Agree 94%

Disagree 6%

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 94%

Disagree 6%

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 94%

Disagree 6%

13. I was given information about my rights.

Agree 92%

Disagree 8%

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 92%

Disagree 8%

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

Agree 100%

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

Agree 100%

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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 100%

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 100%

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

Agree 78%

Disagree 22%

23. I deal more effectively with daily problems.

Agree 93%

Disagree 7%

24. I am better able to control my life.

Agree 87%

Disagree 13%

25. I am better able to deal with crisis.

Agree 100%

26. I am getting along better with my family.

Agree 91%

Disagree 9%

27. I do better in social situations.

Agree 86%

Disagree 14%

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

Agree 70%

Disagree 30%

29. My housing situation has improved.

Agree 100%

30. My symptoms are not bothering me as much.

Agree 69%

Disagree 31%

31. The overall quality of my life has improved.

Agree 100%

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

Agree 90%

Disagree 10%

Free Form Answers - Question 1

WRAP Survey 2011

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

- The help.
- 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.
- My counselors are good people; Donna Freeman and Julie Macedo.
- Very positive, person-centered and empowering.
- I feel safe here.
- 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.
- Variety; personal; great people conducting services.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- 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.
- I feel free to do what I feel is best for me.
- Very helpful.
- The hardworking, caring people that provide them.
- Housing and the help from my case worker.
- My housing and my life has improved and I have more opportunities to keep busy.

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

- Evening programs/groups.
- Computer training and WET services.
- None that I know of.
- Someone here on staff available for medical questions, advice, and assistance if needed.
- 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.
- I don't know right now.
- Computer lessons; beginning to average skills.
- Full transportation.
- I don't know.
- Not sure.
- Better medicine.
- Rides to and from the center.

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.
- None at this time.
- No, I am satisfied!
- No.
- I wish I did not need a case open with county mental health to get help here.
- Nothing come to mind at the moment. Thank you.
- No.
- Not at this time.
- Not at this time.
- No.
- No.
- No.
- Not sure.
- No.
- None.