

Consumer Satisfaction Survey for Agencywide Survey 2011

Program	Participants	Gender	Percent	Age Range	Percent
Rainbow	1	Female	44%	18-25	10%
SLO Hope House	54	Male	54%	26-40	22%
AG Safe Haven	17	No Reply	2%	41-59	57%
PEP Center (Atascadero)	25			60-70	10%
In Our Own Voice	17			71 or older	1%
Stamp Out Stigma	17			No Reply	1%
Peer To Peer	30	In School	Percent	In Spanish	Percent
WRAP	17	<input checked="" type="checkbox"/>	8%	<input checked="" type="checkbox"/>	1%
Peer Advisory Advocate Team	19	<input type="checkbox"/>	92%	<input checked="" type="checkbox"/>	1%
Socialization Drop-In	42			<input type="checkbox"/>	99%
Other	23			<input type="checkbox"/>	99%
SLO Case Management	56				
Adult Full Service Partnership	21	Employed	Percent	Seeking Employment	Percent
Behavioral Health Treatment Court	13	<input checked="" type="checkbox"/>	22%	<input checked="" type="checkbox"/>	51%
Forensic:	6	<input type="checkbox"/>	78%	<input type="checkbox"/>	49%
Older Adult Partnership	5				
Growing Grounds Farm	23				
Supported Employment	41	Length of Employment		Percent	
Growing Grounds Store	9	2-4 years		3%	
Office Training	8	4-6 years		2%	
Adult Transitional Program	15	6 months to 2 years		7%	
Community Housing	31	Less than 6 months		9%	
Transitional Housing	40	No Reply		74%	
Full Service Partner	18	over 6 years		5%	
Recovery Learning (SM)	34				
Recovery Learning (Lompoc)	40				
Growing Grounds SM	12	Ethnicity		Percent	
Vida Nueva (Lompoc)	38	African American:		7%	
Supported Housing (SM)	21	American Indian/Alaskan Native:		6%	
Emergency Shelter Mental Health Srvc.	4	Asian:		4%	
Santa Maria Housing	7	Caucasian:		64%	
		Hispanic:		17%	
		Native Hawaiian/Pacific Islander:		2%	
		Other:		4%	

Survey Questions 1-32
Agencywide Survey 2011

1. I like the services that I received here.

Agree 97%
Disagree 3%

2. If I had other choices, I would still get services from this agency.

Agree 95%
Disagree 5%

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

Agree 96%
Disagree 4%

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 96%
Disagree 4%

6. Staff returned my call in 24 hours.

Agree 95%
Disagree 5%

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 96%
Disagree 4%

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 98%
Disagree 2%

11. I felt comfortable asking questions about my treatment and medication.

Agree 92%
Disagree 8%

12. I felt free to complain.

Agree 89%
Disagree 11%

13. I was given information about my rights.

Agree 96%
Disagree 4%

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 87%
Disagree 13%

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

Agree 95%
Disagree 5%

Survey Questions 1-32
Agencywide Survey 2011

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

Agree 92%
Disagree 8%

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 95%
Disagree 5%

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

Agree 93%
Disagree 7%

21. I am satisfied with my current housing arrangement.

Agree 79%
Disagree 21%

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

Agree 82%
Disagree 18%

23. I deal more effectively with daily problems.

Agree 94%
Disagree 6%

24. I am better able to control my life.

Agree 92%
Disagree 8%

25. I am better able to deal with crisis.

Agree 91%
Disagree 9%

26. I am getting along better with my family.

Agree 88%
Disagree 12%

27. I do better in social situations.

Agree 92%
Disagree 8%

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

Agree 85%
Disagree 15%

29. My housing situation has improved.

Agree 80%
Disagree 20%

30. My symptoms are not bothering me as much.

Agree 83%
Disagree 17%

31. The overall quality of my life has improved.

Agree 89%
Disagree 11%

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

Agree 83%
Disagree 17%

Free Form Answers - Question 1

Agencywide Survey 2011

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

- Professional and very helpful staff, mostly Bob Bodeau.
- I like my job coach here, she is very courteous and supportive.
- Everyone understands and helps me when I need it. Staff doesn't pre-judge me.
- Every body is very dedicated.
- 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.
- Communication with friends.
- It fixes me.
- I have been better able to accomplish my goalsthanks to my social worker's helps.
- I am better trained to handle individual change as well as group change.
- The programs are really helpful for me.
- The casual nature of support services. The willingness of the staff to stand behind you in your various needs. Especially the staff support on handling my finances which I will be dealing with for quite some time.
- They are fair.
- It's v ery helpful.
-
- I would like a house manager that is respectful to me and makes me feel comfortable in my home, that's all I had simply wanted.
- I enjoy the FSP and staff there. I enjoy the on-demand staff at TMHA.
- Everything.
- The help.
- Thorough, regular and on time.
- Help dealing with problems. Put a roof over my head.
- Donna is fun, Chris is cool and Joe has the money.
- Help getting to appointments.
- Cooking class.
- Friendly, competent direction.
- I felt you were truly interested in my wants and needs.
- 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.
- My counselors are good people; Donna Freeman and Julie Macedo.
- I'm alright with it.
- They worked with me to achieve my goals. They gave me extra time to work things out.
- Very positive, person-centered and empowering.
- The programs have made the difference between living well and living in darkness.
- I like FSP programs available at the apartments and socialization.
- Caring and cheerful staff.
- Very comfortable with Case Manager. Convenient with transportation.

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

- Just having the support is great. I have received help in determining how many hours I should work as well as what kind of jobs I should look for.
- I'm doing the footwork.
- More opportunities.
- The people.
- Working with plants and customers.
- 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.
- Interaction with other consumers and staff members of TMHA.
- I like that they are designed around what is right for me.
- 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.
- Availability; Leslie helps me with sending out resumes for work.
- Job placement strategies, accountability.
- Very nice environment. Learning computer, hope it helps.
- 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.
- They are free.
- Everybody is compassionate and understanding. If all discussed/planned training and assistance "pan out", I will have benefitted greatly from the programs.
- The help that I have been getting to improve my skills on the type of work I am hoping to get.
- How top-notch they are.
- 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.

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

- 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.
- Its friendliness.
- Everything!
- All.
- I like how I get called back later that day about a question I called about earlier.
- It opens me to be more coail and efficient.
- Goodness, grcious, great balls of fire.
- It's a great program.
- They are always there when you need them.
- The fact staff as mental health are always there.
- Trust.
- Good.
- I am very thankful for have a roof over my head.
- Unsure.
- I really like learning about myself and illnesses. I like having workers come here sometimes or most of all, rides into their offices to them or doctors. I really enjoy extra treats we get to do like taking field trips of all kinds or big parites for everyone to join in and meet new people (friends). I have a very fun trip to feel better about myself and the work that I am doing. We go to Costco and have a polish dog with everything on it and coke (which I never have or do for myself ever) and talk about my work and me and how I am doing and feeling. About working on cleaning out my apartment of so much stuff. And just how I feel about it without being pushed too fast or far without thinking of hurting myself (lots of hard work going on, believe me). I do not do a lot of classes because I am working to a date to get my apartment done or otherwise I woiuld do more with everyone in our groups.
- That they're here to help you and reach certain goals you thought you couldn't achieve.
- Variety; personal; great peple conducting services.
- The programs are very helpful to reaching my goals and staff are always there for me. They go beyond just support.
- Respectful, caring help and encouragement and support from Donna Freeman and Julie Macedo and Leslie Jones.
- They help me.
- A chance to get out and do things, better understanding of services available, they are there in hard times, should they arise.
- Knowledge of other services I wasn't aware of.
- The employees.
- The staff (Bill) is very helpful and easy to communicate with.
- What I've gained from the services.
- They are positive more than myself.
- The respect I receive keeps me active.
- They help me a lot.
- They are fine. The staff here are helpful in so many ways.
- The support. Caring and understanding.
- The assistance is much needed.
- I get practical advice and the service providers are smart and capable.

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

- 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.
- N/A
- So far, I have had no services.
- It helps when you need help looking for work and/or advice regarding basic life stuff.
- 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.
- It's always a nice atmosphere, you can use nicotine, and escape from the cold.
- The PEP Center is very good.
- Everything.
- I like talking about problems.
- The services I receive are all convenient.
- N/A
- I like the openness of the group to discuss anything.
- 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.
- Everything.
- They're very beneficial.
- I like meeting people.

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

- The quality of the services.
- I feel I belong here at Soc Hope House.
- The familiarity with my case.
- Very good help a lot.
- Helpful and nice.
- I feel more independent and free.
- Hope House helps me to interact with others outside of the home. I also enjoy the meals on Wednesday nights. I'm also thankful for a stable place to live.
- It's a better place to live, better than the shelter. The farm was a good place to work and the classes at Hope House are nice.
- That whenever I need help, I get it.
- The freedom to speak out your opinion.
- Work
- At the moment being employed and therapy.
- It's nice to have a safety net to encourage me toward success. Everyone is great and thanks for everything.
- Everything. Thank you!
- I'm better off with my living situation and coping with my mental illness of depression.
- They help me at times.
- I like the bond that's been made between client and staff. I feel they could use more help in providing housing. But there is a better relationship than normal places so called where people don't accept having and living with a disorder.
- The environment the staff has with the clients.
- N/A
- Events.
- I like the food, I like the computers, people are nice here.
- Yes.
- Staff helps me.
- Very good.
- Programs are diverse and truly helpful.
- Free food, coffee, socialize.
- Open-mindedness.
- No comment.
- To be employed again after a hiatus. To discuss any problems I may be having.
- The groups to be able to share how I feel about what is going on with me day by day.
- They care to tell about the program they have.
- EOE
- The RLC Lompoc has been really good to me. They prettym uch saved my life. They are compassionate and cooperative.
- Arts and crafts, computer lab, being able to socialize.
- They work good.
- A comfortable home atmosphere.
- The people that work here! Good job, keep it up.

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

- Meetings.
- People are nice, easy to communicate with.
- Good.
- Somewhat organized and helpful to most.
- I like everything about them.
- Yes.
- I am happy I have a place go during the day, being without housing and work.
- The help from the staff.
- I am abke to talk to Sandy about anything that has to do about my life and issues that I may have in the RLC.
- The open door policy.
- Fairness and opportunity is very helpful.
- I just like it.
- Everything.
- The life skills and all the help the center offers.
- All.
- Most like it. Thank you for working with me.
- Open door policy, good support groups, always available.
- I like teaching courses.
- Food box day, socializing and trying to be comfortable around other people.
- Everything.
- Learning to work a little again even though I'm not supposed to.
- The staff is very comforting, caring and knowledgable.
- I really like the art programs and social functions. The encouragement towards a non-dependent view in life as disability allows participation and encouragement with healthy boundaries.
- It helps in all areas.
- Gives me something to do to keep away from drugs and alcohol and I come here to stay away from trouble.
- I like the resources, the people are friendly.
- Like men's group and outings.
- Just started.
- It's a comfortable place and staff are kind, welcoming and accomodating.
- Helps me better communicate with others.
- Food bank programming.
- I feel that they help me in my recovery.
- They are great except those who sign up need to show up.
- Like the ideas and social face to face dealings, etc etc.
- I enjoy being able to come and feel at home completely comfortable.
- The support and understanding.
- I like how we can talk about our illness with others that have an illness too.
- Counseling.
- They are there for you, to help you out.
- I like the fellowship.

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

- That it comes from the heart.
- They help me.. I'm 43 years of having mental health issues, this is the best treatment I have ever received. I am doing better than I ever have.
- Convenience.
- The help I get.
- Medicines and group meeting.
- It's ok.
- Grateful.
- Caring and knowledgeable workers.
- I have a caring case manager, Sylvia, who really is trying to help me.
- Treated like an individual.
- Pre-working skills for office work.
- I get good personal caring from my worker.
- Staff.
- Staff and doctor first of all respect me and are very supportive. I feel Dr. Vallero and staff have changed my life and have contributed to my physical and emotional healing. I love my life and family now.
- Gives me assistance in understanding my mentally ill loved one with more empowerment.
- Going on outings.
- Good.
- I've been here for 2 years, I've had my ups and downs but staff are still good to me. I'm learning a better way of life.
- They help me become better each day.
- All programs etc are easy to participate actively. Staff is genuinely concerned and recommended proper program assistance.
- They always help give advice when needed.
- Gives me courage and strength.
- The counseling, either from the doctor or counselor.
- Everything.
- They're really nice.
- I enjoy getting to go out into the community with my worker and I feel like the staff here are concerned and treat the patients with dignity and respect. Whenever I feel like I'm in a crisis, they are there to assist me. Overall I feel welcomed by the staff and I want to thank everyone who helped me and inspired me to go further. Although I think that the clients and staff need to work together to better serve the community.
- They are here for me when I need help or someone to talk to.
- 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.
- They have nice staff and clients. I am to control my spending better. I have more mobility this way.
- Good.

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

- I enjoy the lessons I learn more and try to apply them in my life. I would like to go on more outings but I am not up to that yet. The staff here at Hope House are great, helpful, friendly, etc.
- The people.
- Very compassionate. I feel that SLO really takes care of their patients.
- I enjoy group discussions and field trips.
- I feel free to communicate.
- That I feel comfortable in programs.
- It's there as an opportunity.
- They put effort into the program that I can learn from.
- In general, people are nice.
- The fact that I can take control of my life more properly.
- I like meeting and doing things with staff.
- Available transport or assistance to get transport to places in community.
- Everything their services can help with.
- The people are nice.
- Going out of the house every week.
- They're there when I need them!
- They're honest.
- They're always there for me.
- Helpful.
- Sandy is a real positive person. Exercise is real important, I love the exercise room.
- Caring, dependable staff.
- Nice people.
- Hard work.
- Going to attend the WRAP group and learning more about my mental illness and recovery.

Free Form Answers - Question 2

Agencywide Survey 2011

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

- This is my first day here and on a job for a long time. This would take more thought after time.
- None at this time.
- Nothing.
- None that I can think of right now. Keep up the good work for the mentally ill people.
- Whatever is offered to benefit the future.
- More monrey!
- I would like to work at Growing Grounds.
- I would like to work with some tension more times than others.
- Work at a job.
- Since I'm fairly ned in the program, I will be better at evaluation in the future.
- None.
- None right now.
- A House Managerthat is kind, compassionate, who really wants to care and help the sick and wats to see and help us grow healthy, not make me sicker.
- Don't know.
- Maybe more computer skills or whatever.
- Housing.
- Help stabilize me.
- To spend more time with Donna who is cool and Chris who is fun.
- I want my own place.
- More activities.
- Refresh training, education, housing (low rent).
- I cannot think of anything at this time. Maybe stay in contact with Jeff.
- N/A
- Evening programs/groups.
- Computer training and WET services.
- More work training.
- ?
- None that I know of.
- More peer motivation and progress groups.
- A part-time job would be nice and greatly appreciated.
- Socialization. Therapy/counseling.
- A full-time job.
- Game nights, movie nights, singles nights to meet girls.
- Possibly more computer training as this is my weakest point. Also maybe something that is a little more concentrated on work for seniors.
- Not sure.
- Counseling.
- None.

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

- 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
- More employment opportunities.
- 1on1 therapy, when I need it; not group therapy.
- N/A
- Satisfied.
- Any and all.
- Can't think of any.
- Need classes for computers and other work related information.
- I honestly don't know.
- Help obtaining my psychotropic medications.
- Hearing aids.
- A choice of who to work with in-house.
- 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.
- Learn more about the computer. I feel I need support in believing I can do more than what I give myself credit for. I really need more help in learning office work.
- Psychiatric for the privacy. I'm currently with CHC and am veru disappointed with it. I've enjoyed psychiatric services at TMHA before.
- 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.
- Hot tub in backyard. HAHA
- None.
- N/A
- Weekend work program.
- None.
- Helping me plan for the future.
- Yes.
- Office type job training.
- Unknown.
- To know where everyone is and who they are and what they may be able to do for me to help my program along. Like a walk around the office.
- Seems to me that FSP covers everything you need to succeed.

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

- I don't know right now.
- The services I receive now are most helpful to me.
- Computer lessons; beginning to average skills.
- Chance to get out more, discuss things, ask questions. More money to do more.
- Psychiatrist availability.
- Bill pretty much covers everything as needed.
- Supportive Employment.
- A different life.
- Fine as is.
- Live on my own.
- More full-time jobs.
- I don't know off the top of my head. Sorry.
- None.
- N/A
- More employment help.
- 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.
- N/A
- Transportation.
- Housing/alternative school working.
- A work program like Labor Ready. We need that in Atascadero. It would be good for the community, just drug test!
- Expressed changes in group and staff meeting before changes occurred but they were not implemented.
- ?
- Rides to and from the center.
- Well, general labor assistance every once in a while to have some money in my pockets.
- ?
- N/A
- Any would feel great.
- N/A
- Job assistance.

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

- 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 employment, housing and Growing Grounds Employment.
- More road trips!
- They are made available.
- More employment.
- Anything more one-on-one talkis.
- I would like to have a trip each Wednesday.
- A comprehensive outlook on staying sober.
- They are very helpful.
- Talent scout.
- Job club.
- I would like it if we are able to go to maybe to the YMCA again or go to more public events such as music or sport programs in the community.
- I would like to be my own payee again.
- Psychiatrist, doctor, physician assistant.
- N/A
- Hours at work and or another or extended position. Housing, childcare expense and dental and medical.
- More assistance with rides to apt's, work and grocery shopping, etc. Everyone's stretched too thin these days.
- Don't matter.
- Maybe five counselors to handles our stress sometimes.
- More coffee and computer cafes; like to chill but do soemthing. More housing and court.
- Love the group exercise. Also I would advise to any new programs that are available would be let known.
- More hours.
- Cooking classes, learning how to read.
- Yes.
- How to say goodbye to someone you've known for a while.
- Group music.
- Housing services.
- To be a helper and comforter, counselor advocate and strengthen, to teach everyone all things to guide you through all truth all truth and be with you forever.
- Everything has been great.
- No comment.
- 12-step recovery fellowship; Tai Chi
- Can't think of anything.

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

- To help people learn we need to get volunteer hours so people know about them with share ride. Please, I think that would be fun and help us learn to focus.
- The RLC is helping me to regain working skills.
- More arts and crafts.
- Transportation for trips. We need to have camp trips, field trips to parks or beaches.
- Stay friendly.
- I would like to see the programs grow! No new ones, just grow!
- Games.
- ?
- Good.
- More group meetings. I would like to see more Food Bank funds for the community here. Thank you.
- To be able to help more with groceries and transportation.
- Yes.
- I would like to get permanent housing and employment so I can get my life back to normal.
- Housing.
- I would like to have a more groups to have just to have a group to sit down and be able to just talk about life. I would like more services that would be where we would have more access to the nurse. We only have her here once a week. We need to have more access to a larger quantity and more time to spend at the food bank on Wednesdays for our Supervisor Sandy. We are growing steady at our Lompoc Learning Community and we require a large food supply. Our host and volunteer program is good and we just need to expand the program and the consisting access the board, but all else is fantastic. Be more consistent with the level of power and help to keep things balanced and equal, let everyone have a chance at leadership and help them to achieve that goal.
- Low-cost housing to come thru.
- Farm work (I'd be interested in), psych treatment, counseling.
- Guitar class.
- Fine for now.
- None.
- Good work.
- Every state and area is different. Back in New Jersey they had a 2-person agency called the Bergen County Volunteer Center; it was a "clearing house" matching prospective volunteers with assorted agencies.
- Employment.
- I don't know at this time.
- Most of the time.
- More artistic programs and educational programs and have a bigger van so more people can go on outings.
- Computer awareness for starting work at home (although rehab eventually?) working with physical limitations as well as the mental aspect.
- It's all okay.
- I would like GateHouse to set us up with computers; 5 in English and 2 in Spanish.
- I think that things are good, can't complain.
- Become computer literate, go to dual diagnosis group.
- More weekend hours.

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

- None.
- Working with clientele.
- More outings as before.
- Photo shop and Desktop publications.
- It's ok as it is.
- Housing opportunities.
- To help you learn to use computer.
- Work later.
- I would like to get more rides due to each bus fare to anger management and later to Hancock if possible.
- Gatehouse, more house.
- I cannot think of any.
- Don't know.
- A job to save up for my own transportation.
- I'm ok.
- More WRAP, medication is getting better.
- Library Friends and they have guest speakers at times.
- Computers, with headsets and phones hooked to them.
- Trade services available.
- Psych meds.
- Everything to me seems very, very good.
- Everything.
- N/a
- I'm not sure.
- Bring outings back.
- Section 8/transportation if needed.
- Outings with care giver to parks and ocean once a week.
- I do not know at this time. I'm confused about what.
- Field trips with other clients and staff to interact with and share experiences to better improve patients' well-being. More consumer involvement with mental health patients to discuss services. Possible peer mentors.
- Help me with school things such as homework.
- 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.
- A job that is easier so I could work more hours. I feel I am ready for independent living or some kind of change in my climate.
- Yes.
- I can't think of anything at this time.
- None.
- The fact that housing is there for mental patients and help.
- A weekend program if we received extra funding.

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

- None.
- Everything is fine.
- Voc. Rehab.
- Connections to the community.
- More input with self-help.
- Pain medication available to people who have been injured or have had surgeries past or present.
- Housing situation would be great.
- Drawing classes, job search help.
- School help.
- Beef up the programs that you already have!
- No opinion.
- Anxiety medication.
- Field trips.
- I can't think of anything that's lacking. I need to work with you guys on getting work.
- Job referral and placement.
- Swimming pool.
- Work.
- Job club, getting help with posting my pictures on facebook, learning foreign languages.

Free Form Answers - Question 3

Agencywide Survey 2011

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

- Not at this time.
- Not at all.
- No.
- None that I can think of right now.
- No.
- Less bosses, like work.
- No.
- I would like to progress to the next level (college or add 1 more day of work at a time).
- No.
- No.
- No.
- Yes. A House Manager that didn't provoke dissention and had a basic belief in helping people.
- Don't know.
- Nothing more needs to be done. Life is too good to be true.
- No.
- Foster housing.
- The rent should equal the homeless program. State disability is low.
- Yes, that the doctor would listen to me about med. I am grateful that God has given me the opportunity to improve my pshcotic and manic behavior with all of you.
- No.
- More field trips.
- Help me determine physical ability (some physical therapy), work and career counseling (more 1 on1).
- Not at this time.
- N/A
- None at this time.
- No, I am satisfied!
- No comment.
- No
- No.
- 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.
- None at all.
- No.
- I can't think of anything because I would change partly because I am not yet familiar with all you have to offer.
- No.
- No.

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

- No.
- Nothing.
- I wish I did not need a case open with county mental health to get help here.
- No.
- Same.
- N/A
- No.
- If I need a ride to the hospital it would be nice to be able to call someone to take me. If I need to be hospitalized I would like help in leaving my jobs correctly-leave of absence- so I have them to get back to.
- I would like to see the computer application program expanded to north county.
- No
- No.
- No.
- No.
- Not so far.
- 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.
- Sensitivity training for in-house staff on ALL types of health related issues and how they may work together emotionally for dual-diagnosed people.
- Not yet; too soon to know.
- I really have not been here long enough to answer this question.
- No, just the policies to what help is available in question #2.
- 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, not at this time.
- No. Thanks!
- I wouldn't change anything. All of the staff is real responsible and takes care of household problems in a timely fashion.
- No.
- No.
- No. Thanks for helping me!
- No.
- More programs like SOSH.
- Yes.

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

- I'll keep you in mind.
- There is a meds worker (Reggie) that I never even think about to go to for help. When I have had a lot of trouble with my meds, I would really like to meet him.
- No, their isn't anything I would change.
- Not at this time.
- Not at this time.
- No, happy with services the way they are.
- No.
- Definitely not, they are great and very helpful.
- No.
- No.
- None at all.
- No, I wouldn't.
- I would like to get rid of my probation. All other services are great.
- No.
- 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
- N/A
- More access.
- Not sure.
- Just what I wrote up above.

- No
- None.
- I wish there was more food but it's ok.
- Have food because a lot of people need to eat so their bellies are full and their mind can think of other stuff like jobs and look for housing.
- My housing roommate.
- No.

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

- None.
- N/A
- No.
- 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.
- No.
- More hours.
- I would change some of the rules. People should be given options of whatever they want to do.
- Try to be the same.
- The emotional baggage that I cancel out mainly the intermainly ability to abolish crime.
- Not very complete.
- No.
- It would be nice if we could continue to have the most nutritious meals on Wednesday nights and go out to dinner in the community once a month.
- Better shopping because we don't get anything we want from the store.
- No, there's nothing I would change.
- More outings on Wednesdays.
- N/A
- To be informed if there is anything I need to know in detail about the service I will be consuming and how this will improve my life.
- More availability by staff by maybe hiring more people.
- No.
- Nothing.
- Better housing.
- Not really.
- Not at this moment.
- N/A
- Trying to get the drugs out of here.
- I'm not happy with the arrangement of persons facilitating the services here. Needs to be covered by staff always.
- Yes.
- No.
- No.
- None.
- I just would like to be treated forever with dignity and respect.
- Stay but keep improving.
- No comment.

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

- Not really.
- From Act to receive my medication weekly and not daily.
- No.
- I would like a job at the Lompoc RLC. More host/volunteer jobs and options at the RLC.
- No.
- No.
- No.
- I would start by giving Sandy and Steve a raise.
- No.
- No.
- No.
- More food.
- No.
- None.
- I just hope the state county can find more money to keep programs like this alive.
- No.
- I would change the way people are allowed to sign-up for their chores. They should be given the chore and when they are done then they are checked off. No one has the opportunity to pick.
- no.
- No.
- Just fine.
- No.
- No.
- Working out.
- Perhaps a formal full day program division to help people stay out of a hospital encounter. NJ Bergen County had such programs all around the county refer to Dumont Mental Health Center-Washington Ave, Dumont, NJ for particulars on their programs.
- More outings, change food box day to Mondays, a bigger van.
- No.
- A bigger van, all of #2
- Post certain classes as sometimes we forget.
- Offer rides to and from, especially in rain and bad weather.
- No.
- No.
- No.
- Learn more about what is offered.
- No.
- Work.
- New location.
- No.
- No more groups however.
- Not yet.
- No.

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

- I like it the way it is.
- None.
- No.
- No.
- The services are great. I might want more. I would like to use the computer more but only if possible. I aim to please and to cooperate. Staff is looking into this.
- Different case managers, more flexible. Like a different case manager, previous.
- None.
- None.
- I have no complaints. Everything is fine as can be as far as I can see, no complaints.
- No.
- No.
- Sharing housing with a very mental individual. She drives me "nutso", yelling and borrowing continues.
- Yes, more computers to use.
- No.
- No.
- No.
- No.
- No.
- No.
- See my case manager (Eveytte) more. She helps keep me motivated.
- Not really.
- No.
- No.
- Maybe a visit to walk in the parks in town.
- Yes, I would include a diet program to keep clients healthy physically because that can help a person mentally. Often people with mental problems don't eat balanced healthy meals which can affect their mental status. In my personal experience I found that eating canned goods regularly affects me mentally (makes me feel not feel well, low energy, and agitated). Having low self-esteem because of overweight, caused by not eating properly. Eating too much of one thing or another. I can't follow written instructions on how to cook.
- No.
- No, although I think that patients need to get involved with staff to come up with ideas and ways to better assist in times of crisis emergency.
- Nope.
- 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.
- I would like to be in charge of my SSDI check at a later date.
- I can't think of anything at this time.
- Better housing.
- Not really.

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

- Don't change a thing, everything is ok.
- None.
- No.
- No.
- Don't make so many rules.
- No.
- Have a therapist.
- The doctor. Should be more willing to listen.
- For them to do what they say they will on time and not several months down the road.
- No.
- Ya, fire your doctor and send the veteran males of act to receive, more trying and become professionals.
- No.
- no.
- More than one psych tech available.
- In these days of economic problems, you guys are going above and beyond. Thank you.
- Better parking.
- Keep a doctor.
- Work.
- To have a wider variety of different programs and housing options.