

## T-MHA 2009 CONSUMER SATISFACTION SURVEY VIDA NUEVA (LOMPOC)

<b>Program</b>	<b>Participants</b>	<b>Ethnicity</b>	<b>Percent</b>
Rainbow House	0	African American	7%
SLO Hope House	0	American Indian/Alaskan Native	9%
AG Safe Haven	0	Caucasian	58%
In Our Own Voice	0	Hispanic	16%
Peer To Peer	0	Native Hawaiian/Pacific Islander	2%
Peer Support Group	0	No Reply	9%
SLO Case Management	0	<b>Gender</b>	<b>Percent</b>
North County Case Management	0	Female	53%
Adult Transitional Program	0	Male	42%
Community Housing	0	No Reply	4%
Transitional Housing (Homeless)	0	<b>Age Range</b>	<b>Percent</b>
FSP Residential	0	18-25	18%
Supported Employment	0	26-40	22%
Growing Grounds Farm (SLO)	0	41-59	53%
PEP Center (Atascadero)	0	60-70	7%
Vida Nueva (Lompoc)	45	<b>Employed</b>	<b>Percent</b>
Recovery Learning (Lompoc)	6	Yes	2%
Peer Advisory Advocate Team	0	No	98%
Adult Full Service Partnership	0	<b>Length of Employment</b>	<b>Percent</b>
Older Adult Partnership	0	6 months to 2 years	4%
Supported Housing (SM)	0	No Reply	96%
Recovery Learning (SM)	1	<b>Seeking Employment</b>	<b>Percent</b>
Growing Grounds Farm (SM)	0	Yes	51%
		No	49%
		<b>In School</b>	<b>Percent</b>
		Yes	9%
		No	91%

## Survey Questions 1-32

**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 95%

Disagree 5%

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

Agree 98%

Disagree 2%

**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 100%

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

Agree 89%

Disagree 11%

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

Agree 100%

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

Agree 98%

Disagree 2%

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

Agree 98%

Disagree 3%

**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 93%

Disagree 7%

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

Agree 93%  
Disagree 7%

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

Agree 100%

**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 85%  
Disagree 15%

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

Agree 98%  
Disagree 2%

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

Agree 86%  
Disagree 14%

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

Agree 95%  
Disagree 5%

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

Agree 98%  
Disagree 2%

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

Agree 88%  
Disagree 12%

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

Agree 84%  
Disagree 16%

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

Agree 71%  
Disagree 29%

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

Agree 89%  
Disagree 11%

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

Agree 88%  
Disagree 12%

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

Agree 87%  
Disagree 13%

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

Agree 83%  
Disagree 18%

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

Agree 88%  
Disagree 13%

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

Agree 83%  
Disagree 17%

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

Agree 88%  
Disagree 12%

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

Agree 75%  
Disagree 25%

**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 75%  
Disagree 25%

## Free Form Answers

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

- Everything
- The staff are helpful and informed.
- Everything.
- Qudrant overload capacitance 5 ma ionic (drew a smiley face)
- People.
- I like my worker - Linda
- The staff at Vida Nueva Lompoc are supportive, courteous and respectful of me and my needs.
- Whenever I need someone to talk to the staff here at Vida Nueva are always here to listen. They are like my family and a lot would not be possible without them.
- Kind
- Everything.
- Help with school, help with my son, help with my addiction.
- Everything
- They help you out so much with money or whatever you need.
- The vida nueva crew is excellent. Everyone is extremely supportive and very kind. I have made more progress within this las year than the 15 plus year prior.
- The help or assistance in my Apt, organizing all my documents, important letters, record, and overall organizing of my apartment. Because I can not do this without assistance.
- Excellent
- The people/staff.
- The staff are respectufl and professional.
- The people and the environment.
- They like to see me go back to work imidiatly.
- Flexibility of staff to accommodate my schedule, availability of help with ADLS, friendliness of staff attitudes, having access to the offices for meetings, different ways of availability (24 hours , email) location, willingness of programs assistance.
- Kind, understanding people, meeds met more with your help. Thank you for food extra also.
- Socialization  
Support Group
- Everything.
- NA
- Everyone is super friendly and very helpful.
- Let me have more choice in my medication and how when I should receive them.

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

- Barbecues
- Its pretty good, staff pays more attention to me than I do on myself.
- They are helping me to publish my poetry book.
- Counseling
- Are available when needed. Flexible
- I like my Case worker. Stacy Y.
- Staff.

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

- Everything
- More learning center time.
- Housing
- phone home Gryeo Audio Radiance Photon Generating flux Resistor (Vibrator for my antenna's
- Activities/ Games/ Lounge
- ?
- More outings and more social interaction with other clients.
- Just more counseling and therapy. More help looking for a job. I want to work but maybe a little help with employment.
- Every thing is fine
- None.
- Nothing you can do
- I can't think of anything else for you guys to do.
- I would like to see the temporary job program take place. (where Vida Nueva pays employer) for both my son and myself. It would be a good way to see if I could handle a job, and to deal with issues as they come up.
- I don't know. I don't have a family. I am a single and live alone, that's why I have no opinion on the question:26. I can not concentrate or mentally focus enough to handle schooling or academics. And I get overly depressed on employment jobs. That's why I put X as strongly disagree on #32 and on #28 I X under no opinion. I want to become proficient in playing the trumpet. It is very therapeutic for me, I play around on one, but I actually want to learn to play one well. I am afraid to ask Vida Nueva to financially support music lessons from a qualified teacher because I may-not follow through on the course. My only interest, other than my religion, is my trumpet. I have no other interest in life or any other hobbies. The best part of the vida nueva program I like is when they come to my house to organize it, because I can not organize my apartment. I simply become mentally confused and overwhelmed. I can not do it without help. What I would like to learn, if it is feasible, is to be as brass horn repair man. That is, musical brass instruments, trumpets. On number three of this form, I answered

"disagree" because I feel it is a personal decision, and it's up to Vida Nueva of what type of mental ill people they take. It would be disappointing if I encourage a person to come to Vida Nueva, and for some reason of their policy they don't take in a severely mentally ill because of some type of risk to Vida Nueva. I would speak of Vida Nueva as informative information.

- To become more (?) in my thinking, patterns.
- Nothing extra
- Art support groups, lessons, etc.
- If any possible any that would apply to my situation.
- I would like to see a recovery mental illness school mandatory.
- 24 hour office, Traditional Psycho therapy, different age groups to talk with, access to a person who is knowledgeable of medical prescriptions share of cost, medical procedures.
- Its okay-
- Don't know
- Help w/ my living situation.
- NA
- Maybe something for helping me get a job.
- Nothing at this time.
- Ride to aquatic center.
- Day program.
- Find a publisher.
- More relaxation rooms in office.
- More support groups, exercise class, motivational speakers.
- Housing
- Its being done now- the housing situation.
- Employment or Volunteer later on.
- None
- Art school and an Manga and Anime club.
- There isn't anything that couldn't be done that helps me already.

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

- Everything
- More drop inn time... Please
- No
- Gelubular clusters
- No.
- No
- More organization, i.e., messages being relayed; overall communication w/staff
- No, just mere therapy and help job searching. Thank you to all the Vida Nueva staff. You have all been there for me and Justin when I was pregnant with him. I know I still have a long way to go in my recovery but with your help and time I can do it. Thanx. Courtney and Justin
- No
- No.
- No
- No
- There isn't anything I would change about anything.
- Nothing.
- No, not anything that I can think of.
- Meed more direction for managing my symptoms.
- No
- No.
- I would like to go for lunch more often.
- Its okay-
- Not really
- I would more contact w/ the program.
- NA
- No, I would not change anything.
- Take my own medication at home, like have been for the past 22 years.
- No
- Finding job/ volunteer work.
- No. For years I have been trying to get a poetry book together and publish it. Now thanks to vida nueva I see this happening also to get the rest of my art for the public to see.
- More counseling
- No, keep up the good work :)
- No
- No
- No
- No
- No.