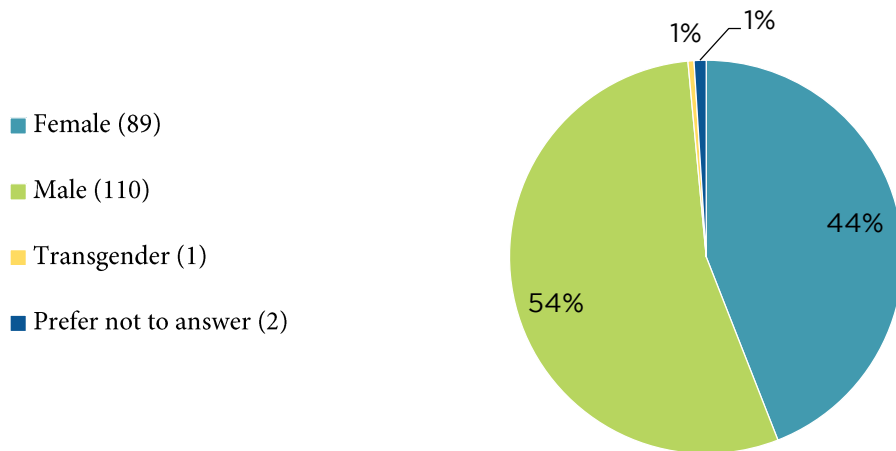
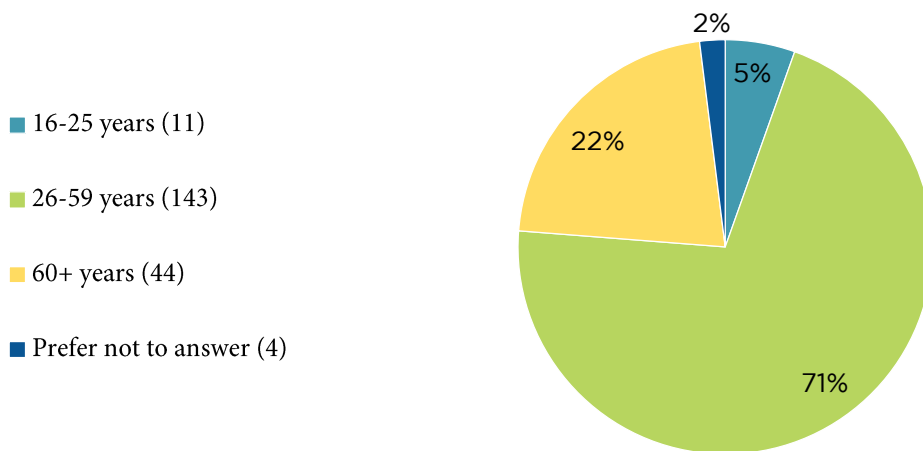


TMHA CLIENT SATISFACTION SURVEY 2017 RESULTS

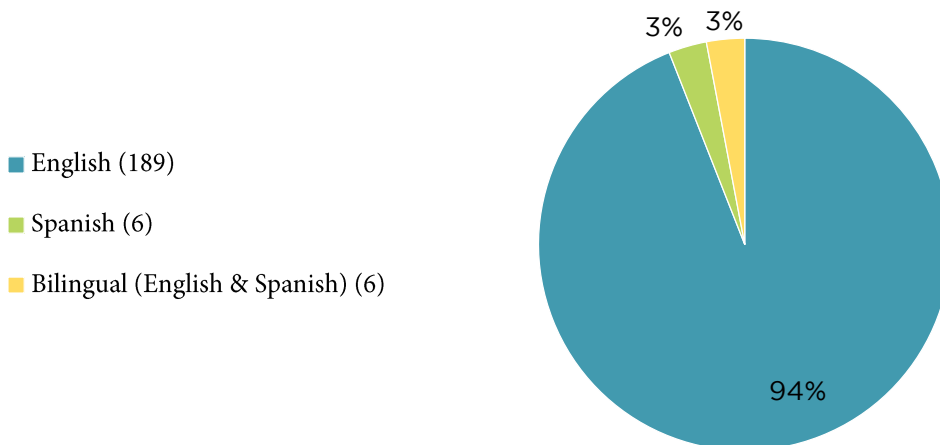
Gender



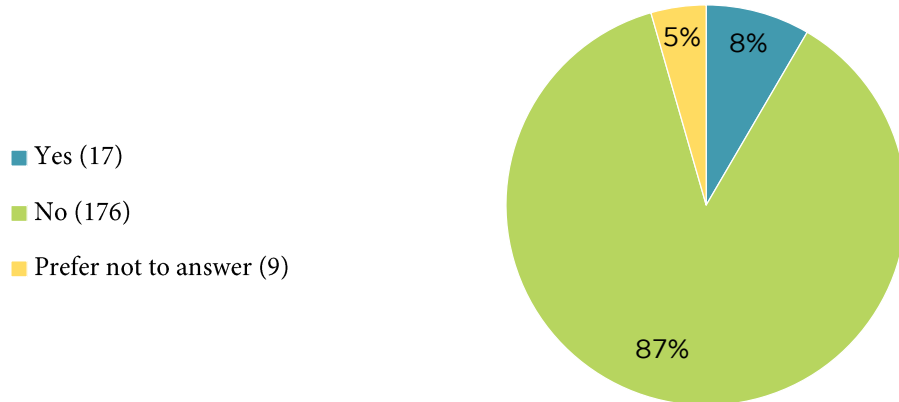
Age



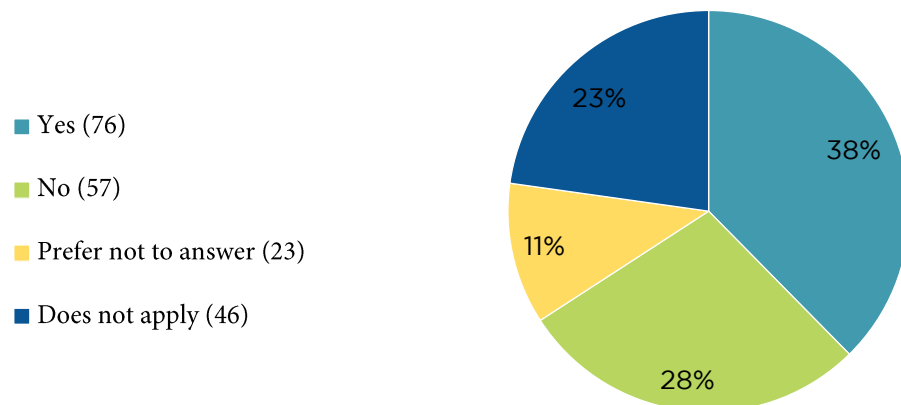
Language



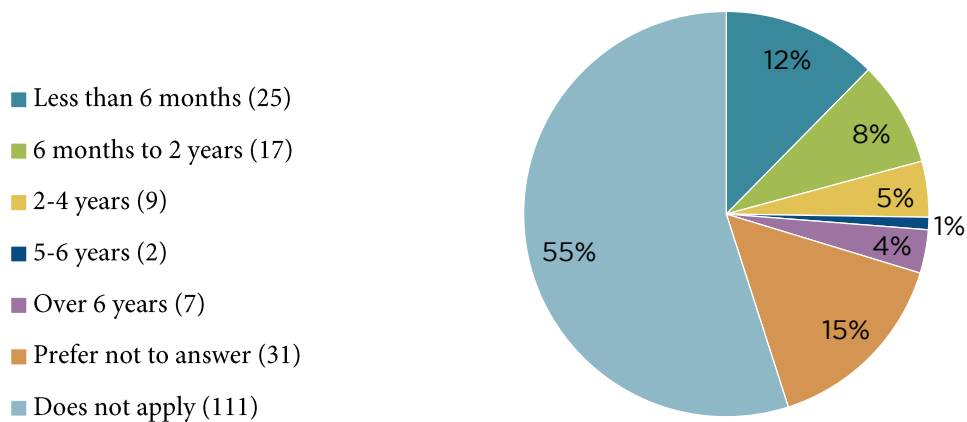
Are you enrolled in school or educational courses?



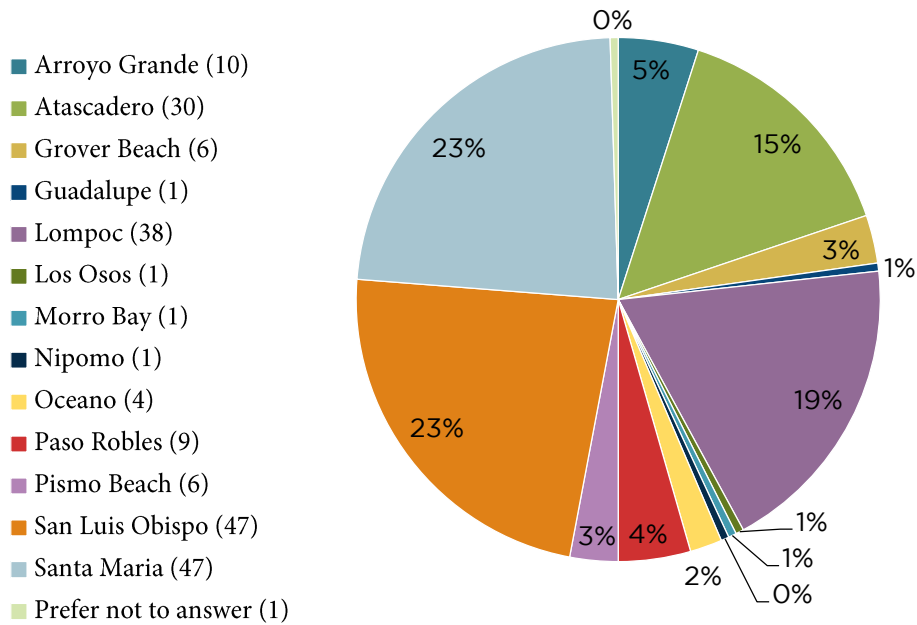
If you are not employed, would you like to be?



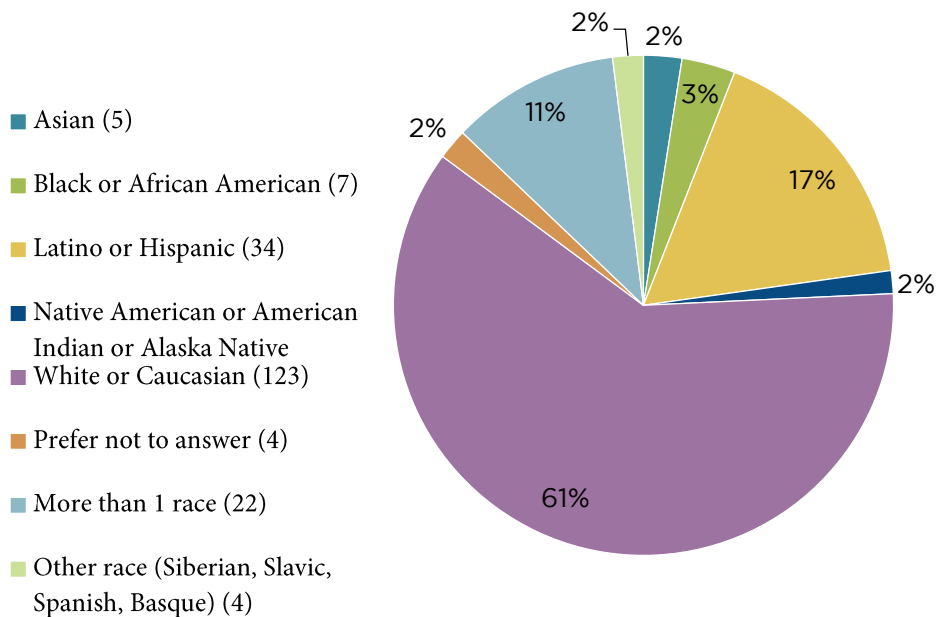
If you are employed, how long have you been employed at your current job?



City of Residence

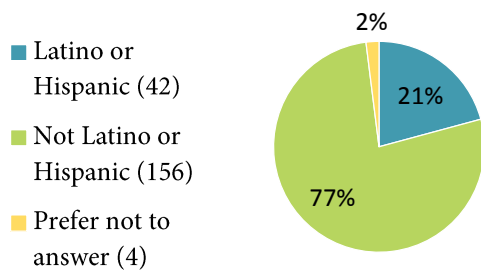


Race

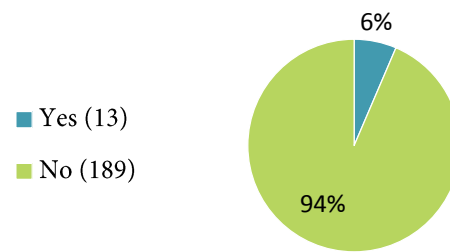


*“**More than 1 race**” includes: Native American/American Indian/Alaska Native & White/Caucasian (10), White/Caucasian & Latino/Hispanic (3), Black/African American & Latino/Hispanic (2), Filipino & Asian (1), White/Caucasian & Middle Eastern (1), White/Caucasian & Pacific Islander (1), Asian, Native American/American Indian/Alaska Native, White/Caucasian & Latino/Hispanic (1), Filipino, Latino/Hispanic, Native American/American Indian/Alaska Native & Pacific Islander (1), Filipino, Latino/Hispanic & White/Caucasian (1), Black/African American, Native American/American Indian/Alaska Native & White/Caucasian (1).

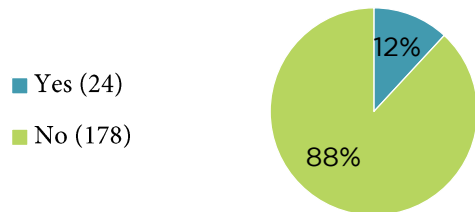
Ethnicity



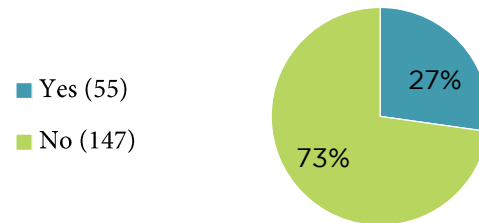
LGBTQIA



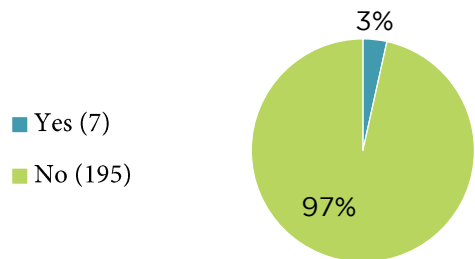
Homeless



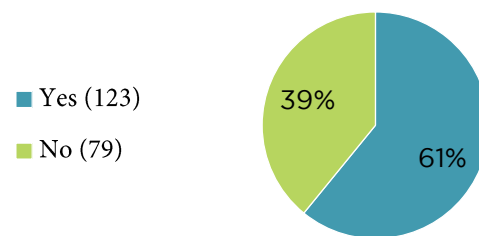
Dual Recovery



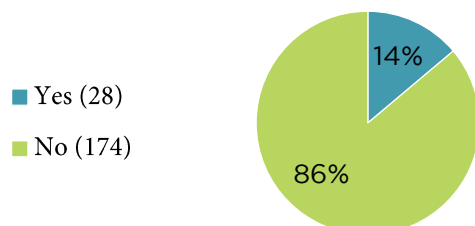
Veteran



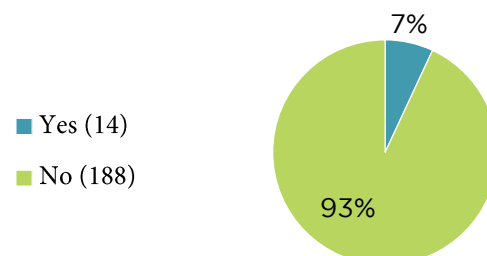
Disability



Vision Impairment

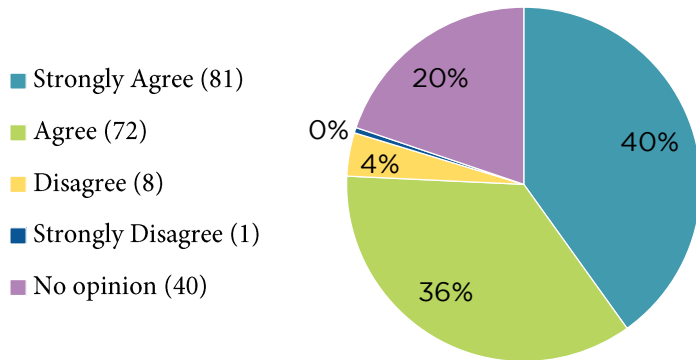


Hearing Impairment

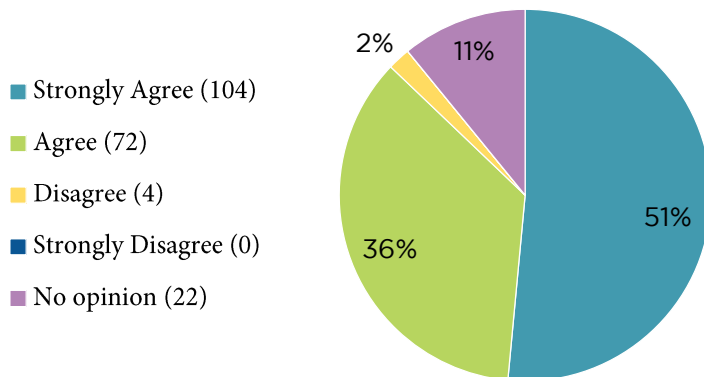


PLEASE TELL US ABOUT YOUR EXPERIENCE WITH TMHA IN THE PAST YEAR:

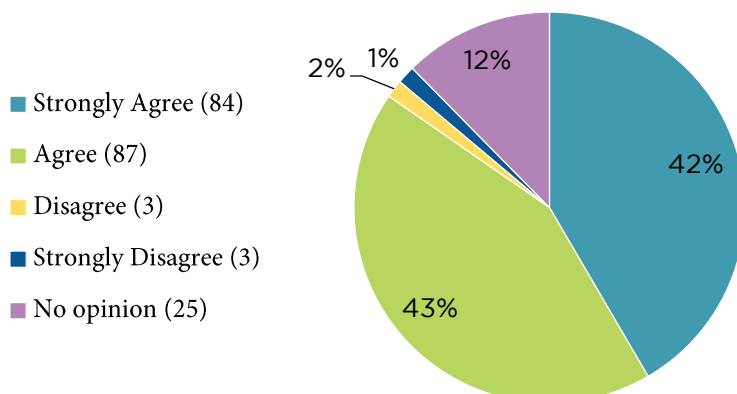
1) I have opportunities to provide input towards improving the services that are provided.



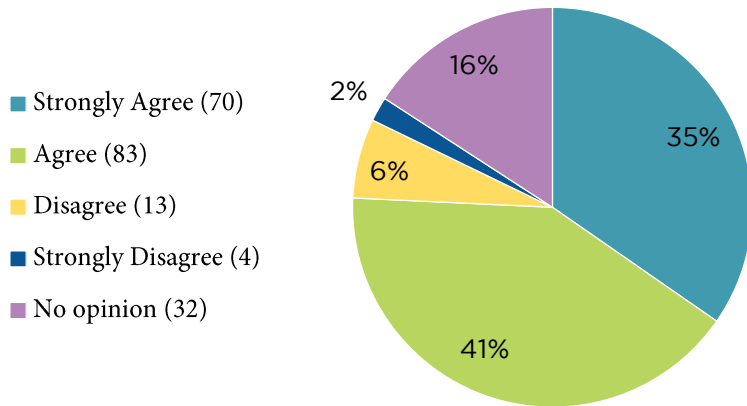
2) Staff here believes that I can grow, change, and recover, and staff empower me to make use of my talents and abilities.



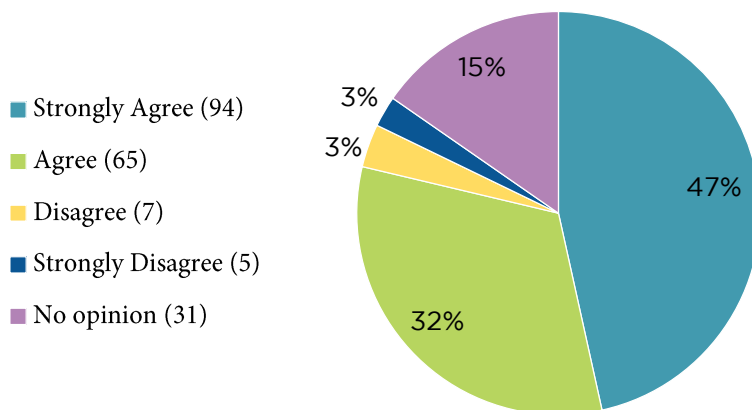
3) I feel comfortable asking questions about my treatment and medication.



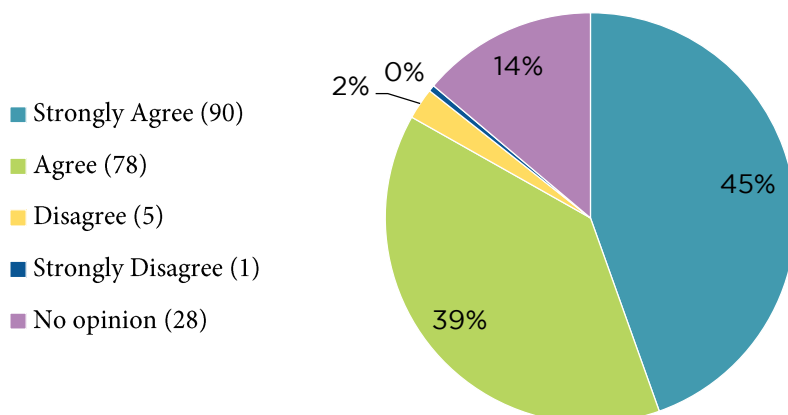
4) I, not staff, decide my treatment goals.



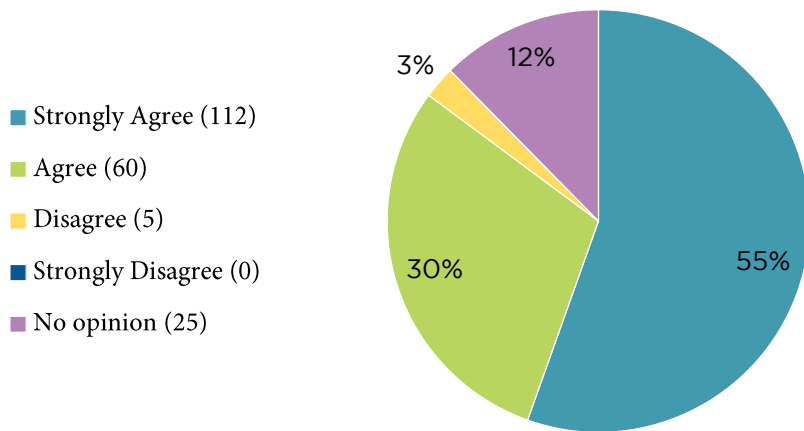
5) Staff is sensitive to my cultural background (race, religion, language, etc.).



6) Staff informs me of my rights and helps me obtain the information I need so that I can take charge of my recovery and wellness.

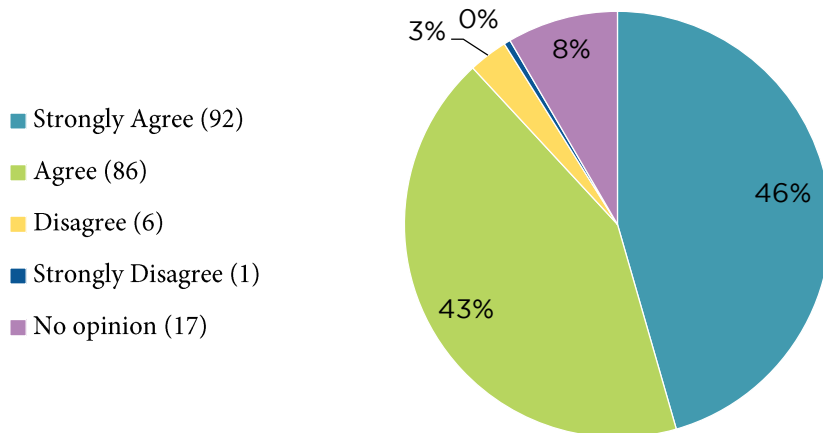


7) I feel safe at the TMHA programs I attend.

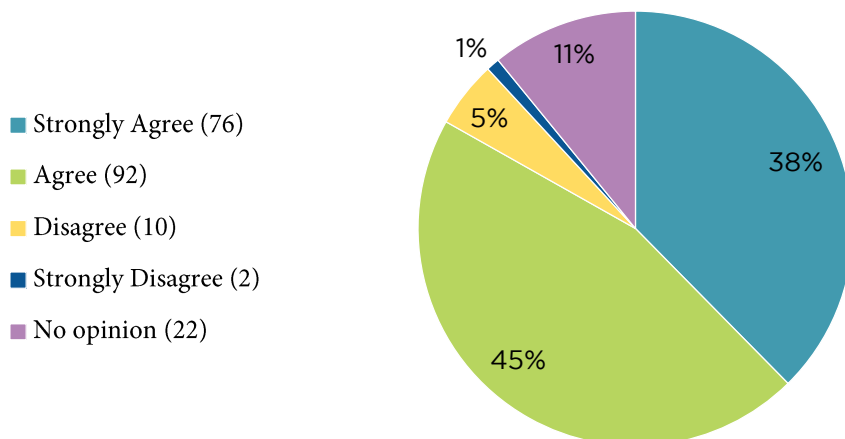


AS A DIRECT RESULT OF SERVICES RECEIVED FROM TMHA IN THE PAST YEAR:

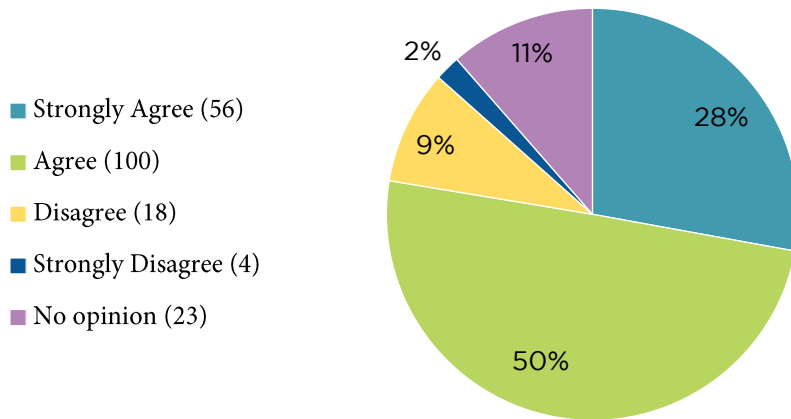
8) I am better able to manage my wellness and recovery.



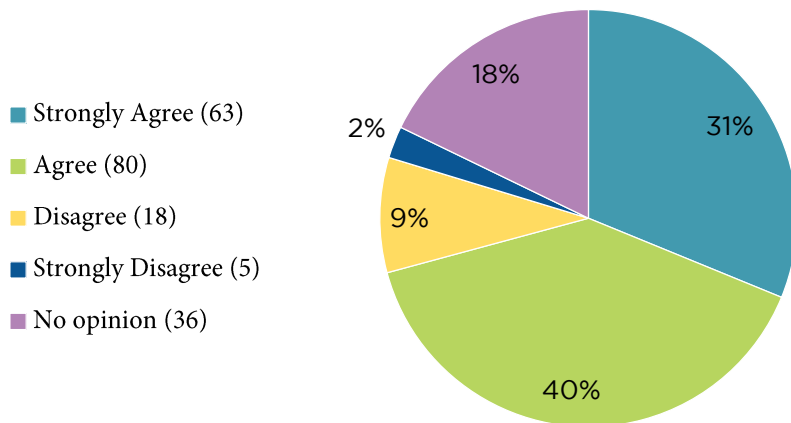
9) I deal more effectively with daily problems.



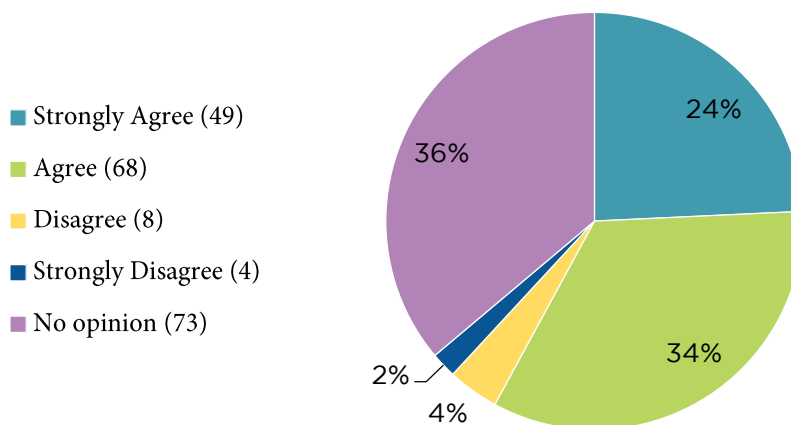
10) I deal more effectively with crisis situations.



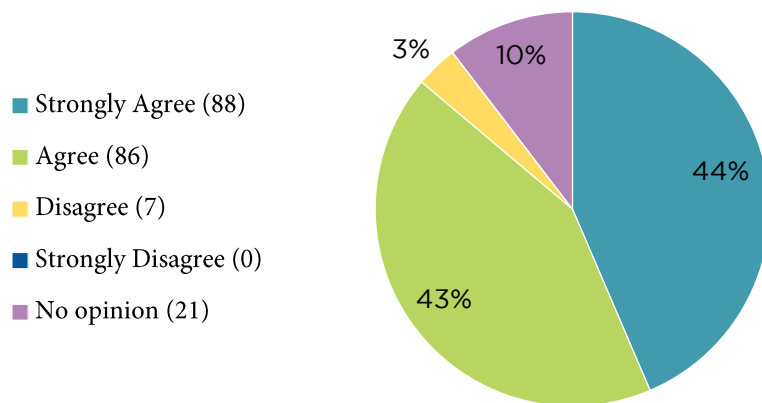
11) I am getting along better with my family/loved ones.



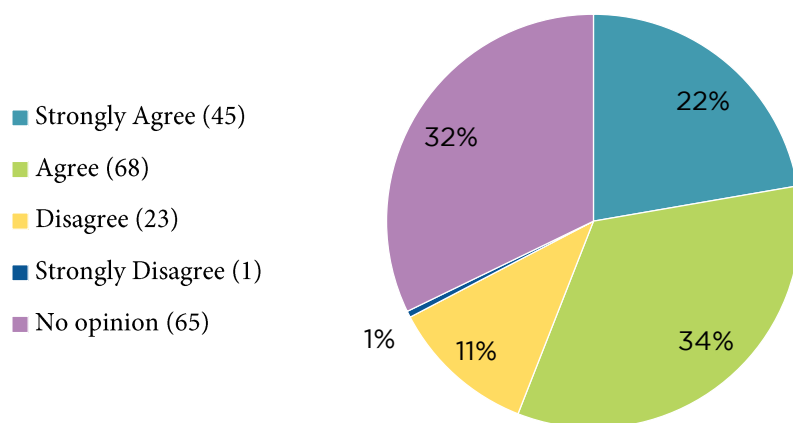
12) I do better in school, and/or volunteer settings.



13) The overall quality of my life has improved.

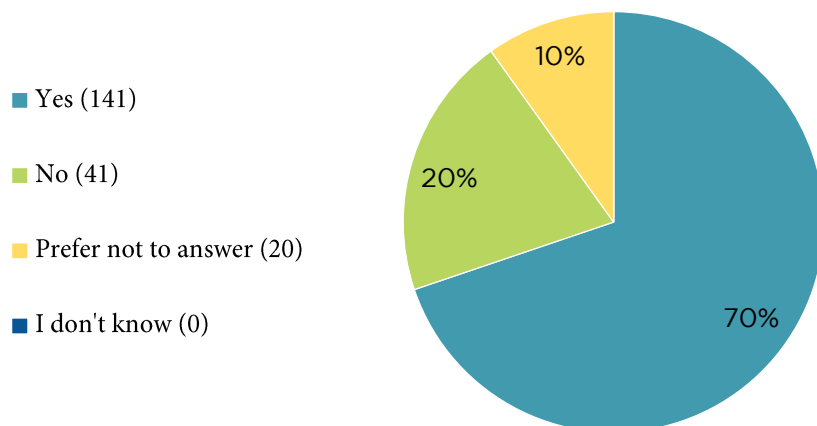


14) I am learning work skills that will help towards future employment opportunities.

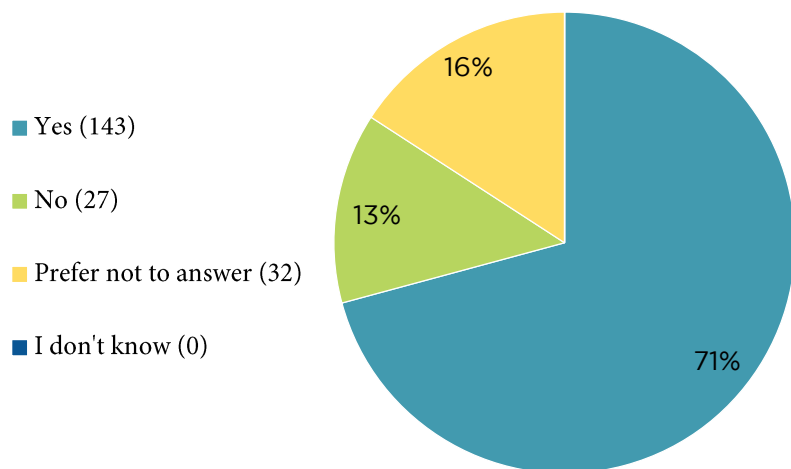


PLEASE TELL US ABOUT YOUR EXPERIENCE WITH MENTAL & PHYSICAL HEALTH CARE:

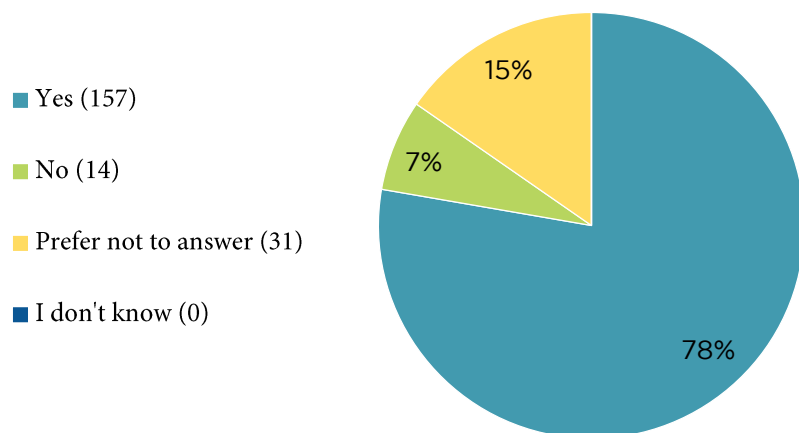
Do you discuss your mental health with your primary care doctor/provider?



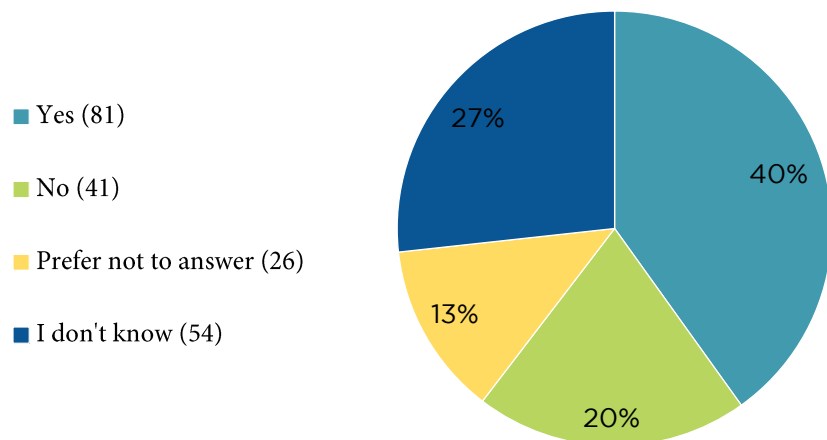
Do you feel you are treated as a "whole person" for your mental and physical health needs by your primary care doctor/ provider?



Do you feel you are treated as a "whole person" for your mental and physical health needs by your mental health provider?



Does your mental health team communicate with your primary care doctor/provider?



OPEN-ENDED QUESTIONS:

1) What do you like about the services, programs, or assistance you receive from TMHA?

A sense of belonging

All the help I've had. Molly :-)

Away from house. Peace of mind.

Because it gives me a place to go when I am bored or lonely.

Bringing medications to my house.

Care, Patience and Guidance

Continue to assure me I'm not alone; encouragement, help self-esteem, groups, learn more computer

Daily support of my recovery goals that help my life have new balance. There is both group support and individual support.

Also staff is great!

Doing activities

Employment , housing, counseling

Encouragement, comfort working on wellness.

Everybody is so understanding about my illness and willing to help in any way possible. TMHA (Cayla) helped me get Ambassador position at Hope House.

Everyone at TMHA is welcoming and accepting

Everyone is friendly and helpful.

Everyone is very nice.

Every program helps me

Everything

Everything

Everything

Everything

Everything about this program works every will with me! I have an open mind, with my thinking, making some friends also works.

Everything helping me learn about wellness and how to handle it. Help others.

Everything is good.

Everything provided.

Fast. Everybody was nice.

First off, I am very grateful for helping me in getting a good place to live being disabled and SSI, helped me to have a good home. Now at 63 years old, it is good place, close to public transportation. So I have it easier to get to my doctor's and such, foodbanks, etc.

Food bank

Friendly people and smiling faces on a daily basis.

Gives me independence. Let me manage my life

Goal setting and communication skills

Good

Good labor force

Help with my problems and help me with financial support

Home away from home

Housing, education

How they did help with Doctor's appointments and getting to appointments

I am well pleased with the services they meet my everyday needs with medication. I am pleased with my appointments with my case worker, Lisa. I like that they help me make sure I get to my Dr. appointments to see the psychiatrist.

I appreciate the help my case manager has provided with applying for SSI.

I enjoy being able to be in the TMHA program because no one treats you different because of your disability I feel safe here

I feel everyone treat me fairly

I feel safe

I feel safe

I find my supported employment counselors excellent, most helpful and encouraging

I get treated like a person not like a number or someone crazy

I have a roof over my head. I'm employed. I have food provided for me.

I like being able to work at Growing Grounds-Low stress. I like knowing I can talk to someone if I am in crisis.

I like being taken care of.

I like community housing because it gives me a place to live. I like Growing Grounds because I am able to be outside while working. I have also enjoyed going to the Hope House and living at ATP.

I like everything they do to help me out.

I like going to most of the groups. I love the outings and the art group.

I like having comfort and stabilization

I like how they are very helpful.

I like it very much here

I like my caseworker the best. I can easily talk to her and I just like her. I personally feel it as a gift from God.

I like my case manager and current psychiatrist

I like my medications being delivered every day.

I like that almost all TMHA staff are caring, genuine people who are thoroughly invested in their jobs. The passion and zeal are usually palpable.

I like that everyone is friendly and understanding and they listen to you and not judge.

I like that these easy to understand. Also they are really effective.

I like that they are actively involved in my treatment and recovery and are willing to help in whatever way they can

I like that they helped me get on my feet and the classes are great.

I like the fact that I am allowed to be present, no matter how I feel (anxiety, manic, depressed, etc.) and receive care and counsel without judgment.

I like the fact that I am working on certain goals is great as long as the long term goals don't get lost in the many everyday short-term goals that always come up. Also, my caseworker is great, very easy to talk to and easy to trust. A very helpful!

I like the fact that the program delivers my 2 weeks of medicine to my home and brings me to the office for my once a month injection.

I like the program.

I like the services that they provide.

I like the stability it has brought my family.

I like the staff and people. I like the services that are being provided on a daily basis. I like the computer lab because it helps me out a lot.

I like the support I receive from everyone who knows me. I like all the helpful advice I receive. The programs help me to be a better person and have a better life for myself.

I like the volunteer ambassador program. I enjoy the support and classes and outing opportunities that the wellness centers provide.

I liked working at the Farm.

I love it.

I really like and appreciate the help I have received from my caseworker. She has been so very helpful. Things are rolling along quickly.

I receive support, groups, associations. My caseworker at Lompoc act is encouraging and helps me with my diet and exercise program.

I'm being treated well. They are nice people.

Improvements in attention span

It is handled in a very professional manner.

It's comfortable for once I get along with everyone. No arguments if I have a problem they listen to and try to solve the problem.

It's just for an hour or two and then I have a life

Molly Field

My job working and meeting new people, being around and working with friends.

Nice people I believe honestly are doing the best they can. I think they need more help and money to take us on day trips again.

No Se

One on ones

Open and willing to help in my needs

Openness to lead me into groups for self- improvement

Over the past year I have attended three helpful trainings for my personal life and my advocacy for others.

Over the recent 2 months I have gotten housing and it is going well

People are kind, respectful and good.

Personalized, innovative art projects

Pick up the rent. Case management report.

Programs

So far everything

Staff is excellent. My caseworker (house case manager) is outstanding. Mark Lamore is outstanding and compassionate, all firm at appropriate times TMHA, as a whole, has saved my life, in tandem with mental and physical health providers.

Staff is friendly and respectful.

Supportive housing is convenient, close to my home. I like the one on one case worker and doctors here at

Supportive Housing. I am very delighted that I'll get a referral to RLC resource Learning Center take a tour then with my case worker here from Supportive Services.

Supportive, helpful staff. Opportunities for housing, work and peer support

Thanking you for being here! Love all services.

That for the most part there are no strings attached to receiving services in my program. At the same time that is what I don't like

That is too big a question if you break it up and make it more manageable I could tackle it. But it is so big I can't begin to think. Like a deer in the headlights.

That it gives the homeless a place to stay during the week days

That it provides a place of safety and also different programs and groups to get involved in

That staff-case management takes me to medical appointments. That staff delivers medication once a month.

That TMHA cares and finds how they can assist. All programs are great, especially the TMHA housing programs.

The "family" environment, meaning I feel as though the members and employees we are big, happy family. The groups are spectacularly demonstrated and easy to follow and understand.

The atmosphere makes me feel like I'm among family.

The care of people here

The classes they have offered and housing rental room for the homeless.

The computer class and foodbank

The computer class room

The environment is friendly and considerate

The health care

The help I have been given by TMHA has made it possible for me to have a decent place to live and get the financial and medical help I need.

The housing program was very helpful for me.

The interaction

The meetings are adjusted to what we members are currently doing in our daily lives and everybody has a chance to participate.

The nice people.

The opportunity to work and be a part of a community.

The opportunity to work at a real job and build job history while I attend school and work on my recovery

The people are good and listen to you.

The people I have encountered through these programs have been tremendously kind, considerate, and compassionate. I have grown so much due to interacting with these people.

The program they provide and the programs are for male and female

The services I receive at the RLC are great! The programs I participate in bring meaning to my life.
 The staff are friendly :-)
 The staff are helpful and the price is right!!!
 The staff has fewer clients which enables them to better support clients.
 The staff here is very knowledgeable. They treat you like a whole person. If they don't know the answer they will find it for you. They are supportive and caring.
 The STAFF. Very helpful, very informative.
 The TMHA program encourages me to become more productive and self sufficient
 Their creative perspective
 Their one on one and they respect
 There are a lot of good programs. They're always available. Love the new "Doctor."
 They are great at helping out with rides to doctor appointments
 They are hands on, and help you in all aspects of your life.
 They are the best!
 They are varied and geared to the clientele
 They help me with a home to live, to see doctor mental health and to heal my wound I had gotten. It's gotten better.
 Rest my mind.
 They help me with growth knowledge, staying involved with the community.
 They help you out in all aspects of your life.
 They know how we feel.
 They provide shelter and are kind and helpful
 They see me on a regular basis daily almost
 They treat you as a human being not someone with a disability
 They're good
 They're very professional and attentive to the needs of their clients. I'm very impressed!
 They've helped me recover from illness and realize my potential
 TMHA helps me with important paperwork that I otherwise would not touch due to anxiety. They also keep me on top of going to my doctor's appointments.
 TMHA services help with my depression. There are support groups that help me to socialize and share my feelings.
 The food bank helps me save money and not starve.
 TMHA staff are friendly, supportive and informative.
 TMHA stands behind their mission statement.
 TMHA's services are productive and safe. I'm so blessed with this umbrella organization. I can't say enough good things about TMHA. If anyone asks me about it, I just tell them TMHA's the "best!"
 Too much for me to fill this page out...sorry.
 Variety of groups/outings
 Very considerate, warm and professional staff
 Very well
 What I like about helping hands is the staff is generally very personable and approachable and I always feel like I am at ease when I am at the center
 Willing to give person a second chance.
 Willingness on behalf of TMHA to resolve concerns if needed.
 Without TMHA I wouldn't have housing. I like that there's always someone to talk to-very supportive.
 Work skills
 You can learn stuff and it takes time off my day

2) To help with your success, what other services, programs, or assistance would you want available at TMHA?

Any kind
 Anything
 Art work
 Being able to volunteer at animal shelters (locally). More music and art activities.
 Call me more often

Carpooling or transportation available.
Car rides. Grocery
Change the programs based on the recovery of the client
Christianity
Community service getting me outside helping people.
Computer training, but they already help
Disability as well civil law practice
Don't know
Don't know
Don't know
Don't know, can't think of anything.
Everything is good here! Thank you for helping with my success. I've learned to work with myself.
Everything they provide is great as is!!!
Free college education without having to do the run around and do a bunch of none interesting subjects as general ed(ucation) but mainly focus on my passions
Gas vouchers, food bank
Getting ready for the day.
Groups to help find housing and jobs. (My caseworker) is great just seems like he is overwhelmed.
Hang gliding, fishing, meditation.
Have help I need already from staff.
Help with transportation and activities on the weekends
Horse therapy where you get to ride the horses.
Housing
Housing
Housing help. Other assets available are being checked into.
How about music classes would nice.
I can't really think of anything, but I'm sure someone can
I can't think of any.
I don't have anything at the moment
I don't know
I don't know.
I don't know. I am not sure it doesn't already exist. Maybe program support.
I don't know. It's already helpful.
I enjoy fitness and exercise facilities.
I feel comfortable with the help I'm getting right now
I have always wanted a trauma and for PTSD group. I feel the rates of PTSD are high enough to merit that.
I just began these and expect success
I like the programs I attend here
I only come to food bank. I have school and church functions on other days
I would like more help getting out to the services I need and that means making and keeping appointments. Even if that means developing some kind of system that works for me. I really need help with this. Right now I'm relying too much on (my case worker). I hate to think that I need a keeper.
I would like to apply for a Deep Brain Stimulation for depression operation or a Vagal Nerve Stimulation for depression operation because the medications are not working.
I would like to go to different gatherings like for holiday or gatherings in a group of people who all go to supportive housing. Ask my case worker on tapes to listen to, to relax at the end of day.
I would like to have access to help me in my everyday life. FSP, etc.
I would like to see a program or housing that allows pets or dogs
I would like to see TMHA be the pivotal hub
I would like to take more classes.
IDK, maybe an education assistance program. Something like SEP, but for those who want to go back to school.
I'm not really familiar with all services and programs beyond Growing Grounds and would like to find out more.
Internship programs that offer job placement assistance.
It seems to be going alright as it is the way it is going.

It would be nice if we were educated and hooked up with (assisted with) resources such as mental health therapy and Cal Fresh. Sometimes I get confused or get the run around and would appreciate help.

It's all covered

Job services

Just that assistant managers, managers, staff is there when in need of any situation and there to help when needed.

Maybe a drug/alcohol treatment center-room at a hospital for dual recovery clients

Maybe a work program.

Maybe more work opportunity.

Maybe one of other services I would recommend would be providing local news ads

Maybe providing transportation to groups/or bus passes.

More choices with housing.

More community trips and involvement

More computer classes and job clubs

More funding for housing available to the program.

More inclusion of my partner to enable change?

More job assistance that doesn't have to do with the County program.

More official art programs. More learning (like how to spell).

More outings

More outside activities

More Spanish classes

More studio apartments

More transportation to places.

More work

My week is full of programs I enjoy.

None that I can think of right now

None. They help me enough.

Not sure

Not sure what all the programs are.

Not technical of a question for it complex described that has to be

Nothing comes to mind

Nothing I can think of at this moment

Possibly attending college in the future

Programs for the 50+ age group

PTSD groups, DRA, Art (all), Computer skills

Ride to food banks

Same

Snacks available on a daily basis would be a great/stimulating addition.

Some kind of child care so I could attend groups

Some of my thoughts for additional services include: driver's training and transportation resources (transportation is a huge hurdle for people with mental health challenges), and additional employment training positions at TMHA (temp office positions at the wellness centers, similar to what is offered at the Downtown Store).

Staff to have easier client load by hiring more staff. Pay raise for staff.

Substance abuse

Talking more about living status paying bills. Living situations

The current communication class is very helpful in all areas of my life. I would like to see this type of class offered year round.

The ones now are good enough

The services is excellent.

Therapy groups

They cover most all areas at TMHA.

TMHA does all it can to help me.

TMHA is great the way it is.

To be able to work at Growing Grounds

To provide more vocational assistance

To see a doctor for mental health treatment on staff.

To start providing free coffee for clients like before in the lobby. To have Foodbank pick up once again like before at supportive Service office. It was helpful to come into office and pick up food to help me.

transportation, open on Saturdays

Very satisfied.

Well beyond the programs which are very successful, I heard their horse therapy group is doing well. I would like to see a dog therapy group as well. These are Family Support Group and Peer Support Groups, I think they would be great.

Wellness Center in Paso Robles

Whatever we need.

Yes

You could help me raise money for my program "The Kid in Me" - Art Factory- My goals & dreams to help me get this cultural center to a reality. Retired, but still have more work to do before I die. My charity to society.

3) Is there anything that you would change about the services you receive from TMHA? (program times, time limits, etc.)

As space is available, newcomers of the streets stay in dormitory situation-supervised (limited supervision). After 6 months obtain own place.

Better assistance when facing issues on the job.

Car rides. Medical

Everybody should participate one way or another

From what I hear, all classes, meetings, programs are in the timetable that everyone likes.

Have a quiet reading room with comfortable chairs

Have more groups.

I can't say enough good about TMHA!!! I'm probably here, because of their services.

I do not know, but all looks well.

I don't like being shut out of classes at Hope House.

I like everything there.

I like TMHA the way it is.

I think evening and weekend programs for the wellness centers would be great, but I understand the difficulty in doing them.

I wish they would give more computer classes during the week.

I would have the meetings be held at night after 5PM

I would have the times we go to class be after 5:00 PM

I would like to see more groups where we don't have a leader with a plan and a topic. Free-style conversation helps us get to know one another better. This way we feel more connected and more able to support one another.

I would limit the usage of this facility to some of the residents on Homebase on G

I would not.

If so, I take it to the direct programs.

Increase wages-job opportunities

Information about where to get fresh food in SLO County.

Later (PM) limit for guests. With TMHA's written permission allowance for appropriate guests to stay all night.

Legal Performance Ability

Less emphasis on employment.

Limit times

Make the hours longer.

Maybe more meals offered. Hot breakfast.

Monday computer lab hours for research, on class days, basically open the lab all day M-S and Sunday

More active phone calls

More afternoon work and class hours.

More appointments

More art classes with structured ideas about what to do in class-teaching art.

More computer time

More guest nights for housing, more evening activities at/with the wellness center, evening/night on-call staff.

Move time at appointments would help me.

My experience with the SEP has allowed for appropriate scheduling of appointments. They have been very accommodating

Need more money. I'm grateful for what I have.

No everything is perfect right now

No everything works out fine.

No everything's alright

No I don't have no changes in that field

No suggestions.

No to change your program. Not sure what you can do. Maybe home care.

No. I am very happy here

No. My caseworker is great at helping and has all knowledge needed to help me.

No. Not me personally. They are very professional and courteous.

NO. The people at TMHA work with my program times.

Nope, nothing, "smooth sailing" ha ha

Not really!... I'd like to help set up a secure internet service for the people here... I hear there was an incident a short while back that limited wireless internet access for people... they still have access to the computers in the lab, but to have access to your own personal device is important sometimes too!

Not really. They're pretty good the way they are.

Nothing

Quicker follow up if I call and need assistance someone to respond more quickly

Religion meet

Sports

The services are flexible and fit well with my schedule already.

The times are good

There seems to be a lot of awesome program options on Wednesdays at noon. Unfortunately, I have BHTC group that day and time. If they could move the time, it would be much more convenient for me.

Time limits

To have more time to work on computer lab on Tuesdays before computer classes begin.

To have the center open on Saturdays instead of Sundays at the helping hands of Lompoc

Too big a question

Want my diagnosis changed and help with job opportunities as well be around good know Christians

Would like to change program times (example: around 1:30pm)

Yes new chairs

4) Is there anything else you would like us to know?

All member of TMHA attempt to function equally within given work ethic and space

Are they giving me more hours?

Case manager works hard.

Do you provide mental health financial benefits

Everyone doing a good job in supporting me and helping me be the person I am. All I want to say is Thank you everyone!

Everything in TMHA is great

Everything is going well.

Free any time

Great Job!

Growing Grounds Farm is very supportive of my recovery and personal well-being.

Helping Hands is life changing I wish it were open 7 days a week.

How are our expenses going to change when we become permanent and will we still have my caseworker?

How much I love and appreciate everyone (even those I don't see). I don't know where I'd be without this program or the team members.

I am grateful TMHA came into my life. I am very grateful for TMHA and my life and the way I feel about the world (and myself) has changed immensely for the better.

I am grateful to TMHA for everything they have done for me. It is a wonderful organization.

I am very happy. With like housing.

I am very pleased with what has happened in my experience with TMHA and BHTC.

I am very satisfied with the programs.

I am very thankful for all the support this organization gives to the mental health community.

I enjoy coming here and volunteering and I think it is recommended venue to others in the community.

I feel if I received better help when issues arrived related to mental health while on the job, I would have been more successful.

I feel TMHA is positive and helpful.

I like this program and it's helped me a lot.

I love to get things done for good

I love working here on the Santa Maria farm. The staff is great and respectful. Would be interesting to see further employment opportunities open up on the weekends that are different than just the farm.

I think TMHA does a great service to the mental health community, being supportive and encouraging.

If this new survey system will work yet!

I'm a vet and I am being helped in the areas that can better my life.

It would be nice to have an awards day for clients.

Just to say your program is helping me with my choices in my life. Thank you.

Keep up the good job team ACT.

Life saver

More assistance, teach artwork

More information for housing and other programs that can assist me to housing.

My caseworker is great!

No. Not right now.

No. Thank you!

Not at all. I love everyone I work with.

Quitting Growing Grounds this month.

Reading & spelling words

Sometimes they should sit person to person and talk to members individual and their living situations. Just to have someone to talk to.

Thank you for helping me. I'm now more of a spiritual person and believe I'll grow better as a person.

Thank you for saving my life.

Thank you for your awesome services.

That I could probably benefit from therapy

That sometimes I have to say the things that are going on in my life, like my boyfriend hitting me. I'm gonna try not to talk about him anymore.

The one thing that I can think of is people that suffer from Mental Illness, especially PTSD, Bipolar, Schizophrenia, sometimes have fear and maybe there can be a questionnaire on maybe how they feel in their daily lives-for instance?

Has anyone threatened you, robbed you, stalking you, etc. scared you?

The survey was more than helpful and I made the best availability to my knowledge.

They have changed/saved mine and my son's life by services provided along with housing. :-)

They're great and have really made a difference to me.

This page is too difficult in the way questions are so general. I freeze at questions this general-too big. Wish I could, would probably have lots to say.

TMHA has changed my life in an amazing way. While I know that I put the recovery work in, I don't think I could have done it without TMHA's staff to support and encouragement. KEEP UP THE AMAZING WORK!!! THANK YOU FOR ALL THE HELP AND ENCOURAGEMENT. VIVA TMHA!

TMHA's just been wonderful to me.

We need a new van.

Working contributes a lot to my personal recovery. Working has many benefits to the client besides the paycheck.

Yes. I am in dire need for an electric mobile wheelchair. I have to prescribing from the doctors for mobility access my CenCal/MediCal. I not helping with it! Help.

Yes. The TMHA organization has contributed greatly to my present good health and positive attitude.

You do an excellent job.

You guys are AWESOME!!!! Thank you for helping GREATLY in supporting me and Mental Health.

You guys go above and beyond my expectations. I feel honored to be a client.

Your intentions are good but there is more room for improvement