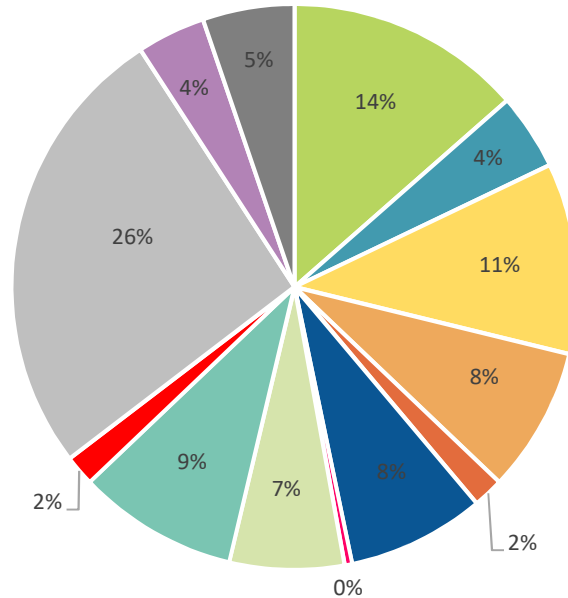


# TMHA 2019 CLIENT SATISFACTION SURVEY RESULTS

## Program Use

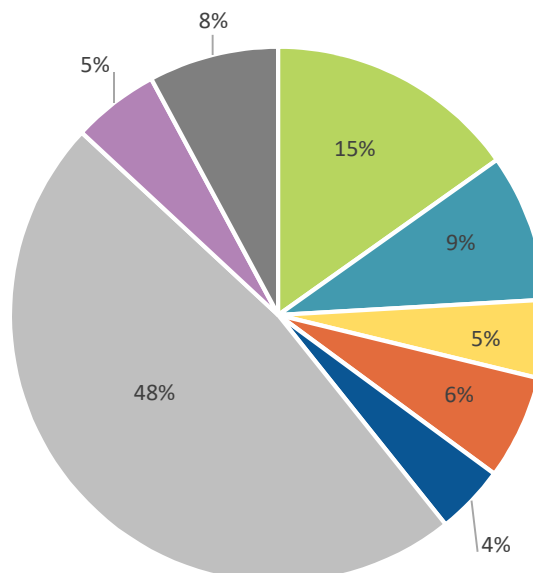
Which TMHA housing programs were you involved with in the past year?

- 50 Now (31)
- AOT (Assisted Outpatient Treatment) (10)
- ATP (Adult Transitional Program) (25)
- Community Housing (19)
- FSP (Full Service Partnership) (4)
- HOT (Homeless Outreach Team) (18)
- Nelson Street Studios (1)
- Permanent Supportive Housing (15)
- Santa Maria (21)
- YTP (Youth Treatment Program) (4)
- None of the above (60)
- Prefer not to answer (9)
- Other (12)

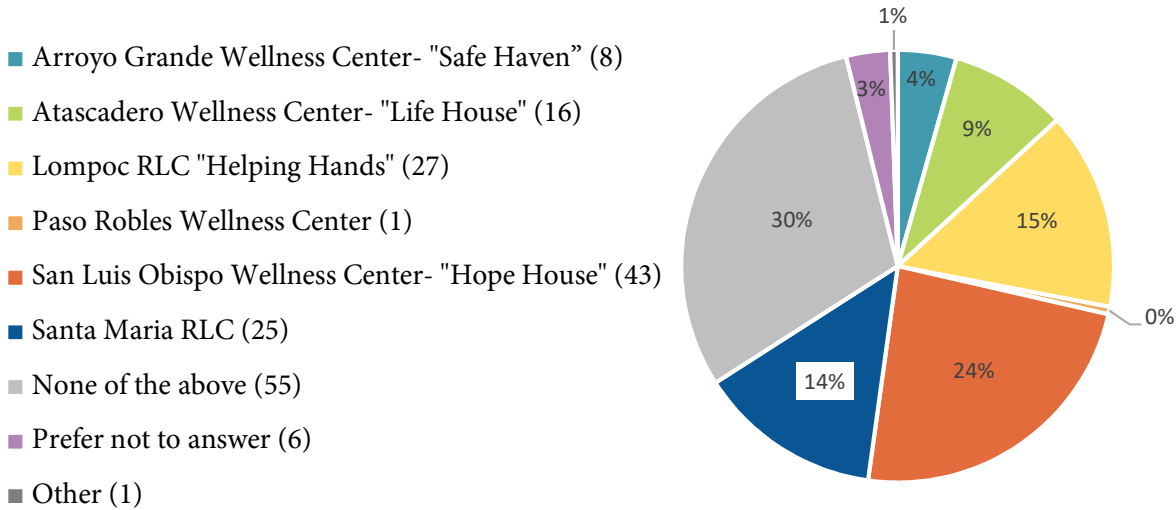


Which TMHA vocational or supported employment programs were you involved with in the past year?

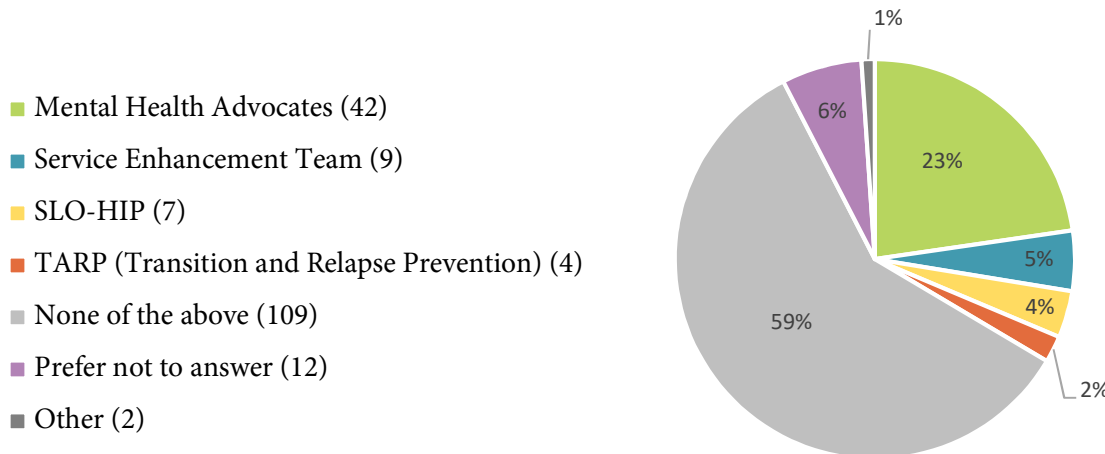
- SLO Growing Grounds Farm & Nursery (29)
- Santa Maria Growing Grounds Farm (17)
- SLO Growing Grounds Retail Store (9)
- SLO Supported Employment Program (12)
- SB Supported Employment Program (8)
- None of the above (91)
- Prefer not to answer (10)
- Other (15)



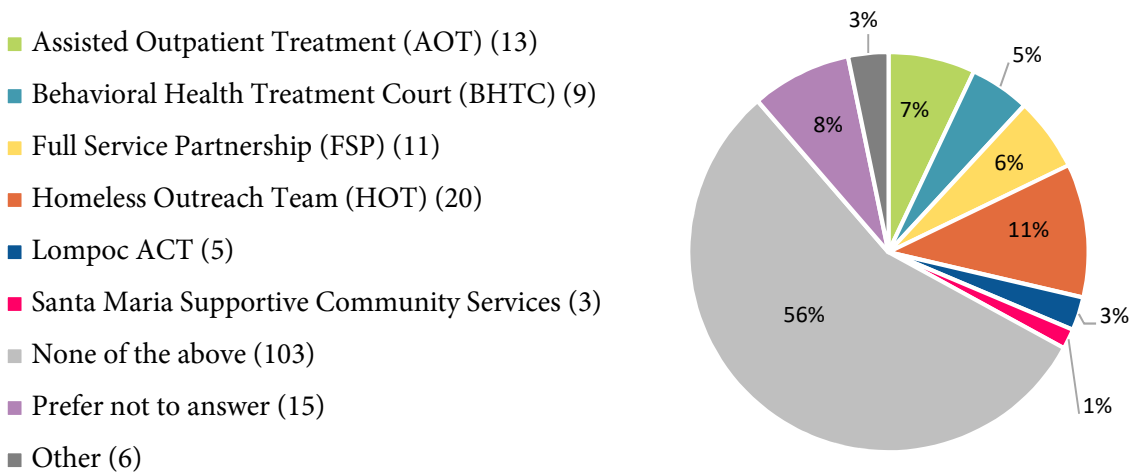
## Which TMHA community centers were you involved with in the past year?



## Which TMHA advocacy or navigation programs were you involved with in the past year?

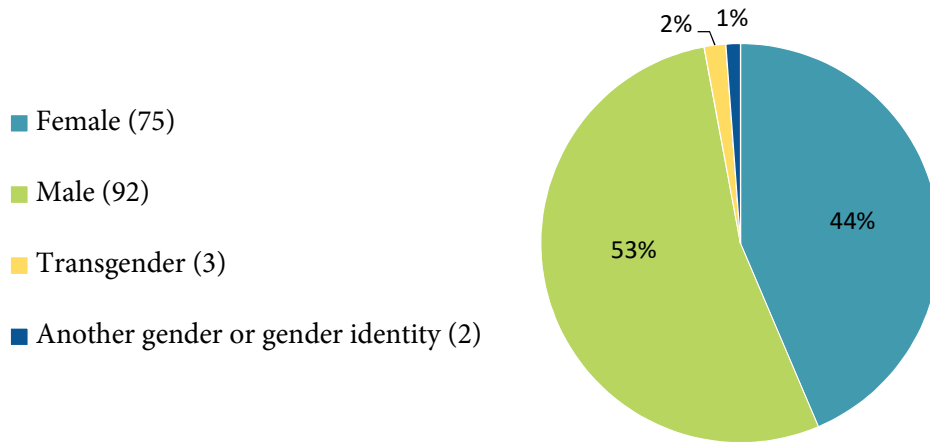


## Which other TMHA programs were you involved with in the past year?

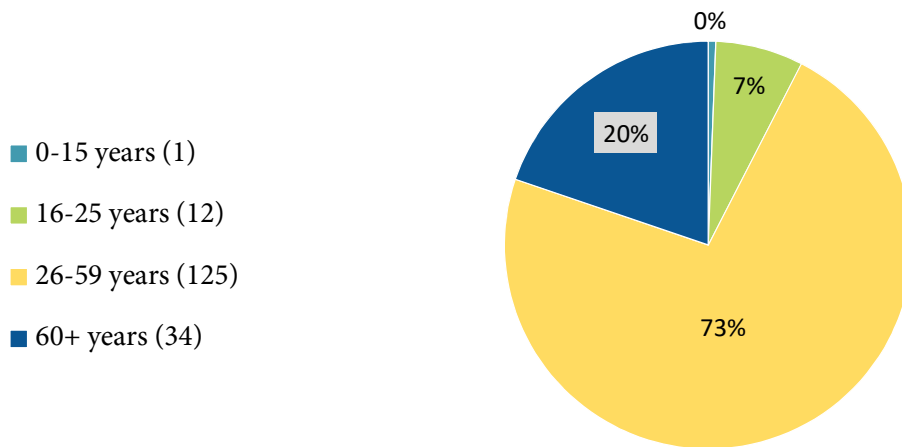


# Demographics

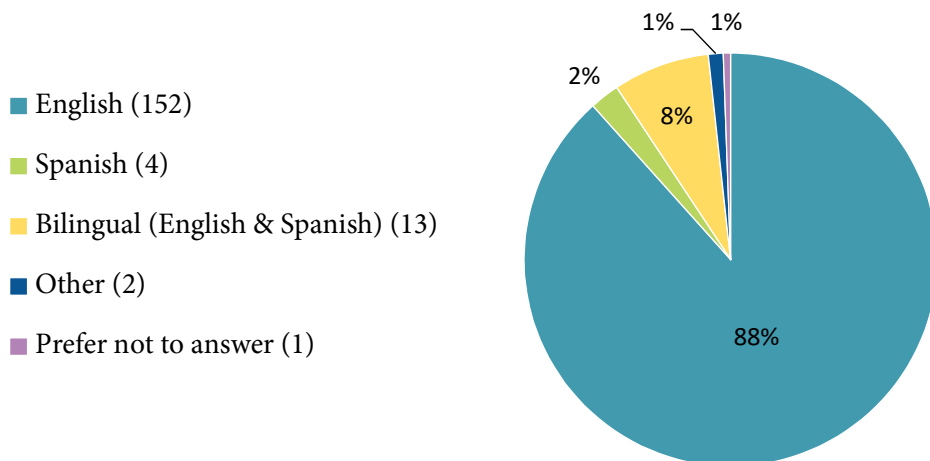
## Gender



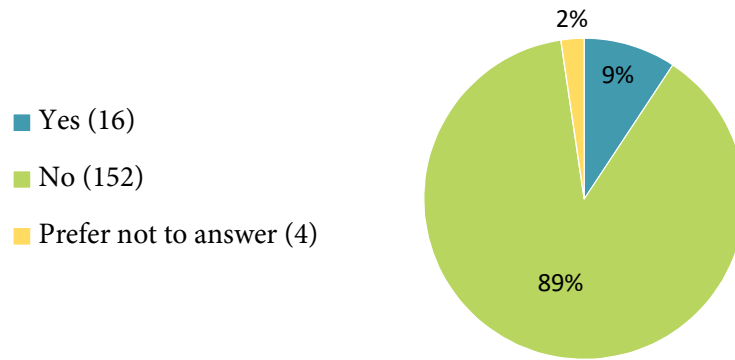
## Age



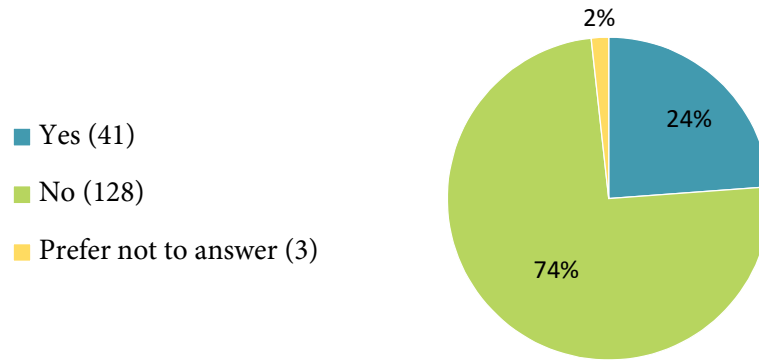
## Language



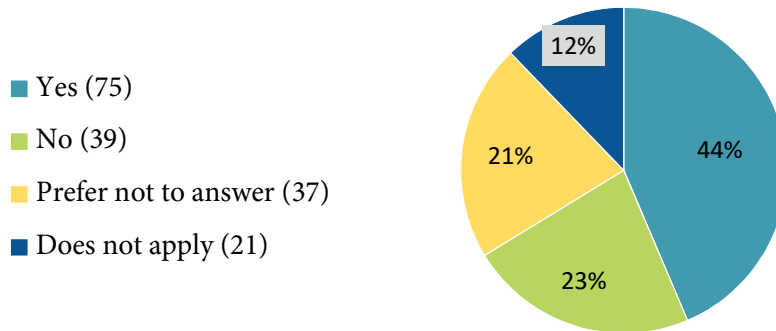
## Are you enrolled in school or educational courses?



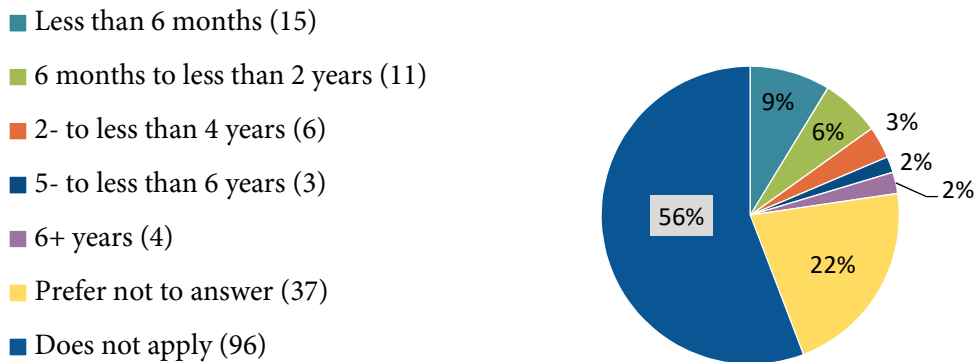
## Are you employed?



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

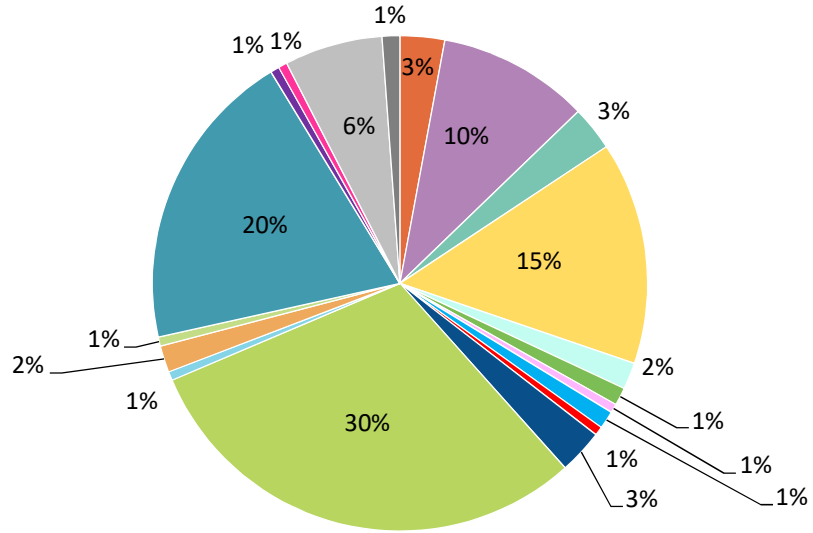


## If employed, how long have you been employed at your current job?



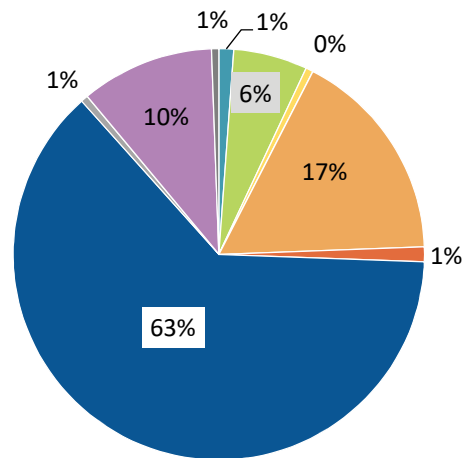
## City of Residence

- Arroyo Grande (5)
- Atascadero (17)
- Grover Beach (5)
- Lompoc (25)
- Los Osos (3)
- Morro Bay (2)
- Nipomo (1)
- Oceano (2)
- Paso Robles (1)
- Pismo Beach (5)
- San Luis Obispo (52)
- San Miguel (1)
- Santa Barbara (3)
- Santa Margarita (1)
- Santa Maria (34)
- Shell Beach (1)
- Templeton (1)
- Prefer not to answer (11)
- Other (2)



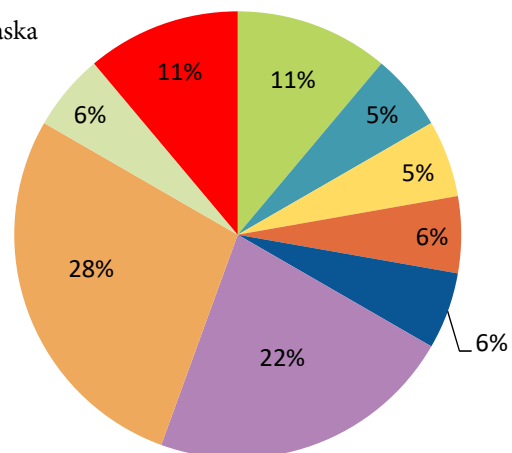
## Race

- Asian (2)
- Black &/or African American (10)
- Filipino (1)
- Latino &/or Hispanic (29)
- Native American, American Indian &/or Alaska Native (13)
- White &/or Caucasian (108)
- Prefer not to answer (2)
- More than 1 race (18)
- Other race (Hebrew) (1)

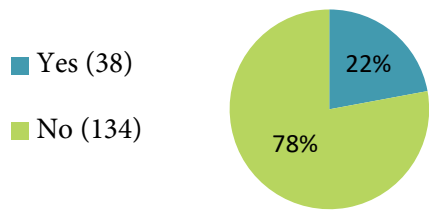


## More than 1 race

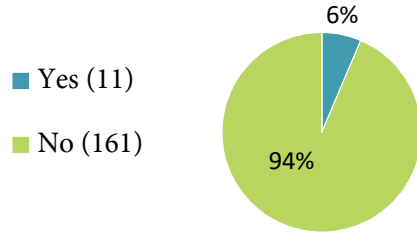
- Latino/Hispanic & Native American, American Indian or Alaska Native & White/Caucasian: 2
- Asian, Latino/Hispanic, Native American, American Indian, or Alaska Native: 1
- Latino/Hispanic & Native American, American Indian, or Alaska Native & Native Hawaiian/Pacific Islander & White: 1
- Black, Native Hawaiian/Pacific Islander: 1
- Filipino & White/Caucasian: 1
- Latino/Hispanic & White/Caucasian: 4
- Native American, American Indian, or Alaska Native & White/Caucasian: 5
- Latino/Hispanic & Native Hawaiian/Pacific Islander: 1
- Latino/Hispanic & Native American, American Indian, or Alaska Native: 2



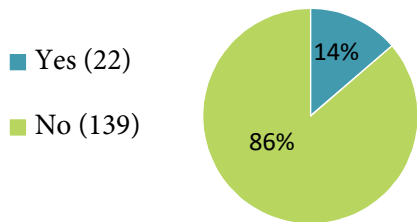
### Latino or Hispanic



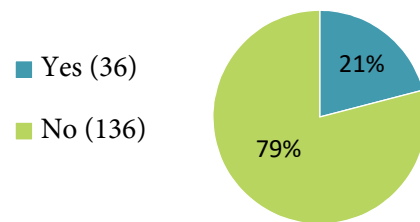
### LGBTQIA+



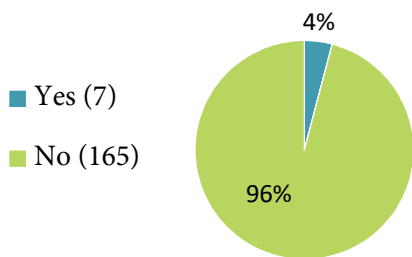
### Homeless



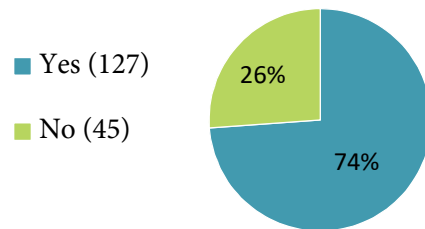
### Dual Recovery



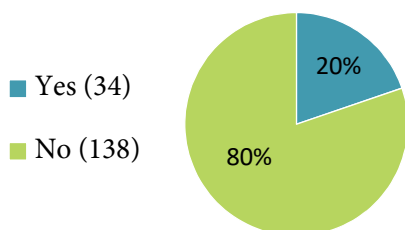
### Veteran



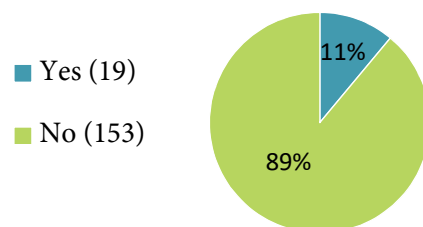
### Disability



### Vision Impairment

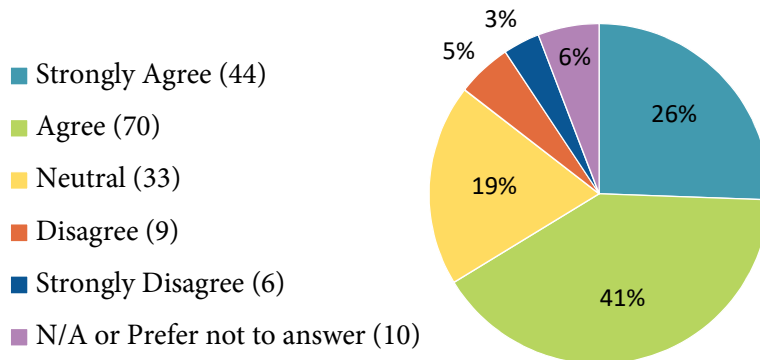


### Hearing Impairment

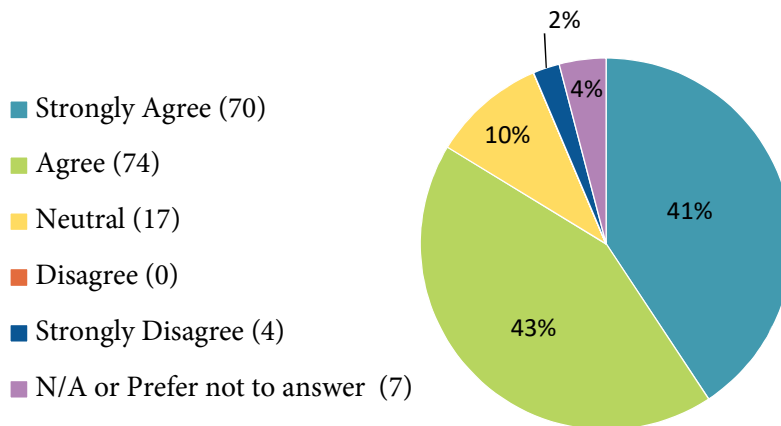


## Please tell us about your experiences with TMHA in the past year:

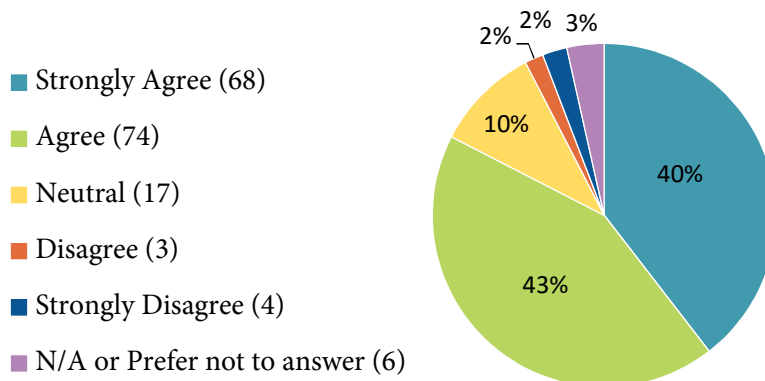
1) I have opportunities to provide input towards improving the services that are provided.



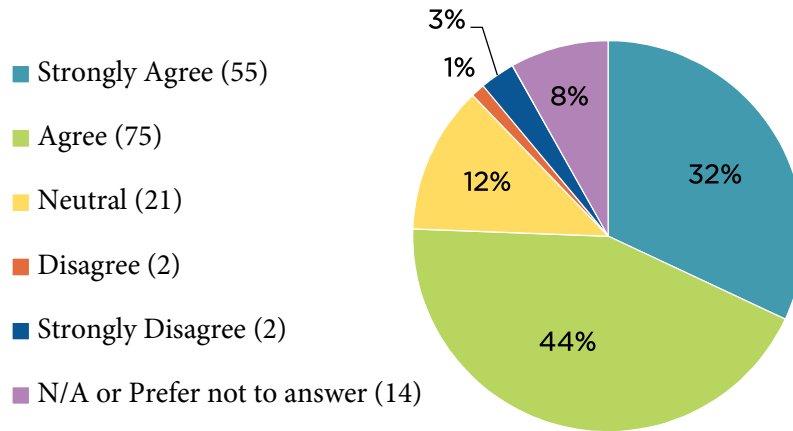
2) Staff here believes that I can grow, change, and recover.



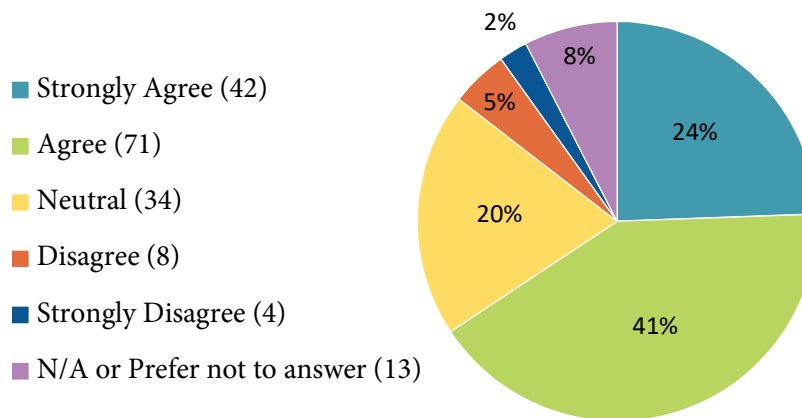
3) Staff empowers me to make use of my talents and abilities.



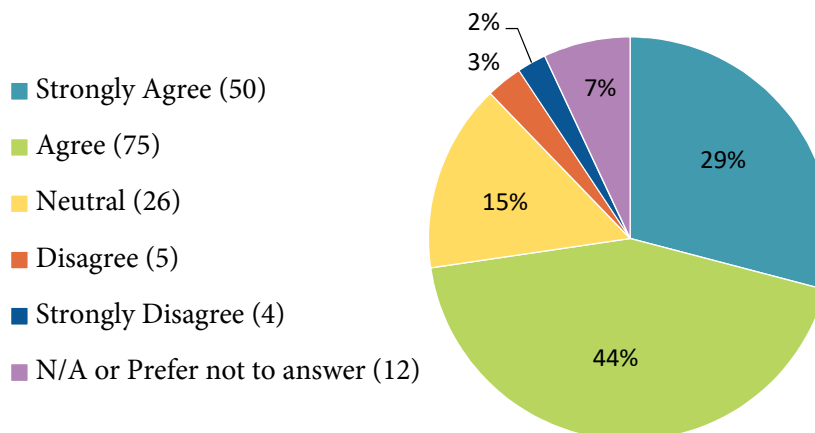
4) I feel comfortable asking questions about my treatment and medication.



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

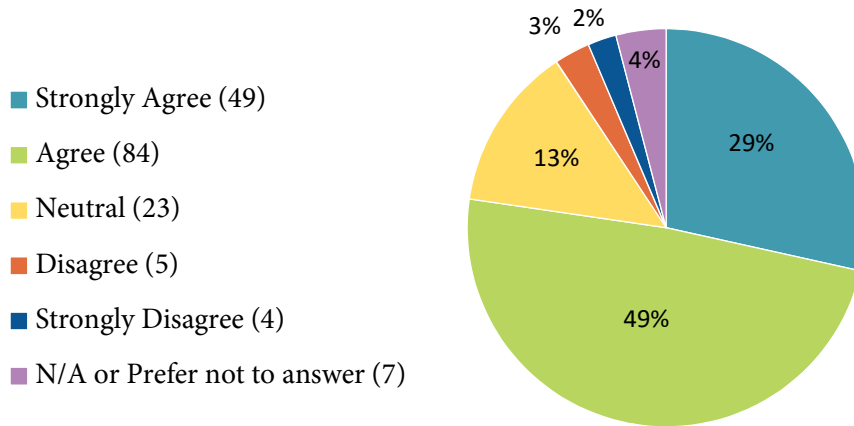


6) Staff is sensitive to my cultural background (race, religion, language, etc.).

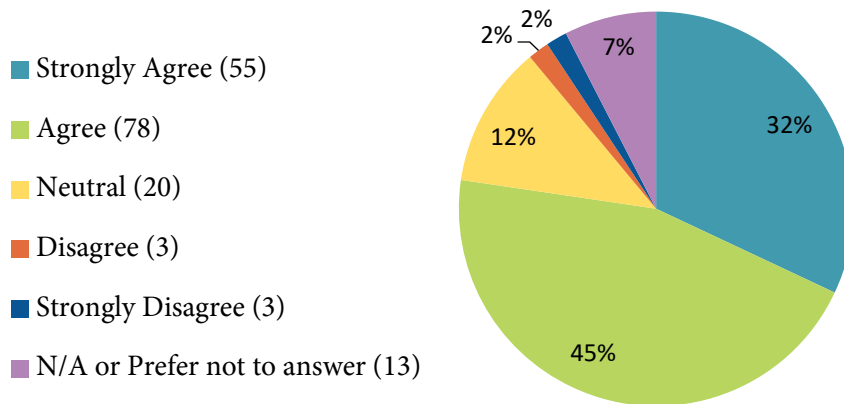




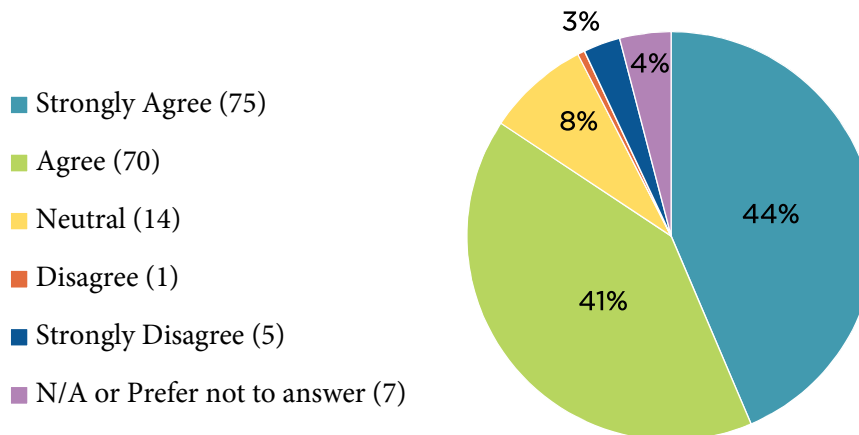
7) Staff informs me of my rights.



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

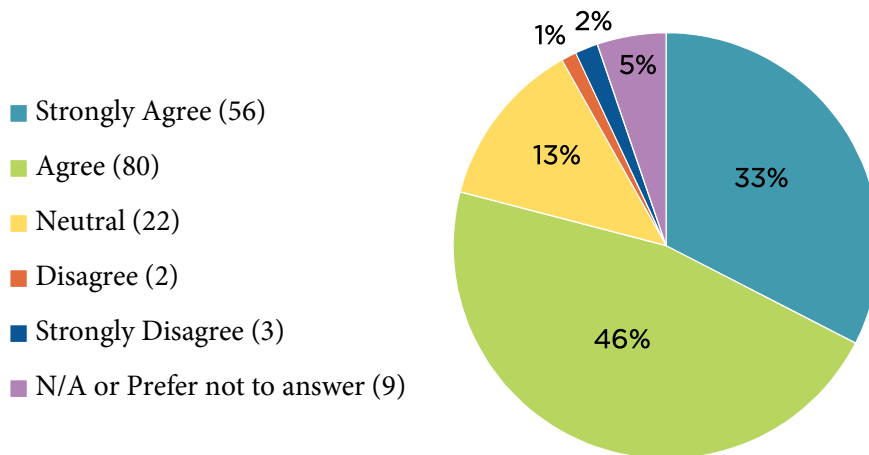


9) I feel safe at the TMHA programs I attend.

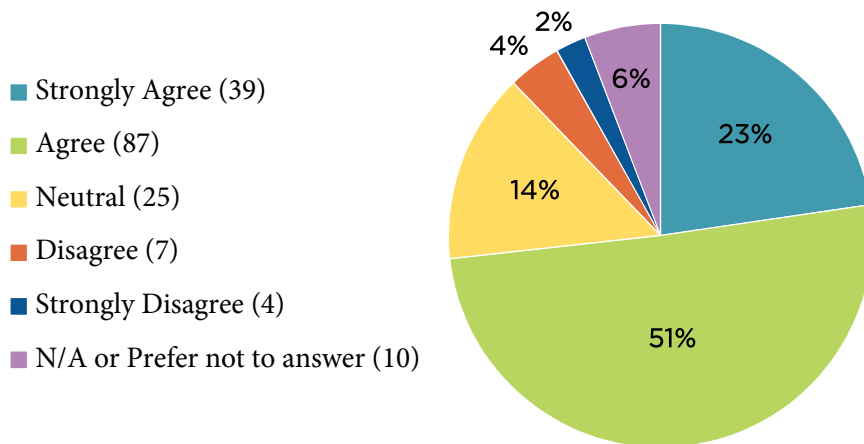


## As a direct result of services received from TMHA in the past year:

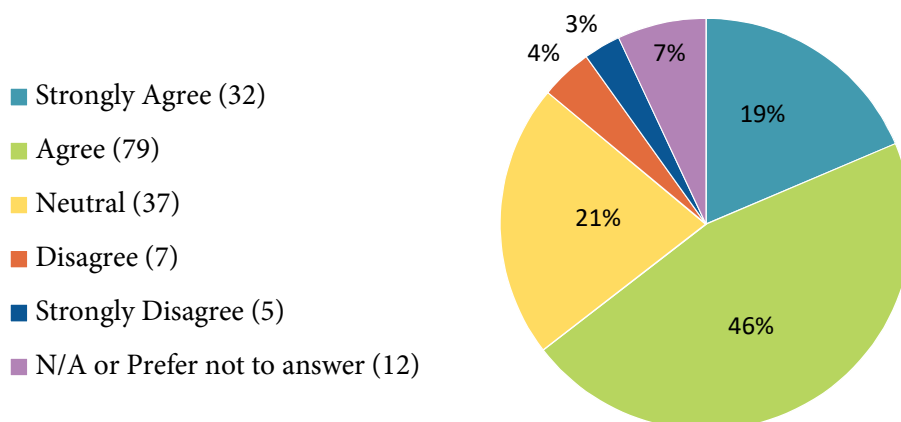
10) I am better able to manage my wellness and recovery.



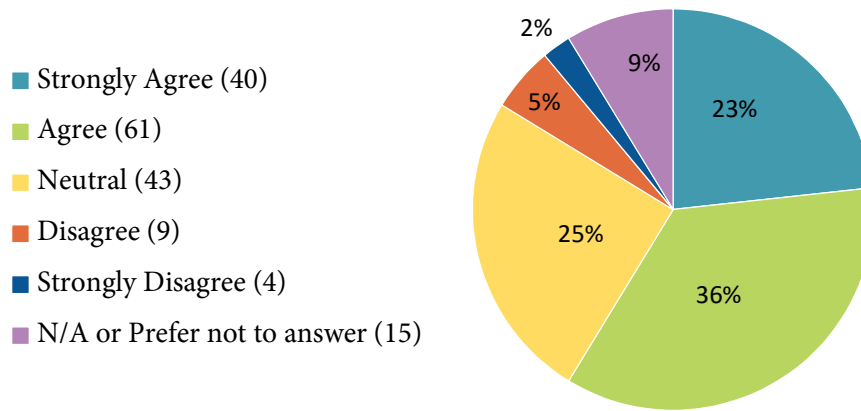
11) I deal more effectively with daily problems.



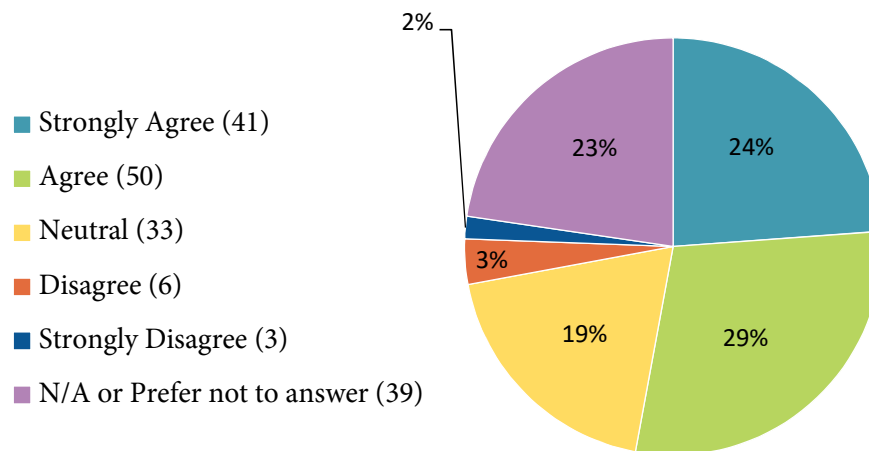
12) I deal more effectively with crisis situations.



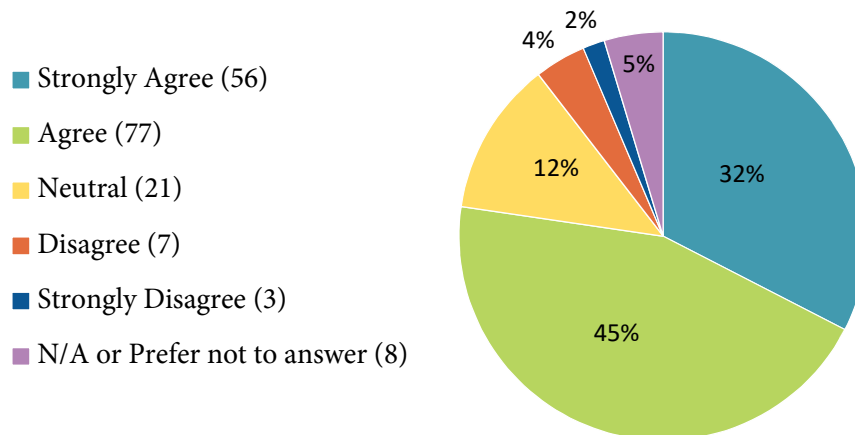
13) I get along better with my family/loved ones.



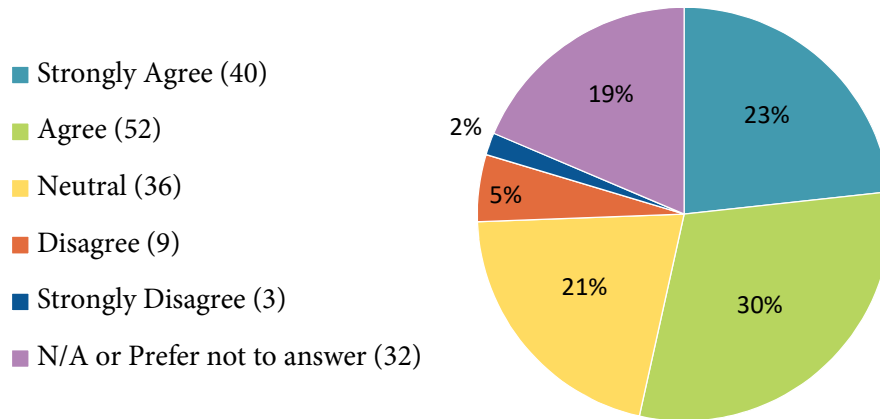
14) I do better in school, and/or volunteer settings.



15) The overall quality of my life has improved.



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



### **OPEN-ENDED QUESTIONS:**

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

It seems open, honest, and transparent

Gives me a chance to get out of the house and share activities

My groups make me feel secure

It works

They really care about my purpose.

They've helped me [de-stress]

Helpful and supportive

Wellness

Video call a behavior would like better services as group are all?

A lot

People, money, and food (shelter too)

The program has shown me a better way to live my life

I now work full time and I'm only on two psych meds, thanks T-MHA

Complete my own goals and dreams that I can compute

Consistency

They really care about you.

The help

The [T-MHA] programs are helping

All services.

They take each one client personally

I really loved the way the Supportive Employment [Program] helped me last year.

Convenient

Snacks

Smart, happy, energetic staff.

I like the medication [management] and the functions there (softball, etc.)

[Because] they are helpful getting me on track.

Everything. Just got back from women's lunch.

Prepare not to speak their language

It better enables me to cope with everyday life.

My job

They are beneficial

My wages and [Growing Grounds Farm II] staff tolerance

I like the programs, it really helps me talking about my illness

I feel staff have gone above and beyond to help.

Working

I enjoy getting outside and meeting people and doing healthy productive activities.

Learning

It's changed my life.

Staff are always willing to give support

[T-MHA] has helped me grow as a person

I like everything

Being healthy and feeling happy

The staff is the best, friendly, helpful, informed.

I love my temp job at Growing Grounds Nursery. The dual diagnosis program helps me immensely. SEP helped me get a job.

Help respect

Housing

Make first contact impressions. Part of me just feels like I don't belong anywhere...[T-MHA] staff make one feel important, welcome, and wanted.

The very availability of a rational approach to human difficulties as opposed to criminalization.

They are professional, dependent, and patient.

Great stepping stones

I like the Wellness Center.

Always available

[Life House] is always available

The people

The [attention] provided by [case manager] and help, assistance with [appointments]

[T-MHA] tries to help

[T-MHA] tries to help

The support [Life House] gives

They listen to me

[T-MHA] people in my life are more professional titles

Love the people, kindness, and support

Low pressure

I can always rely on their help

I feel like I have a strong support system

I like the help I get

We bring positive energy

Very satisfied with [T-MHA] assistance and services

Getting a place to live

Very satisfied with the services

They are good

Constant support and help

Housing and food resources

[Convenience]

Personal contact, separately and group

My case manager is willing to help me

[T-MHA] gave me a home when I needed one the most

Saved me from homelessness

[They're] awesome

Help me to overcome obstacles. Face upcoming week

The supportive, thoughtful feedback and assistance that I received. The field trips at the Wellness Centers out/in the community.

Everything

You guys are active in our care/supporting

I like it

Helped to build a better life

Be a part of community

The staff are friendly and work effectively to better your life situation

Housing and employment

I like John Byers

That it saved my life

They are always ready with information regarding services

Everyone is kind, caring, and willing to help us feel better.

They provide help with everyday problems and make you feel comfortable. [They] help out with food when I am hungry.

I like it [because] you guys are open to all that are here. You guys reach out to those and help them

The senior staff members are very sincere in [their] approaches toward the functions of the center.

They encourage you to stay sober and if [there] is a conflict to always use "I" statements. They have good support groups. Workers are great and a good place to be.

I enjoy the questions of how I would like to be greeted for the day.

I like the comradery and that we all get along.

I (Client name) WILL RECOMMEND THIS RECOVERY PROGRAM[.] IT HELPS WITH ALL AREAS IN LIFE FULLY SUPPORTED.

We are respected at all times! H2L is an intimate, uplifting, and encouraging community where everyone is treated equally and encouraged to grow and thrive! The staff and volunteers at H2L are open, generous, kind, and friendly, making for a healing and nurturing environment!

I like the progress I have made with using the services and programs.

The staff genuinely care about our mental and physical wellness.

I like the friendly people, the programs, and the free lunch.

I like the "one on one" involvement.

I like the openness and encouragement of the staff, and the variety of groups available to anyone in need.

Calendar groups, friends, and food

I like the empathy and care [the] staff have and show to the program members and other staff members. The unity and family feeling in this program is great. That will [help] everybody to recover and heal better and easily.

To begin with, the program gives you a place to go when [it's] cold or [too] hot [outside] plus a place to eat [and] use the [restroom] when the restaurant makes you use [a] code, you have [a] place to get some rest instead [of being at a] park or bench or at [a] bus stop or [lying] on the ground. You get great [staff] that understand your [needs].

Foodbank, previous Growing Grounds employee

[I] want to be able to do groups and join more of [their] events in the future.

Most of the staff, varied programs with client input built in, food bank, responsibility encouraged [through] daily "chores", field trips, opportunities to learn to bake, opportunities to learn basic computer skills, film club, dancing classes, "Journey of Hope", Growing Grounds class and organic produce

Keeps me from isolating.

The RLC food program, RLC computer lab, RLC lunch program.

[I] like about that service to be successful of [our] goal better as [improvement] processing. [I] like to think that service need[s] to be a great relationship open each other is [a] better way to be among as well. [I] think it is really no matter to be adult relationship to be around of our ability skill as great moral of our [service] goal. [I] feel began to be closer to them like a great among but however goal to be a great relationship of [service] of clients and staff to be good and great among need to pull each other to be closer as great [moral] or [motivation] skill needs as program as college of our need as [tutorial] or [their] life need to be improved education of [their] goal and relationship to be more come closer because we are alike to knowledge to be trust that service is more trust is greater

The services and programs I have received have helped with my mental health.

Judgment free environment.

This is an alcohol and drug free environment that allows me access to the internet.

The staff does their best to provide help and needed services.

Anxiety and depression group, hearing voices support group, yoga, crafts

All the services at the RLC

I like the support I receive.

I like my peers, support groups, walking for wellness and coffee with friends.

A wide variety.

It helps me to keep me from isolating myself [by] volunteering my time at the front desk, meeting new people, and socializing.

I feel good about the programs and assistance, and the ability to help others.

Staff has a lot of patience, [and the] staff treats everyone with respect.

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

Anything that has to do with music and the arts

Would like to see yoga on a different day. Would like a crochet leader, more leisure time activities. Hopefully become open on Monday.

More CH

Get what I want

[Cuesta] College (already got FAFSA)

Satisfied with the way [T-MHA] is!

More anger management classes and more weekend support groups please

Transportation, money, food, and housing

Computer class NO

Yes

Principles, virtues. Character values for success.

Yes, I'm thinking better

Everything's covered

Job prep, money management. How to maintain [without] getting in trouble.

More art therapy/easy yoga.

Need empowerment for clients

Disability aid, quiet waiting rooms

Therapy

More work days

Personal therapy

Phones

Employment

Help finding a job when my position at the farm is done.

More volunteer work

I don't think I qualify for any housing programs but whatever criteria that is excluding me... well I'd like to be inducted.

A strong community representation and availability.

House keeping

Return to house for activities

I can't think of anything else (I like meditation).

More support for women in crisis

More resource/community source info

More resource/community source info

I think that we need to bum the repair system and use a system with more effectiveness

Maybe sexual assault recovery programs

Housing, employment services

More art

[I] would like to go to school

More one on one counseling

Job training that transitions into employment

School, opportunity in the future

Job training

Sustainability courses – recycling, gardening, alternative exercise, counter bins.

Drug and Alcohol services

[Outpatient] services for substance

Educational stuff

Available social events

More hands on

Mental health

Get back to work program

More hours open during the day.

More computer classes. Variety of subjects other than how to use computer Ex: Like a summer school.

If counselors can come in.

Faxing and filing



Reading, games, dance, support groups

A journaling group, group outings, peer trainings, community events that invite the broader community into H2L, maybe some evening and weekend hours at H2L. Definitely, it would be helpful for the H2L community to have several paid part-time peer positions.

DOR I need to go there and computer classes.

Ending my homelessness would be a significant game changer. This alone would allow me to find work and end my derelict lifestyle.

Job referral

A program that would offer us help with paperwork that is challenging, for example: [filling] out forms required for welfare assistance, tax forms, housing forms, etc.

Bus pass

Better coordination of transportation services

[I] like to be successful of that service to be getting more a way to have fun and [active] motivation skill we can chat of our service to be more closer each other to have all processing we need way to knowledge of mental service and other program like that as a way branch of mental service to help us to knowledge of our mental does we have it [yes] it is more closer like that it is a great closer each other of trust

Free housing and hot meals.

Hot meals.

To have the services be conducive to the individual instead of a blanket system [where] every person is treated as children under the age of 10 years old

[I] attend groups that [I] enjoy

More counseling.

More part time work opportunities

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

Some groups could be larger

Getting more of what I want

Please help me find therapy and anger management outside my work schedule (M-F 8-4:30pm)

More housing needs for all

Wish they had more workers

Needs a group to walk (spelling hard to read)

Quieter waiting rooms, less switching out of doctors

Staff being more open

Being able to have a phone

I like the 3 hour shifts

I like to see [T-MHA] grow and be more included in the community ethic.

It would be nice if we could have cooking class again.

Service days (more)/better communication and more input from clients about changes to policy, instead of duplicate services, during week. Services on weekend.

Everything

Service days (more)/better communication and more input from clients about changes to policy, instead of duplicate services during week, and services on weekend.

Don't get me started

I prefer an older person to do assistance therapy that is outside the [T-MHA] program.

Being able to watch football on [S]undays. Open on weekends

Have the centers open on occasional weekends.

If we can do the scheduling with the groups a little different because some groups overlap each other.

It would be nice to have evening and weekend hours at H2L.

Open more days and more field trips.

Open more days of the week and [overnight] lodging would be nice.

I would like it if the basic computer class at RLC was at a different time than the growing grounds class.

[I] like to have it [successful] of night activation and program to be more closer each other of clients and staff to have us

to be as so much [motivation] and fun as club as all group to be a member or team yes we does but need more

More staff to run the center five days a week or weekends as well.

Longer hours and movie nights.

No just attitude towards the clients growth towards recovery

Classed in conversation

## Is there anything else you would like us to know?

What stuff is out there

I really appreciate the services provided

If you could monitor coming into the program doing drugs and drinking. You don't want to "Kit" people out!

Enjoy all the people, enjoy the food when we have some

16 and 23 are the same question

[T-MHA] is a great program. I would never have a home without [T-MHA] and all the great caring people that work in [T-MHA].

[Staff] at County Mental Health should stop doing counseling and [Staff member]. (the ATP staff not ATP/[T-MHA] higher up needs [de-escalation] training)

When can I move

Give a big hand to [T-MHA]

I have been coming to Hope House for years.

Hope [H]ouse has change[d] my life! I thank you [T-MHA] and CMH!

Jesus raised me from the dead

I'm so grateful for [T-MHA] & mental health services. Programs have changed my life for the better.

Thanks for operating this place.

I like to see [T-MHA] grow. Also to see a strong advocacy to decriminalize mental health to affect a strong presence and diversion from incarceration and other "[counterproductive]" approaches.

How much you are appreciated and SLO should be very grateful and helpful to

My acquaintances have turned into friends.

I know about TMM

More explanation of programs hard to figure out of involvement of programs

I can't fill this out because it gave me a panic attack due to negative experiences [with] services. You took away my case manager right when I needed one the most [with] no recourse. You refused to let me change providers from [my psychiatrist.] I'm being stone walled at every turn. I'm angry all the time. At least with county you know

they suck up front. I'm tired of being asked to trust you guys when you keep screwing me over. All stick no carrot

[T-MHA] has helped me have a life that I can describe as "Standing on my own two feet"

Just would like to get to services better

We need 1 bedroom apartments so we can learn to live on our own.

I love [T-MHA] thank you for improving my life

Sometimes I feel it's [too] good to be true.

I appreciate not being homeless anymore

I appreciate the wrap up around support I receive from my teams and [T-MHA] and I feel very fortunate to have these supports to assist me with my overall wellness

We are able to resolve our house problems effectively with the housemate issues

Very thankful for the help

The program is great/saved my life

Is it forever I never want to be homeless

I love you all! :-)

That I came here to Lompoc 10 years ago and have epilepsy. I receive social security disability. Got married and bought a trailer behind [the] high school. Moved in for 4 years and [it] burned down and [I] lost [\$26,000] and [am] living in [an] RV.

The Lompoc center has been a great source of support and positive strength in this community.

I've blossomed in the 1 ½ I have been here.

I have learned to open up [to] some people and learned to accommodate my skills.

[You're] awesome.

H2L is fabulous! Under the leadership and guidance of Sandy Rives, H2L is a shining example of a truly peer-led community where everyone is considered to be important, where everyone is encouraged to grow at his or her own pace, and where I may go to find a peaceful, nurturing, and healthy environment.

I am at the maximum usage of my medication, but I need more.

I am grateful for the kindness of the staff, peers, and free meals three days a week!

I live in very stressful circumstances and have major medical problems.

Staff at the SM RLC is A+++ , they listen and have helped me so much! I love coming to program and knowing that I'm totally accepted here.

[I] like all of you to know that is so wonderful this service as well it is really closer as bit as good each other of education support to have us skill to be trust each other of knowledge is great

Helping Hands has helped me with my mental health, and the people at the center feel like family to me.

Better screening of clients and input on whether a new person should be allowed in the facility. The concern is if prior violent behavior is known.

The staff does a good job.

The services at [S]anta [M]aria RLC is a wonderful place[.] The staff are excellent[.] Supportive services is also a good service for recovery needs

[T]his is my pet [peeve] and other members will not speak out because they feel retribution might happen if they speak out.

You're doing a great job!

I'm learning how to make ice cream and flavored water