

Survey Questions with Associated Domains

Access

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

Staff were willing to see me as often as I felt it was necessary.

Staff returned my call in 24 hours.

Services were available at times that were good for me.

I was able to get all the services I thought I needed.

I was able to see a psychiatrist when I wanted to.

Quality and Appropriateness of Services

Staff here believe that I can grow, change and recover.

I felt free to complain.

I was given information about my rights.

Staff encouraged me to take responsibility for how I live my life.

Staff told me what side effects to watch out for.

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

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

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

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

Outcomes

I deal more effectively with daily problems.

I am better able to control my life.

I am better able to deal with crisis.

I am getting along better with my family.

I do better in social situations.

I do better in school and/or work.

My housing situation has improved.

Overall Satisfaction

I like the services that I received here.

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

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

Functioning

I do things that are more meaningful to me.

I am better able to take care of my needs.

I am better able to handle things when they go wrong.

I am better able to do things that I want to do.

My symptoms are not bothering me as much.*

Social Connectedness

I am happy with the friendships I have.

I have people with whom I can do enjoyable things.

I feel I belong in my community.

In a crisis, I would have the support I need from family or friends.

*This question is used in two domains.