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| **Service Opinions** |
| 1. I like the services that I received at my agency | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 2. If I had other choices, I would still get services from my agency | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 3. I would recommend my agency to a friend or family member | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 5. Staff were willing to see me as often as I felt it was necessary | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 6.Staff returned my call in 24 hours | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 7. Services were available at times that were good for me | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 8. I was able to get all the services I thought I needed | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 9. I was able to see a psychiatrist when I wanted to | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 10. Staff believe that I can grow, change and recover | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 11. I felt comfortable asking questions about my service and medication | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 12. I felt free to complain | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 13.I was given information about my rights | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 14.Staff encouraged me to take responsibility for how I live my life | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 15. Staff told me what side effects to watch out for | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 16. Staff respected my wishes about who is and who is not to be given information about my service | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 17. I, not staff, decided my service goals | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.) | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| **As a direct result of the services I received:** |
| 21. I deal more effectively with daily problems | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 22. I am better able to control my life | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 23. I am better able to deal with crisis | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 24. I am getting along better with my family | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 25. I do better in social situations | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 26. I do better in school and/or work | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 27. My housing situation has improved | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 28. My symptoms are not bothering me as much | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 29. I do things that are more meaningful to me | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 30. I am better able to take care of my needs | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 31. I am better able to handle things when they go wrong | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 32. I am better able to do things that I want to do | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| **Please answer the following statements about individuals other than your provider.** |
| 33. I am happy with the friendships I have | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 34. I have people with whom I can do enjoyable things | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 35. I feel I belong in my community. | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| 36. In a crisis, I would have the support I need from family or friends. | 1= Strongly Disagree2= Disagree3= Neutral4= Agree5=Strongly Agree9= Does Not Apply/Missing | Answer: |
| **Please answer the following questions to let us know how you are doing.** |
| 37. Are you still getting mental health services? | 1=No 2=Yes | Answer: |
| 38. Were you arrested during the past year? | 1=No 2=Yes | Answer: |
| 39. Were you arrested during the 12 months prior to that? | 1=No 2=Yes | Answer: |
| 40. Over the past year, have your encounters with the police: | 1= Increased2= Stayed the Same3= Been reduced. I haven’t been arrested, hassled by the police, taken by police to a shelter or crisis program.4 = Not applicable. No police encounters this year or last.9= Missing | Answer: |