

# ABINGTON PEER RESOURCE CENTER

## \*7 PARTICIPANTS

\*Approximately 12-15 people attend daily

### DEMOGRAPHICS:

#### Q1 Age

18-25 .....	0
26-35 .....	3
36-45 .....	2
46-55 .....	1
55+ .....	1

#### Q2 Gender

Male .....	1
Female .....	6

### OVERALL SUMMARY:

- There is high satisfaction with the Abington Peer Resource Center.
- Six of the participants feel the center is in a good place.
- Two of the participants prefer the Peer Resource Center model over the Drop-In Center model.
- Five of the participants feel they get connected to the resources they need “Most of the time”. Two of the participants feel they get connected to the resources they need “Sometimes”.
- Five of the customers responded that they are asked for input on the types of groups that are available “Most of the time”.
- Six of the participants like the groups that are available to them at the Peer Resource Center.
- Participants say that the most helpful resources are the help from staff, the groups, and being able to socialize.
- Customers commented that more consumer participation would make the Peer Resource better.
- All of the customers surveyed attend the Peer Resource Center 3-5 days.
- Six people stated that the most common means to get to the Peer Resource Center is by public transportation, a family or friend drops them off, or they drive themselves. One person walks here.

**HIGHLIGHTED QUESTIONS:**

**Q4 Do you enjoy being here when you come?**  
*Most of the time* ..... 7  
*Sometimes* ..... 0  
*Rarely* ..... 0  
*I don't know* ..... 0  
*Non Applicable* ..... 0

**Q6 Do you feel that this is a place to help you get the resources that you need to get connected to the community?**  
*Most of the time* ..... 5  
*Sometimes* ..... 2  
*Rarely* ..... 0  
*I don't know* ..... 0  
*Non Applicable* ..... 0

**Q8 Do you feel you have enough information about the resources that are available?**  
*Most of the time* ..... 6  
*Sometimes* ..... 1  
*Rarely* ..... 0  
*I don't know* ..... 0  
*Non Applicable* ..... 0

**Q13 Please rate the amount of time you have at the Peer Resource Center to:**

	<i>Not enough time</i>	<i>Just right</i>	<i>Too much time</i>	<i>I don't know</i>	<i>Non Applicable</i>
Socialize with peers	1	6	0	0	0
Participate in groups	1	5	0	1	0
Get the resources you need	0	6	0	0	0

**Q17 Do you feel staff are knowledgeable about the resources that are available?**  
*Most of the staff* ..... 6  
*Some of the staff* ..... 1  
*None of the staff* ..... 0  
*I don't know* ..... 0  
*Non Applicable* ..... 0

**Q20 What qualities do you think a staff person at a Peer Resource Center should have?**

	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>I don't know</i>
<b>A Understanding of mental illness</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>B Friendliness</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>C Enthusiasm</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D Encouragement</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>E Kindness</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>F Respect for feelings</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>G Courteousness</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>H Politeness</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>I Knowledge of resources</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>J Conflict Resolution skills</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>K Other?</b>				

**Q22 Does the staff have separate bathrooms from the customers?**

*Yes* ..... 6  
*No* ..... 0  
*I don't know* ..... 1

**Q25 What are the most helpful resources available to you at the Peer Resource Center?**

- 1: Staff. The groups here.
- 2: The computer
- 3: Getting a tutor in mathematics. Socialization.
- 4: Learning resources
- 5: The staff and consumers.
- 6: Staff
- 7: Computers, support groups.

**Q26 What other resources would be helpful at the Peer Resource Center?**

- 1: I don't know
- 2: Nothing.
- 3: I don't know
- 4: Being able to connect with a social worker. Having help with a roommate and housing.
- 5: More activity
- 6: I am happy with everything

# CST OBSERVATIONS

## Safety

**Q33 Please list any safety concerns:**

- 1: None
- 2: Has two fire exits
- 3: None
- 4: No

## Environment

**Q34**

	<i>Very Good</i>	<i>Good</i>	<i>Adequate</i>	<i>Poor</i>	<i>Very Poor</i>	<i>N/A</i>
Clean	1	3	1	1	0	0
Comfy, usable furniture	2	2	2	0	0	0
Relaxed	1	4	1	0	0	0
Welcoming	1	2	2	1	0	0

**Q35 Other comments or concerns**

- 1: Library has lots of books, t.v., computers, stereo, movies for the DVD player. They have a pool table and soda machine. Coffee here and snacks all the time. Magazines in nice large magazine stand.
- 2: Bathroom said "Men's Bathroom" needed key also. No paper towels in bathroom and the toilet bowl was messy.
- 3: It needs more pictures on the wall. It needs a porch where customers can sit outside. Needs a quiet room for reading.
- 4: The floors are dirty. The kitchen is dirty. They need to keep it clean.
- 5: It needs a covered area for smokers.