

AGGREGATE PEER RESOURCE CENTER REPORT

59 PARTICIPANTS

Site

<i>Lansdale</i>	11
<i>Norristown</i>	16
<i>Pottstown</i>	16
<i>Abington</i>	7
<i>Bryn Mawr</i>	9

DEMOGRAPHICS:

Q1 Age

<i>18-25</i>	10%
<i>26-35</i>	20%
<i>36-45</i>	24%
<i>46-55</i>	31%
<i>55+</i>	14%

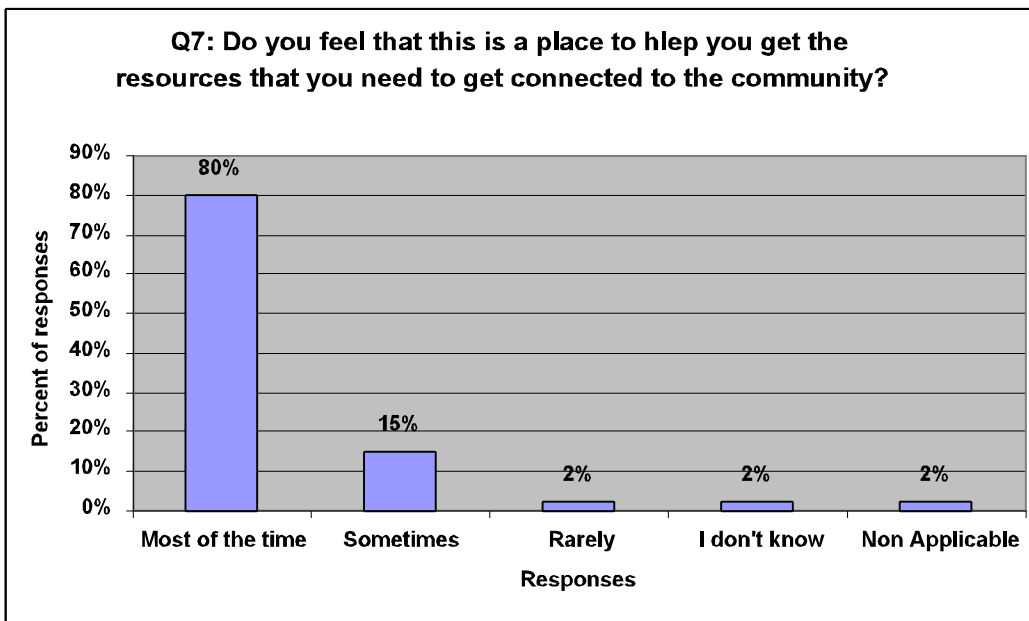
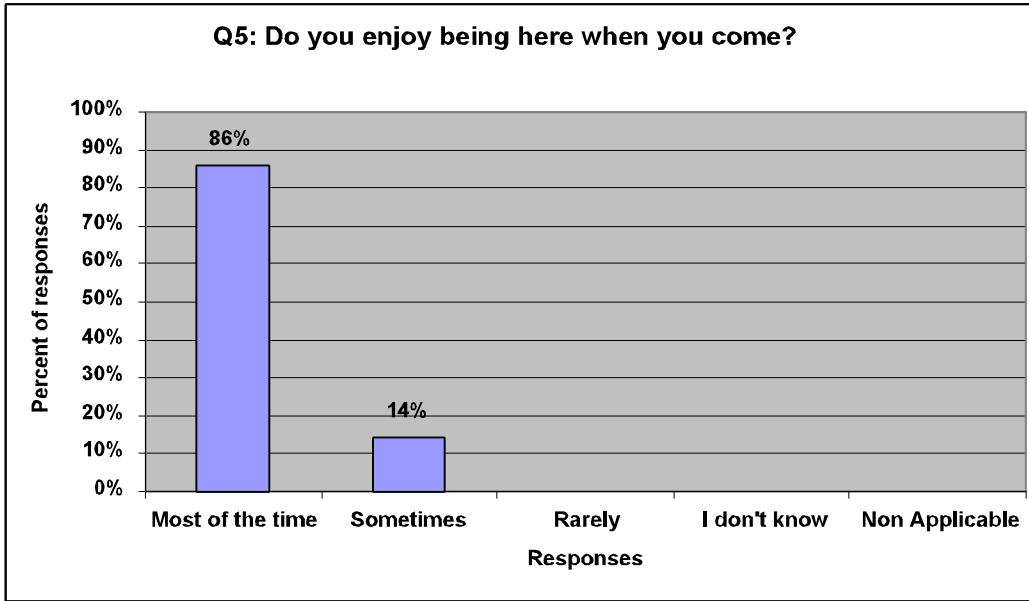
Q2 Gender

<i>Male</i>	64%
<i>Female</i>	34%

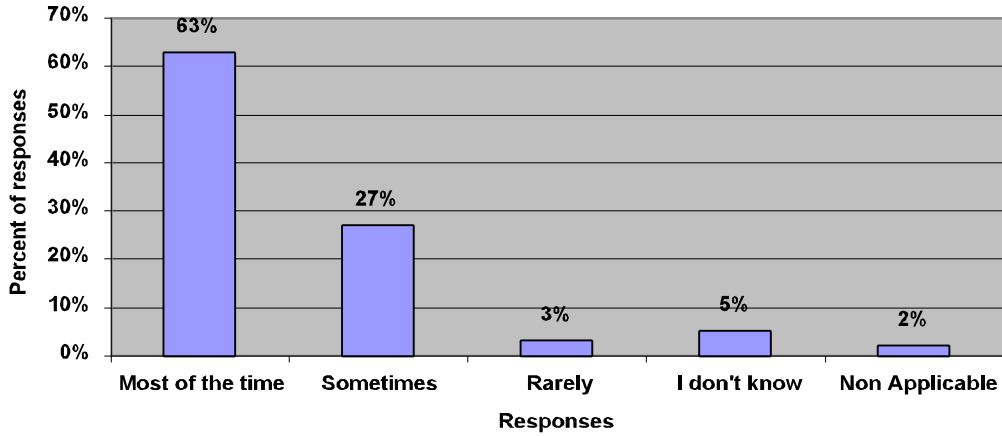
OVERALL SUMMARY:

- There is high satisfaction with the Peer Resource Centers.
- 90% of the participants feel the center is in a good place.
- 54% of the participants prefer the Peer Resource Center model over the Drop-In Center model.
- 68% of the participants feel they get connected to the resources they need “Most of the time”, 25% of the participants feel they get connected to the resources they need “Sometimes”, and 2% replied “Rarely”.
- 54% of the customers responded that they are asked for input on the types of groups that are available “Most of the time”, 24% replied “Sometimes”, and 15% replied “Rarely”.
- Participants stated that the most helpful resources are: computers, groups, staff, and peers.
- Customers expressed a desire for the Centers being open 7 days a week.
- According to CST staff’s comments, at least two Peer Resource Centers are not accessible for people with physical disabilities.

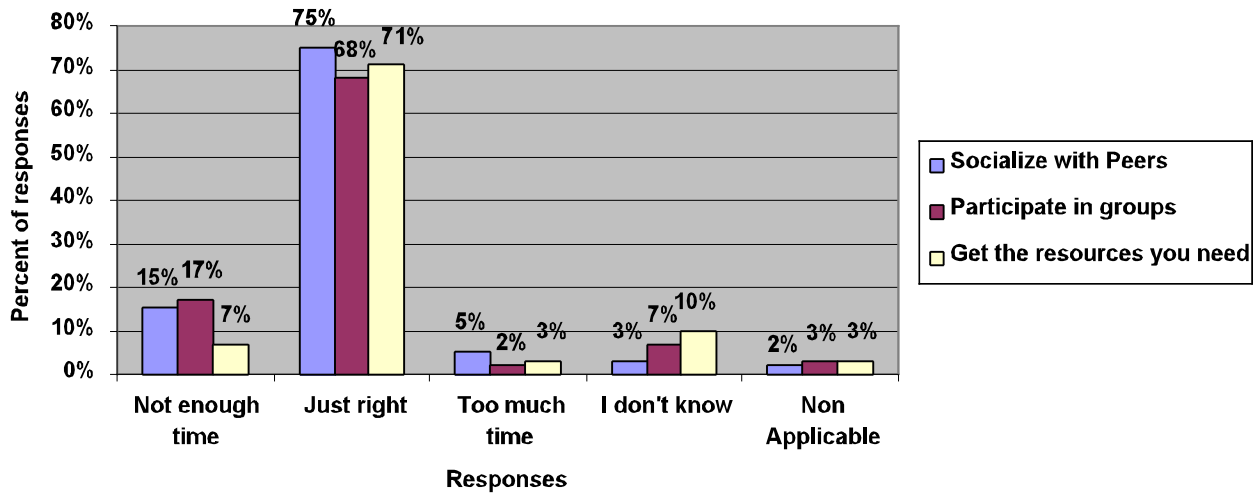
HIGHLIGHTED QUESTIONS:



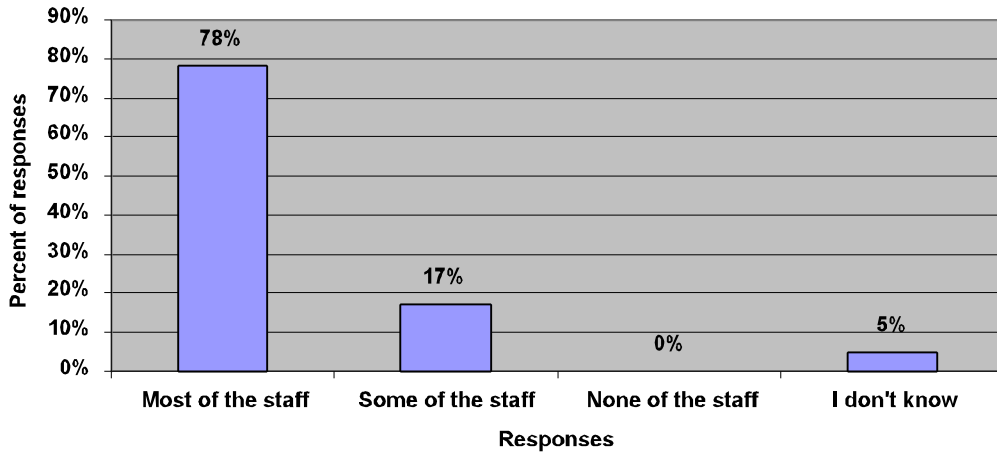
Q9: Do you feel you have enough information about the resources that are available?



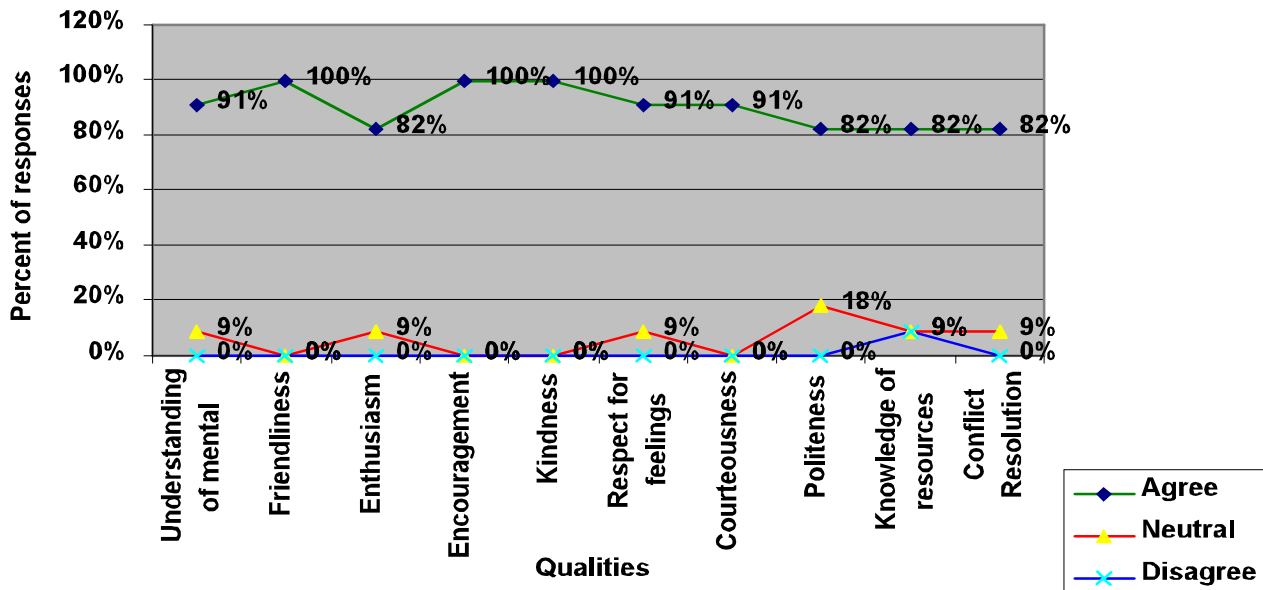
Q14: Please rate the amount of time you have at the Peer Resource Center to:



Q18: Do you feel staff are knowledgeable about the resources that are available?



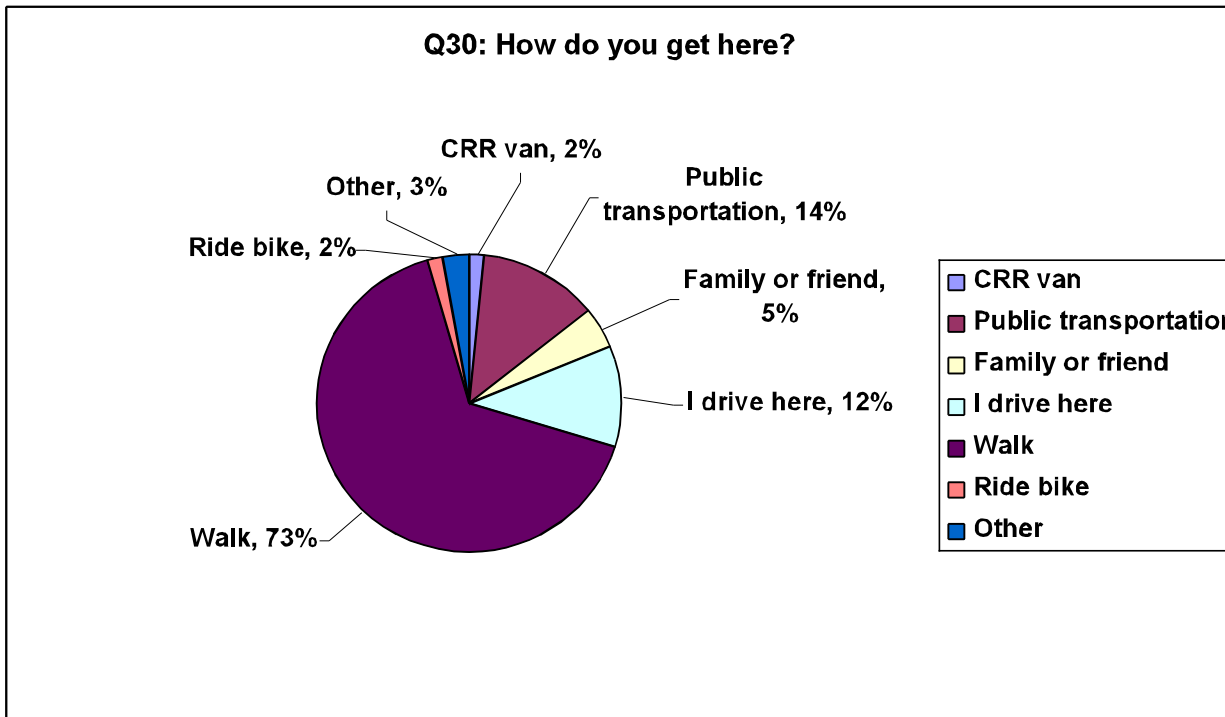
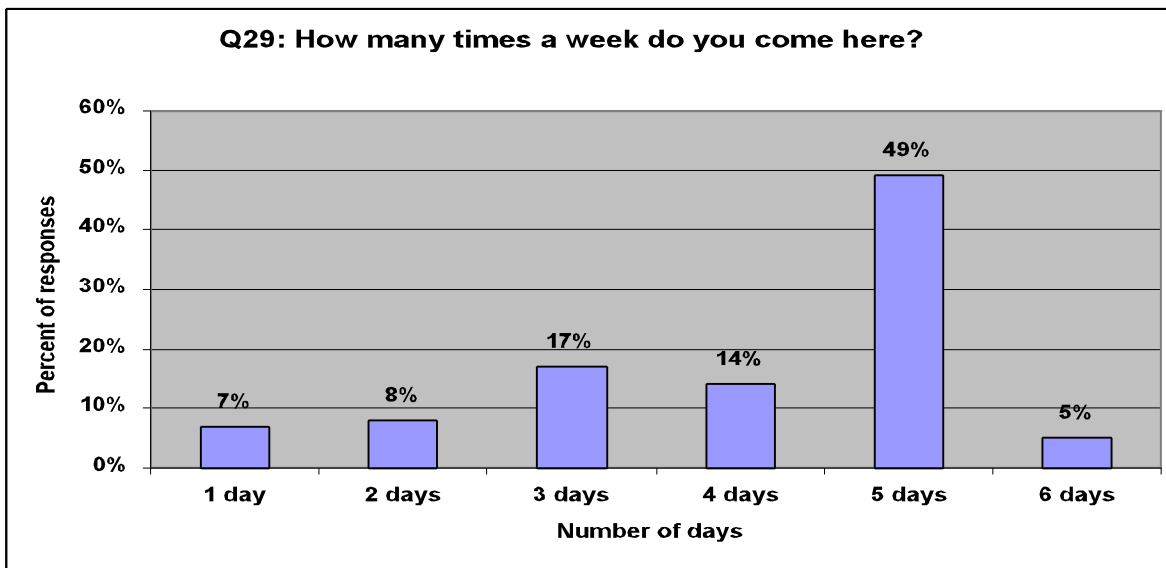
Q21: What qualities do you think a staff person at a Peer Resource Center should have?



Other:

- 1: Knowledge of people who are here. Definitely conflict resolution skills.
- 2: None I can think of
- 3: Staff just mingle with themselves, when you try to talk they interrupt you.
- 4: Enticing.
- 5: Have none.
- 6: Communication.
- 7: Personal help.
- 8: No overall understanding
- 9: Talking one on one. Take time with people.
- 10: Everybody do what their supposed to do.
- 11: Readily approachable

12: Informed more in the community



Other:

- 1: I get a ride from my boyfriend
- 2: BCT van provided by medical assistance

Q27 What other resources would be helpful at the Peer Resource Center?

- 1: I'm just glad they're here.
- 2: Make it bigger.
- 3: Do not know.
- 4: More computer, because everybody fights over the one that we have.
- 5: If it were a little bigger.
- 6: One to one counseling.
- 7: To have more snacks needed display
- 8: Maybe have arts & crafts.
- 9: Sanitize stuff more, which they do.
- 10: I don't think how to make it better except, what I said in previous Question.
- 11: Stay open 7 days a week.
- 12: Let it open 7 days a week.
- 13: Open 7 days a week for people who really need it.
- 14: Staying open 7 days a week.
- 15: It's great now.
- 16: 7 days a week
- 17: Open 7 days a week
- 18: More time
- 19: Open 7 days a week and lunches.
- 20: Be open 2 extra days to get more information for my age group.
- 21: Open 7 days.
- 22: I don't know
- 23: More people to hang out with.
- 24: Open 7 days a week.
- 25: Nothing. They're just the way they are.
- 26: None
- 27: I guess crutches
- 28: It's running to its best ability now.
- 29: A little more Staff
- 30: Trips to zoo or museum
- 31: If they have video games.
- 32: Computer classes
- 33: Enough people
- 34: Everybody keeping the respect they have now
- 35: Classes, an education classes. Staff come on at a certain days to teach.
- 36: Same
- 37: If they were insured to take customers on field trips. Bowling, restaurant and movies, etc.
- 38: Nothing new could make this place better at all.
- 39: Better more educational groups.
- 40: I'm more inclined to say, bringing more skilled people in.
- 41: Everything is fine.
- 42: If everybody can attend groups.
- 43: It's already better.
- 44: I can't think of anything.
- 45: I don't have an answer.
- 46: More customer participation
- 47: Smiles for all customers and staff.
- 48: More activities, inviting other consumers in, more activities outside.
- 49: More peers
- 50: If we could cook here.

CST OBSERVATIONS

Safety

Q34 Please list any safety concerns:

- | | | | |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------------------|
| 1: | There was ice outside. | 12: | None |
| 2: | There is a step down into the facility. | 13: | None |
| | Wheel chair access? | 14: | None |
| 3: | There is no wheelchair access into the building. There is a step down, and the bathroom doors are very narrow. A wheelchair could not fit in any of the doorways. | 15: | None |
| 4: | None | 16: | None |
| 5: | The horrible smell when we entered center. The throw rug really, really stinks. | 17: | None |
| 6: | Germs breathed in from the odor of the carpet. | 18: | None |
| 7: | Good. | 19: | Roof needs to be fixed it leaks. |
| 8: | None | 20: | None |
| 9: | The center itself was quiet and customers were very eager to participate in answering the questions. | 21: | It is not handicapped accessible |
| 10: | Lobby seemed crowded with sofas and might be a problem exiting in an emergency. I suppose that is necessary for all the members that attend. | 22: | None |
| 11: | None | 23: | Has two fire exits |
| | | 24: | None |

Environment

Q35

	<i>Very Good</i>	<i>Good</i>	<i>Adequate</i>	<i>Poor</i>	<i>Very Poor</i>	<i>N/A</i>
Clean	17	6	12	4	0	0
Comfy, usable furniture	14	10	11	0	0	0
Relaxed	13	12	10	0	0	0
Welcoming	12	10	12	1	0	0

Q36 Other comments or concerns

- 1: They don't have any groups. People do do art work. It is mostly for socializing.
- 2: Director/contact person was very nice & welcoming. Very respectful. All staff seemed respectful.
- 3: The director said the resource center is more used to hang out & socialize.
- 4: Rug, floor need to be cleaned, washed to make it look better.
- 5: The carpet at the entrance smells. The floor is a little dirty. Not enough room to move around.
- 6: The resource center. rooms are a bit small, I can't imagine coming 5 or 6 days a week to sit & find resources in such a small tightly building.
- 7: Phone calls, can they make any?
- 8: Kitchen needs to be cleaned up. It is a little cluttered.
- 9: Ok
- 10: There's no trouble here at all
- 11: Nice environment, treated with kindness.
- 12: Need paper towel in bathroom so people can wash their hands after using the bathroom
- 13: (NAME) needs glasses and an eye exam and would like Norristown Library council.
- 14: Very comfy and clean two exits. Spacious. Very nice atmosphere-magazines, movie was on at time, computers pool table. There is a fire alarm and a smoke detector. A lot of light coming in window and lights inside. Pictures on walls. Nice desk area two separate rows of real looking flowers.
- 15: The ceiling is leaking. The place is quiet.
- 16: The seat could be a little more better to get in
- 17: Get people to talk in groups about themselves and problems by studying mental illness and its effects on the meds and treatment.
- 18: The Director was upset that (NAME) the Staff did not tell her we were here. Most people filled out the surveys on their own. It was very bright and clean.
- 19: 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.
- 20: Bathroom said "Men's Bathroom" needed key also. No paper towels in bathroom and the toilet bowl was messy.
- 21: It needs more pictures on the wall. It needs a porch where customers can sit outside. Needs a quiet room for reading.
- 22: The floors are dirty. The kitchen is dirty. They need to keep it clean.
- 23: AGGREGATE PEER RESOURCE CENTER REPORT.doc: It needs a covered area for smokers.