

# BRYN MAWR PEER RESOURCE CENTER

## \*9 PARTICIPANTS

\*Approximately 10-15 people attend daily

### DEMOGRAPHICS:

#### Q1 Age

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

#### Q2 Gender

Male .....	9
Female .....	0

### OVERALL SUMMARY:

- There is moderate to high satisfaction with the Bryn Mawr Peer Resource Center.
- Eight of the participants feel the center is in a good place.
- Four of the participants prefer the Peer Resource Center model over the Drop-In Center model.
- Two of the participants feel they get connected to the resources they need “Most of the time”. Six of the participants feel they get connected to the resources they need “Sometimes”.
- Three of the customers responded that they are asked for input on the types of groups that are available “Most of the time”.
- Four 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 groups, the opportunity to connect with people, and the help from staff.
- Customers report that there are groups that a person is required to attend in order to be at this Peer Resource Center.
- CST staff reported that the site is not handicap accessible.
- Most of the customers filled out the surveys on their own.
- The majority of customers surveyed attend the Peer Resource Center is 1-3 days.
- 7 people stated that the most common means to get to the Peer Resource Center is by walking. 1 person takes public transportation and 1 person drives himself.

**HIGHLIGHTED QUESTIONS:**

**Q4 Do you enjoy being here when you come?**  
*Most of the time* ..... 8  
*Sometimes* ..... 1  
*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* ..... 6  
*Sometimes* ..... 2  
*Rarely* ..... 0  
*I don't know* ..... 1  
*Non Applicable* ..... 0

**Q8 Do you feel you have enough information about the resources that are available?**  
*Most of the time* ..... 3  
*Sometimes* ..... 4  
*Rarely* ..... 0  
*I don't know* ..... 2  
*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	1	1	0
Participate in groups	2	4	0	2	0
Get the resources you need	3	3	0	1	0

**Q17 Do you feel staff are knowledgeable about the resources that are available?**  
*Most of the staff* ..... 4  
*Some of the staff* ..... 3  
*None of the staff* ..... 0  
*I don't know* ..... 2  
*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</b> Understanding of mental illness	7	0	0	2
<b>B</b> Friendliness	8	0	0	1
<b>C</b> Enthusiasm	6	2	0	1
<b>D</b> Encouragement	7	1	0	1
<b>E</b> Kindness	8	0	0	1
<b>F</b> Respect for feelings	6	2	0	1
<b>G</b> Courteousness	8	0	0	1
<b>H</b> Politeness	8	0	0	1
<b>I</b> Knowledge of resources	6	1	1	1
<b>J</b> Conflict Resolution skills	4	3	0	2
<b>K</b> Other?				

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

- 1: When I come here and have a conversation with people. When you don't go to groups and you want to talk to people they don't like that.
- 2: Computers directive
- 3: The groups that we have with the help of the Staff
- 4: Staff interview and groups
- 5: The Staff and the computers create a good atmosphere.
- 6: People to talk to
- 7: Helping me find a place to live.
- 8: Able to connect with people at different age levels.
- 9: Helps people get jobs. Staff has been very helpful.

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

- 1: Staff was planning to go to shore and couldn't go because of insurance reasons. That's not right I didn't like that. They should be insured.
- 2: Having our move stuff that we could get along with.
- 3: Psychology, drug education, anger management, overeating, development, study of mental illness.
- 4: Management of people with better skills could create a good skill for people who come here a friendly and necessary living condition for them.
- 5: More Staff
- 6: Something to eat and some place to sleep.
- 7: Not fine.
- 8: Everything is open mindedness and open discussion.

# CST OBSERVATIONS

## Safety

**Q33 Please list any safety concerns:**

- 1: None
- 2: Roof needs to be fixed it leaks.
- 3: None
- 4: It is not handicapped accessible

## Environment

**Q34**

	<i>Very Good</i>	<i>Good</i>	<i>Adequate</i>	<i>Poor</i>	<i>Very Poor</i>	<i>N/A</i>
Clean	4	2	1	0	0	0
Comfy, usable furniture	5	1	1	0	0	0
Relaxed	5	0	2	0	0	0
Welcoming	3	1	3	0	0	0

**Q35 Other comments or concerns**

- 1: 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.
- 2: The ceiling is leaking. The place is quiet.
- 3: The seat could be a little more better to get in
- 4: Get people to talk in groups about themselves and problems by studying mental illness and its effects on the meds and treatment.
- 5: The (NAME) 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.