

LANSDALE PEER RESOURCE CENTER

*11 PARTICIPANTS

*Approximately 10-20 people attend daily

DEMOGRAPHICS:

Q1 Age		
18-25		36%
26-35		0%
36-45		9%
46-55		27%
55+		27%
Q2 Gender		
Male		73%
Female		27%

OVERALL SUMMARY:

- There is high satisfaction with the Lansdale Peer Resource Center.
- 91% of the participants feel the center is in a good place.
- 45% of the participants prefer the Peer Resource Center model over the Drop-In Center model.
- 91% of the participants feel they get connected to the resources they need.
- Participants stated that the most helpful resource at this facility is the computers, but they also stated that more computers are needed.
- Customers expressed the need for a bigger facility.
- CST staff commented on the center being inaccessible for people with physical disabilities.
- CST staff commented on a bad odor of the facility, especially when they first walked in.
- 73% of the participants go the Peer Resource Center 3 days or more.
- 55% stated that the most common means to get to the Peer Resource Center is by walking. 18% take public transportation, 18% drive themselves, 9% take a CRR van, and 9% get dropped off by a family member or a friend.

HIGHLIGHTED QUESTIONS:

Q4 Do you enjoy being here when you come?

Most of the time 91%
Sometimes 9%
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 64%
Sometimes 36%
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 55%
Sometimes 27%
Rarely 9%
I don't know 9%
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	0%	82%	9%	9%	0%
Participate in groups	27%	55%	0%	9%	9%
Get the resources you need	0%	64%	18%	18%	0%

Q17 Do you feel staff are knowledgeable about the resources that are available?

Most of the staff 82%
Some of the staff 9%
None of the staff 0%
I don't know 9%
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>
A Understanding of mental illness	91%	9%	0%	0%
B Friendliness	100%	0%	0%	0%
C Enthusiasm	82%	9%	0%	9%
D Encouragement	100%	0%	0%	0%
E Kindness	100%	0%	0%	0%
F Respect for feelings	91%	9%	0%	0%
G Courteousness	91%	0%	0%	9%
H Politeness	82%	18%	0%	0%
I Knowledge of resources	82%	9%	9%	0%
J Conflict Resolution skills	82%	9%	0%	9%
K 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.

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

- 1: It is a place to come to do something.
- 2: How to connect lol - other people.
- 3: Conversation with peers & staff
- 4: The staff.
- 5: Computers.
- 6: I don't think any, yeah computers.
- 7: Computer, printer and xerox machines. Saying hello to people.
- 8: This place is pretty liberal to my needs.
- 9: Computers, use of telephones, groups, staff input.
- 10: Computer, coffee, snacks.
- 11: Computer, blood pressure, chest, by nurse, groups.

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

- 1: More earlier time opened. More days opened.
- 2: How to find jobs - help get jobs.
- 3: Person who might know about trains & buses - transportation.
- 4: Do not know.
- 5: I do not know.
- 6: I can't really think of any. Maybe a T.V. in here in computer room.
- 7: Not really one to one counseling here, not that I know of.
- 8: More musical with a guitar.
- 9: When here more helpful. When one on one, good parties they should have here more often. It would bring more people in.
- 10: Helping homeless people find shelter.

CST OBSERVATIONS

Safety

Q33 Please list any safety concerns:

- 1: There was ice outside.
- 2: There is a step down into the facility. Wheel chair access?
- 3: The horrible smell when we entered center. The throw rug really, really stinks.
- 4: Germs breathed in from the odor of the carpet.
- 5: 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.

Environment

Q34

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

Q35 Other comments or concerns

- 1: They don't have and group 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 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 and find resources in such a small tightly bldg.
- 7: Phone calls, can they make any?
- 8: Kitchen needs to be cleaned up. It is a little cluttered.