

# NORRISTOWN PEER RESOURCE CENTER

## \*16 PARTICIPANTS

\*Approximately 10-15 people attend daily

### DEMOGRAPHICS:

#### Q1 Age

|             |     |
|-------------|-----|
| 18-25 ..... | 0%  |
| 26-35 ..... | 19% |
| 36-45 ..... | 25% |
| 46-55 ..... | 38% |
| 55+ .....   | 13% |

#### Q2 Gender

|              |     |
|--------------|-----|
| Male .....   | 56% |
| Female ..... | 38% |

### OVERALL SUMMARY:

- **There is high satisfaction with the Norristown Peer Resource Center.**
- **94% of the participants feel the center is in a good place.**
- **63% of the participants prefer the Peer Resource Center model over the Drop-In Center model.**
- **63% of the participants feel they get connected to the resources they need.**
- **44% of the customers responded that they are asked for input on the types of groups that are available “most of the time”.**
- **56% of the participants like the groups that are available to them at the Peer Resource Center.**
- **Participants stated that the most helpful resources were the computers, groups, and telephones.**
- **Customers expressed the desire to have the center open 7 days a week, and also more resources on locations of shelters.**
- **CST staff highly rated the environment of the center.**
- **64% of the participants go the Peer Resource Center 3 days or more.**
- **81% stated that the most common means to get to the Peer Resource Center is by walking. 13% take public transportation and 6% drive themselves.**

**HIGHLIGHTED QUESTIONS:**

**Q4 Do you enjoy being here when you come?**

*Most of the time* ..... 88%  
*Sometimes* ..... 13%  
*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* ..... 88%  
*Sometimes* ..... 6%  
*Rarely* ..... 0%  
*I don't know* ..... 0%  
*Non Applicable* ..... 6%

**Q8 Do you feel you have enough information about the resources that are available?**

*Most of the time* ..... 56%  
*Sometimes* ..... 31%  
*Rarely* ..... 6%  
*I don't know* ..... 0%  
*Non Applicable* ..... 6%

**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       | 19%                    | 75%               | 6%                   | 0%                  | 0%                    |
| Participate in groups      | 19%                    | 69%               | 0%                   | 0%                  | 6%                    |
| Get the resources you need | 6%                     | 69%               | 0%                   | 19%                 | 6%                    |

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

*Most of the staff* ..... 75%  
*Some of the staff* ..... 25%  
*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>94%</b>   | <b>0%</b>      | <b>6%</b>       | <b>0%</b>           |
| <b>B Friendliness</b>                    | <b>94%</b>   | <b>0%</b>      | <b>6%</b>       | <b>0%</b>           |
| <b>C Enthusiasm</b>                      | <b>81%</b>   | <b>6%</b>      | <b>0%</b>       | <b>6%</b>           |
| <b>D Encouragement</b>                   | <b>88%</b>   | <b>13%</b>     | <b>0%</b>       | <b>0%</b>           |
| <b>E Kindness</b>                        | <b>100%</b>  | <b>0%</b>      | <b>0%</b>       | <b>0%</b>           |
| <b>F Respect for feelings</b>            | <b>88%</b>   | <b>6%</b>      | <b>0%</b>       | <b>6%</b>           |
| <b>G Courteousness</b>                   | <b>94%</b>   | <b>6%</b>      | <b>0%</b>       | <b>0%</b>           |
| <b>H Politeness</b>                      | <b>88%</b>   | <b>13%</b>     | <b>0%</b>       | <b>0%</b>           |
| <b>I Knowledge of resources</b>          | <b>94%</b>   | <b>6%</b>      | <b>0%</b>       | <b>0%</b>           |
| <b>J Conflict Resolution skills</b>      | <b>100%</b>  | <b>0%</b>      | <b>0%</b>       | <b>0%</b>           |
| <b>K Other?</b>                          |              |                |                 |                     |

- 1: No overall understanding
- 2: Talking one on one. Take time with people.
- 3: Everybody do what their supposed to do.

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

- 1: Places where to get help - no matter what the problem they help you
- 2: Computers have outside people come in and talk about what they do. Resume writing, groups, etc.
- 3: Groups
- 4: Groups, computers, staff help with listening/talking help with guiding help if they can't provide the resource.
- 5: They help you.
- 6: Computers
- 7: Help get into Central paperwork. Help get shelter.
- 8: Helping you out with Welfare and stuff like that.
- 9: Computer, use of the telephone
- 10: The copy machine, the use of telephone, of television
- 11: The phone
- 12: The groups, the Staff
- 13: Housing, staying clean
- 14: Computer and the phone's.
- 15: Ques.23-I don't get the chance to use. I watch other use it. Just them being open. Just having place's like here.
- 16: Staff members explain

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

- 1: Nothing
- 2: Can't think of any.
- 3: Locations for shelters, etc.
- 4: Open 7 days a week.
- 5: Everything is fine.
- 6: Music
- 7: Not open 7 days
- 8: About it for me.
- 9: I'm not that familiar. I just started coming
- 10: Some food like buffet sometime.
- 11: The Staff encouragement
- 12: Computer classes
- 13: Groups

- 14: Play pool, arts and crafts, write letters.
- 15: Agitation class. That would be positive for other consumers.
- 16: Shelter not here. But at night not everybody has a place.

## CST OBSERVATIONS

### 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                   | 9                | 1           | 0               | 0           | 0                | 0          |
| B | Comfy, usable furniture | 7                | 3           | 0               | 0           | 0                | 0          |
| C | Relaxed                 | 6                | 4           | 0               | 0           | 0                | 0          |
| D | Welcoming               | 6                | 4           | 0               | 0           | 0                | 0          |

**Q35 Other comments or concerns**

- 1: There's no trouble here at all
- 2: Nice environment, treated with kindness.
- 3: Need paper towel in bathroom so people can wash their hands after using the bathroom
- 4: Customer needs glasses and an eye exam and would like Norristown Library council.