

# POTTSTOWN PEER RESOURCE CENTER

## \*16 PARTICIPANTS

\*Approximately 15-20 people attend daily

### DEMOGRAPHICS:

#### Q1 Age

18-25 .....	6%
26-35 .....	25%
36-45 .....	31%
46-55 .....	31%
55+ .....	6%

#### Q2 Gender

Male .....	69%
Female .....	31%

### OVERALL SUMMARY:

- **There is high satisfaction with the Pottstown Peer Resource Center.**
- **88% of the participants feel the center is in a good place.**
- **69% of the participants prefer the Peer Resource Center model over the Drop-In Center model.**
- **81% of the participants feel they get connected to the resources they need.**
- **50% of the participants like “most of the groups” that are available at this Peer Resource Center.**
- **Participants stated that the most helpful resource at this facility is the help with finding jobs and housing.**
- **Customers expressed the need for more frequency of the groups that are offered.**
- **Customers constantly expressed the desire to have the facility open 7 days a week.**
- **100% of the participants go the Peer Resource Center 4 days or more.**
- **100% stated that the most common means to get to the Peer Resource Center is by walking. The same group stated that at times they also take public transportation, drive themselves, or ride their bikes.**

**HIGHLIGHTED QUESTIONS:**

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

*Most of the time* ..... 75%  
*Sometimes* ..... 25%  
*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* ..... 81%  
*Sometimes* ..... 19%  
*Rarely* ..... 0%  
*I don't know* ..... 0%  
*Non Applicable* ..... 0%

**Q10 Are you asked to leave the building for any reason, such as if you don't want to attend a group?**

*Most of the time* ..... 44%  
*Sometimes* ..... 13%  
*Rarely* ..... 44%

If most of the time or sometimes,  
 please explain further:

- 1: Sometimes I leave when there is a topic that doesn't interest me.
- 2: If you don't want to go to group, you can go outside.
- 3: History
- 4: If there is a topic we do not like we can wait outside until the group is over.
- 5: Because staff had donuts and wouldn't give him any.

**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	25%	69%	0%	0%	6%
Participate in groups	6%	88%	6%	0%	0%
Get the resources you need	0%	94%	0%	0%	6%

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

*Most of the staff* ..... 94%  
*Some of the staff* ..... 6%  
*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>
A Understanding of mental illness	94%	6%	0%	0%
B Friendliness	100%	0%	0%	0%
C Enthusiasm	100%	0%	0%	0%
D Encouragement	100%	0%	0%	0%
E Kindness	100%	0%	0%	0%
F Respect for feelings	100%	0%	0%	0%
G Courteousness	100%	0%	0%	0%
H Politeness	100%	0%	0%	0%
I Knowledge of resources	94%	0%	0%	6%
J Conflict Resolution skills	81%	13%	0%	0%
K Other?			0%	

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

- 1: Jobs - People come in and offer you a job. If you don't have your own place people offer you housing.
- 2: Computers are a plus. Housing, job, resources, finding resources for food-like church meals, etc.
- 3: Jobs, housing.
- 4: Housing, jobs, things you can do on the computer too.
- 5: All of resources.
- 6: Meetings and private talks
- 7: Group & conversation.
- 8: Helpful.
- 9: Groups, resources & peers
- 10: The computers.
- 11: The staff member (name) because he is knowledgeable.
- 12: The groups like anger management.
- 13: Open 7 days.
- 14: Anger management
- 15: When I had a tough time getting help.

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

- 1: They do them all.
- 2: Transportation resources.
- 3: More about jobs and everything.
- 4: Mental health - I don't think they have enough on mental health.
- 5: More learning groups. Study groups etc,
- 6: 7 days a week
- 7: Open 7 days a week
- 8: Food
- 9: Nurse or med helper
- 10: Programs and meetings and the interaction with the staff.
- 11: The computers.
- 12: More help with finding housing.

# CST OBSERVATIONS

## Safety

**Q33 Please list any safety concerns:**

- 1: Good.**
- 2: The center itself was quiet and customers were very eager to participate in answering the questions.**
- 3: 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.**

## Environment

**Q34**

	<i>Very Good</i>	<i>Good</i>	<i>Adequate</i>	<i>Poor</i>	<i>Very Poor</i>	<i>N/A</i>
<b>Clean</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Comfy, usable furniture</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Relaxed</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Welcoming</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>