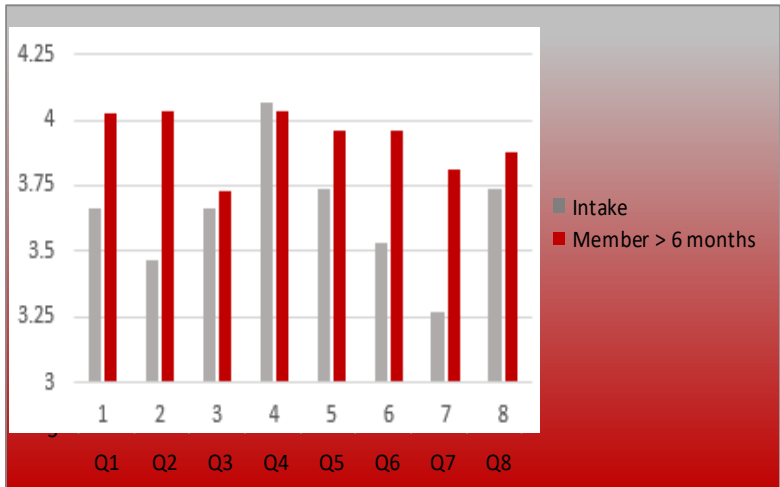




# Peoples Oakland Outcomes: Social Connectedness and Quality Satisfaction – Surveys adapted from MHSIP

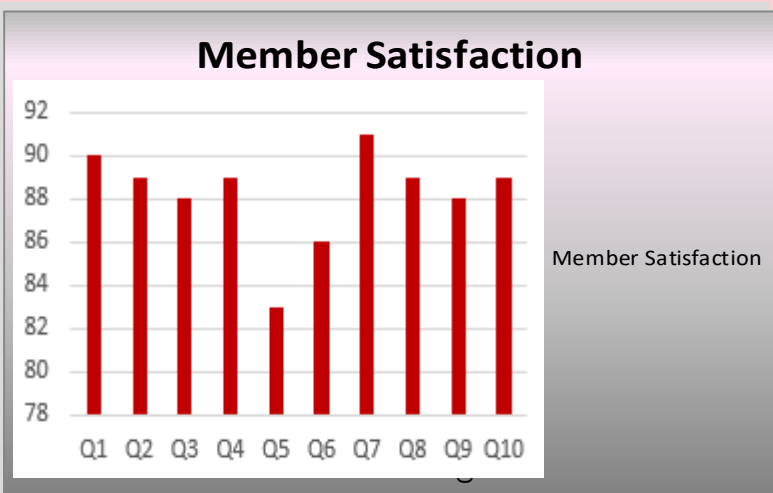
## FY 2020-2021

**Social Connectedness**— Social connectedness surveys are administered at intake to new members and annually to established members. Findings of an Independent Samples T-test showed a statistically significant increase in levels of social connectedness for members who have attended Peoples Oakland for at least 6 months ;  $P=0.007162$



- Q1. I am better able to control my life
- Q2. I am better able to deal with crisis
- Q3. I do better in social situations
- Q4. I do more things that are meaningful to me
- Q5. I am happy with the friendships I have
- Q6. I have people with whom I can do enjoyable things
- Q7. I feel I belong in my community
- Q8. In a crisis, I would have the support I need from friends or family

**Quality Satisfaction**— Below are the percentages of members who either agreed or strongly agreed with the following statements:



- Q1. I Like the services I receive here
- Q2. I am able to use the services I think I need
- Q3. I am able to see a counselor when I need to
- Q4. Staff believes I can grow, change, and recover
- Q5. I feel comfortable asking staff questions about my treatment and medication
- Q6. I can go to staff with feedback and suggestions
- Q7. I am given information about my rights
- Q8. I decide my treatment goals
- Q9. Staff is sensitive to my cultural background
- Q10. I am encouraged to actively participate in groups and programming