

STAKEHOLDER SURVEY OUTCOMES FROM 2009

LANDLORDS

-Bridges of Hope is effective in providing as a liaison between the realtor and tenant to ensure fair representation for both parties

67% Strongly Agreed; 33% agreed; 0% disagreed; 0% strongly disagreed; 0% had no comment

-Feel that BOH properly assists tenants in remaining in compliance with landlords guidelines

67% Strongly Agreed; 33% agreed; 0% disagreed; 0% strongly disagreed; 0% had no comment

-Feel BOH payee services are effective in assuring that client's pay rent by identified deadline

100% said yes; 0% said no

-Have any concerns regarding to reasonable accommodations

100% said no; 0% said yes

-Feel that BOH adequately advocates for individuals who receive services from BOH

100% said yes; 0% said no

-Any barriers in working with BOH staff/clients?

100% said no; 0% said yes

-If you could change anything about BOH what would it be?

100% said nothing

CLIENTS

-Feel that you/family are treated fairly in regards to physical/mental illness, race, religion, national origin, sexual preference or gender?

60% Strongly Agree; 40% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH staff has assisted with guidance towards development of coping skills for physical and mental conditions?

40% Strongly Agree; 60% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that your living conditions have improved?

80% Strongly Agree; 20% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel you/family are getting better?

60% Strongly Agree; 40% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-What would you change about the services you are receiving?

"Redirert Behavior more under standing along with staff"

"Hire more people that are nice and gentile."

"Being able to get up with case managers easily"

"Nothing"

THERAPIST

-Feel that BOH staff treats your patients fairly in regards to physical, mental illness, race, religion, national origin, sexual preference or gender?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH maintains good communication with you to ensure the continuity of care for the client?

0% Strongly Agree; 100% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH are easily accessible and have quick response time?

0% Strongly Agree; 100% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH is helpful in assisting your clients in progressing forward with identified goals for mental health stability and independence?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Any barriers in working with BOH staff/clients?

100% No; 0% Yes; 0% had no comment

-If you could change anything about BOH?

100% No; 0% Yes; 0% hand no comment

HOSPITALS

-Feel that BOH staff treats your patients fairly in regards to physical, mental illness, race, religion, national origin, sexual preference or gender?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH has assisted referred patients in quick linkage to needed resources for discharge?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH maintains good communication?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH are easily accessible and have quick response time?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-Feel that BOH is helpful in assisting with patients discharge planning?

100% Strongly Agree; 0% Agree; 0% No Opinion; 0% Disagree; 0% Strongly Disagree; 0% Had No Comment

-If you could change anything about BOH

- Expand to other catchment areas like Albemarle, Pasotank, Herford, Chowan, Cumberland;
- larger capability to take more individuals for TS/housing program;
- provide TS outside of Pitt such as Edgecombe/Nash, Beacon Center etc.;
- have more housing spots available;
- provide to Southeastern counties;

-Have any concerns regarding to reasonable accommodations?

100% No; 0% Yes; 0% hand no comment

-Any barriers in working with BOH staff/clients?

100% No; 0% Yes; 0% hand no comment