

Discharge Survey (N=3)

Staff made sure that I had a followup appointment scheduled with my community provider (e.g. therapist, doctor, etc.) if I chose one at the time I was discharged from Pathways.

Program	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
SI				1	
SI			1		
SI	1				
Total	1		1	1	

Three Month Follow-Up Survey (Consumer) (N=2)

I have had at least one follow-up visit with my community Treatment provider (e.g. case manager, therapist, doctor, etc.)

Program	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
SI				1	
Unknown	1				
Total	1			1	

I have been admitted to the hospital for mental health reasons since I left Pathway Homes.

Program	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
SI		1			
Unknown			1		
Total		1	1		

Referral Source Survey (N=10)

Pathway Homes staff coordinated the intake process well.

Program	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
SI			1		
SI			1		
SL/SHP		1			
SL/SHP			1		
SL/SHP			1		
SL/SHP			1		
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
Unknown				1	
Total		1	5	4	

Welcome Survey

(N=18)

Pathway Homes staff coordinated the referral process well.

Program	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
ALF					1
ALF				1	
SHOP			1		
SHOP				1	
SI			1		
SI				1	
SL/SHP			1		
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
SL/SHP				1	
Unknown				1	
Unknown					1
Total			3	13	2

2016 Service Delivery Surveys - Comments

Survey	Program	Question	Comment
Discharge	SI	How could we have been more helpful?	You have done all that's possible Anita Robinson, and Diana Malaquais. I just hope to pay the money back so I can join the family again.
Discharge	SI	How could we have been more helpful?	Being my best friends.
3 Month Follow-up	SI	How could we have been more helpful?	Roger Dever was pretty useless, sorry to say. But Jaimie Rich was a HUGE help to my recovery. She gave me total acceptance and enriched my recovery. About the hospital thing – I forgot those visits were while I was at Pathways. I have not been admitted since I moved.
3 Month Follow-up	Unknown	If admitted to the hospital, how many times?	Usually once a month (3)
		How could we have been more helpful?	Mental, physical condition's so weak. Peaceful community's hope. Peaceful my life hope.
Referral Source	SL/SHP	How could we have been more helpful?	You guys are doing a great job. ☺
Referral Source	SL/SHP	How could we have been more helpful?	You guys are awesome and case managers at the shelters love you. ☺
Referral Source	SL/SHP	How could we have been more helpful?	Quicker response/follow-up for clients on the waitlist for PSH. Sometimes, if clients are on the waitlist for an extended amount of time, they can become ineligible for PSH whereas at the time of the application being submitted, the clients were eligible for PSH.
Referral Source	SL/SHP	How could we have been more helpful?	As we waited for approximately 2 mos. to get approval, it would have been helpful if Pathway Homes would have been willing to give us at least two weeks to move in once approved. Client lost a lot of money from a rental, due to Pathway Homes not being willing to negotiate a move in date.
Referral Source	Unknown	How could we have been more helpful?	Thank you for all that you guys do over there. :)
Welcome	SHOP	First 30 Days: How could we have been more helpful?	I need help in paying lesser rent. I would appreciate due to the condition of my income. This would help in other payments and bills. Thank you.
Welcome	SHOP	First 30 Days: How could we have been more helpful?	I feel that having had a key/lock door on my bedroom would have given me more privacy and guarded against any issues that may have arisen in regards to my bedroom.
Welcome	SL/SHP	First 30 Days: How could we have been more helpful?	You people have helped me more than you know – I been blessed by Pathways – Thank you for all of your help.
Welcome	SL/SHP	Referral, Intake & Admission: Comments	Sarah Bermingham is the best Case Manager/Primary Counselor I could ever ask for. She totally understands my needs, concerns and issues in my life. There's no one who fits this position better than Sarah Bermingham...
		First 30 Days: How could we have been more helpful?	N/A at this time.

2016 Service Delivery Surveys - Comments

Survey	Program	Question	Comment
Welcome	SL/SHP	First 30 Days: How could we have been more helpful?	I would have liked a longer lease agreement.
Welcome	SL/SHP	Referral, Intake & Admission: Comments	Process was courteous, helpful and clear.
		First 30 Days: How could we have been more helpful?	Thank you for helping and assisting in moving in. Help is greatly appreciated.
Welcome	SL/SHP	Referral, Intake & Admission: Comments	Met through Cornerstones at the shelter. Both organizations are wonderful.
		First 30 Days: How could we have been more helpful?	Just keep doing what you do. You work miracles. Keep going!
Welcome	SL/SHP	Referral, Intake & Admission: Comments	Great crew. Thank you!!!
		First 30 Days: How could we have been more helpful?	Find some way for me to purchase property from Pathways (plan for future.)
Welcome	SL/SHP	Referral, Intake & Admission: Comments	The Case Workers always explain matters very clearly. They are very comfort to be around and they make reasons smoothly to handle. It's a pleasure to have wonderful people to trust and be around.
		First 30 Days: How could we have been more helpful?	I think by getting the mailbox fixed. And please, please, get a worker for D. She's out of hand some time! She don't like to follow rules and she don't like to clean!
Welcome	SL/SHP	Referral, Intake & Admission: Comments	Pathways is A great way to get housing.
		First 30 Days: How could we have been more helpful?	The assistance with my housing program is great!
Welcome	Unknown	Referral, Intake & Admission: Comments	So far the Pathway Homes has been very efficient and concerning regarding my needs and I truly appreciate that, God Bless!
		First 30 Days: How could we have been more helpful?	I feel that you guy's have done a great job please continue to help others :-)
Welcome	Unknown	Referral, Intake & Admission: Comments	I like the place and I would not trade nothing for it, I will make sure the place stays good and clean.
		First 30 Days: How could we have been more helpful?	Explained who my case worker is, and made a service plan w/goals and objectives as needed.