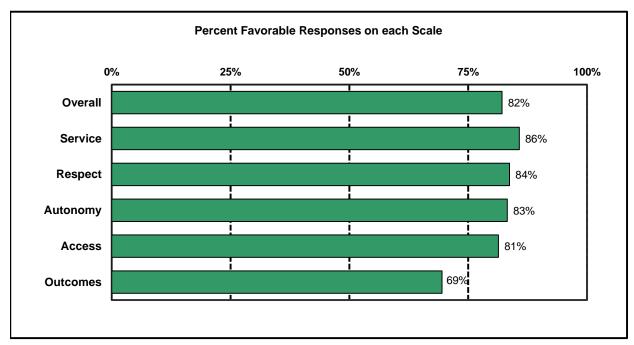
#### **Favorable Consumer Evaluation**

## of Community Rehabilitation and Treatment Programs in Vermont: 2019

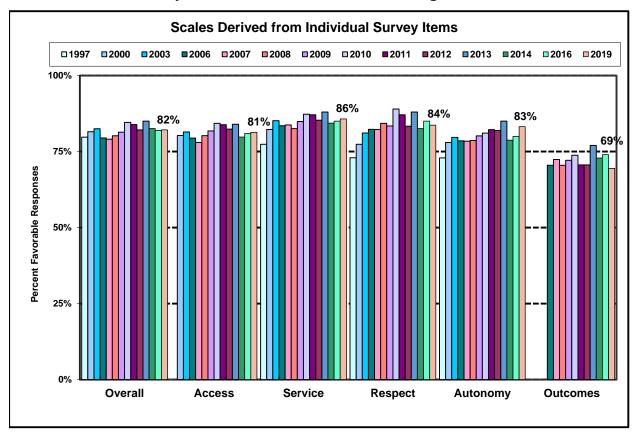


## **Positive Consumer Evaluation**

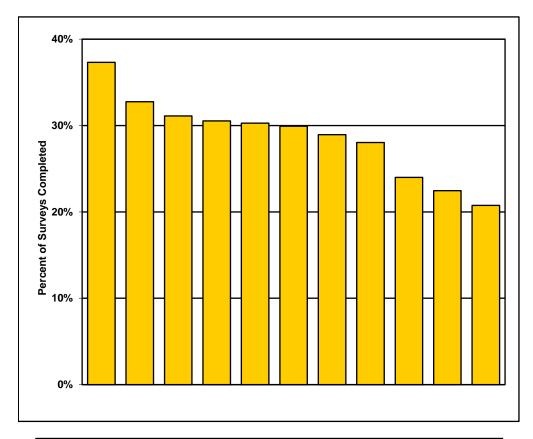
## of Community Rehabilitation and Treatment Programs in Vermont: 2019

Region	Overall	Access	Service	Respect	Autonomy	Outcomes
Addison						
Bennington						
Chittenden						
Lamoille						
Northeast						
Northwest						
Orange						
Pathways						
Rutland						
Southeast						
Washington						
Key	Higher than av	verage	Average		Lower than a	verage

# Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



## Response Rates by CRT Program in Vermont: FY2019



Pagion/Aganay	Surv	Response		
Region/Agency	Delivered	Completed	Rate	
Statewide	1,390	414	30%	
NCSS - Northwest	134	50	37%	
HCRS - Southeast	174	57	33%	
CMC - Orange	45	14	31%	
CSAC - Addison	95	29	31%	
RMHS - Rutland	152	46	30%	
NKHS - Northeast	127	38	30%	
WCMH - Washington	197	57	29%	
HC - Chittenden	339	95	28%	
PATH - Pathways	25	6	24%	
UCS - Bennington	49	11	22%	
LCMH - Lamoille	53	11	21%	

	Statewide	Addison	Bennington	Chittenden	Lamoille	Northeast	Northwest	Orange	<u>Pathways</u>	Rutland	Southeast	Washington
23.	Most of the se	ervices I get a	are helpful. 91%	89%	73%	84%	96%	93%	100%	91%	91%	88%
25.	Staff treat me 88%	with respect	t. 91%	86%	73%	84%	96%	100%	67%	89%	93%	91%
1.	I like the serv 88%	ices that I re 86%	eceive. 82%	85%	82%	84%	98%	100%	83%	85%	93%	88%
24.	Staff I work w	rith are comp 83%	petent and know 91%	vledgeable. 87%	73%	76%	94%	100%	100%	89%	91%	88%
19.	Staff respect i	my wishes ab 75%	bout who is, and 80%	l is not, to be g 82%	iven informa 90%	ution about my 84%	treatment. 94%	100%	67%	86%	89%	88%
4.	The location o	of the service	es is convenien 82%	t (parking, pub 82%	lic transport 82%	ation, distanc 82%	e, etc.). 94%	100%	67%	87%	91%	82%
28.	Staff encoura	ge me to ado 79%	ppt and maintai 73%	n a healthy life 84%	style. 82%	76%	90%	93%	80%	86%	91%	87%
15.	Staff respect i	my rights. 83%	73%	79%	70%	80%	92%	100%	67%	87%	88%	89%
17.	Staff encoura	ge me to taki 86%	e responsibility 64%	for how I live	my life. 100%	76%	88%	93%	83%	87%	84%	89%
14.	I have been g	iven informa 86%	ntion about my 1 80%	rights. 79%	56%	82%	84%	100%	83%	89%	88%	89%
8.	Services are a	available at 1 79%	times that are g 73%	ood for me. 84%	80%	76%	92%	100%	83%	83%	86%	82%
3.	I would recon	nmend this a	gency to a frier 90%	nd or family me 79%	mber. 82%	84%	94%	100%	83%	83%	85%	77%
12.	My questions 83%	about treatn	nent and/or med 73%	dication are an 78%	swered to m	y satisfaction. 82%	92%	92%	83%	83%	89%	84%
26.	Staff help me 83%	to solve proi	blems when the 82%	y arise. 80%	73%	79%	90%	100%	83%	80%	89%	82%
11.	Staff believe t	hat I can gro 76%	ow, change and	recover. 79%	90%	79%	88%	100%	83%	84%	88%	77%
21.	Staff are sens	itive to my c	ultural backgra	ound (race, reli 86%	gion, langua	ige, etc.). 74%	86%	100%	80%	79%	84%	81%
2.			ould still get se 91%			81%	94%	93%	83%	73%	87%	75%
27.			ponsive to my c			78%	82%	100%	83%	87%	82%	80%
30.	I am better al			79%	73%	73%	80%	86%	67%	91%	81%	83%
20.	I, not staff, de			79%	82%	66%	92%	86%	100%	72%	82%	86%
5.			as often as I fe 55%			73%		100%	83%	82%	81%	81%
29.	I deal more ej	ffectively wit	th daily problen	ns.			88%					
	80%	70%	82%	77%	64%	74%	84%	100%	67%	82%	84%	82%
verall	Average 78%	74%	69%	75%	72%	73%	84%	92%	72%	79%	80%	79%

VT DMH 5/22/2023

79% 83% 55% 76% 82% 63% 90% 86% 80% 84% 85% 79% 7 Surf return my call within 24 hours. 77% 79% 64% 73% 82% 68% 94% 86% 83% 85% 84% 74% 3.1 Ifeel free to complain. 77% 33% 73% 73% 70% 65% 82% 93% 100% 80% 82% 86% 22. Staff help me get the information I need so that I can take charge of managing my illness. 77% 79% 55% 78% 73% 79% 88% 100% 83% 78% 78% 76% 75% 4. I am better date to take care of my needs. 78% 75% 70% 73% 64% 63% 84% 100% 83% 83% 86% 75% 9. I am able to get the services I need. 77% 75% 94% 70% 64% 66% 84% 100% 83% 83% 86% 75% 9. I am able to get the services I need. 77% 72% 64% 75% 64% 66% 84% 100% 83% 78% 81% 77% 10. I am able to get the services I need. 77% 72% 64% 55% 64% 66% 84% 100% 83% 78% 81% 77% 12. I am better able to deal with a crists. 74% 74% 73% 72% 64% 58% 81% 86% 79% 83% 65% 74% 81% 13. I am better able to deal with a crists. 74% 74% 74% 64% 59% 82% 76% 86% 80% 74% 71% 62% 13. I am happy with the friendships I have. 73% 74% 64% 64% 59% 82% 69% 82% 67% 80% 74% 71% 62% 13. My housing situation has improved. 72% 66% 66% 82% 69% 82% 69% 82% 67% 80% 74% 70% 14. I am happy with the friendships I have. 72% 66% 66% 65% 82% 69% 82% 69% 79% 67% 75% 73% 73% 73% 14. I am abute to able to the care in found in the series of the		<u>Statewide</u>	Addison	<u>Bennington</u>	Chittenden	<u>Lamoille</u>	Northeast	Northwest	<u>Orange</u>	<u>Pathways</u>	Rutland	Southeast	Washington
7. Stoff return my calls within 24 hours. 73% 73% 64% 73% 82% 68% 94% 86% 83% 85% 84% 749  13. I feel free complain. 73% 73% 83% 73% 73% 73% 70% 65% 82% 93% 100% 80% 82% 86%  13. I feel free complain. 73% 73% 73% 70% 65% 82% 93% 100% 80% 82% 86%  12. Stoff help me get the information I need so that I can take charge of managing my illness. 73% 73% 75% 70% 73% 75% 70% 75%  13. I am better dibt to take care of my needs. 73% 75% 70% 73% 64% 74% 82% 100% 50% 89% 76% 82%  1. I am satisfied with my progress in terms of growth, change and recovery. 77% 75% 91% 70% 75% 64% 64% 68% 84% 100% 83% 83% 86% 759  1. I am able to get the services I need. 77% 72% 64% 66% 84% 100% 83% 78% 81% 77%  11. I am able to see a psychiatrist when I want to. 70% 72% 64% 72% 82% 76% 86% 79% 83% 65% 74% 81%  12. I am better dibt to deal with a crisis. 74% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 82%  17. I do things that are more meaningful to me. 73% 74% 74% 73% 74% 64% 58% 81% 86% 92% 67% 80% 74% 709  13. I am papty with the friendships I have. 72% 449% 64% 72% 91% 65% 83% 86% 33% 74% 72% 77%  14. I am happy with the friendships I have. 72% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73%  15. My housing situation has improved. 72% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73%  14. I am happy with the friendships I have. 73% 75% 55% 63% 80% 79% 67% 79% 60% 80% 71% 73%  15. I am a crisis I would have the support I need from family or friends. 70% 64% 64% 64% 58% 55% 70% 83% 79% 67% 78% 75% 74%  16. I am getting along better with wny family. 68% 64% 73% 73% 74% 64% 63% 73% 68% 79% 92% 50% 64% 65% 72%  16. I am getting along better with wny family. 68% 64% 73% 74% 64% 63% 73% 68% 73% 92% 50% 64% 65% 65%  17. I do better at bot handle things when they go wrong. 68% 64% 73% 74% 64% 65% 73% 68% 73% 68% 73% 92% 50% 64% 65% 72%  14. I have percelow this hom T can one originally or friends. 68% 64% 73% 73% 74% 64% 63% 73% 68% 73% 92% 50% 64% 65% 73%  15. I have better able to handle things when they go wrong. 68% 64% 64% 65% 65% 68% 68% 68% 68% 69% 67% 69	16.	I am encoura	ged to use	consumer run pr	ograms (suppor	rt groups, di	rop-in centers,	, crisis lines et	tc).				
79%   79%   64%   73%   82%   68%   94%   86%   83%   85%   84%   74%		79%	83%	55%	76%	82%	63%	90%	86%	80%	84%	85%	79%
	7.	Staff return n	ny calls with	hin 24 hours.									
22. Staff help me get the information I need so that I can take charge of managing my illness. 79% 79% 55% 78% 73% 78% 83% 88% 100% 83% 78% 76% 75% 83. I am hetter able to take care of my needs. 78% 75% 75% 70% 64% 64% 63% 84% 100% 83% 83% 86% 76% 82% 1. I am staffed with my progress in terms of growth, change and recovery. 77% 75% 91% 70% 64% 63% 84% 100% 83% 83% 86% 75% 9. I am able to get the services I need. 77% 72% 64% 76% 86% 86% 79% 83% 66% 74% 81% 13. I am better able to deal with a crisis. 74% 74% 74% 73% 72% 64% 58% 81% 86% 79% 83% 66% 74% 81% 14. I am better able to deal with a crisis. 74% 74% 74% 73% 72% 64% 59% 81% 86% 80% 74% 71% 82% 15. I ahm hetter able to deal with a crisis. 74% 74% 74% 73% 72% 64% 59% 81% 86% 80% 74% 71% 82% 16. I am able to get the service of the complete of the compl		79%	79%	64%	73%	82%	68%	94%	86%	83%	85%	84%	74%
22. Staff help me get the information I need so that I can take charge of managing my illness.	13.	I feel free to	complain.										
7.9% 7.9% 5.5% 7.8% 7.3% 7.9% 8.8% 10.0% 8.3% 7.8% 7.6% 7.5% 7.5% 7.5% 7.5% 7.5% 7.5% 7.5% 7.5		79%	83%	73%	73%	70%	65%	82%	93%	100%	80%	82%	86%
38. I am better able to take care of my needs. 78% 75% 70% 73% 64% 74% 82% 100% 50% 89% 76% 82% 6. I am satisfied with my progress in terms of growth, change and recovery. 77% 75% 91% 70% 64% 63% 84% 100% 83% 83% 86% 75% 9. I am able to get the services I need. 77% 72% 64% 75% 64% 66% 84% 100% 83% 78% 81% 77% 10. I am able to see a psychiatrist when I want to. 76% 72% 82% 72% 82% 76% 86% 79% 83% 65% 74% 81% 31. I am better able to deal with a crisis. 74% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 82% 32. I do things that are more meaningful to me. 73% 71% 64% 74% 64% 59% 82% 92% 67% 80% 74% 70% 33. My housing situation has improved. 72% 84% 64% 72% 91% 65% 83% 86% 33% 74% 72% 77% 11. I am happy with the friendships I have. 72% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73% 12. I am hetter what medication side effects to watch for. 71% 83% 45% 67% 70% 65% 69% 77% 60% 80% 71% 73% 14. In a crisis, I would have the support I need from family or friends. 70% 64% 64% 65% 55% 70% 83% 79% 67% 78% 77% 14. I have crisis I would have the support I need from family or friends. 70% 64% 64% 65% 65% 55% 70% 83% 79% 67% 78% 77% 14. I have the probe with when I can do enjoyable things. 68% 57% 55% 60% 40% 64% 63% 79% 92% 50% 64% 67% 78% 12. I am petter able to do things that I want to do. 69% 64% 64% 66% 64% 63% 79% 92% 50% 64% 67% 78% 13. I do better able to do things that I want to do. 69% 64% 64% 66% 64% 63% 79% 92% 50% 64% 67% 78% 13. I do better able to the hardle things me as much. 68% 61% 64% 65% 55% 60% 40% 80% 71% 86% 50% 76% 66% 69% 13. I do better able to the hardle things when they go wrong. 68% 64% 64% 65% 59% 73% 68% 58% 86% 67% 69% 60% 60% 73% 13. I do better able to the hardle things when they go wrong. 68% 64% 64% 65% 59% 73% 68% 58% 86% 67% 69% 60% 60% 73% 13. I do better able to the hardle things when they go wrong. 68% 64% 64% 65% 59% 73% 68% 58% 86% 67% 69% 60% 60% 73% 13. I do better a work and/or school. 54% 40% 30% 57% 55% 55% 52% 47% 83% 40% 62% 55% 64%	22.	Staff help me	get the info	ormation I need .	so that I can tak	ke charge of	managing my	illness.					
78% 75% 70% 73% 64% 74% 82% 100% 50% 89% 76% 82% 6. I am satisfied with my progress in terms of growth, change and recovery.  77% 75% 91% 70% 64% 63% 84% 100% 83% 83% 86% 75% 9. I am able to get the services I need.  77% 72% 64% 75% 64% 66% 84% 100% 83% 78% 81% 77% 10. I am able to see a psychiatrist when I want to.  76% 72% 82% 72% 82% 76% 86% 79% 83% 65% 74% 81% 11. I am better able to deal with a crisis.  74% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 82% 17. I do things that are more meaningful to me.  73% 71% 64% 74% 64% 59% 82% 92% 67% 80% 74% 70% 13. My housing situation has improved.  72% 48% 64% 72% 91% 65% 83% 86% 33% 74% 72% 77% 11. I am happy with the friendships I have.  72% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73% 12. Suffertell we that medication side effects to watch for.  71% 83% 45% 66% 64% 65% 82% 69% 77% 60% 80% 71% 73% 14. I na crisis, I would have the support I need from family or friends.  70% 64% 64% 65% 58% 70% 83% 79% 67% 78% 77% 74% 12. I have people with whom I can do enjoyable things.  69% 57% 55% 63% 80% 79% 67% 71% 50% 69% 74% 80% 14. I am better able to do things that I want to do.  69% 64% 64% 66% 66% 64% 63% 79% 80% 71% 86% 50% 70% 68% 81% 14. I am getting along better with my family.  68% 61% 64% 62% 73% 68% 58% 58% 86% 67% 69% 70% 68% 81% 14. I am better able to do things that I want to do.  69% 64% 64% 64% 66% 66% 64% 63% 73% 92% 50% 64% 67% 78% 13. I am better able to handle things when they go wrong.  68% 61% 64% 64% 65% 65% 68% 58% 58% 86% 67% 69% 60% 73% 13. I do better in social situations.  68% 64% 73% 73% 64% 64% 63% 58% 58% 86% 67% 69% 60% 73% 13. I do better able to handle things when they go wrong.  68% 64% 64% 65% 64% 65% 68% 58% 58% 86% 67% 69% 60% 60% 13. I do better able to handle things when they go wrong.  68% 64% 64% 65% 64% 65% 68% 58% 58% 86% 67% 69% 60% 60% 13. I do better in social situations.  65% 64% 64% 65% 64% 65% 65% 55% 68% 58% 86% 67% 69% 60% 73% 13. I do better able to handle things when they go wrong.  68% 64% 73% 73% 74% 64% 63% 74% 68% 58% 58%		79%	79%	55%	78%	73%	79%	88%	100%	83%	78%	76%	75%
6. I am satisfied with my progress in terms of growth, change and recovery.  77% 75% 91% 70% 64% 63% 84% 100% 83% 83% 86% 75%  9. I am able to get the services I need.  77% 72% 64% 75% 64% 66% 84% 100% 83% 78% 81%  77%  72% 82% 72% 82% 76% 86% 79% 83% 65% 74% 81%  31. I am better able to deal with a crisis.  74% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 82%  77. I do things that are more meaningful to me.  73% 71% 64% 64% 74% 64% 59% 82% 92% 67% 80% 74% 70%  35. My housing situation has improved.  72% 84% 64% 72% 91% 65% 83% 86% 33% 74% 72% 77%  11. I am happy with the friendships I have.  72% 66% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73%  18. Staff tell me what medication side effects to watch for.  71% 83% 45% 67% 70% 65% 69% 77% 60% 80% 71% 73%  18. In a crisis. I would have the support I need from family or friends.  70% 64% 64% 58% 55% 70% 83% 79% 67% 78% 77% 74%  10. I am better able to do things that I want to do.  69% 64% 64% 64% 66% 64% 63% 80% 79% 67% 71% 50% 69% 74% 80%  10. I am better able to do things that I want to do.  69% 64% 64% 66% 64% 66% 64% 63% 79% 92% 50% 64% 67% 78%  12. I have people with whom I cam do enjoyable things.  69% 57% 55% 63% 80% 79% 67% 71% 50% 69% 74% 80%  13. I a crisis along beter with my family.  68% 64% 64% 66% 64% 63% 79% 92% 50% 64% 67% 78%  14. I a meeting along beter with my family.  68% 64% 64% 66% 64% 63% 73% 92% 50% 76% 65% 72%  15. I am better able to handle things when they go wrong.  68% 64% 73% 64% 64% 63% 59% 73% 68% 58% 86% 67% 69% 60% 73%  15. I be better a work andle things when they go wrong.  68% 64% 73% 64% 65% 63% 58% 58% 86% 67% 69% 60% 73%  16. I be better a work andle things when they go wrong.  68% 64% 73% 64% 65% 63% 58% 58% 86% 67% 69% 60% 73%  16. I be better a work andle things when they go wrong.  68% 64% 73% 64% 65% 64% 65% 68% 58% 58% 86% 67% 69% 60% 73%  17. I be better a work andle things when they go wrong.  68% 64% 73% 64% 65% 64% 65% 68% 58% 58% 86% 67% 69% 60% 73%  18. I do better a work andle hings when they go wrong.  68% 64% 64% 64	38.	I am better a	ble to take o	care of my needs									
77% 75% 91% 70% 64% 63% 84% 100% 83% 83% 86% 75% 9. I am able to get the services I need. 77% 72% 64% 75% 64% 66% 84% 100% 83% 78% 81% 77% 10. I am able to see a psychiatrist when I want to. 76% 72% 82% 72% 82% 76% 86% 79% 83% 65% 74% 81% 11. I am better able to deal with a crisis. 74% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 82% 17. I do things that are more meaningful to me. 73% 71% 64% 74% 74% 64% 59% 82% 66% 83% 86% 33% 74% 72% 77% 13. My housing situation has improved. 72% 48% 64% 72% 91% 65% 83% 86% 33% 74% 72% 77% 14. I am happy with the friendships I have. 72% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73% 18. Staff tell me what medication side effects to watch for. 71% 83% 45% 67% 70% 65% 69% 77% 60% 80% 71% 73% 14. In a crisis, I would have the support I need from family or friends. 70% 64% 64% 58% 55% 70% 83% 79% 67% 78% 77% 74% 12. I have people with whom I can do enjoyable things. 69% 57% 55% 63% 80% 79% 67% 71% 50% 69% 74% 80% 10. I am better able to do things that I want to do. 69% 64% 64% 65% 64% 63% 79% 92% 50% 64% 67% 78% 13. I am petter able to do things that I want to do. 69% 64% 64% 65% 64% 63% 79% 92% 50% 64% 67% 78% 13. I am better able to do things when they go wrong. 68% 61% 64% 65% 73% 64% 63% 79% 92% 50% 64% 65% 72% 13. I am better able to do things when they go wrong. 68% 64% 73% 74% 64% 65% 64% 63% 71% 86% 50% 76% 66% 69% 13. I do better in social situations. 68% 64% 73% 74% 64% 65% 64% 63% 71% 86% 50% 67% 69% 60% 73% 13. I feel I belong in my community. 61% 45% 64% 59% 73% 61% 60% 71% 50% 58% 61% 61% 71% 14. I belong in my community. 15. 61% 45% 64% 59% 73% 61% 60% 71% 50% 58% 61% 61% 71% 14. I belong in my community. 15. 61% 45% 64% 59% 73% 61% 60% 71% 50% 58% 61% 61% 71% 15. 61% 40% 30% 57% 25% 52% 47% 83% 40% 62% 55% 64% 16. O better at work and/or school. 15. 54% 40% 30% 57% 25% 52% 47% 83% 40% 62% 55% 64%		78%	75%	70%	73%	64%	74%	82%	100%	50%	89%	76%	82%
9. I am able to get the services I need. T7% 72% 64% 75% 64% 66% 84% 100% 83% 78% 81% 779  10. I am able to see a psychiatrist when I want to. T6% 72% 82% 72% 82% 76% 86% 79% 83% 65% 74% 819  31. I am better able to deal with a crisis. T4% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 829  32. I do things that are more meaningful to me. T3% 71% 64% 74% 64% 59% 82% 92% 67% 80% 74% 709  13. My housing situation has improved. T2% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 739  14. I am happy with the friendships I have. T2% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 739  18. Staff tell me what medication side effects to watch for. T1% 83% 45% 67% 70% 65% 69% 77% 60% 80% 71% 739  14. In a crisis, I would have the support I need from family or friends. T0% 64% 64% 58% 55% 70% 83% 79% 67% 78% 77% 749  12. I have people with whom I can do enjoyable things. 69% 57% 55% 63% 80% 79% 67% 71% 50% 69% 74% 809  10. I am better able to do things that I want to do. 69% 64% 64% 66% 64% 66% 64% 63% 79% 92% 50% 64% 67% 789  21. I am getting along better with my family. 68% 61% 55% 60% 40% 80% 71% 86% 50% 70% 68% 819  22. I am getting along better with my family. 68% 61% 55% 60% 40% 63% 73% 92% 50% 76% 65% 729  23. I am better able to hot hitings when they go wrong. 68% 64% 73% 74% 64% 63% 73% 92% 50% 76% 65% 729  24. I ab better in social situations. 68% 64% 73% 74% 64% 63% 71% 86% 50% 67% 69% 60% 73%  25. I ab better in social situations. 65% 64% 45% 64% 65% 64% 63% 71% 86% 50% 67% 69% 60% 73%  26. My symptoms are not bothering me as much. 68% 64% 64% 59% 73% 68% 58% 86% 67% 69% 60% 73%  26. My symptoms are not bothering me as much. 68% 64% 64% 59% 73% 68% 58% 86% 67% 69% 60% 73%  26. My symptoms are not bothering me as much. 68% 64% 64% 59% 73% 68% 58% 86% 67% 69% 60% 73%  27. I ab better able to handle things when they go wrong. 68% 64% 73% 74% 64% 63% 71% 86% 50% 67% 69% 60% 73%  28. I do better in social situations. 65% 64% 64% 59% 73% 61% 60% 71% 50% 58% 61% 61% 71%  24. I do better at work and/or school. 54% 40% 30% 57% 25% 52% 47% 83	6.	I am satisfied	l with my pr	rogress in terms	of growth, chan	ge and reco	very.						
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31. I am better able to deal with a crisis.  74% 74% 73% 72% 64% 58% 81% 86% 80% 74% 71% 82%  37. I do things that are more meaningful to me.  73% 71% 64% 74% 64% 59% 82% 92% 67% 80% 74% 70%  35. My housing situation has improved.  72% 48% 64% 72% 91% 65% 83% 86% 33% 74% 72% 77%  41. I am happy with the friendships I have.  72% 66% 64% 65% 82% 69% 82% 79% 67% 75% 73% 73%  18. Staff tell me what medication side effects to watch for.  71% 83% 45% 67% 70% 65% 69% 77% 60% 80% 71% 73%  41. In a crisis, I would have the support I need from family or friends.  70% 64% 64% 55% 55% 70% 83% 79% 67% 78% 77% 74%  42. I have people with whom I can do enjoyable things.  69% 57% 55% 63% 80% 79% 67% 71% 50% 69% 74% 80%  40. I am better able to do things that I want to do.  69% 64% 64% 66% 66% 64% 63% 79% 92% 50% 64% 67% 78%  32. I am getting along better with my family.  68% 61% 55% 60% 40% 80% 71% 86% 50% 70% 68% 819  33. I do better in social situations.  68% 64% 73% 74% 64% 64% 63% 71% 86% 50% 76% 65% 72%  34. I ha better able to handle things when they go wrong.  68% 64% 73% 74% 64% 63% 71% 86% 50% 67% 60% 69%  35. I do better in social situations.  68% 64% 73% 74% 64% 63% 71% 86% 50% 67% 60% 69%  36. I m better able to handle things when they go wrong.  68% 64% 73% 74% 64% 63% 71% 86% 50% 67% 60% 69%  37. I do better in social situations.  68% 64% 64% 64% 65% 68% 58% 86% 67% 69% 60% 73%  38. I feel I belong in my community.  61% 45% 64% 59% 73% 61% 60% 71% 50% 58% 61% 71%  34. I do better at work and/or school.  54% 40% 30% 57% 55% 52% 47% 83% 40% 62% 55% 54%  54% 60% 50% 55% 50% 52% 47% 83% 40% 62% 55% 64%	10.	I am able to .	see a psychi	iatrist when I wa	nt to.								
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erall Average	•				57%	25%	52%	47%	83%	40%	62%	55%	64%
	veral												
	_,	_	74%	69%	75%	72%	73%	84%	92%	72%	79%	80%	79%