



## CLIENT SATISFACTION SURVEY 2008



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- WOTCH Strategic Goals**
1. Increase Housing
  2. Enhance Programs
  3. Strong Governance
  4. Increase Government Awareness and Funding
  5. Increase Community Awareness

## WOTCH COMMUNITY MENTAL HEALTH SERVICES

### CLIENT SATISFACTION SURVEY 2008

#### Introduction:

WOTCH Community Mental Health Services is dedicated to reducing the impact of mental illness on society. We do this by providing services that improve the quality of life for people with mental illness, advocating for responsible public policy and community acceptance. We believe that by working collaboratively, individuals can achieve their potential and live with dignity in the community. WOTCH values innovation, accountability and best practices and is committed to instilling hope and the potential for recovery.

With almost four decades of service in the community mental health-care sector, WOTCH is a leader in its field in south-western Ontario and continuously strives to strengthen and improve the care provided to its clients.

WOTCH is a registered not-for-profit corporation as well as a registered charitable organization funded predominantly by the Ministry of Health and Long Term Care.

As part of its ongoing quality improvement, WOTCH conducted a client satisfaction survey in July 2008 to evaluate satisfaction with all services provided to clients. The goal was to obtain information from clients that would be useful for optimizing services provided by WOTCH.

#### Services Provided:

**Case Management Services** – Community Support workers (CSW) focus on six main areas in helping a client develop his or her own personal rehabilitation and recovery plan. The CSW assists in developing the skills and supports necessary to effectively manage their illness and live successfully in the client's community.

**Treatment Services:** WOTCH Residential Treatment Facility (RTF) - provides an opportunity for persons who have been hospitalized in a specialized psychiatric facility, or who are at risk of hospitalization, to move towards reintegration into the community through a 24 hour specialized program of psychosocial rehabilitation treatment and clinical support in a home-like environment and interactive community setting. Rehab Housing - provides an opportunity to move towards reintegration in the community through a program of psychosocial rehabilitation in a home-like environment and interactive community setting. The program is staffed 24 hours between the three homes with RN's available for consultation allowing clients independence with moderate on site staff support.

**Housing:** Provides access to a full range of safe, affordable housing environments. Permanent housing provides rent geared to income; specialized housing for women only and housing initiatives for those who are homeless or those at risk of becoming homeless.

**Clinical Services:** The WOTCH Clinical Team enhances existing services at WOTCH by increasing the emphasis on health promotion, disease and injury prevention and chronic disease management. The Clinical Team's goal is to offer services that promote an individual's overall health and well being and improve access to primary health care and psychiatric services in the community. Clinics: consultation clinic with a psychiatrist, medical clinic with a GP, diabetes screening and self management, OT, foot care, collective kitchen, nutrition and family support.

**Women's Mental Health Resources:** Provides support, programs, housing opportunities and women's mental health education and promotion to women who are at risk with a variety of complex issues. My Sisters' Place is a unique transitional support day program offering practical and emotional supports and

**Recovery**      °      **Hope**      °      **Dignity**

community services to women. Anam Cara is a transitional support home for women. Crouch offers various supports to women with a philosophy of supporting and empowering people to make positive changes in their lives.

*Community Programs:* Community Integration and Life Management Program – promote recovery by using recreation and life skills in a structured, rehabilitative environment. WOTCH Employment Services prepares clients who are ready to work, promoting economic independence. WOTCH North (Exeter and Goderich) offers access to Case Management Services, Employment Services, Housing and Social Recreation and Life Skills.

#### **Method:**

An instrument was developed by combining a variety of survey tools available on-line. The 21 question survey was created to measure demographics, satisfaction with services in general, staff satisfaction and overall satisfaction.

Possible responses to most items ranged from Strongly Agree to Strongly Disagree. A rating of Don't Know or Does Not Apply To Me enabled the respondent to indicate that he or she did not know or remember or that the question was not relevant to his or her situation.

#### **Procedure:**

In July 2008 the survey was mailed to 197 clients in WOTCH Housing. A covering letter from the summer student, who is not a WOTCH staff member, explained the purpose of the survey and that responses were anonymous and confidential. A postage-paid return envelope was included with each survey.

The survey was also created on SurveyMonkey for clients who wished to answer on-line. A room was set up for one week, refreshments were available, signs were posted and the summer student was available to assist clients in the use of the computers.

The survey was also printed out and clients visiting the 534 Queens Avenue site were asked if they had completed a survey. If they had not, they were encouraged to complete it with the student assistance as needed.

All surveys received by mail or in person were input into SurveyMonkey on-line in order to compile the statistics.

**Summary:** In all areas of the Client Satisfaction Survey the responses of Very Satisfied or Strongly Agree ranged from 29.7% – 57.1% for all questions. Respondents chose Agree or Satisfied for all questions ranging from 31.6% - 50.2%. The range of Satisfied (Agree) to Very Satisfied (Strongly Agree) combined was 76.8% - 93.1% for all questions demonstrating a very strong satisfaction level among clients of WOTCH services.

Of the clients that were not satisfied with WOTCH services 1.8% - 10.2% gave a combined rating of Disagree (Dissatisfied) to Strongly Disagree (Very Dissatisfied) with the highest rating of Disagree at 8.3% and the highest rating of Strongly Disagree at 3.3%.

The remainder of the responses fell in the Don't Know or Does Not Apply To Me rating.

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#### **Results:**

217 questionnaires were completed. This is approximately 20% of currently active clients in WOTCH.

The results are accurate within a 90% confidence level and an estimated error rate of 5% based on the custominsight.com random sample calculator.

### Demographics:

The majority of clients completing this survey were 45-54 years of age (36.3%) with approximately 21%-23% in the age ranges of both 34-44 years of age and 55-64 years of age. (See What Age Group Do You Fall Under results below).

Over half of the clients completing the survey have been a client of WOTCH for greater than 5 years (57.2%) with equal representation between; less than one year, 1-2 years and 3-4 years (approximately 14%). The fact that clients are continuing services with WOTCH for greater than 5 years could demonstrate that the clients needs are being met. (See How Long Have You Been A Client With WOTCH chart below)

The majority of clients completing this survey became aware of WOTCH through a health care professional (76.3%). This could demonstrate an awareness of WOTCH and its services among the community stakeholders. Of the 12.6% (10) other responses: 6 were health care professionals (4 WOTCH workers, 1 hospital and 1 CMHA worker), 1 was an employment counselor, one was from the yellow pages, one resulted from the merger of agencies and one was from a client in a WOTCH program. Knowledge of WOTCH through our brochure, website and walk by were at 0%.

Clients involvement in programs was diverse and representative of the capacity of the programs i.e. Case Management serves a higher number of unique individuals per year than Treatment Services (Rehab Housing and RTF). 54.5% of the respondents are or have been involved in case management while 17.4% are or have been involved in Treatment Services. (See Which services are you currently involved with, or have you been involved with in the past? Chart below).

<b>What age group do you fall under?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
16-24	3.7%	8
25-34	10.7%	23
35-44	22.8%	49
45-54	36.3%	78
55-64	20.9%	45
65-74	5.6%	12
<i>answered question</i>		<b>215</b>
<i>skipped question</i>		<b>2</b>

<b>How long have you been a client with WOTCH?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
less than 1 year	14.0%	30
1 to 2 years	14.4%	31
3 to 4 years	14.4%	31
more than 5 years	57.2%	123
<i>answered question</i>		<b>215</b>
<i>skipped question</i>		<b>2</b>

<b>How did you learn about WOTCH?</b>		
<b>Choose one</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
health care professional	76.3%	164
brochure	0.0%	0
website	0.0%	0
family/friend	11.2%	24
walk by	0.0%	0
Other (please specify)	12.6%	27
<i>answered question</i>		<b>215</b>
<i>skipped question</i>		<b>2</b>
<b>Which services are you currently involved with, OR have you been involved with in the past?</b>		
<b>Choose any that apply</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Case Management	54.5%	116
Clinical Services (Community clinic, clinical team, diabetes support clinic, diabetes screening program, foot care clinic, medical clinic, nutrition clinic, occupational therapy program)	37.6%	80
Community Programs (Community integration program, employment services, life management program)	47.4%	101
Family Support Services	7.0%	15
Housing (Permanent, Phase 2,	48.8%	104

Langarth)		
Treatment Services (Rehabilitative Housing, Residential Treatment Facility (RTF) )	17.4%	37
Womens Mental Health Resources (Anam Cara, Crouch, My Sisters Place)	7.0%	15
WOTCH North (Exeter, Goderich)	19.7%	42
<i>answered question</i>		<b>213</b>
<i>skipped question</i>		<b>4</b>

### Service Satisfaction:

This area measured satisfaction with the services in general, location, times and ability to receive service in a timely manner. There was an overwhelming positive response to all questions in this area. Clients liked the services they received with a 93% combined response rate of agree to strongly agree. 88% of the respondents agreed to strongly agreed that they would return to WOTCH if the same service was offered elsewhere and 92% agree to strongly agree that they would recommend WOTCH to someone in need of WOTCH services.

87% of the respondents agreed to strongly agreed that they were able to receive service in a timely manner. 84% of the respondents agreed to strongly agreed that they liked the location and 89% of the respondents agreed to strongly agreed that liked the times that services were offered.

See Charts below for further detail.

### Staff Satisfaction:

This area measured satisfaction with WOTCH staff in the areas of professionalism, belief in recovery, respect, privacy and culture etc. Again there was an overwhelming positive response to all questions in this area. Clients felt their grievances and complaints were attended to with a 76.8% combined response rate of agree to strongly agree. Clients felt staff believed in their ability to recover with a 85.4% combined response rate of agree to strongly agree. 90.7% of the respondents agreed to strongly agreed that staff respected their rights. 92% of the respondents agreed to strongly agreed that their privacy was respected and 88.2% agreed to strongly agreed that staff was sensitive to their cultural background. Clients felt they were involved in goal setting with an 85.9% combined response rate of agree to strongly agree and they felt comfortable with staff with a 79.4% combined response rate of agree to strongly agree.

See Charts below for further detail.

### General / Overall Satisfaction:

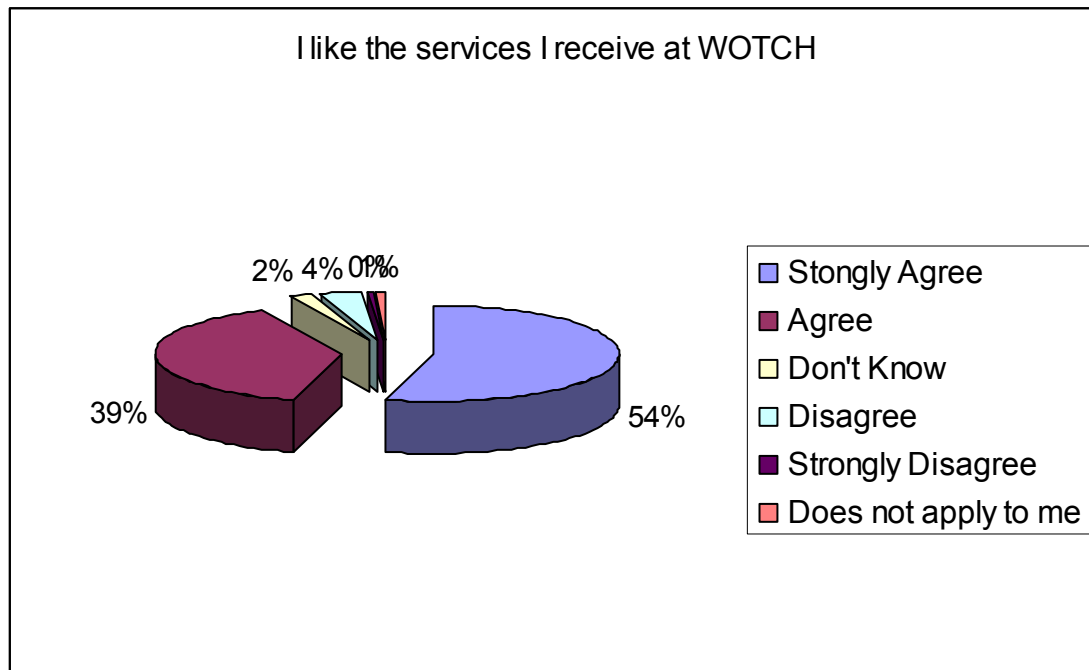
This area measured client satisfaction with the intake process, the surroundings and atmosphere and the clients perception of their improvement in ability to manage problems, crisis, improvement in housing and improvement in how they feel about themselves. The satisfaction in this area was lower than the previous areas however still quite positive. Positive responses ranged from 68.8% - 86.6% resulting in further affirmative feedback for WOTCH. Clients felt the intake process was simple and organized with an 86.6% combined response rate of agree to strongly agree. Clients felt the surroundings and atmosphere at WOTCH helped them to get better with a 78.3% combined response rate of agree to strongly agree. 68.8% of the respondents agreed to strongly agreed that they were better able to deal with people and situations that used to be a problem. 85.1% of the respondents agreed to strongly agreed that they feel better about

themselves and 79.7% agreed to strongly agreed that they were better able to deal with crisis situations. Clients felt their housing had improved with a 78% combined response rate of agree to strongly agree.

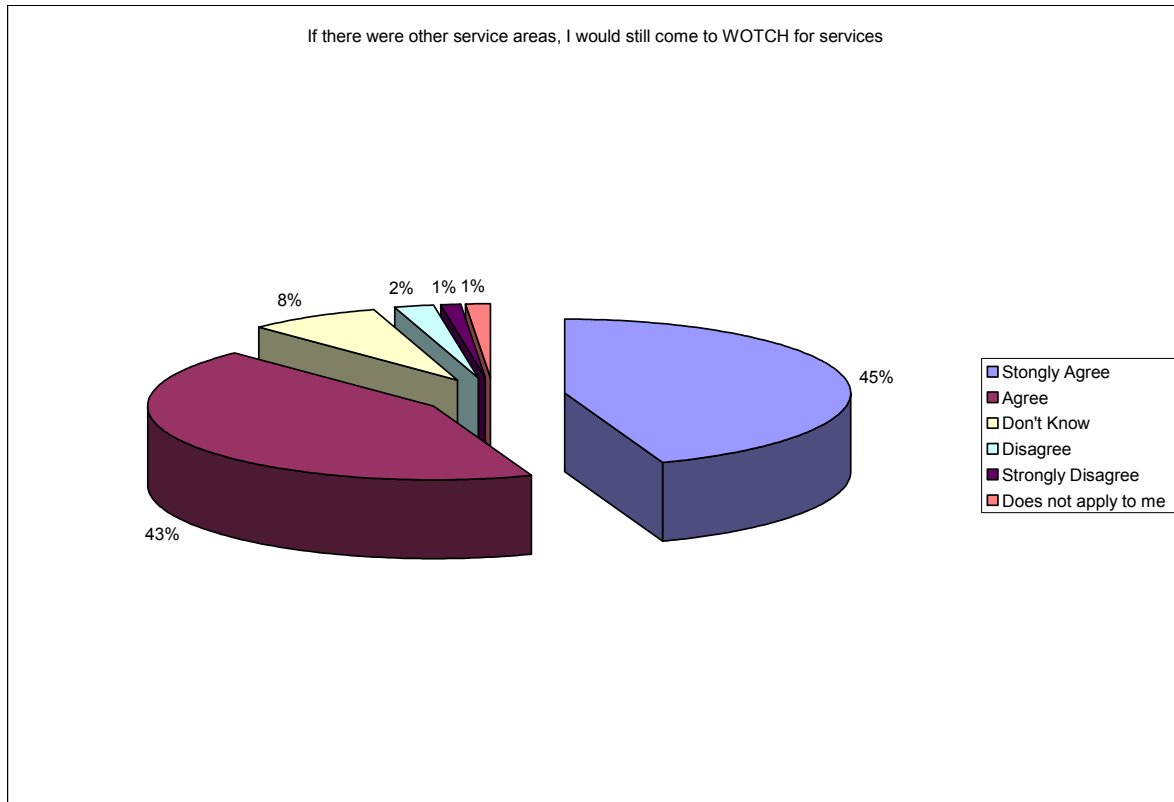
**92.9% of respondents' rated overall satisfaction with services provided by WOTCH as agree to strongly agree.**

See charts below for further detail.

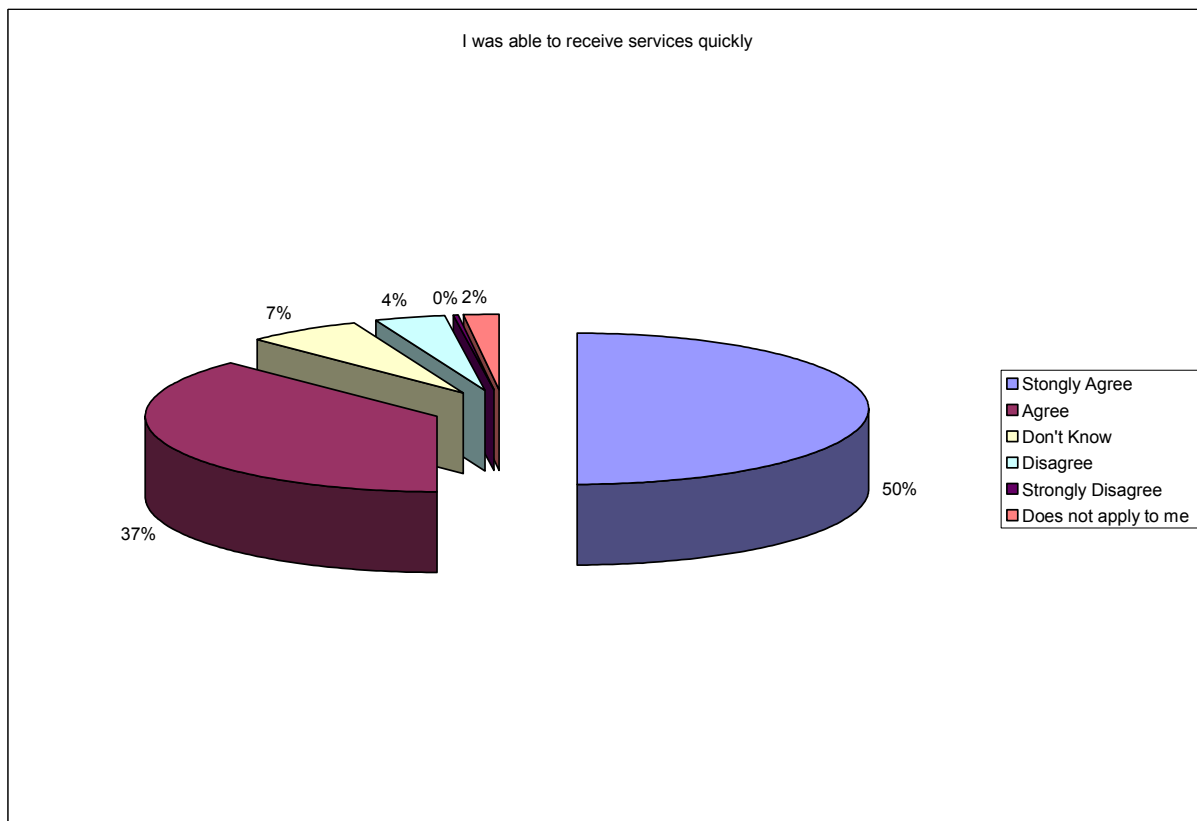
## CHARTS



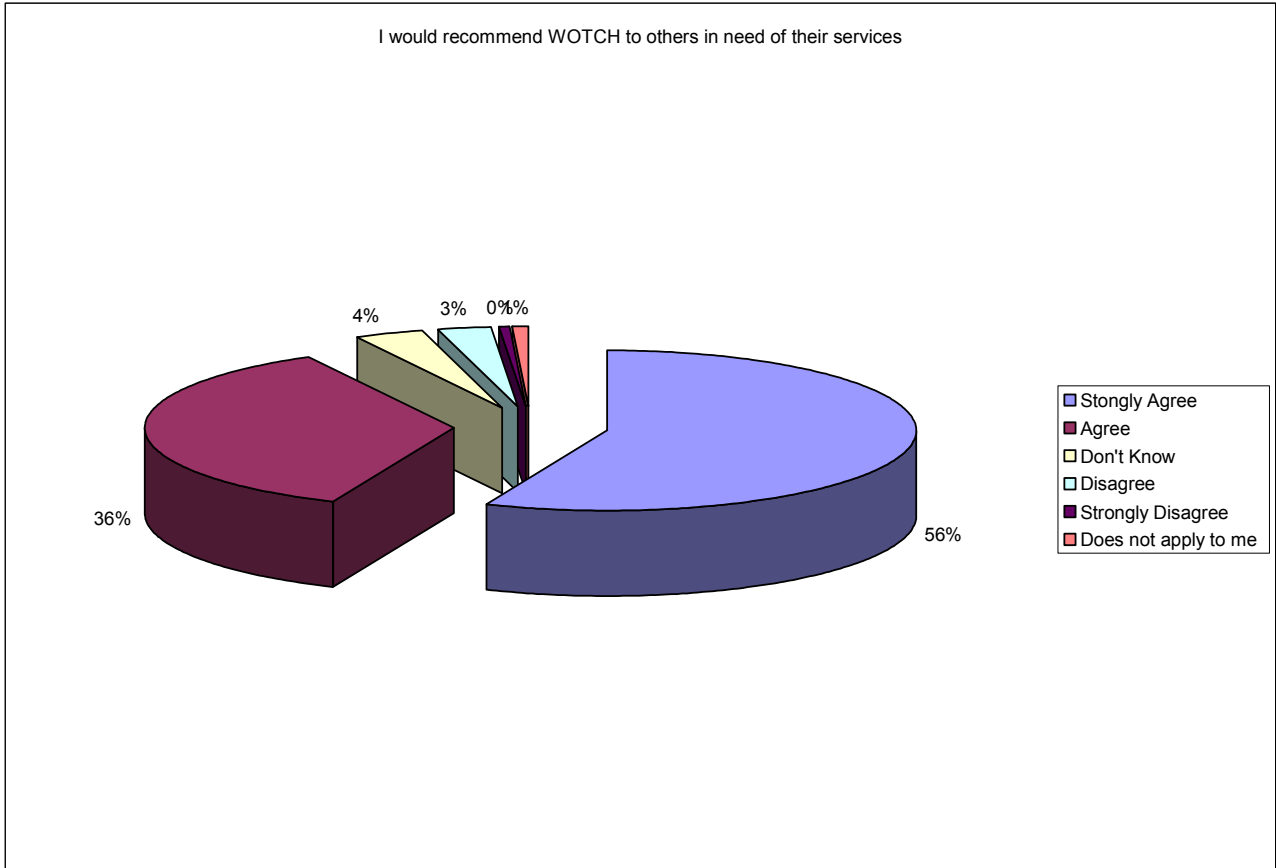
I like the Services I receive at WOTCH



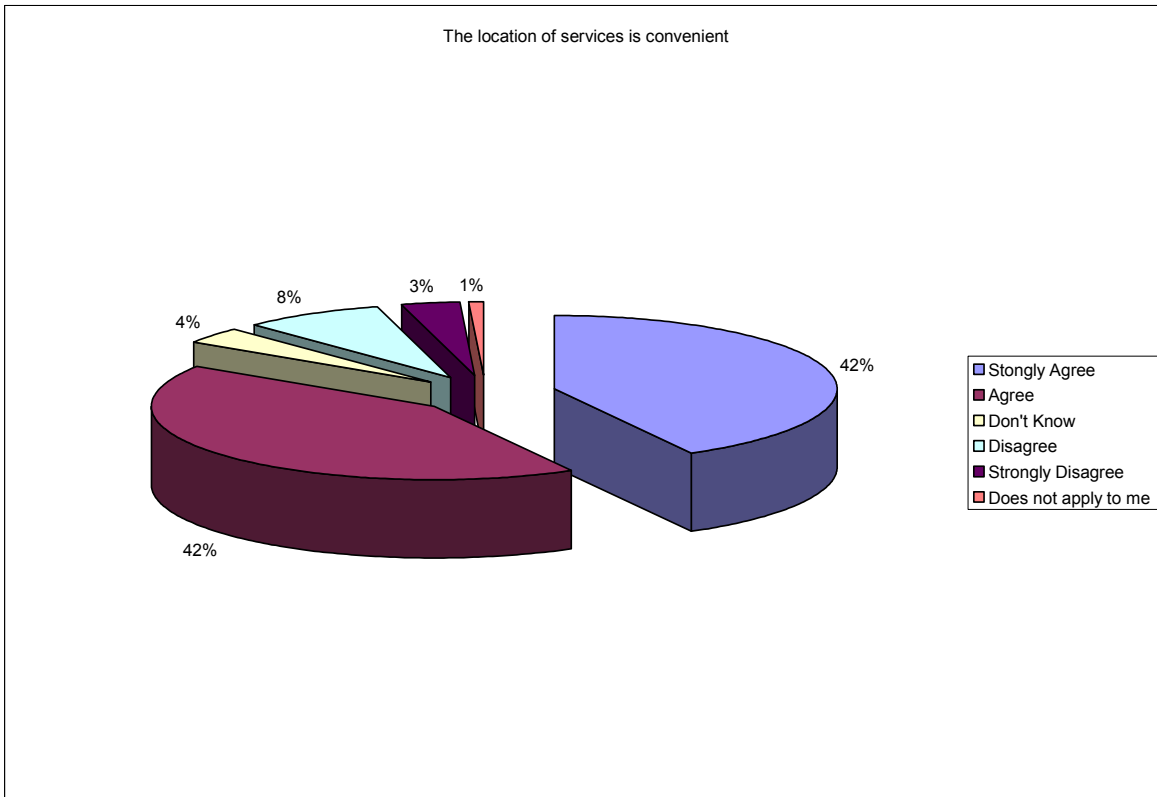
**If there were other service area's I would still come to WOTCH for services**



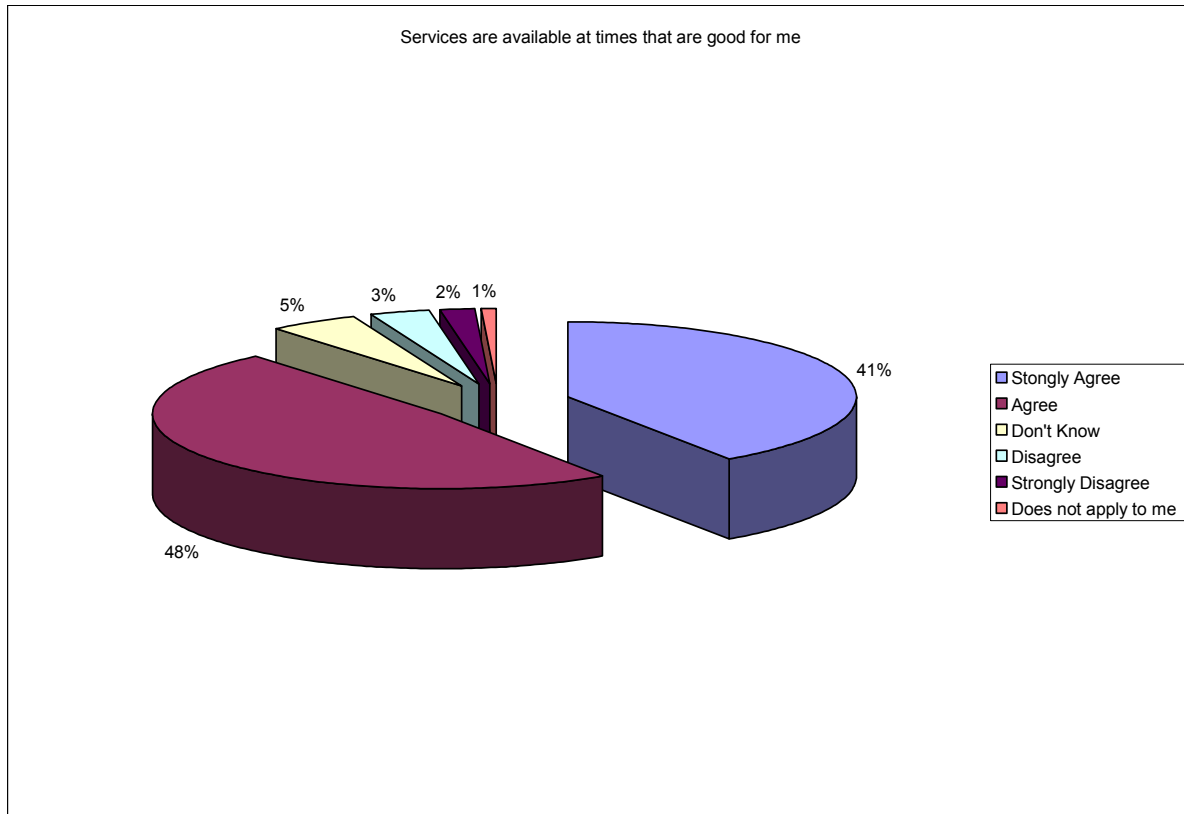
**I was able to receive services quickly**



**I would recommend WOTCH to others in need of services**



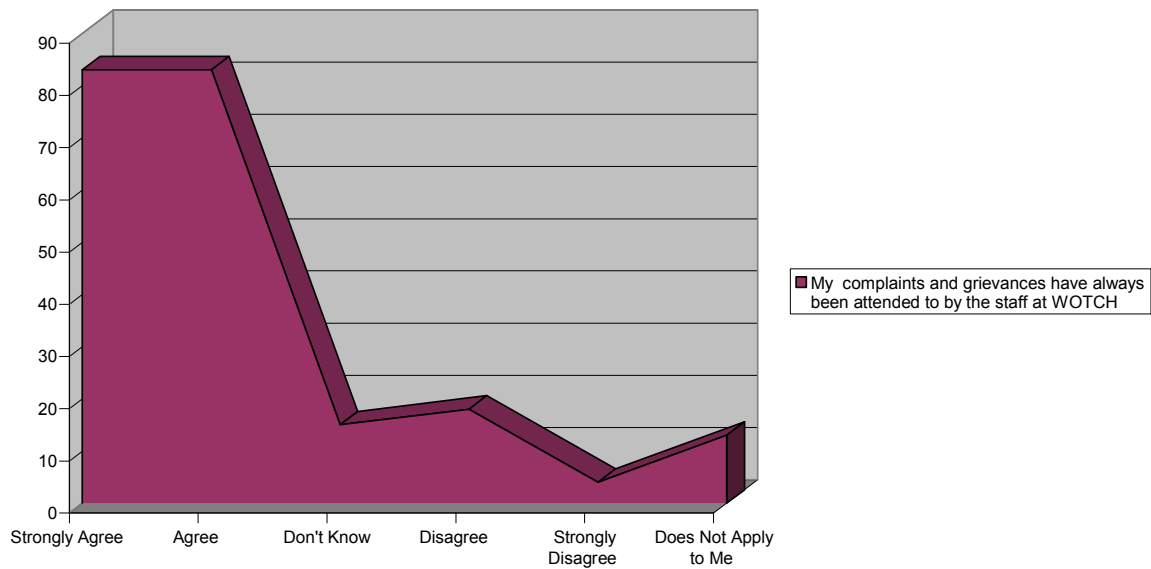
**The location of services is convenient**



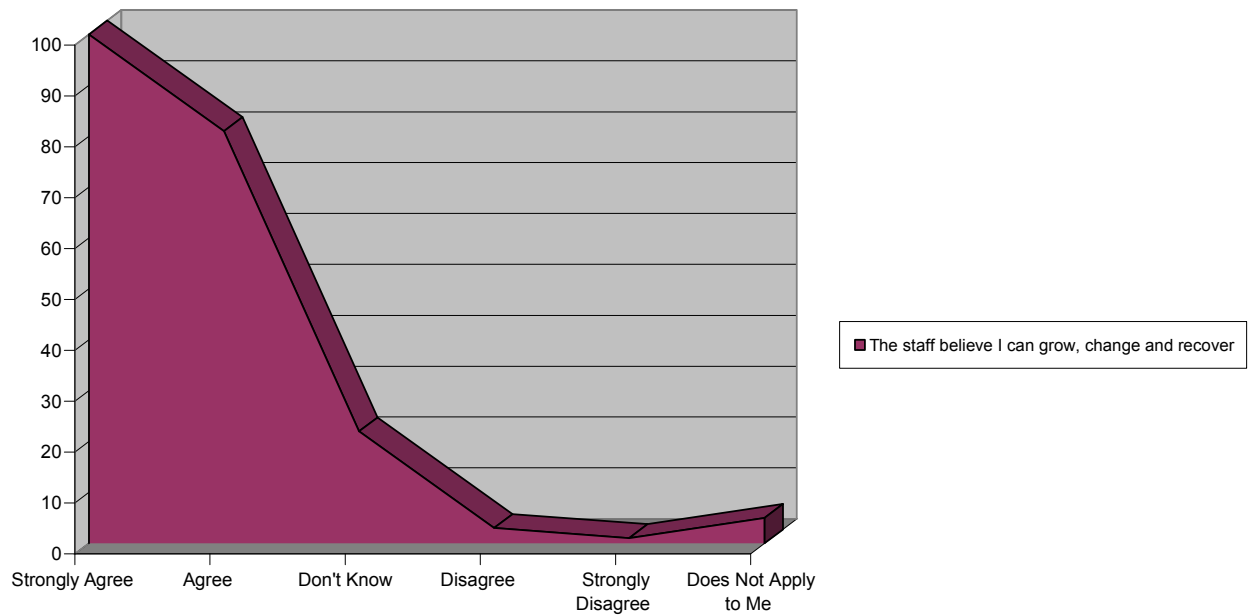
**Services are available at times that are good for me**

**Staff Satisfaction:**

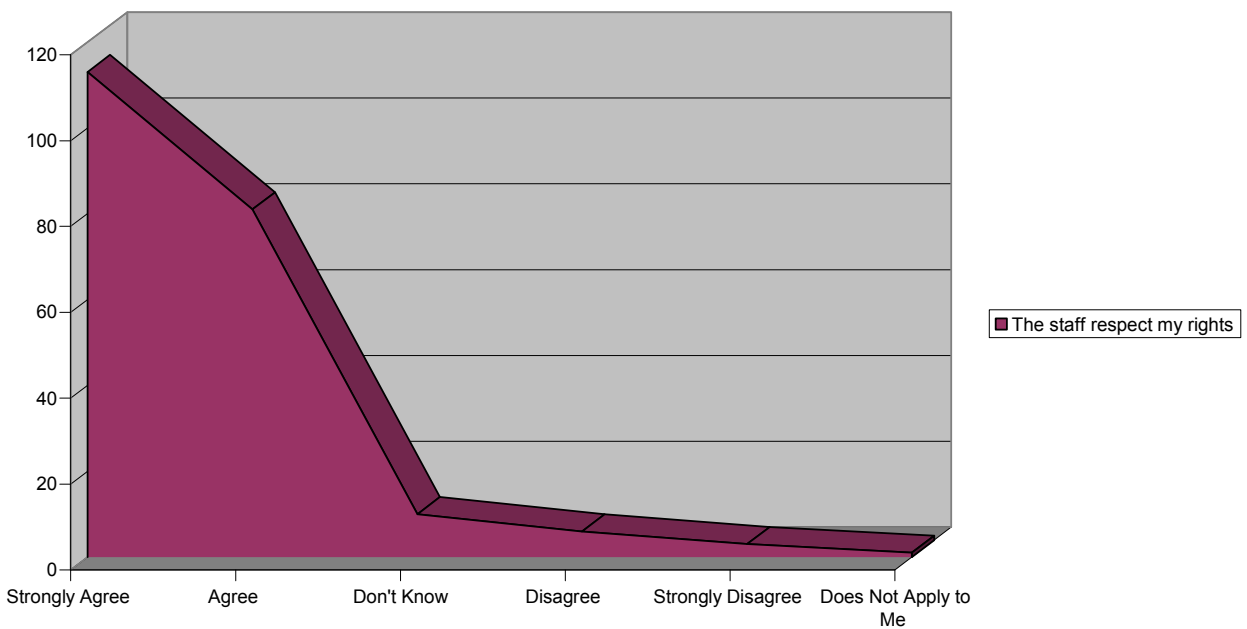
My complaints and grievances have always been attended to by the staff at WOTCH



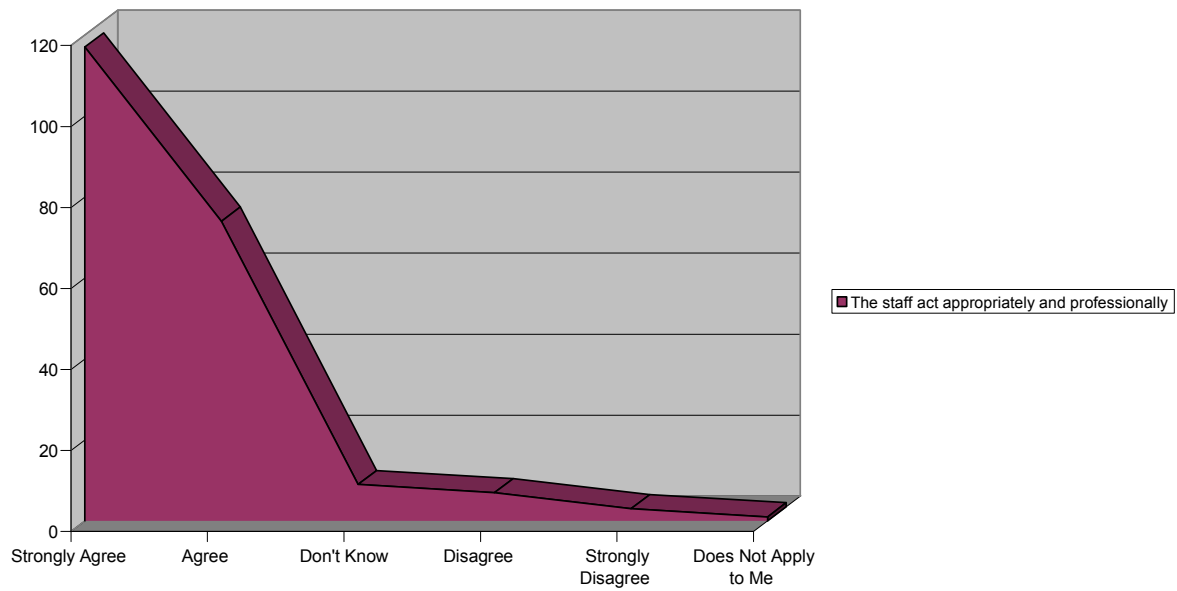
The staff believe I can grow, change and recover



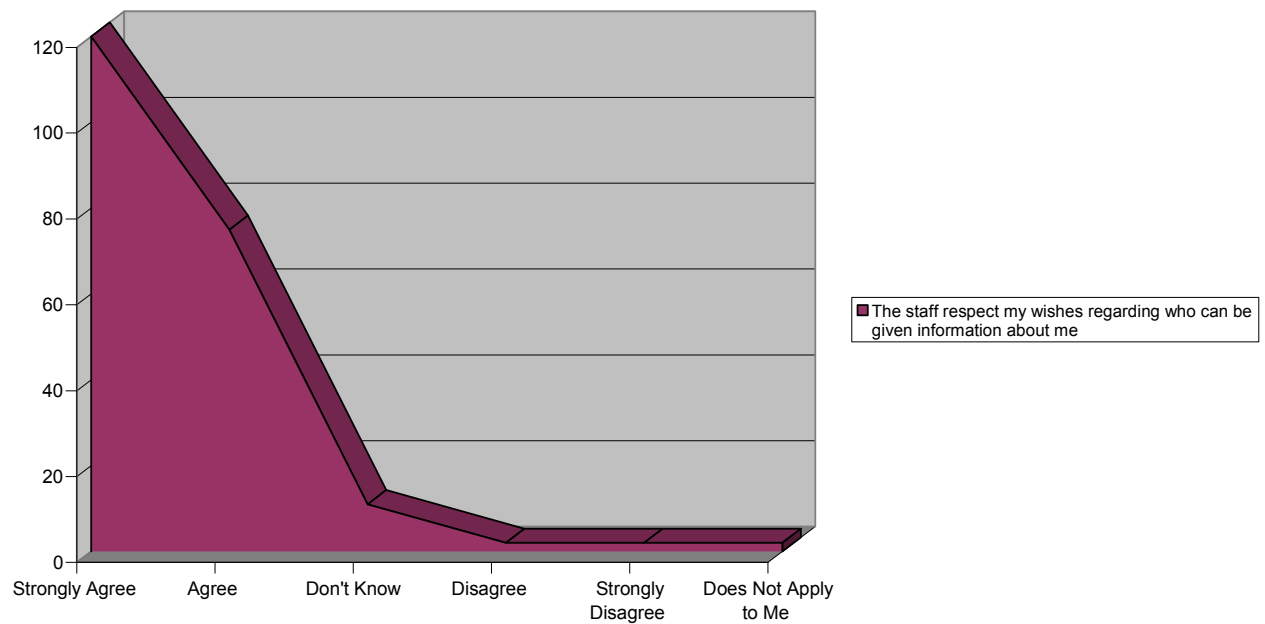
The staff respect my rights



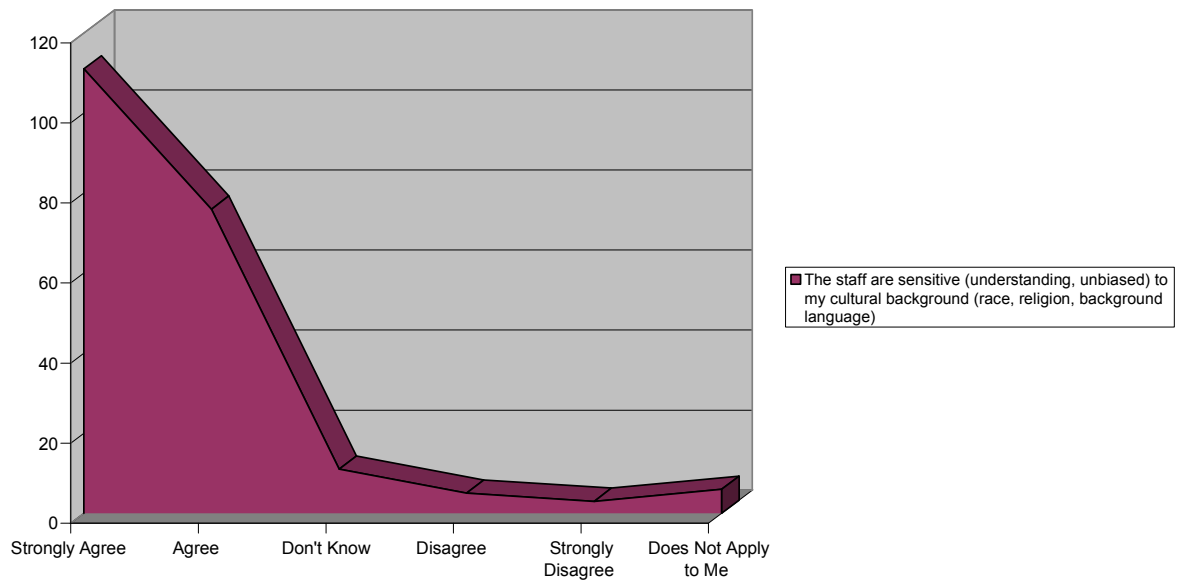
The staff act appropriately and professionally



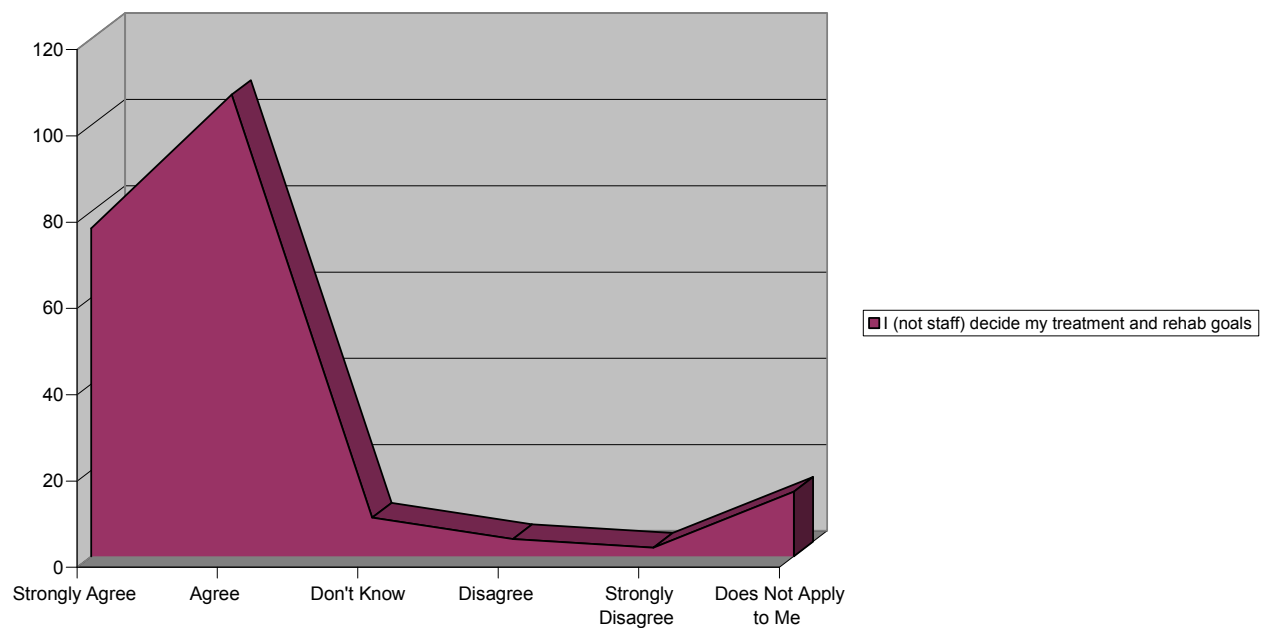
The staff respect my wishes regarding who can be given information about me



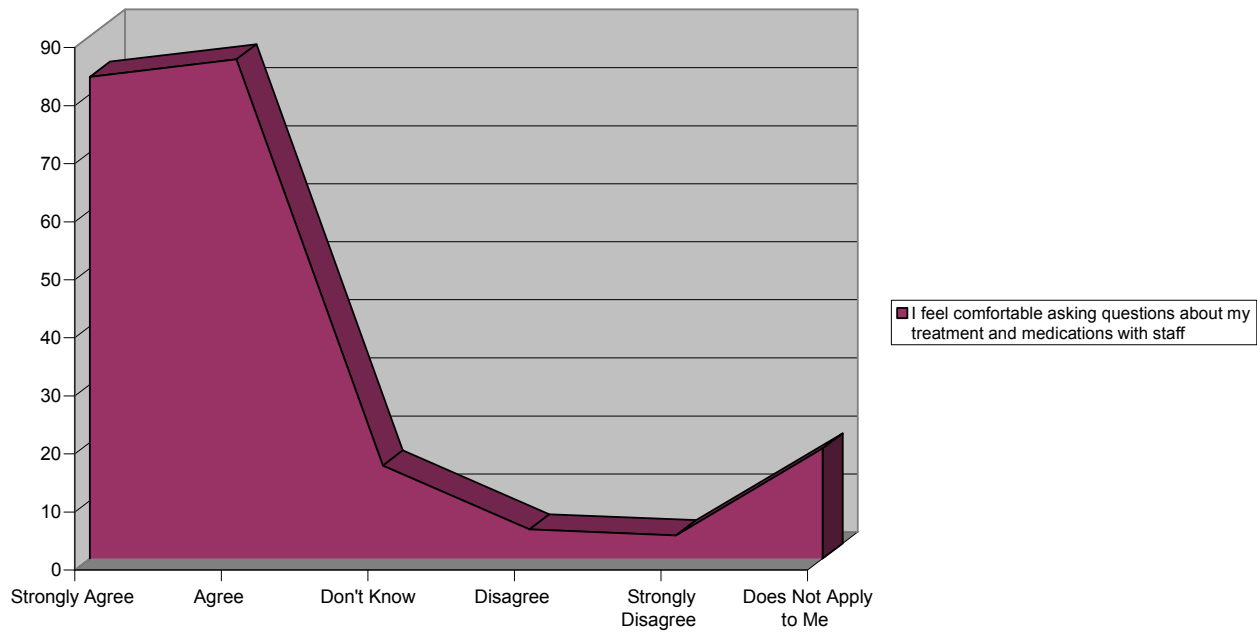
The staff are sensitive (understanding, unbiased) to my cultural background (race, religion, background language)



I (not staff) decide my treatment and rehab goals

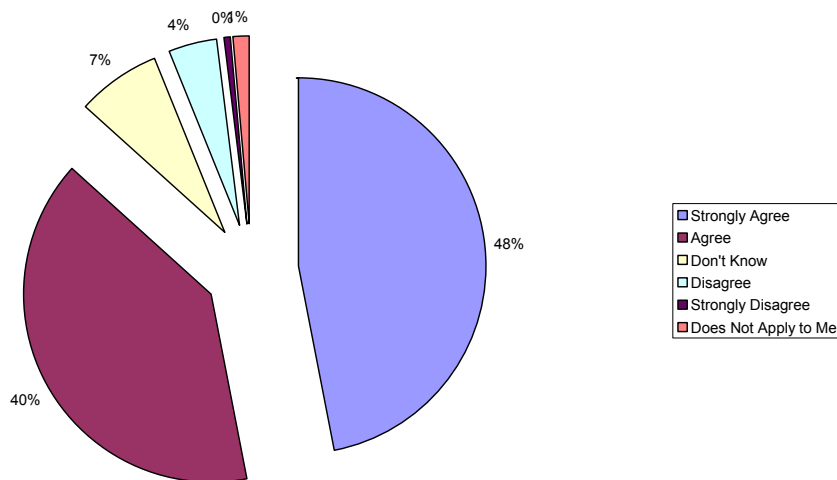


I feel comfortable asking questions about my treatment and medications with staff



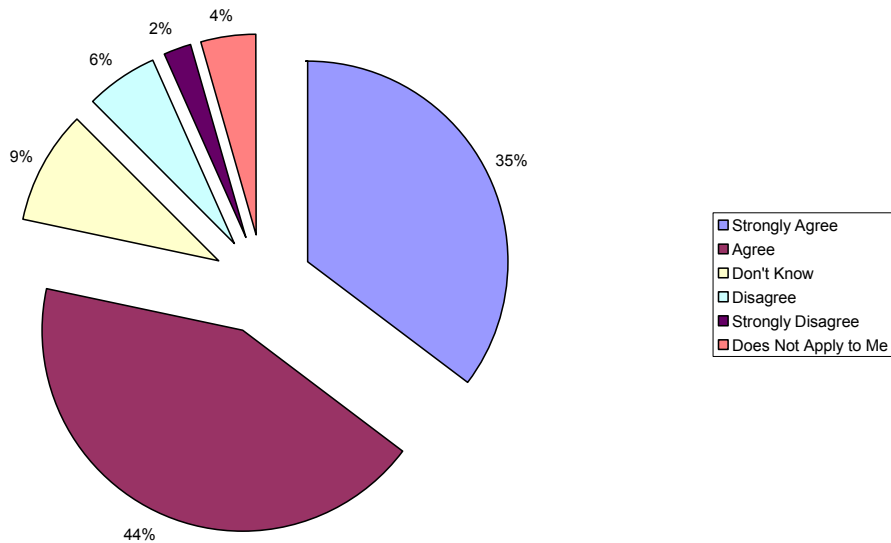
**General / Overall Satisfaction:**

The intake process was simple and well-organized when first arriving to WOTCH



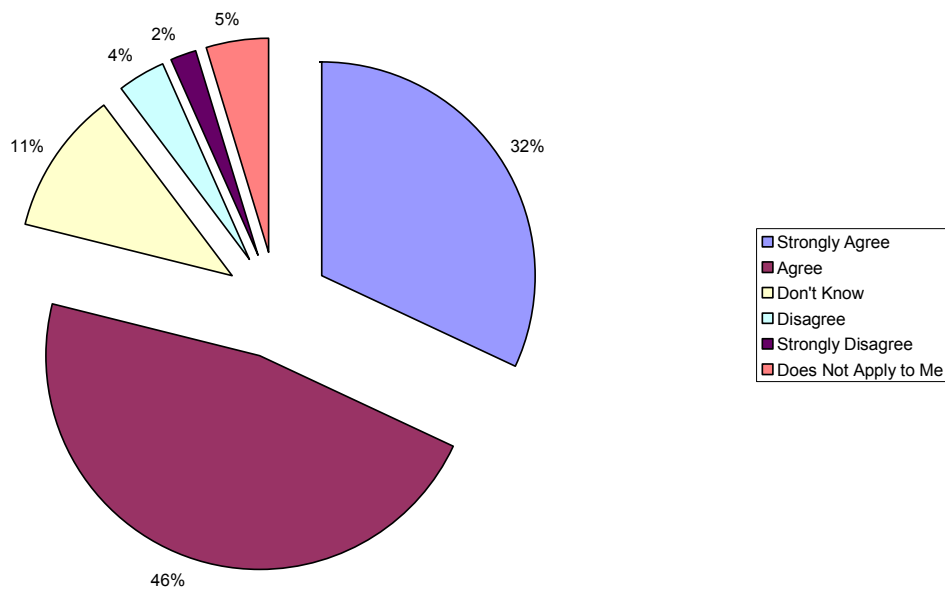
The intake Process was simple and well organized

The surroundings and atmosphere at WOTCH helped me get better



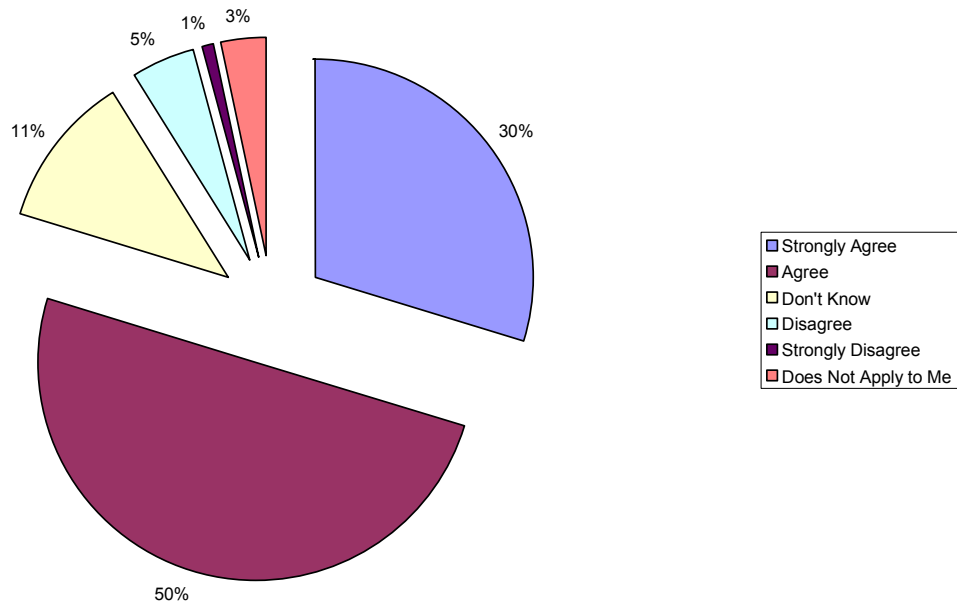
**The surroundings and atmosphere at WOTCH helped me to get better**

I can deal better with people and situations that used to be a problem for me



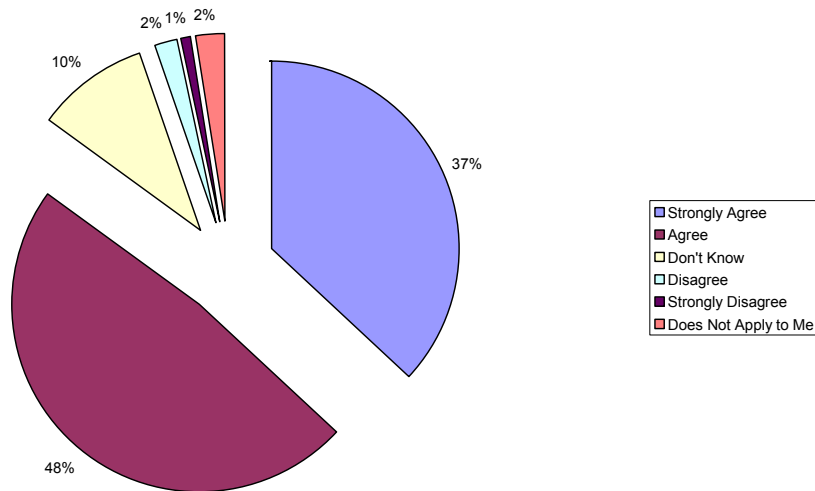
**I can deal better with people and situations that used to be a problem for me**

I am better able to deal with a crisis



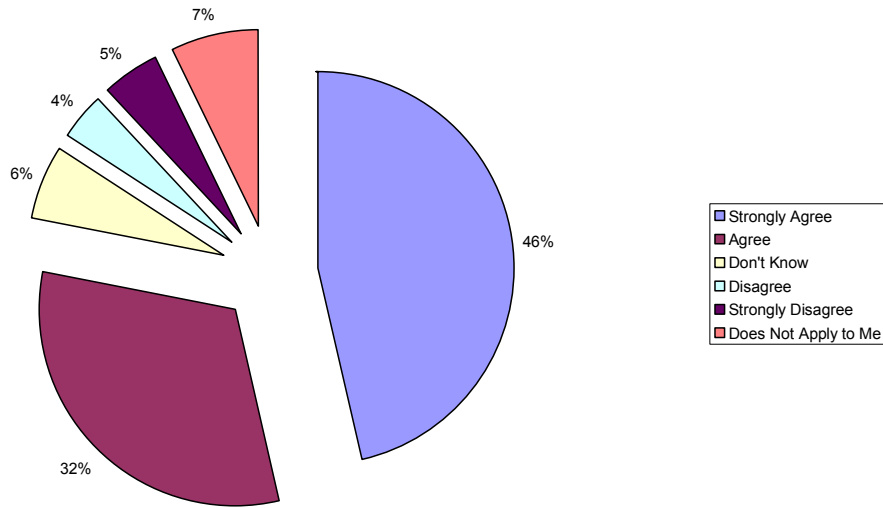
**I am better able to deal with a crisis**

I feel better about myself



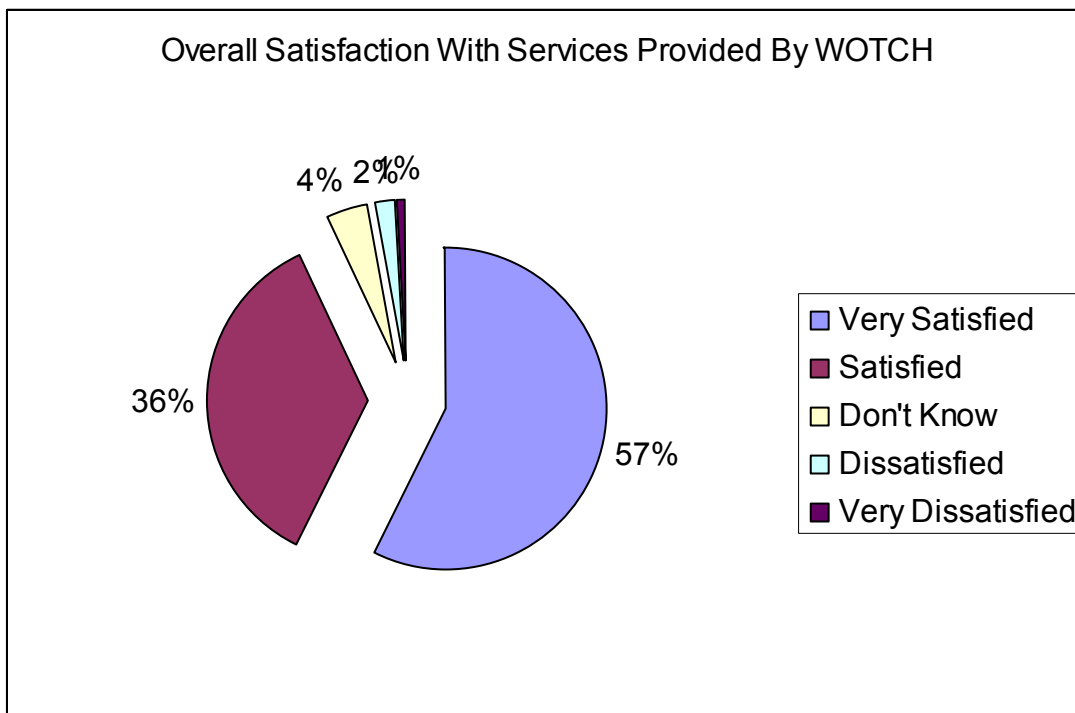
**I feel better about myself**

My housing situation has improved



My housing has improved

**Overall Satisfaction With Services Provided By WOTCH**



## Conclusions and Future Steps:

This evaluation focused on client satisfaction of services provided by WOTCH. Questions focused on satisfaction with service, satisfaction with staff and satisfaction with process, location and self improvement related to participation in WOTCH.

WOTCH's strengths lie in many areas from clients liking the services they receive and the location and times of services to staffs respecting clients rights and privacy and staffs professionalism.

In looking at where clients found out about WOTCH, brochure and website were rated at 0%. WOTCH should continue to improve the website and brochure but more importantly work towards a greater awareness of these knowledge sharing tools.

The two lowest scored responses were to the statements: The surroundings and atmosphere at WOTCH helped me get better and My complaints and grievances have always been attended to by the staff at WOTCH with a combined rating of 78.3% and 76.8% agreeing to strongly agreeing and 10.2% and 8.2% disagreeing to strongly disagreeing respectively. WOTCH could ensure that clients are aware and understand the WOTCH policy on grievances more consistently. WOTCH should also continue to work on ensuring a comfortable welcoming atmosphere in all its locations.

## COMMENTS:

The final question on the survey asked clients: If you had to improve anything about WOTCH what would it be? Please provide a brief descriptive answer below.

Listed below are the comments received. They have been placed in categories based on relevance. Individual Program areas will review the comments and develop future steps on a program level.

As a result, WOTCH may want to review the automated voice messaging system. Note: extensions of Directors have been added since the survey was completed.

Another common theme was "if it's not broken, don't fix it. Several clients felt WOTCH was doing a great job and that no change was necessary.

2 comments demonstrated the impact WOTCH services have had on their lives very powerfully:

"WOTCH has helped a lot, like not to be ashamed of myself. I used to abuse alcohol and meds, now I don't do that any more, I was matched-up with a good worker, its like night and day with them. There are more better days now"

"The most important thing WOTCH did for me, provided me with affordable housing. A place I can call my own. In the past I was a battered Woman, for years and with 2 different men. I was abused. My whole life till WOTCH helped me out of that life. I do not have to live in fear anymore of being physically or emotionally abused. It feels great. I thank all those at WOTCH for saving my life."

*Recovery*      °      *Hope*      °      *Dignity*

**Comments listed by theme:****COMMUNITY PROGRAMS:**

- I would like more arts and crafts group
- more crafts
- Longer hours of operation
- An exercise program- why do you have treadmills upstairs that are not available to clients?
- I would like the centre to be opened longer during the evening and weekends
- When people sign in it would be first name or nick name only to allow for privacy of the person's identity from clients. Last names should be only for staff to see.
- I wish there would be more than one locations (WOTCH CENTRE) to go to. Hopefully closer to my apartment. More programs to do with music would help.
- I used to work for WOTCH employment. I was fired and not given a reason why. I would like better communication.
- clients don't have a place where they can be comfortable, one of these large rooms would have a couch 2-3 and televisions
- more staff available during open hours especially in the craft room to play board games.
- Have more things in the morning
- Change some times with programs run.
- More to do at WOTCH other than playing games like learning new things
- the clients could bake or make a special thing, healthier snacks and profits could go to something at WOTCH.
- I learn new arts and other things
- open later in the evenings
- computers
- more things to do that involve learning
- longer trips
- better bistro food
- have smaller groups
- Saturday evening meals would be appreciated
- Art supplies accessible everyday and go to available room (re: ongoing art therapy)  
ps. (Name deleted)- we need a new scrabble (x2) and dictionaries
- have a small talk group
- I would very much like if WOTCH would open at 10am instead of noon
- Life Management would go for a full year
- employment services promising more than they can deliver.
- employment services need to answer their phone and return phone calls
- I disagree that Saturdays day program should be discontinued for 6 months because I and my new friends come in Saturdays often
- different hours.  
Ulterior: no lunch at WOTCH start 1-4
- more equipment opportunities
- more activities for higher functioning folks
- more craft for independent higher functioning client
- higher functioning people that do not attend centre, go on outings (transportation for more than 5)
- I have benefited from everything

- more women to attend
- soc and rec program not geared to higher functioning individuals
- more employment opportunities
- closer to down town
- more women focused groups that don't focus on the nameless populations, addictions. The quilting arts group and yoga groups were cancelled- these groups were an important part of my life and provided support fellowship, safety and safe containers, experiences grounding rather than people dumping their problems in a non productive negative manner. I feel like I have lost a safe anchor in my life.
- wood work program where we could learn how to make crafts and sell them or to raise money
- I often think of the different general meetings that took place at WOTCH on Ridout St.- did they have any value? I think so.
- I would like to see if we can get back the exercise group which (name deleted) was to organize.
- I wish WOTCH had a clubhouse with a pool table in Goderich like they do in Exeter. That would be nice!

### HOUSING:

- Staff needs to make better choices on clients they put in a house.
- It feels suppressive and there is a lack of PRIVACY in some of the permanent houses.
- more ample time to make better choices on where to live. A housing counselor would probably be needed
- Raise RENT from \$145 to \$425 to cover costs of more housing.
- Need more houses in North London and throughout the city. (more evenly distributed)
- I have no answer for that question, things in my housing situation are fine. And so is the staff support.
- more involved with housing knowing who's around and what going on in the homes that they provide for us.
- I need my apartment painted, and new carpet
- (name deleted) has been a very caring and understanding person over the years. The only thing that was difficult was to get housing and I was on a waiting list I have moved and love my new quiet apartment which (name deleted) helped me to get.
- Quicker/more active response to repairs for housing. A more rigid action(s) taken against disruptive WOTCH tenants who disturb others, or don't respect the housing or other tenants.
- Workers that listen when you have an in house problem and solve it.
- Most apartment buildings have storage space. My building has locks on empty lockers. Please let us use this space. I hate to gripe about WOTCH. there very good to me but I think there things could be improved.
- Before putting another person in a WOTCH house with other clients to thoroughly screen them in case they are involved with illegal drugs.
- The most important thing WOTCH did for me, Provided me with affordable housing. A place I can call my own. In the past I was a battered Woman, for years and with 2 different men. I was abused. My whole life till WOTCH helped me out of that life. I do not have to live in fear anymore of being physically or emotionally abused. It feels great. I thank all those at WOTCH. For saving my life.
- include un-conditioning expenses with rent.
- need more housing
- I would like to see better service in maintenance of building
- I would like to see subsidized apartment housing

- more housing for others with difficulties
- more housing
- I would like to meet with (name deleted) privately in the next couple of weeks to explain something and also to ask him a question about a problem I have.
- for people to be available when I call and need help regarding phase 2 operations
- Housing: 1. yes people in 1 house 4(3) 3(2).
- I feel everyone that is a WOTCH client in housing should receive a WOTCH work! sooner or later. PS> It help us a lot or aless me it close.
- animals are important to persons getting better

#### **WOMEN'S MENTAL HEALTH RESOURCES:**

- My sisters place open on the weekends
- Cleaning staff at Anam Cara House comes twice a month and also clean clients bedrooms.

#### **CASE MANAGEMENT:**

- a would like a new case worker.
- Also, when i first came to WOTCH i had a worker I could really talk to and at times just take me out for a coffee to get out of the house. Although (name deleted – CSW) I do like. At times I really don't feel comfortable to talk to. I don't know why, I just do.
- more case managers for more time with clients. Thanks for taking the time to do this survey and caring.
- I need a worker to help me with the computers with my email account.

#### **TREATMENT SERVICES:**

- Make sure one person isn't doing all the household chores while the others just sit and mess the house up.
- that we stay longer than 3-6 months
- An answering machine for the house phone.

#### **CLINICAL SERVICES:**

- I would like to have Dr. Lee at WOTCH more then one day a week.
- In the past you had a nurse names (name deleted) that would go to the Dr. Grace sometimes. I miss that. Because as I'm getting older my health is at times an issue with me.
- Have professionals tell about the biology of mental problems at support groups.

#### **STAFF:**

- To improve WOTCH, all employees should be qualified and well trained.
- not to get to stuck on something and to listen when you tell them you got worked up but fine now.
- staff should phone more regularly
- Staff Involvement
- Most of my services have been thru women's program.
- (not staff) the people (the girls)
- improve intelligence education dealing with people and situations being comfortable in any situation on the planet not just existing in a sheltered environment.

- too many VIP's let some go. Not enough been done for clients.
- more staff
- you could never, ever increase possible WOTCH staff (one probably to the fact that) have a UNIV. and cliental teaching and housing bodyguard and a BA in psychiatry and sociology and a long background in buying and renting and selling houses and also running places very similar to this one that I live in over 3 years now.
- better conflict resolutions
- less paperwork, no threats to clients or taking there free will from them. Let then make decisions on there medication levels. They have rights, unless they act unable

#### LOCATION:

- bigger facilities
- location- the are it is in not, is not the nest and make me uncomfortable to be there.
- the size of the building
- busses between 11-1130 or 815-845. earlier busses
- The location seems less personable then when it was at Southdale
- I don't like the location

#### COMMUNICATION:

- i don't like the new phone service because I don't know the extensions
- that during one situation I could get help quicker when in crisis
- That they could afford to have a telephone person answer clients phone calls during the afternoons (week-days). Voice mail do not work.
- Response time is too slow!!!!
- phone automated system is terrible . It is like calling Rogers, bell or any other annoying switch board of a major company. If I am calling and unwell it makes it sometimes impossible to navigate to hear a real person. Even if it is human who takes my message.
- I wish they could have a receptionist instead of voice mail. They provide a list of extensions.
- I would like the have my phone calls returned quicker
- Staff should listen more and not push their ways on us.
- We should be allowed to email WOTCH. A great form of communication- Please remove this rule
- PS There's a lot of WOTCH clients feel the same way as I do. When (name deleted) answers the phone- he helps out so much, he can calm you down or find help for you.
- you should have someone on (phone).
- I would like more help with the phone. Like when I would like the talk to one of the staff or my worker I don't like it when I don't talk to (name deleted) I don't understand the way it is on the phone I need more help. Like when I can't get a hold of my worker that I can't get to my appointment to meet her I get upset. Sorry
- WOTCH needs to have an automated telephone system with a directory listing all the staff by first name, and the extension numbers. For the past month or so all you can do is leave a message in the general mailbox-put a directory option on your phone system
- Hate the new phone system- want to talk to a WOTCH member during the day. Will not call the mental health crisis line- Maybe on evenings or weekends) Just calling at WOTCH and someone answers can make you feel better.
- perhaps a slightly better network of communication (verbal)

**GENERAL:**

- that they would not be so pushy in making decisions about how we feel
- hard to assure others who are more ill than me.
- Longer hours of operation
- all satisfactory!
- More use of noise reduction material. E.g. FIBREX
- Above all! Please give clients the benefit of the doubt and counseling if an when needed so nobody is walking in the pouring rain.. HOMELESS!!!
- Are you homeless? There's your answer. Bye!
- When rules for staff followed daily then when you need direction and sensible information why a big questions on how to be helped. AKA flippant answers to tough questions.
- internet
- I like WOTCH the way it is.
- Not sure at this point
- I feel everything was great and I don't think anything needs improvement the staff is great. Thanks for helping me.
- more info. actually: workshop about getting treatment to recovery and how to advocate for your rights with the towards mental health system.
- I cannot think of anything at this time. Nice to know when i needed to talk to someone it was done and helped me a lot. Programs are very good.
- Day Car for Kids.
- you design the in situation to serve the people you are made to serve. You do not start out trying to build a world class institution. Many members are not world-class standards. The institution may end up world-class but that can do a disservice to those you intend to serve.  
Example: UWO- business school- World class- How many students- I-W Ontario here: Hila: Enough-IQ For World Class business school.
- more time to talk to understand the clients or more time with the clients and more time to chat or talk and more therapy with pro time.
- different services for "higher functioning" people
- I have no complaints and recommendations
- I feel everything is wonderful here and a friendly place.
- WOTCH has helped a lot like not to be ashamed of myself. I used to abuse alcohol and meds, now I don't do that any more, I was matched-up with a good worker, its like night and day with them. there are more better days now.
- available parking spaces.
- nothing
- its better
- n/a
- Thinks you are doing an excellent job. House of Angles!
- talk about alcohol help
- happy campers
- WOTCH is a professional and very good organization
- more leadership opportunities
- more specific detailed plans for each individual client.
- less generalization.
- I really like WOTCH for the people I met

- less stress
- more workout equipment
- paid client for dishes
- if it isn't broke- don't fix it
- be open longer hours
- I feel that WOTCH needs something new for clients but I don't know what it is.
- still the same
- good work
- Its all good here, Thank for all the help
- thanks for all the help
- Organizations inability to provide transportation to shopping, doctors appointment, etc.
- Offer more intelligent activities, such as conversational French and customer service classes instead of cut and paste.
- If I won the lottery I would build a gym for clients and staff to use.
- assessments-personal intakes- too long