Health Care for the Homeless
Executive Summary Report
2017
1. Methodology

The following are the results of an annual patient experience program commissioned by the Health Care for the Homeless. The questions and methodology identical to those of the 2016 with the exception of an additional question added to the web-enabled survey that identified at which location the patient was taking the survey.

This is the summary result of approximately 442, with 272 (62%) completed by telephone and 170 (38%) completed via a web survey on a tablet at the providers’ offices. All the surveys were completed between June 2, 2017 and June 29, 2017. A copy of the survey script is included in Appendix A of this report.

The maximum margins of error, calculated at a 95% confidence level, for each site are as follows:

<table>
<thead>
<tr>
<th>Clinic Site</th>
<th>Surveys</th>
<th>Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baltimore County</td>
<td>103</td>
<td>8.7%</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>138</td>
<td>7.8%</td>
</tr>
<tr>
<td>Fallsway</td>
<td>201</td>
<td>6.8%</td>
</tr>
</tbody>
</table>

Significance testing throughout the tables in this report is denoted as follows:
- Column Proportions:
  Columns Tested (5%): A/B/C
  Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
  Columns Tested (5%): A/B/C
  Minimum Base: 30 (**), Small Base: 100 (*)

Questions throughout the survey were based on a fully anchored agreement scale.
2. Executive Summary

Clinic Space

A clear majority of respondents (90%) feel the clinic space is easy to move around in and find where they need to go. 88% of respondents indicated the locations are neat and clean although respondents from the Fallsway location were less likely (83%) to indicate the location was neat and clean as compared to the other two sites.

When asked about bathrooms specifically, the average score was 4.0 out of 5.0 with Baltimore County and West Baltimore coming in at 4.4 and 4.5 respectively. Fallsway was a significantly lower score at 3.5. However, the 4.0 for all sites combined was a significantly higher score than in 2016 at 3.5.

Regarding the respondents feeling comfortable and safe, the overall score was 4.6 with both Baltimore County and West Baltimore scoring 4.8 and Fallsway scoring 4.4.

Client Access

Convenience of location scored a 4.6. West Baltimore respondents were more likely to indicate the location was convenient (93%) than were Baltimore County (84%) or Fallsway (87%). The clinic hours of operation scored high at a 4.7. Leading the way was West Baltimore with 96% of respondents indicating the convenient as compared to Baltimore County (89%) and Fallsway (88%).

Eighty-six percent (86%) of respondents indicated they can get to the clinic without missing on the meals or a place to sleep.

Regarding getting an appointment when needed, the average score was 4.2. Fallsway scored significantly lower at 3.9 as opposed to Baltimore County (4.4) and West Baltimore (4.5). Regarding scores for assistance when a provider is unavailable, West Baltimore scored significantly higher (4.6) than the other two sites at 4.2.

On average, 80% of respondents indicated that when they miss an appointment Healthcare for the Homeless still gets the help they need and 71% indicate if they could not get to the clinic staff would figure out how to get them the care they need.

Three out of four respondents (75%) indicated that when they walk into clinic without an appointment the wait time is reasonable and 87% indicate wait time for scheduled appointments is reasonable.

Communication

Respondents scored 4.6 with regard to Health Care for the Homeless informing them about the services it offers. They scored similarly (4.6) with regard to getting information about their own health care like test results.

Three out of four respondents (75%) indicate that someone from the provider’s office returns the phone calls quickly. A slightly higher percentage (77%) indicated they can reach a provider when they need to. 41% of respondents indicated they can reach a provider when the clinic is closed.
When asked about Healthcare for the Homeless staff answering questions in a way that the respondent could understand, the average score was 4.6 with Fallsway scoring significantly lower (4.5) than the other two sites at 4.7 (Baltimore County) and 4.8 (West Baltimore).

**Coordination**

Eighty-six percent (86%) of all respondents surveyed indicated their providers work together to come up with a health care plan that meets their needs. The same percent also indicates their providers refer them to other providers when necessary.

Eighty-three percent (83%) of respondents indicated that the clinic staff make things as easy as possible for them when they are referred to outside services.

**Provider and Staff Quality**

An overwhelming 90% of all respondents indicated their provider give them good care and treatment. 91% of all respondents indicated provider takes their health concerns seriously, most notably in West Baltimore where 96% of respondents indicated as much.

Eighty-five percent (85%) of respondents indicated if they and their provider disagreed about something they could work it out.

**Whole Person**

Eighty-five percent (85%) of respondents indicated their provider makes sure healthcare decisions and treatment goals fit with the other challenges they have in their lives and 88% indicate their provider tries to get to know them.

Similarly, 85% of respondents indicated Health Care for the Homeless help them gain the skills they need to manage their health care. Scoring slightly lower at 73% was the perception that Health Care for the Homeless tries to help them with things they may need right away like food shelter or clothing.

Ninety-one percent (91%) of all respondents indicated they feel accepted at Health Care for the Homeless, scoring 4.8 out of 5, and 93% indicate they can be honest with their provider.

Ninety percent (90%) of all respondents believed Health Care for the Homeless keeps their personal information private.
### What do you like best about Health Care for the Homeless?

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>What do you like best about Health Care for the Homeless?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Baltimore County</td>
<td>Air conditioning</td>
</tr>
<tr>
<td>2 Baltimore County</td>
<td>Allows me to maintain my dignity</td>
</tr>
<tr>
<td>3 Baltimore County</td>
<td>Amelia Jackson</td>
</tr>
<tr>
<td>4 Baltimore County</td>
<td>Amelia Jackson at the Franklin Square office, her bedside manner is amazing. She takes the time to answer every question I have, no matter how minuscule and she makes sure that I understand everything she says. She makes me feel comfortable. She makes me feel like she's the sister I never had. Even if it's just a listening ear, her bedside manner is just amazing.</td>
</tr>
<tr>
<td>5 Baltimore County</td>
<td>Bedside manner</td>
</tr>
<tr>
<td>6 Baltimore County</td>
<td>Bigger office</td>
</tr>
<tr>
<td>7 Baltimore County</td>
<td>Care</td>
</tr>
<tr>
<td>8 Baltimore County</td>
<td>Care I get</td>
</tr>
<tr>
<td>9 Baltimore County</td>
<td>Doctors and staff</td>
</tr>
<tr>
<td>10 Baltimore County</td>
<td>Easy to work with</td>
</tr>
<tr>
<td>11 Baltimore County</td>
<td>Everything</td>
</tr>
<tr>
<td>12 Baltimore County</td>
<td>Everything!</td>
</tr>
<tr>
<td>13 Baltimore County</td>
<td>Friendly</td>
</tr>
<tr>
<td>14 Baltimore County</td>
<td>Help on what I need</td>
</tr>
<tr>
<td>15 Baltimore County</td>
<td>Helps others find food shelter and clothes, help others find things, answer different questions, doesn't let you down</td>
</tr>
<tr>
<td>16 Baltimore County</td>
<td>I am a new patient and this is my second visit. I was impressed during the last visit how quickly the staff responded to my medical needs. They were very efficient in examining me and providing me with the treatment I needed.</td>
</tr>
<tr>
<td>17 Baltimore County</td>
<td>I am very dissatisfied.</td>
</tr>
<tr>
<td>18 Baltimore County</td>
<td>I felt welcomed and got the treatment that I needed.</td>
</tr>
<tr>
<td>19 Baltimore County</td>
<td>I have no problems with them.</td>
</tr>
<tr>
<td>20 Baltimore County</td>
<td>I like everything about them they r there when u need them I luv them for that and they talk and explain what's going on</td>
</tr>
<tr>
<td>21 Baltimore County</td>
<td>I like everything and they try and help you when they can, they are knowledgeable.</td>
</tr>
<tr>
<td>22 Baltimore County</td>
<td>I like everything you just said.</td>
</tr>
<tr>
<td>23 Baltimore County</td>
<td>I like everything, I love the staff that's there. Ms. Judy's been there since I've been going there since 2011. They're great.</td>
</tr>
<tr>
<td>24 Baltimore County</td>
<td>I like my doctor, Dr. Tobie-Lynn Smith.</td>
</tr>
<tr>
<td>25 Baltimore County</td>
<td>I like the care that they provide especially the one in Baltimore county.</td>
</tr>
<tr>
<td>26 Baltimore County</td>
<td>I like the convenience.</td>
</tr>
<tr>
<td>27 Baltimore County</td>
<td>I like the fact that they always took care of me. When I need something, they pointed me in the right direction.</td>
</tr>
<tr>
<td>28 Baltimore County</td>
<td>I like their attitude. You are treated with respect. I'm a veteran. I choose to go there rather than the VA. At the VA I'm only a number.</td>
</tr>
<tr>
<td>29 Baltimore County</td>
<td>I like their honesty.</td>
</tr>
</tbody>
</table>
I really love my doctor, I would rate her a ten. I like that if she's not available, I can still see another doctor. They always make you feel special when you come in. People come in dirty and stuff like that and they still treat you good. They still take care of you and don't treat you any differently and that's really important to me.

I would say that it's right there when you're at the shelter.

It helps people.

It is very convenient and is very beneficial to my current living situation.

It takes care of me!

It was convenient

IT WAS CONVENIENT AND I GOT ALL THE SERVICES I NEEDED IN ONE SHOT

It's free

It's a necessary convenience.

It's the staff, the programs, the help provided, and the resources.

Kindness of staff

My doctor

My doctor

My doctor - if she sees a problem with me, she helps me. She tells me everything that I need to do. She is concerned about me.

My doctor and all staff

Need more. Doctor

None

Nothing.

Outgoing staff,

Quick service

Silent

Si me encanta

Spendable. They be there when you need them.

That they are there in the spirit of service.

The access to health care.

The care and compassion that my doctor and staff has.

The care but are limited in time

The criteria for being seen there was not too rigid. I don't have health insurance and was employed part-time. It was easy, fast and comfortable.

The doctor and staff are very knowledgeable and helpful!

The fact that try to help you and they are there and are involved and help anybody that needs help.

The friendliness from the staff.

The health care they give me.

The location and the hours that they can fit me in.

The location is convenient.

The nurses helped me the most, the intake coordinator, Judy, was a big help.
Baltimore County  The office I go to is a very small space, but they seem to get the job done, and they all have helpful personalities.
66 Baltimore County  The people are super nice.
67 Baltimore County  The people treat me good, they smile, they laugh, we can talk about stuff on the news! They are usually playing good music!
68 Baltimore County  The people. I like the doctors and the technician and the receptionist. They're just nice people.
69 Baltimore County  The providers are nice and easy to talk to about any concerns.
70 Baltimore County  The providers. The staff is professional and try to help with all your needs.
71 Baltimore County  The service, personality, and environment.
72 Baltimore County  The staff
73 Baltimore County  The staff and how clean and organized they are and they always work with you to work through any difficulties that one may have.
74 Baltimore County  The staff is so nice
75 Baltimore County  The staffing, don't have to sit around and wait
76 Baltimore County  The wait time is reasonable and it's not overcrowded
77 Baltimore County  There involvement with other outreach programs that help the homeless
78 Baltimore County  They are polite and pleasant. Everyone is nice.
79 Baltimore County  They are there when I need them.
80 Baltimore County  They are usually very friendly.
81 Baltimore County  They are very helpful and it's convenient.
82 Baltimore County  They are very pleasant and nice.
83 Baltimore County  They care
84 Baltimore County  They don't turn you away, regardless of your situation. Healthcare, living arrangements, they don't turn you away. It is excellent service. I go to the one at Franklin Square and the lady who answers the phone is excellent. My doctor's name is Amelia Jackson. She helps me with everything.
85 Baltimore County  They give me the help that I need.
86 Baltimore County  They help me get my health back. I've never had a provider as good as this. They go above and beyond.
87 Baltimore County  They looked out for me and made sure I had everything I needed.
88 Baltimore County  They made sure my health was ok, and attended to my needs and they help with housing right away.
89 Baltimore County  They provide my needs
90 Baltimore County  They take care of my needs pretty much.
91 Baltimore County  They take the service seriously.
92 Baltimore County  They were willing to see me and help with some of my medications
93 Baltimore County  They're friendly, they care, and they've helped me out a number of times. They cured my toenail fungus.
94 Baltimore County  They're friendly.
95 Baltimore County  They're help good
96 Baltimore County  They're there when I need them.
97 Baltimore County  They're warm and empathetic. They are very caring and they're professional.
98 Baltimore County  They've helped me. Every doctor I went to has helped and referred me to someone else if necessary.
Baltimore County

This is my first time here

Treat me like a person

Very good for me good people and good doctor Ian very pleased

Whenever I didn't have any health insurance, I could go to Health Care for the Homeless.

Art group!

Availability

Awareness of client's addictions

Broad range of services

Care

Convenient location

Easy access, friendly atmosphere, courteous staff

Easy access.

Everything. At the things they have done for me housing doctors and anything

Everything

Everything

Everything is fine.

Everything they do for me

Everything, healthcare has given me my life back. The staff here is exceptionally kind, compassionate. They make u feel like u ,truly have people that care and that u have a family that cares

Everything.

Everything

Free

Friendly staff

Gogo

Good response

Hours

Housing

How they operate and help people.

I can go to the doctor if I need help.

I can seat here even if I don't have an appointment

I can walk in and receive the information and care I need, without much of a hassle. If someone doesn't understand what I'm trying to explain, they will have someone sit with me to see what I'm trying to relay. They try to get the help I need.

I don't like them at all. they didn't do anything to help me.

I don't understand or know

I get good help.

I get the treatment that I could not otherwise afford.

I guess it's my doctor specifically, Ms. Elizabeth.

I have a team and they work together
Fallsway 135 I just like it.

Fallsway 136 I know for a fact that some caseworkers go. Far and beyond to help a friend of mine, that’s what made me sign up

Fallsway 137 I like everything about them. They are very well organized.

Fallsway 138 I like everything, they treat me well and I trust them.

Fallsway 139 I like how the people at the clinic treat you regardless of your condition or race.

Fallsway 140 I like how they see me quickly when I have an appointment.

Fallsway 141 I like how they treat me and how they are always willing to help.

Fallsway 142 I like how they treat you.

Fallsway 143 I like it all, they help me with anything I need help in.

Fallsway 144 I like my provider.

Fallsway 145 I like my providers that I have.

Fallsway 146 I like nothing.

Fallsway 147 I like that I can get done my procedures done for free here and I can get all the health care that I need help with here

Fallsway 148 I like that it is convenient. The people there really do care about you.

Fallsway 149 I like that it’s an “open door” policy. It’s a one-stop shop. They help with whatever you need. One time I lost my ID and they helped me get another one. They also help with food stamps and other benefits.

Fallsway 150 I like that it’s quick and fast to get waited on.

Fallsway 151 I like that they are at least in existence.

Fallsway 152 I like that they are there!

Fallsway 153 I like that they really help the people in need, with therapy and everything.

Fallsway 154 I like the attention they give me.

Fallsway 155 I like the care my provider gives me.

Fallsway 156 I like the convenience of service and when I needed help, I got it.

Fallsway 157 I like the doctor and the people there always look out for me.

Fallsway 158 I like the fact that they can help you with a one day service. You have to know what to do as far as coming early because they only take a certain amount of people.

Fallsway 159 I like the fact that they help you with what you need.

Fallsway 160 I like the food on the holidays.

Fallsway 161 I like the friendliness and respect they give us.

Fallsway 162 I like the front desk staff, they are really nice. The doctors don’t give me that much attention though.

Fallsway 163 I like the service and my primary care doctor.

Fallsway 164 I like the staff. The staff is caring and concerned. They’ve helped me out a lot. I feel accepted there. It’s open seven days a week. The pharmacy is right next door. I just really appreciate everything they’ve done for me.

Fallsway 165 I like the way I am treated whenever I need services

Fallsway 166 I like the way it is set up as far as checking in and being seen I also like that the building is kept clean and security stays on point

Fallsway 167 I like the whole building. Everything is one place.
I love HCH. I choose to recognize my treatment team Dr. Gilman & Justin. I've been stable for quite a
while with my mental health, a little over a month ago I had 2 nervous breakdowns & knew my
mental health was deteriorating rapidly. I didn't want it to affect my recovery when I recognized this I
contacted my above providers and was able to start a more intense therapy plan then I was on
which was once per month only with my psych/I've been coming here for 2&1/2yrs & also have
6&1/2yrs clean, my treatment here is an important part of my always evolving recovery process/I
can be honest with my psych n therapist/when I was in a crisis I received a call back from therapist
in less than 10mins & he gave me an apt within the hour/my providers care about me as a person
unlike other facilities where u feel like just another client # / I feel like I'm listened to for my individual
needs no matter how much time or changes we need to make this is the first mental health provider
where I feel like my treatment is always evolving around me and my progressions or regressions as
opposed to feeling at other facilities like the dr n therapist are only reading from a scripted list of
responses. / I could go on but those are what comes to mind right now HCH & my treatment team is
wonderful I couldn't ask for anything better.

I love pediatrics. Pediatrics is awesome. Judy is awesome, Deirdre is awesome. My son has a
horrible skin issue that comes and goes. When it flares up, she sends him to a dermatologist.
Deidre is good at making phone calls. She makes sure you can get there with the children.
Pediatrics is definitely awesome. They also have family services that have birth control and things
like that. That's awesome as well.

I think they do a good job and I am happy with them.

I wasn't judged and I was kind of like in and out. She was up front about what she could help me
with and resources.

If you can't get a regular doctor's appointment quickly, you can go there. I like that you can go there.

I'm just here.

Immediate services

It good now

It's a good cause and purpose. Who else is going to do it?

It's a nice place to go ,and the people are nice, and friendly.

It's a place to go to handle your business.

it's convenient, and I like the doctors, and my child's doctor for the past two years is really great

It's convenient. There's a lot of people to help you.

It's good to have something like this for the homeless. The services are sometimes unprofessional.
Things are just too chaotic. There is just too much going on there for me.

It's nice here

It's the attitude, the way they try to come up with a solution for any problem you present. They bend
over backwards to try to help.

I've been coming here for eight years d

la atencion que tienen con los pacientes es Buena y te ayudan en lo que necesites la atencion es
rapida.

Mr. Justin Shea shows total concern, keeps things open for me and tries to get me the help I need
and is patient. He calms me down and sticks with me.

My counselor Mr Clark

My doctor there is Dr. Tyler Cornell. She is one of the best doctors there. She is very
compassionate, knowledgeable and always goes above and beyond for me. There is nothing she
won't do for me. I have a therapist there named David and a psychiatrist. The psychiatrists leave all
the time though. I also like that they can help with social services right in that office. It's very helpful.

My psychiatrist talks to me a lot.

My Doctor here at H.C.H.IS Very serious about health care.
Fallsway Nice people
Fallsway Nice people
Fallsway One-stop shop.
Fallsway Pcp
Fallsway Providers are very nice and helpful
Fallsway Que ayudan a las personas que no tienen hogar
Fallsway Slow
Fallsway Staff
Fallsway Staff
Fallsway Staff and resources
Fallsway That it's a place where people can go that are less fortunate.
Fallsway That they help, if people really need it.
Fallsway That they were able to help me quickly without delay. Helped me get food and helped me with housing.
Fallsway That you can talk to the people. You don't have to go through a bunch of guessing games.
Fallsway The area
Fallsway The attention they give me that they give is good. When they don't understand me they get a translator.
Fallsway the attention they provide for the patient
Fallsway The care
Fallsway The care of the staff and the doctors. Being treated with respect
Fallsway The care.
Fallsway The convenience and how nice the people are down there.
Fallsway The facility is new, nice, clean, and I feel like it is state-of-the-art. I appreciate they take care of me with no charge. The people treat me excellent, with respect, dignity, and kindness.
Fallsway The general over all concern of most of the providers
Fallsway The health is very helpful To me in my health care
Fallsway The help that give me. They try to solve my issues. They helped during Christmas.
Fallsway The ladies Debbie and Judy are very nice.
Fallsway The location.
Fallsway The one time I went. They helped me with my situation with my daughter. The insurance had lapsed and someone told me about this establishment and took my daughter there. They were very helpful. Now we have insurance.
Fallsway The professionalism of the staff
Fallsway The quality , there responsibility, how they get to know people.
Fallsway The really help out the homeless people.
Fallsway The respect that they give you and the kindness. They just treat you like a human being.
Fallsway The response time. I was having a hot attack, and the response time was faster than the hospital. I like the response time and the attention, I like the explanation, they really try to simplify and explain to you.
Fallsway The service and my doctors. Front desk and security help me out and get me to mobility.
The service is OK.
The service is quick.
The services and the fact they care.
The services that they provide. You can get anything you need done.
The services that they provide. They're really going out there to help you with your situation.
THE STAFF
The staff
The staff are cool and try to help in any way.
The staff is helpful, and they provide good service.
The things I like best are the counselors and the advice they give. And the ambition they give out.
The way that they help those in need.
There are a lot of things in the community to help the homeless.
They are here for me.
They are discreet.
They are efficient.
They are nice.
They are on time and help me out. They are all about their word. If they say something, it's real.
They are open and the providers talk to you on a personal level. They're into the person's situations and needs.
They are very helpful in areas I'm not sure where I can do for myself.
They are very helpful.
They come out to the Weinberg Shelter to see us on Thursdays and Fridays and give us treatment, social counseling and health care.
They do listen.
They do their work.
They give great service.
They give me the proper care I need to live on.
they give you extra support......they give you everything you need...
They have a lot. Every organization has their up and downs, but at healthcare for the homeless, there's more ups than downs.
they have really good service, as good as some hospitals, their pretty good, as long as you keep your appointment they work with you.
They have the resources.
They help and fit all my needs.
They help me and are on top of my health and they are always attentive.
They help me out.
They help me.
They help me. They assist me when I need it. They are respectful and caring.
They help people and try to help them find a place.
They help people first and foremost, I know that for a fact. They're caring. That's all I can say.
They help people to get their life back together.
They help you.
They help you a lot and give you a lot of attention.
they help you to get there and back.
They help you when you needed.
They helped me get my mail sent here so that I can get identification
They helped me out when I needed it, and assisted me with my assurance card.
They helped me with getting help I need for me and my kids. They are not judgmental.
They meet your needs.
They provide the service I need.
They provided me with shelter.
They really do a lot to help me out.
THEY SUPPORT YOU, THEY HELP YOU, AND IF YOU HAVE A PROBLEM THEY GIVE YOU A COUNSELOR TO WORK IT OUT WITH YOU.
They take you right in. It doesn't matter what type of situation it is. The only thing is, you can never get the same doctor because when they come in, they volunteer.
They tend to you and they are very helpful.
They tend to you weather you have money or not.
They treat me well.
They treat you like a normal person.
They treat you nice.
They try to help me out as much as possible.
They were there for me when I needed it.
They're always there when you need them.
They're good with helping me out.
They're very prompt when I need them.
Timely appointment
When I go there they treat me good.
When I needed the help, they were there.
When I'm down, they help me get good. When I'm in a bad frame of mind, I go to my psychiatrist and come out feeling better.
You can address all your needs and concerns in one building.
You have to be homeless to get the care you need.
All of it. All the provisions they give me. I respect them because they respect me. Their concern for me causes me to have concern for myself.
All things,
Been coming here for 3 years it's very personal and they take my concerns seriously
caring for my needs and health
Convenient
Customer service
<table>
<thead>
<tr>
<th>West Baltimore</th>
<th>Dr. Grey</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Baltimore</td>
<td>Everyone is great</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everyone is professional and nice to me</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everything</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everything about them is good. They make sure my health is going all right.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everything has been fine.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everything is clean. They are attentive to my needs.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everything is fine for me. If I don't have some where to sleep they ask me.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everything is fine.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Everyone is professional and nice to me</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Fast response on all things</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Free services.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Friendly service and rapid response for helping with my family</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Help me with my diabetes</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>Helpfulness</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>hey always take care of me. they update me on my meds, call about my appointments, and always treat me right.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I can get appointments pretty quick when I need to.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I DONT HAVE MUCH TO SAY</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I haven't had a problem with anything, It's safe and it works for me.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like a lot of stuff they do for us. I like how they are responsible they are with the attention they give us.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like everything about them.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like everything, even if you walk in and you want to see a case manager, you get to see one.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like everything.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like everything.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like how they provide great service.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like how they seen me right away.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like how they treated me and my daughter.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like my Doctor, I'm treated pleasantly.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like that they feed you.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like that they give you the opportunity to change your life and your health.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like that they have a dentist.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like the accessibility.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like the convenience. They stop on top of things and really try to help us.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like the services.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like the supervisor, Mona she does her best.</td>
</tr>
<tr>
<td>West Baltimore</td>
<td>I like the way they treat you, they are good people.</td>
</tr>
</tbody>
</table>
I like who they treat me.

If you need anything they will be able to help you with what you need.

It convenient for me.

It helps out a lot.

It offers all that I need to improve my life.

It's a place where people can go when they have a problem no matter what.

It's close to my house.

It's convenience

It's convenient to where I live.

It's convenient, it's downtown. Sometimes they provide you with food and general information to help you and they do best they can.

It's convenient. They help you based on information and insurance. They provide what I need.

It's very fast and easy

Like the chance to get real good information from case managers

My nurse Sheila

Nice pleasant respectful

No response.

Not really anything.

People

Polite and helpful staff

Que atienden may bien

Quick service.

That I can get back what I lost, and that's everything!

That I can receive care and no hassle about payment, which I don't have. I'm satisfied with the care I receive.

That it is health care for the homeless. That you can get proper health care.

That they help me when I need the help.

That they provide to my needs when needed.

That they're willing to help others

The attention they give me. The service is good.

The best thing is when I need health care, since I am homeless, they provide it; and when I need medicine and I can't pay for it, they provide it.

The building is nice and clean and it's fast. I like it a lot.

The fact they knew who I was, which shocked me. And my waiting time to see the lady was timely. When I went to her, she took her time with me, explained things to me, and told me that I was doing everything that I needed to be doing. She went through my application for food stamps and helped me fill in things that I missed and when I went to get my food stamps, I had no problems thanks to her.

The help, and assistance they give me.

The patience they have with me

The people are caring.

The people there are really nice.
The service for me helps meet my goals.
The service, the staff, the location.
The service.
The services they provide.
The services. The people. They're professional.
The staff.
The staff is easy to talk to, and get along with.
The staff, the assistance that they give you, and the service!
The staff. Health care for the homeless.--
The therapist.
The way that they are always available.
The way they treat us.
They alright.
They always help me when I need help.
They are a place that provides to people with needs.
They are good people
They are organized
They are very convenient and professional.
They care about there clients
They do try to help you out.
They do what they say they're going to do and they are there for you.
They don't turn you away. They have counselors and work with you. They give you different directors to go to. They keep your business personal except for co-workers and that I did not like at all.
They find the way to treat the patients good. I'm Hispanic and I don't talk Spanish. They always have someone who can translate for me.
They get your needs met.
They give you good help.
They help me any time I need.
They help people.
They help people.
They help the people who go there.
They help you right away.
They help you when you need them.
They helped me get a place. I'm off the streets a year now.
They provide good information. If I need to change doctors they help me find another provider.
They take care of me.
They take good care of me when I'm there.
They treat me well.
They try to help me, but they slacking and they really put forth the effort.
They were alright with me.
They work for me
They work together with to fulfill all of my medical needs etc.
They're for you when you really need them.
They're there for me.
They've been helping me my whole life
The service
Todo
Very convenient and very helpful. Workers are respectful
Warm environment
When they started the mobility and the van service.
X hoy todo bien gracias
## What would you improve about Health Care for the Homeless?

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>What would you improve about Health Care for the Homeless?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Baltimore County</td>
<td>A bigger place that's all Be open longer hours, the homeless shelter and HCFTH could get along better. There was a conflict of interest there or something. I thought I was going to get help with housing but that hasn't worked out.</td>
</tr>
<tr>
<td>2 Baltimore County</td>
<td>Being closer to me.</td>
</tr>
<tr>
<td>3 Baltimore County</td>
<td>BIGGER OFFICE. THEY COULD USE MORE SPACE</td>
</tr>
<tr>
<td>4 Baltimore County</td>
<td>Bigger waiting room</td>
</tr>
<tr>
<td>5 Baltimore County</td>
<td>Bigger. More space</td>
</tr>
<tr>
<td>6 Baltimore County</td>
<td>Communication between the homeless and the special needs doctor and my records being transferred to my primary doctor.</td>
</tr>
<tr>
<td>7 Baltimore County</td>
<td>Easier to be seen after ER visit or urgent situations.</td>
</tr>
<tr>
<td>8 Baltimore County</td>
<td>En mi opinion todo bien</td>
</tr>
<tr>
<td>9 Baltimore County</td>
<td>Give them more money so they can help us out more. If you wanted to improve anything for them, you could give them more funding.</td>
</tr>
<tr>
<td>10 Baltimore County</td>
<td>Hours; one Saturday a month</td>
</tr>
<tr>
<td>11 Baltimore County</td>
<td>Housing.</td>
</tr>
<tr>
<td>12 Baltimore County</td>
<td>I am not sure; nothing that concerns me.</td>
</tr>
<tr>
<td>13 Baltimore County</td>
<td>I believe more storage for managing clutter would provide more room for clients.</td>
</tr>
<tr>
<td>14 Baltimore County</td>
<td>I don't like the change of healthcare providers. I've always been used to having one doctor.</td>
</tr>
<tr>
<td>15 Baltimore County</td>
<td>I have had a good this past year. I can't complain. I think I've been given very good care, considering that I'm Family Med Star Health Care. I can't think of anything offhand.</td>
</tr>
<tr>
<td>16 Baltimore County</td>
<td>I have some issues with scheduling for my depression. I had an appointment that I missed. No one ever called me back about rescheduling it. I guess I would like a remind before the appointment or have someone call to reschedule again.</td>
</tr>
<tr>
<td>17 Baltimore County</td>
<td>I think more needs to improve. I THINK MAYBE THEY COULD USE A BIGGER FACILITY THAN THE ONE THEY HAVE NOW BUT OTHER THAN THAT, THE CARE IS EXCELLENT.</td>
</tr>
<tr>
<td>18 Baltimore County</td>
<td>I think they need a larger work space. I know they have a new place now.</td>
</tr>
<tr>
<td>19 Baltimore County</td>
<td>I would improve the appointment times for school aged children. I couldn't get one that was convenient for me and my kids school schedules. Sometimes my kids wouldn't be able to have transportation to get to school.</td>
</tr>
<tr>
<td>20 Baltimore County</td>
<td>I think the location. It's a little too far.</td>
</tr>
<tr>
<td>21 Baltimore County</td>
<td>I would improve the scheduling. For blood work and stuff like that, it's kind of complicated.</td>
</tr>
<tr>
<td>22 Baltimore County</td>
<td>I would improve the wait time when you show up for a scheduled appointment.</td>
</tr>
<tr>
<td>23 Baltimore County</td>
<td>I would make it so they would have their own shelter</td>
</tr>
<tr>
<td>24 Baltimore County</td>
<td>I would mess with this place</td>
</tr>
<tr>
<td>25 Baltimore County</td>
<td>If you are very sick they should be able to fit you somewhere.</td>
</tr>
<tr>
<td>26 Baltimore County</td>
<td>ITS A LITTLE ROWDY THE DAY I WENT</td>
</tr>
<tr>
<td>27 Baltimore County</td>
<td>It's office space. That thing is so tiny if you crawled around backwards you'd be out the door.</td>
</tr>
<tr>
<td>28 Baltimore County</td>
<td>LessEO OEACLie. Eat</td>
</tr>
<tr>
<td>29 Baltimore County</td>
<td>Let me be the manager.</td>
</tr>
<tr>
<td>30 Baltimore County</td>
<td>Maybe some better equipment and be more modernized, but they do well with what they have.</td>
</tr>
<tr>
<td>31 Baltimore County</td>
<td>Maybe there should be some women and children services they need. It takes a long time when you apply for medical assistance.</td>
</tr>
<tr>
<td>32 Baltimore County</td>
<td>More docs more mental health providers</td>
</tr>
<tr>
<td>33 Baltimore County</td>
<td>More access to dental care, same day service for dental care, possibly a mobile clinic!</td>
</tr>
<tr>
<td>34 Baltimore County</td>
<td>More accessibility for emergency situations.</td>
</tr>
</tbody>
</table>
More care, attention and more consideration.

More doctors

More empathy, offer resources, I was made to not feel comfortable as I was trying to get over or something

More office space.

More space.

Needs more psychiatrists because most homeless people really need mental health help.

New building for Baltimore county

No tokens for dental visits

So far, everything has been fine.

Some of the facilities need a little more space.

That my doctor needs a bigger office and a bigger waiting area.

The ability to see an actual M.D. instead of always seeing an LPN.

The Baltimore county office needs a larger office it’s too tight in there

The location. Its inconvenient for me. Also they only allow the women to sleep in a room. The men have to sleep in the kitchen, so they can provide rooms for the men to sleep would be good. I heard they are supposed to building another shelter.

The office was losing the front counter lady. I would like someone out front to monitor what was going on. They need more staff up front. They were doing the best that they could.

The only thing will be more space to move around better

The size of the office.

The way housing is set up especially for the men. They need more. The communication between social workers at the centers and HCFTH

There's nothing. I like that they are available Monday through Friday from 9 - 5.

There's nothing. They really are great.

They're in the process to moving into a bigger facility in September or October. Besides the waiting room and triage space being a bit too small, and that's in the process of being fixed, I can't really say anything.

To make aware more of the location itself.

Wait time

Wait times

A lot of the staff have, especially in the building, especially the higher staff are very unprofessional. They don't care at all. They give you a run around.

A way of transportation. A way to and from there.

Acupuncture is vital to my recovery process

As for myself I feel there needs to be no improvement

Bathrooms

Bathrooms and mail service picking up mail can be quicker than it is now

Better front desk service because they are not nice at all

Cleaning of the actual location. They need to treat people homeless or not like human beings.

Cleanliness

Day trips

Everything

Everything is excellent for pediatrics.

Faster dental service

Feeling safe. A lot of activity around the building that doesn't make me feel safe.

Follow up
Fallsway
For me nothing

Fallsway
Get more staff in there.

Fallsway
Getting into housing more quickly.

Fallsway
Getting the resources need to help the other locations

Fallsway
Have more people working in the clinic. Housekeeping could be better. They try really hard to keep up with everything. Their scheduling needs to be better, with the amount of people they see and who are in and out of the building.

Fallsway
How long it takes to be seen

Fallsway
I can only thank the staff in nurse and Doctor that's take care of us giving each person a blessing

Fallsway
I don't like the people outside. They are always hanging around the front of the building. I worry about getting robbed or jumped.

Fallsway
I got the help that I needed.

Fallsway
I had back surgery last year. Usually I would have no trouble getting access to the building. I used the ramp. There are a lot of people who don't have anywhere to go. They bring their belongings there. One day I went there and the ramp had people there with bags and clothing. I had to leave my walker and take my time to try to walk into the building. It's difficult getting into the building now. The other problem I had is that fights break out. One person was killed in a fight so I'm kind of skittish with anxiety. I go there for my treatment. It became an issue, going through a security clearance, with colored wristbands. People are intoxicated or high. The building has become dirty, the bathrooms are filthy. It just became an uncomfortable experience.

Fallsway
I just need something more closer.

Fallsway
I know they have to deal with a lot of people. I think they need more doctors and staff, so the scheduling is better.

Fallsway
I really can't answer that.

Fallsway
I really don't know right now I'm new and I just started being seen here and staring here

Fallsway
I should be able to get my test results and at least get the medications that I need.

Fallsway
I think God for this place

Fallsway
I think they should better the wait time when you pick up your medications.

Fallsway
I think they should hire more staff.

Fallsway
I wish there was more mobile van.

Fallsway
I would change the wait time to be seen and talk to someone.

Fallsway
I would give more outreach. Have more outreach resources. Help people transition from their homes to being homeless. Have someone in there we could confide in, if needed.

Fallsway
I would improve a lot of things. The facilities really need to be kept better. The bathrooms are not kept well and the smell is bad. There are all different kinds of people coming in. There should be some kind of screening, so people are at least clean. This way the smell would not be so bad and other people would not get germs. I think the institution itself could do better work, especially with people who come in from other countries and the homeless. It could go into more depth with the care you are giving. Not enough is being done for those people, it's like you are just giving out band aids.

Fallsway
I would improve on the downstairs area. It could be a little more organized and cleaner. The bathrooms downstairs are horrible. They definitely need to be cleaned.

Fallsway
I would like to get a reminder about my doctor appointments, I would like them a day ahead of the appointment, I never get them

Fallsway
I would love to come work with you guys.

Fallsway
I would not improve anything.

Fallsway
I would try to improve the cleanliness outside,...the homeless camping out/sleeping there I'd give them all a raise. I'm a vet. No one at Veterans Administration did anything for me. No one did anything until I came to Health Care for the Homeless.

Fallsway
If they can speed up the wait time to be seen.

Fallsway
If you miss an appointment make getting your next appointment sooner rather than months out. Use the TV so clients can watch while they wait like nature,history,health or news programs. Check bathrooms on first floor for cleaning needs.

Fallsway
I'm not experienced enough with Health Care for Homeless. I'm going to leave that open.
It all comes down to housing. There is none available. They are overcrowded and overwhelmed.

It seems like they took the good doctors away when they moved. After I had surgery, I mentioned I was having a problem. They ignored me and I got an infection in my stomach.

I've always had a great experience so there's nothing, really.

Just the wait time when you don't have an appointment and the bathrooms being clean.

Just wish I could give back to them somehow.

Keep coming when I have my appointments. When I have my appointments, to show up.

Keep some of the riff-raff out of there.

Less wait time

Like improve their service with serving people. They only see a certain amount of people a day.

Location

Longer hours

Make it where your loved ones can go back with you. Stop people from hanging out in front of the building.

Make sure they bring more equipment. More chairs for us to wait.

Maybe they could turn on the tv's during the day. Otherwise it's pretty efficient there.

More employees.

More housings

More programs offered for people to get off of drugs.

MORE SECURITY, PEOPLE ARE CRAZY

More staffing.

Most things

Need more help getting out of difficult programs to get in the one that offers the help that actually provides legit services. Even when things seem impossible there needs to be a way to find the help we need.

Once you get there in the morning, them picking and choosing what is important. I don't like that. I feel like a breast exam is very important. That should be addressed right away. That would deter a patient to not come back.

Open more locations so that they're not over crowded.

Phone service

Provide breakfast in the lobby

Put me back on the regular drip of morphine.

Shorten the wait time.

Some of the front ladies that check you in for appointments could be a little nicer and respectful and THE BATHROOMS YUCKY need toilet seat covers

Sometimes a lot of people would be sitting outside.

Staff leaving without you knowing in advance. It can be hard to get to know new staff. Improve staff understanding about how we as clients feel. When I suffered so many losses (death), staff didn't understand the gravity of my grief and I wish that they could have understood. HCH should have grief group. We also need classes like GED classes

The automated phone system used to let you put the letters of your provider to allow you to leave them a message on their extension. I had to get their #'s directly in store in my phone in case I'm running late or really need to leave them a message without going through the whole automated system. That is the only improvement is to go back to old automated phone system everything else I've experienced has been great

The bathrooms

The bathrooms need attention. I'd like quicker referral service and quicker scheduling of appointments.

The customer service skills. The front desk is horrible. Whatever level or condition the people are coming in with, don't treat them as though. Treat them as a human being.
The employees could be more knowledgeable of the services that are provided. They could also be more professional, especially the counter and desk people.

The employees could be more professional, especially the counter and desk people. The length of time you have to wait for an appointment, the location, once you get to the place, the sanitation is bad, something needs to be done to improve right outside the building, people spit and urinate, the smell is almost unbearable. The look

The overall wait times for services when you have an appointment. The help the people.

The length of time you have to wait for an appointment. The providers getting back to you. They can be more quick about it. The providers getting back to you. They can be more quick about it. The security. The length of time you have to wait for an appointment.

The time you have to wait for an appointment. THE WAIT TIME ON THE MEALS, AND IF YOUR NOT THERE AT A CERTAIN TIME YOU LOSE YOUR BED. The length of time you have to wait for an appointment. THE WAIT TIME ON THE MEALS, AND IF YOUR NOT THERE AT A CERTAIN TIME YOU LOSE YOUR BED. The length of time you have to wait for an appointment.

The look

The overall wait times for services when you have an appointment. The help the people.

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The wait time could be better. I understand there are a lot of people going there. A lot of homeless people just sign up for some type of service so they have someplace to sit for the day. They don't always need the care. They don't always need the care. The wait time could improve, and some of the location, once you get to the place, the sanitation is bad, something needs to be done to improve right outside the building, people spit and urinate, the smell is almost unbearable.

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The wait time could improve, and some of the location, once you get to the place, the sanitation is bad, something needs to be done to improve right outside the building, people spit and urinate, the smell is almost unbearable.
187 West Baltimore --
188 West Baltimore As far as confidential, keep confidential to themselves and help a person if they need help.
189 West Baltimore Communication between clinics
190 Dental - fixing my teeth. They didn't even call me for my appointment. I called to make an appointment and they said that the appointment was two or three months out and they never called me to set it up. This was about a year and a half ago. And now my teeth are worse off than they were and that's why I don't go there anymore. I switched my healthcare over to them, made them my primary and it was all for nothing. Then I switched back to my regular doctor because they didn't perform.
191 West Baltimore Even quicker waiting times
192 West Baltimore Ever is ok
193 West Baltimore Everything I see is good.
194 West Baltimore Everything is all right.
195 West Baltimore Everything is fine as far as getting a translator for me.
196 West Baltimore Everything is fine with me.
197 West Baltimore Everything is good.
198 West Baltimore EVERYTHING IS OK, LIKE I SAID. I WOULDN'T IMPROVE NOTHING, THEY'RE DOING THE BEST THEY CAN.
199 West Baltimore Everything ok with me.
200 West Baltimore EXTEND THE HOURS THIER THERE
201 West Baltimore For them to stay on top of the restrooms.
202 West Baltimore Get a better place.
203 West Baltimore Health care for the homeless guides me on direction that will allow me to improve my life.
204 West Baltimore Help with housing. Still homeless.
205 West Baltimore How they run it now is OK. I can't think of anything right off the top of my head.
206 West Baltimore I can't really say what I would improve about it. Just more staff.
207 West Baltimore I never had any problems.
208 West Baltimore I really can't say. I never ran into a problem.
209 West Baltimore I SEE NOTHING WRONG WITH WAY IT'S FUNCTIONING RIGHT NOW.
210 West Baltimore I won't improve anything, they try to take care of you the best they can.
211 West Baltimore I would improve the appointment wait times.
212 West Baltimore I would improve the meals from Dietary for people who are diabetic.
213 West Baltimore I wouldn't change a thing
214 West Baltimore I wouldn't change anything.
215 I'm working on transportation back and forth. I need a doctor script to get rides back and forth to the hospital. Sometimes I ask for things and they question me on it. I was going to school. I didn't want to go back because of my depression. The doctor didn't want to write anything for me on that. So, I'm not sure if I can go back to school or not.
216 West Baltimore It's perfect the way it is, but maybe faster needs when prisoners come out of jail, especially the narcotics ones
217 West Baltimore JOBS. EMPLOYMENT HELP
218 West Baltimore Keep back braces for us
219 West Baltimore Make more locations that, all who are in need of medical support would be able too.
220 West Baltimore Make the drug health program more available. Most homeless people suffer from substance abuse so that should be part of the treatment from the start.
221 West Baltimore Me siren to my atendida y Doyle gracias al personal ME. THEY HELP ME IMPROVE ME. I WANT ME TO BE BETTER BECAUSE THEY WANT ME TO BE BETTER. YOU CAN SEE THROUGH THEM THEY ARE FOR REAL
222 West Baltimore More caring people on bro.
223 West Baltimore More locations
224 West Baltimore More locations.
My health

No smart mouths at the work place. Sometimes one of the workers get little smart with you. Not Mona or Angela or the man. But I don’t want to say who.

No there’s nothing that I can say needs improvement.

Parking

People could be a little more sensitive to people’s different needs.

Plans that don’t require me to sleep under a bridge and show up every day

Referral process

So far everything is OK, I don’t see anything that needs to be improved.

social talking more with patients

Sometimes it’s hard for referrals. I get turned away.

Speed up the wait process. Improve the parking issue, it’s really hard to get a spot.

THAT THEY FIND HOUSING FOR PEOPLE IN NEED QUICKER THAN THEY DO.

The amount of the length of time it takes for you to get the referral and length of time it takes to go see the referral. That’s it and my provider is good.

THE BATHROOMS, MAKE THEM CLEANER AND BETTER.

THE HOURS THEIR AVAILABLE,

The housing status. Helping people with housing.

The smell of the people in there.

The wait time

There should be more offices like this around the world; you don’t make me ashamed that I can’t afford stuff.

There’s a lot of people that go to Health Care for the Homeless that don’t speak English, so there should be a translator. They should also treat the people who get treated there better. Not all of the people who work there are like that. It’s just the one person who seems to be racist toward Hispanic people.

They could use cleaner bathrooms

THEY DO WELL BY ME. DON’T KNOW HOW THEY COULD BE BETTER.

They meet all my needs.

They need a transportation system to help get you there. If your late you have to wait 30 days to get a new appointment.

They need people that talk Spanish.

They should be in other hospitals. More in the residential areas. Work on the dental part.

To have more care places like this available.

Try to get back to a more closer location.

Walk in breakfast would be nice

When a patient needs to see a specialist it takes a while to get a referral.

When you go there for the very first time, you have to be there either at 6am or 1pm. The wait time is really long. That 6am time is really too early.

WHILE A PERSON IS WAITING THEY SHOULD GIVE AN UPDATE ON WHAT’S GOING ON IF THEY CANT SEE THEM IN A TIMELY MANNER AND THEN I CAN DECIDE IF I WANT TO STAY OR COME BACK.