



**RESEARCH AMERICA**

MARKET RESEARCH • CONSUMER INSIGHT

---

# **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:

Clinic Site	Surveys	Margin of Error
Baltimore County	103	8.7%
West Baltimore	138	7.8%
Fallsway	201	6.8%

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?

	LOCATION	What do you like best about Health Care for the Homeless?
1	Baltimore County	Air conditioning
2	Baltimore County	Allows me to maintain my dignity
3	Baltimore County	Amelia Jackson
4	Baltimore County	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.
5	Baltimore County	Bedside manner
6	Baltimore County	Bigger office
7	Baltimore County	Care
8	Baltimore County	Care I get
9	Baltimore County	Doctors and staff
10	Baltimore County	Easy to work with
11	Baltimore County	Everything
12	Baltimore County	Everything!
13	Baltimore County	Friendly
14	Baltimore County	Help on what I need
15	Baltimore County	Helps others find food shelter and clothes, help others find things, answer different questions, doesn't let you down
16	Baltimore County	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.
17	Baltimore County	I am very dissatisfied.
18	Baltimore County	I felt welcomed and got the treatment that I needed.
19	Baltimore County	I have no problems with them.
20	Baltimore County	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
21	Baltimore County	I like everything and they try and help you when they can, they are knowledgeable.
22	Baltimore County	I like everything you just said.
23	Baltimore County	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.
24	Baltimore County	I like my doctor, Dr. Tobie-Lynn Smith.
25	Baltimore County	I like the care that they provide especially the one in Baltimore county.
26	Baltimore County	I like the convenience.
27	Baltimore County	I like the fact that they always took care of me. When I need something, they pointed me in the right direction.
28	Baltimore County	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.
29	Baltimore County	I like their honesty.

30	Baltimore County	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.
31	Baltimore County	I would say that it's right there when you're at the shelter.
32	Baltimore County	it helps people.
33	Baltimore County	It is very convenient and is very beneficial to my current living situation.
34	Baltimore County	It takes care of me!
35	Baltimore County	It was convenient
36	Baltimore County	IT WAS CONVENIENT AND I GOT ALL THE SERVICES I NEEDED IN ONE SHOT
37	Baltimore County	It's free
38	Baltimore County	It's a necessary convenience.
39	Baltimore County	It's the staff, the programs, the help provided, and the resources.
40	Baltimore County	Kindness of staff
41	Baltimore County	My doctor
42	Baltimore County	My doctor
43	Baltimore County	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.
44	Baltimore County	My doctor and all staff
45	Baltimore County	Need more. Doctor
46	Baltimore County	None
47	Baltimore County	Nothing.
48	Baltimore County	Outgoing staff,
49	Baltimore County	Quick service
50	Baltimore County	Quiet
51	Baltimore County	Si me encanta
52	Baltimore County	Spendable. They be there when you need them.
53	Baltimore County	That they are there in the spirit of service.
54	Baltimore County	The access to health care.
55	Baltimore County	The care and compassion that my doctor and staff has.
56	Baltimore County	The care but are limited in time
57	Baltimore County	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.
58	Baltimore County	The doctor and staff are very knowledgeable and helpful!
59	Baltimore County	The fact that try to help you and they are there and are involved and help anybody that needs help.
60	Baltimore County	The friendliness from the staff.
61	Baltimore County	The health care they give me.
62	Baltimore County	The location and the hours that they can fit me in.
63	Baltimore County	The location is convenient.
64	Baltimore County	The nurses helped me the most, the intake coordinator, Judy, was a big help.

65	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.

99	Baltimore County	This is my first time here
100	Baltimore County	Treat me like a person
101	Baltimore County	Very good for me good people and good doctor Ian very pleased
102	Baltimore County	Whenever I didn't have any health insurance, I could go to Health Care for the Homeless.
103	Baltimore County	Art group!
104	Fallsway	Availability
105	Fallsway	Awareness of client's addictions
106	Fallsway	Broad range of services
107	Fallsway	Care
108	Fallsway	Convenient location
109	Fallsway	Easy access, friendly atmosphere, courteous staff
110	Fallsway	Easy access.
111	Fallsway	Everything. Al the things they have done for me housing doctors and anything
112	Fallsway	Everything
113	Fallsway	Everything
114	Fallsway	Everything is fine.
115	Fallsway	Everything they do for me
116	Fallsway	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
117	Fallsway	Everything.
118	Fallsway	Everything
119	Fallsway	Free
120	Fallsway	Friendly staff
121	Fallsway	Gogo
122	Fallsway	Good response
123	Fallsway	Hours
124	Fallsway	Housing
125	Fallsway	How they operate and help people.
126	Fallsway	I can go to the doctor if I need help.
127	Fallsway	I can seat here even if I don't have an appointment
128	Fallsway	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.
129	Fallsway	I don't like them at all. they didn't do anything to help me.
130	Fallsway	I don't understand or know
131	Fallsway	I get good help.
132	Fallsway	I get the treatment that I could not otherwise afford.
133	Fallsway	I guess it's my doctor specifically, Ms. Elizabeth.
134	Fallsway	I have a team and they work together



135	Fallsway	I just like it.
136	Fallsway	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
137	Fallsway	I like everything about them. They are very well organized.
138	Fallsway	I like everything, they treat me well and I trust them.
139	Fallsway	I like how the people at the clinic treat you regardless of your condition or race.
140	Fallsway	I like how they see me quickly when I have an appointment.
141	Fallsway	I like how they treat me and how they are always willing to help.
142	Fallsway	I like how they treat you.
143	Fallsway	I like it all, they help me with anything I need help in.
144	Fallsway	I like my provider.
145	Fallsway	I like my providers that I have.
146	Fallsway	I like nothing.
147	Fallsway	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
148	Fallsway	I like that it is convenient. The people there really do care about you.
149	Fallsway	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.
150	Fallsway	I like that it's quick and fast to get waited on.
151	Fallsway	I like that they are at least in existence.
152	Fallsway	I like that they are there!
153	Fallsway	I like that they really help the people in need, with therapy and everything.
154	Fallsway	I like the attention they give me.
155	Fallsway	I like the care my provider gives me.
156	Fallsway	I like the convenience of service and when I needed help, I got it.
157	Fallsway	I like the doctor and the people there always look out for me.
158	Fallsway	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.
159	Fallsway	I like the fact that they help you with what you need.
160	Fallsway	I like the food on the holidays.
161	Fallsway	I like the friendliness and respect they give us.
162	Fallsway	I like the front desk staff, they are really nice. The doctors don't give me that much attention though.
163	Fallsway	I like the service and my primary care doctor.
164	Fallsway	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.
165	Fallsway	I like the way I am treated whenever I need services
166	Fallsway	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
167	Fallsway	I like the whole building. Everything is one place.

168	Fallsway	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 n 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 n 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 n 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.
169	Fallsway	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.
170	Fallsway	I think they do a good job and I am happy with them
171	Fallsway	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.
172	Fallsway	If you can't get a regular doctor's appointment quickly, you can go there. I like that you can go there.
173	Fallsway	I'm just here
174	Fallsway	Immediate services
175	Fallsway	It good now
176	Fallsway	It's a good cause and purpose. Who else is going to do it?
177	Fallsway	It's a nice place to go ,and the people are nice, and friendly.
178	Fallsway	It's a place to go to handle your business.
179	Fallsway	it's convenient, and I like the doctors, and my child's doctor for the past two years is really great
180	Fallsway	It's convenient. There's a lot of people to help you.
181	Fallsway	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.
182	Fallsway	It's nice here
183	Fallsway	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.
184	Fallsway	I've been coming here for eight years d
185	Fallsway	la atencion que tienen con los pacientes es Buena y te ayudan en lo que necesitas la atencion es rapida.
186	Fallsway	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.
187	Fallsway	My counselor Mr Clark
188	Fallsway	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.
189	Fallsway	My psychiatrist talks to me a lot.
190	Fallsway	My,Doctor here at H.C.H,IS Very serious about health care.

191	Fallsway	Nice people
192	Fallsway	Nice people
193	Fallsway	One-stop shop.
194	Fallsway	Pcp
195	Fallsway	Providers are very nice and helpful
196	Fallsway	Que ayudan a las personas que no tienen hogar
197	Fallsway	Slow
198	Fallsway	Staff
199	Fallsway	Staff
200	Fallsway	Staff and resources
201	Fallsway	That it's a place where people can go that are less fortunate.
202	Fallsway	That they help, if people really need it.
203	Fallsway	That they were able to help me quickly without delay. Helped me get food and helped me with housing.
204	Fallsway	That you can talk to the people. You don't have to go through a bunch of guessing games.
205	Fallsway	The area
206	Fallsway	The attention they give me that they give is good. When they don't understand me they get a translator.
207	Fallsway	the attention they provide for the patient
208	Fallsway	The care
209	Fallsway	The care of the staff and the doctors. Being treated with respect
210	Fallsway	The care.
211	Fallsway	The convenience and how nice the people are down there.
212	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.
213	Fallsway	The general over all concern of most of the providers
214	Fallsway	The health is very helpful To me in my health care!
215	Fallsway	The help that give me. They try to solve my issues. They helped during Christmas.
216	Fallsway	The ladies Debbie and Judy are very nice.
217	Fallsway	The location.
218	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.
219	Fallsway	The professionalism of the staff
220	Fallsway	The quality , there responsibility, how they get to know people.
221	Fallsway	The really help out the homeless people.
222	Fallsway	The respect that they give you and the kindness. They just treat you like a human being.
223	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.
224	Fallsway	The service and my doctors. Front desk and security help me out and get me to mobility.

225	Fallsway	The service is OK.
226	Fallsway	The service is quick.
227	Fallsway	The services and the fact they care
228	Fallsway	The services that they provide. You can get anything you need done.
229	Fallsway	The services that they provide. They're really going out there to help you with your situation.
230	Fallsway	THE STAFF
231	Fallsway	The staff
232	Fallsway	The staff are cool and try to help in any way,
233	Fallsway	The staff is helpful, and they provide good service.
234	Fallsway	The things I like best are the counselors and the advice they give. And the ambition they give out
235	Fallsway	The way that they help those in need.
236	Fallsway	There are a lot of things in the community to help the homeless.
237	Fallsway	They are here for me
238	Fallsway	They are discreet.
239	Fallsway	They are efficient.
240	Fallsway	They are nice.
241	Fallsway	They are on time and help me out. They are all about their word. If they say something, it's real.
242	Fallsway	They are open and the providers talk to you on a personal level. They're into the person's situations and needs.
243	Fallsway	They are very helpful in areas I'm not sure where I can do for myself.
244	Fallsway	They are very helpful.
245	Fallsway	They come out to the Weinberg Shelter to see us on Thursdays and Fridays and give us treatment, social counseling and health care.
246	Fallsway	They do listen.
247	Fallsway	They do their work
248	Fallsway	They give great service.
249	Fallsway	They give me the proper care I need to live on.
250	Fallsway	they give you extra support.....they give you everything you need...
251	Fallsway	They have a lot. Every organization has their up and downs, but at healthcare for the homeless, there's more ups than downs.
252	Fallsway	they have really good service, as good as some hospitals, their pretty good, as long as you keep your appointment they work with you
253	Fallsway	They have the resources
254	Fallsway	They help and fit all my needs.
255	Fallsway	They help me and are on top of my health and they are always attentive.
256	Fallsway	They help me out.
257	Fallsway	They help me.
258	Fallsway	They help me. They assist me when I need it. They are respectful and caring.
259	Fallsway	They help people and try to help them find a place.
260	Fallsway	They help people first and foremost, I know that for a fact. They're caring. That's all I can say.

261	Fallsway	They help people to get they life back together.
262	Fallsway	They help you
263	Fallsway	They help you a lot and give you a lot of attention.
264	Fallsway	they help you to get there and back
265	Fallsway	They help you when you needed.
266	Fallsway	They helped me get my mail sent here so that I can get identification
267	Fallsway	they helped me out when
268	Fallsway	They helped me out when I needed it, and assisted me with my assurance card.
269	Fallsway	They helped me with getting help I need for me and my kids. They are not judgmental.
270	Fallsway	They meet your needs.
271	Fallsway	They provide the service I need.
272	Fallsway	They provided me with shelter.
273	Fallsway	They really do a lot to help me out.
274	Fallsway	THEY SUPPORT YOU, THEY HELP YOU, AND IF YOU HAVE A PROBLEM THEY GIVE YOU A COUNSELOR TO WORK IT OUT WITH YOU.
275	Fallsway	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.
276	Fallsway	They tend to you and they are very helpful.
277	Fallsway	They tend to you weather you have money or not.
278	Fallsway	They treat me well.
279	Fallsway	They treat you like a normal person.
280	Fallsway	They treat you nice.
281	Fallsway	They try to help me out as much as possible.
282	Fallsway	They were there for me when I needed it.
283	Fallsway	They're always there when you need them.
284	Fallsway	They're good with helping me out.
285	Fallsway	They're very prompt when I need them.
286	Fallsway	Timely appointment
287	Fallsway	When I go there they treat me good.
288	Fallsway	When I needed the help, they were there.
289	Fallsway	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.
290	Fallsway	You can address all your needs and concerns in one building.
291	Fallsway	You have to be homeless to get the care you need.
292	Fallsway	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.
293	West Baltimore	All things,
294	West Baltimore	Been coming here for 3 years it's very personal and they take my concerns seriously
295	West Baltimore	caring for my needs and health
296	West Baltimore	Convenient
297	West Baltimore	Customer service

298	West Baltimore	Dr. Grey
299	West Baltimore	Everyone is great
300	West Baltimore	Everyone is professional and nice to me
301	West Baltimore	Everything
302	West Baltimore	Everything about them is good. They make sure my health is going all right.
303	West Baltimore	Everything has been fine.
304	West Baltimore	Everything is clean. They are attentive to my needs.
305	West Baltimore	Everything is fine for me. If I don't have some where to sleep they ask me.
306	West Baltimore	Everything is fine.
307	West Baltimore	Everything is good
308	West Baltimore	Everything is ok.
309	West Baltimore	Everything they do.
310	West Baltimore	Fast response on all things
311	West Baltimore	Free services.
312	West Baltimore	Friendly service and rapid response for helping with my family
313	West Baltimore	Help me with my diabetes
314	West Baltimore	Helpfulness
315	West Baltimore	hey always take care of me. they update me on my meds, call about my appointments, and always treat me right.
316	West Baltimore	I can get appointments pretty quick when I need to.
317	West Baltimore	I DONT HAVE MUCH TO SAY
318	West Baltimore	I haven't had a problem with anything, It's safe and it works for me.
319	West Baltimore	I like a lot of stuff they do for us. I like how they are responsible they are with the attention they give us.
320	West Baltimore	I like everything about them.
321	West Baltimore	I like everything, even if you walk in and you want to see a case manager, you get to see one.
322	West Baltimore	I like everything.
323	West Baltimore	I like everything.
324	West Baltimore	I like how they provide great service.
325	West Baltimore	I like how they seen me right away.
326	West Baltimore	I like how they treated me and my daughter.
327	West Baltimore	I like my Doctor, I'm treated pleasantly.
328	West Baltimore	I like that they feed you.
329	West Baltimore	I like that they give you the opportunity to change your life and your health.
330	West Baltimore	I like that they have a dentist.
331	West Baltimore	I like the accessibility.
332	West Baltimore	I like the convenience. They stop on top of things and really try to help us.
333	West Baltimore	I like the services.
334	West Baltimore	I like the supervisor, Mona she does her best.
335	West Baltimore	I like the way they treat you, they are good people.

336	West Baltimore	I like who they treat me.
337	West Baltimore	If you need anything they will be able to help you with what you need.
338	West Baltimore	It convenient for me.
339	West Baltimore	It helps out a lot.
340	West Baltimore	It offers all that I need to improve my life.
341	West Baltimore	It's a place where people can go when they have a problem no matter what.
342	West Baltimore	It's close to my house.
343	West Baltimore	It's convenience
344	West Baltimore	It's convenient to where I live.
345	West Baltimore	It's convenient, it's downtown. Sometimes they provide you with food and general information to help you and they do best they can.
346	West Baltimore	It's convenient. They help you based on information and insurance. They provide what I need.
347	West Baltimore	it's very fast and easy
348	West Baltimore	Like the chance to get real good information from case managers
349	West Baltimore	My nurse Sheila
350	West Baltimore	Nice pleasant respectful
351	West Baltimore	No response.
352	West Baltimore	Not really anything.
353	West Baltimore	People
354	West Baltimore	Polite and helpful staff
355	West Baltimore	Que atienden muy bien
356	West Baltimore	Quick service.
357	West Baltimore	That I can get back what I lost, and that's everything!
358	West Baltimore	That I can receive care and no hassle about payment, which I don't have. I'm satisfied with the care I receive.
359	West Baltimore	That it is health care for the homeless. That you can get proper health care.
360	West Baltimore	That they help me when I need the help.
361	West Baltimore	That they provide to my needs when needed.
362	West Baltimore	That they're willing to help others
363	West Baltimore	The attention they give me. The service is good.
364	West Baltimore	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.
365	West Baltimore	The building is nice and clean and it's fast. I like it a lot.
366	West Baltimore	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.
367	West Baltimore	The help, and assistance they give me.
368	West Baltimore	The patience they have with me
369	West Baltimore	The people are caring.
370	West Baltimore	The people there are really nice.

371	West Baltimore	The service for me helps meet my goals
372	West Baltimore	The service, the staff, the location.
373	West Baltimore	The service.
374	West Baltimore	The services they provide
375	West Baltimore	The services. The people. They're professional.
376	West Baltimore	The staff
377	West Baltimore	The staff is easy to talk to, and get along with
378	West Baltimore	The staff, the assistance that they give you, and the service!
379	West Baltimore	The staff. Health care for the homeless.--
380	West Baltimore	The therapist.
381	West Baltimore	The way that they are always available.
382	West Baltimore	the way they treat us.
383	West Baltimore	They alright.
384	West Baltimore	They always help me when I need help.
385	West Baltimore	They are a place that provides to people with needs.
386	West Baltimore	They are good people
387	West Baltimore	They are organized
388	West Baltimore	They are very convenient and professional.
389	West Baltimore	They care about there clients
390	West Baltimore	They do try to help you out.
391	West Baltimore	They do what they say they're going to do and they are there for you.
392	West Baltimore	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.
393	West Baltimore	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.
394	West Baltimore	They get your needs met.
395	West Baltimore	They give you good help.
396	West Baltimore	They help me any time I need.
397	West Baltimore	They help people.
398	West Baltimore	They help people.
399	West Baltimore	They help the people who go there.
400	West Baltimore	They help you right away.
401	West Baltimore	They help you when you need them.
402	West Baltimore	They helped me get a place. I'm off the streets a year now.
403	West Baltimore	They provide good information. If I need to change doctors they help me find another provider.
404	West Baltimore	They take care of me.
405	West Baltimore	They take good care of me when I'm there.
406	West Baltimore	They treat me well.
407	West Baltimore	They try to help me, but they slacking and they really put forth the effort.



408	West Baltimore	They were alright with me.
409	West Baltimore	They work for me
410	West Baltimore	They work together with to fulfill all of my medical needs etc.
411	West Baltimore	They're for you when you really need them.
412	West Baltimore	They're there for me.
413	West Baltimore	They've been helping me my whole life
414	West Baltimore	The service
415	West Baltimore	Todo
416	West Baltimore	Very convenient and very helpful. Workers are respectful
417	West Baltimore	Warm environment
418	West Baltimore	When they started the mobility and the van service.
419	West Baltimore	X hoy todo bien gracias

## What would you improve about Health Care for the Homeless?

	LOCATION	What would you improve about Health Care for the Homeless?
1	Baltimore County	A bigger place that's all
2	Baltimore County	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. I still need help.
3	Baltimore County	Being closer to me.
4	Baltimore County	BIGGER OFFICE. THEY COULD USE MORE SPACE
5	Baltimore County	Bigger waiting room
6	Baltimore County	Bigger. More space
7	Baltimore County	Communication between the homeless and the special needs doctor and my records being transferred to my primary doctor.
8	Baltimore County	Easier to be seen after ER visit or urgent situations.
9	Baltimore County	En mi opinion todo bien
10	Baltimore County	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.
11	Baltimore County	Hours; one Saturday a month
12	Baltimore County	Housing.
13	Baltimore County	I am not sure; nothing that concerns me.
14	Baltimore County	I believe more storage for managing clutter would provide more room for clients.
15	Baltimore County	I don't like the change of healthcare providers. I've always been used to having one doctor.
16	Baltimore County	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.
17	Baltimore County	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.
18	Baltimore County	I think a lot needs to improve.
19	Baltimore County	I THINK MAYBE THEY COULD USE A BIGGER FACILITY THAN THE ONE THEY HAVE NOW BUT OTHER THAN THAT, THE CARE IS EXCELLENT.
20	Baltimore County	I think they need a larger work space. I know they have a new place now.
21	Baltimore County	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.
22	Baltimore County	I would improve the location. It's a little too far.
23	Baltimore County	I would improve the scheduling. For blood work and stuff like that, it's kind of complicated.
24	Baltimore County	I would improve the wait time when you show up for a scheduled appointment.
25	Baltimore County	I would make it so they would have their own shelter
26	Baltimore County	I would mess with this place
27	Baltimore County	If you are very sick they should be able to fit you somewhere.
28	Baltimore County	ITS A LITTLE ROWDY THE DAY I WENT
29	Baltimore County	It's office space. That thing is so tiny if you crawled around backwards you'd be out the door.
30	Baltimore County	LessEO OEACLie. Eat
31	Baltimore County	Let me be the manager.
32	Baltimore County	Maybe some better equipment and be more modernized, but they do well with what they have.
33	Baltimore County	Maybe there should be some women and children services they need. It takes a long time when you apply for medical assistance.
34	Baltimore County	More docs more mental health providers
35	Baltimore County	More access to dental care, same day service for dental care, possibly a mobile clinic!
36	Baltimore County	More accessibility for emergency situations.

37	Baltimore County	More care, attention and more consideration.
38	Baltimore County	More doctors
39	Baltimore County	More empathy, offer resources, I was made to not feel comfortable as I was trying to get over or something
40	Baltimore County	More office space.
41	Baltimore County	More space.
42	Baltimore County	Needs more psychiatrists because most homeless people really need mental health help.
43	Baltimore County	New building for Baltimore county
44	Baltimore County	No tokens for dental visits
45	Baltimore County	So far, everything has been fine.
46	Baltimore County	Some of the facilities need a little more space.
47	Baltimore County	That my doctor needs a bigger office and a bigger waiting area.
48	Baltimore County	The ability to see an actual M.D. instead of always seeing an LPN.
49	Baltimore County	The Baltimore county office needs a larger office it's too tight in there
50	Baltimore County	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.
51	Baltimore County	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.
52	Baltimore County	The only thing will be more space to move around better
53	Baltimore County	The size of the office.
54	Baltimore County	The wait time before seeing the doctor.
55	Baltimore County	The way housing is set up especially for the men. They need more. The communication between social workers at the centers and HCFTH
56	Baltimore County	There's nothing. I like that they are available Monday through Friday from 9 - 5.
57	Baltimore County	There's nothing. They really are great.
58	Baltimore County	They're doing fine.
59	Baltimore County	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.
60	Baltimore County	To make aware more of the location itself.
61	Baltimore County	Wait time
62	Baltimore County	Wait times
63	Fallsway	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.
64	Fallsway	A way of transportation. A way to and from there.
65	Fallsway	Acupuncture is vital to my recovery process
66	Fallsway	As for myself I feel there needs to be no improvement
67	Fallsway	Bathrooms
68	Fallsway	Bathrooms and mail service picking up mail can be quicker than it is now
69	Fallsway	Better front desk service because they are not nice at all
70	Fallsway	Cleaning of the actual location. They need to treat people homeless or not like human beings.
71	Fallsway	Cleanliness
72	Fallsway	Day trips
73	Fallsway	Everything
74	Fallsway	Everything is excellent for pediatrics.
75	Fallsway	Faster dental service
76	Fallsway	Feeling safe. A lot of activity around the building that doesn't make me feel safe.
77	Fallsway	Follow up

78	Fallsway	For me nothing
79	Fallsway	Get more staff in there.
80	Fallsway	Getting into housing more quickly.
81	Fallsway	Getting the resources need to help the other locations
82	Fallsway	Have more people working in the clinic.
83	Fallsway	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.
84	Fallsway	How long it takes to be seen
85	Fallsway	I Can only thank the staff in nurse and Doctor that's take care of us giving each person a blessing
86	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.
87	Fallsway	I got the help that I needed.
88	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.
89	Fallsway	I just need something more closer.
90	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.
91	Fallsway	I really can't answer that.
92	Fallsway	I really don't know right now I'm new and I just started being seen here and staring here
93	Fallsway	I should be able to get my test results and at least get the medications that I need.
94	Fallsway	I think God for this place
95	Fallsway	I think they should better the wait time when you pick up your medications.
96	Fallsway	I think they should hire more staff.
97	Fallsway	I wish there was more mobile van.
98	Fallsway	I would change the wait time to be seen and talk to someone.
99	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.
100	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. You 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.
101	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.
102	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
103	Fallsway	I would love to come work with you guys.
104	Fallsway	I would not improve anything.
105	Fallsway	I would try to improve the cleanliness outside,...the homeless camping out/sleeping there
106	Fallsway	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.
107	Fallsway	If they can speed up the wait time to be seen.
108	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.
109	Fallsway	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.

110	Fallsway	It all comes down to housing. There is none available. They are overcrowded and overwhelmed.
111	Fallsway	It good now
112	Fallsway	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.
113	Fallsway	I've always had a great experience so there's nothing, really.
114	Fallsway	Just the wait time when you don't have an appointment and the bathrooms being clean.
115	Fallsway	Just wish I could give back to them somehow.
116	Fallsway	Keep coming when I have my appointments. When I have my appointments, to show up.
117	Fallsway	Keep some of the riff-raff out of there.
118	Fallsway	Less wait time
119	Fallsway	Like improve their service with serving people. They only see a certain amount of people a day.
120	Fallsway	Location
121	Fallsway	Longer hours
122	Fallsway	Make it where your loved ones can go back with you. Stop people from hanging out in front of the building.
123	Fallsway	Make sure they bring more equipment. More chairs for us to wait.
124	Fallsway	Maybe they could turn on the tv's during the day. Otherwise it's pretty efficient there.
125	Fallsway	More employees.
126	Fallsway	More housings
127	Fallsway	More programs offered for people to get off of drugs.
128	Fallsway	MORE SECURITY, PEOPLE ARE CRAZY
129	Fallsway	More staffing.
130	Fallsway	Most things
131	Fallsway	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.
132	Fallsway	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.
133	Fallsway	Open more locations so that they're not over crowded.
134	Fallsway	Phone service
135	Fallsway	Provide breakfast in the lobby
136	Fallsway	Put me back on the regular drip of morphine.
137	Fallsway	Shorten the wait time.
138	Fallsway	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
139	Fallsway	Sometimes a lot of people would be sitting outside.
140	Fallsway	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
141	Fallsway	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 n 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
142	Fallsway	The bathrooms
143	Fallsway	The bathrooms need attention. I'd like quicker referral service and quicker scheduling of appointments.
144	Fallsway	the bathrooms, especially on the first floor, could use/need better cleaning
145	Fallsway	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.

146	Fallsway	The employees could be more knowledgeable of the services that are provided. They could also be more professional, especially the counter and desk people.
147	Fallsway	The help the people.
148	Fallsway	The length of time you have to wait for an appointment.
149	Fallsway	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.
150	Fallsway	The look
151	Fallsway	The overall wait times for services when you have an appointment .
152	Fallsway	The providers getting back to you. They can be more quick about it.
153	Fallsway	The security.
154	Fallsway	The time they open. It's maybe where they're at. When I went I tried to be there when they open. People are sleep out there. There's not much you can change.
155	Fallsway	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.
156	Fallsway	The wait time could improve, and some of staff have an bad attitude that they can leave at home.
157	Fallsway	THE WAIT TIME ON THE MEALS, AND IF YOUR NOT THERE AT A CERTAIN TIME YOU LOSE YOUR BED.
158	Fallsway	The waiting room. Make it calmer
159	Fallsway	the waiting time for an appointment is an issue but a lot of people are in there for care
160	Fallsway	The way it smells.
161	Fallsway	There is nothing to improve.
162	Fallsway	There needs to be more space.
163	Fallsway	There's more patients than doctor, so they have to cancel appointments because it's too much.
164	Fallsway	There's nothing. It's a good place that helps people.
165	Fallsway	They could be more upfront, more focused, more considerate in a positive way.
166	Fallsway	They could clean their bathrooms up a little better.
167	Fallsway	They could improve maintaining and keeping up with homeless people They're doing pretty good, especially in the wintertime. They have shelters.
168	Fallsway	They do not have a job program.
169	Fallsway	They need a bigger building so they can service more people.
170	Fallsway	They need more providers. Instead of the one facility they could branch out a little bit.
171	Fallsway	They need to improve the wait time when you have an appointment.
172	Fallsway	To continue to provide the best possible care at even better cost to the homeless.
173	Fallsway	To have food available to us while we are waiting. The wait time can be long and sometimes I've been starving while waiting for an appointment.
174	Fallsway	To have more clinics available.
175	Fallsway	To have someone who can translate for Spanish speaking people.
176	Fallsway	To have them funded more money so that they can help other people who need it.
177	Fallsway	To many personal should stop trying to go over the boundaries they are assigned to
178	Fallsway	To treat all people who needs the help.
179	Fallsway	Turn the tv back on
180	Fallsway	Wait
181	Fallsway	Wait time
182	Fallsway	Wait time
183	Fallsway	Wait times for walk-ins
184	Fallsway	Waiting for help
185	Fallsway	When they wait on the people to be more courteous and understanding.
186	Fallsway	Yeah, access to a therapist, wait times are too long, and access to a case manager.

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	West Baltimore	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 IMPOROVE 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	West Baltimore	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 the treatment from the start.
221	West Baltimore	Me siren to my atendida y Doyle gracias al personal
222	West Baltimore	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
223	West Baltimore	More caring people on bro.
224	West Baltimore	More locations
225	West Baltimore	More locations.

226	West Baltimore	My health
227	West Baltimore	My satisfaction is agreement period. I was getting referrals and I weren't received them in time.
228	West Baltimore	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.
229	West Baltimore	No there's nothing that I can say needs improvement.
230	West Baltimore	Parking
231	West Baltimore	People could be a little more sensitive to people's different needs.
232	West Baltimore	Plans that don't require me to sleep under a bridge and show up every day
233	West Baltimore	Referral process
234	West Baltimore	So far everything is OK, I don't see anything that needs to be improved.
235	West Baltimore	social talking more with patients
236	West Baltimore	Sometimes it's hard for referrals. I get turned away.
237	West Baltimore	Speed up the wait process. Improve the parking issue, it's really hard to get a spot.
238	West Baltimore	THAT THEY FIND HOUSING FOR PEOPLE IN NEED QUICKER THAN THEY DO.
239	West Baltimore	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.
240	West Baltimore	THE BATHROOMS, MAKE THEM CLEANER AND BETTER.
241	West Baltimore	THE HOURS THIER AVAILABLE,
242	West Baltimore	The housing status. Helping people with housing.
243	West Baltimore	The smell of the people in there.
244	West Baltimore	The wait time
245	West Baltimore	The wait time.
246	West Baltimore	There should be more offices like this around the world; you don't make me ashamed that I can't afford stuff.
247	West Baltimore	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.
248	West Baltimore	They could use cleaner bathrooms.
249	West Baltimore	THEY DO WELL BY ME. DON'T KNOW HOW THEY COULD BE BETTER.
250	West Baltimore	They meet all my needs.
251	West Baltimore	They need a transportation system to help get you there. If your late you have to wait 30 days to get a new appointment.
252	West Baltimore	They need people that talk Spanish.
253	West Baltimore	They should be in other hospitals. More in the residential areas. Work on the dental part.
254	West Baltimore	To have more care places like this available.
255	West Baltimore	Try to get back to a more closer location.
256	West Baltimore	Walk in breakfast would be nice
257	West Baltimore	When a patient needs to see a specialist it takes a while to get a referral.
258	West Baltimore	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.
259	West Baltimore	When open
260	West Baltimore	WHILE A PERSON IS WAITING THEY SHOULD GIVE AN UPDATE ON WHAT'S GOING ON IF THEY CAN'T SEE THEM IN A TIMELY MANNER AND THEN I CAN DECIDE IF I WANT TO STAY OR COME BACK.