



**Compeer, Inc.  
Annual Survey Report  
2010**

**July, 2011**

## About Compeer

Compeer, Inc. is an international 501(c)3 nonprofit organization established in 1973 in Rochester, New York. In 2010, Compeer had seventy affiliate locations located in communities throughout the United States, Australia, and Canada.

Every Compeer affiliate serves adults in mental health recovery through its core service: one-to-one (1:1) supportive friendship. Through this matched relationship, Compeer friends meet once / week for one hour for one year – most last longer. Meetings occur in natural settings using natural supports (i.e., enjoying a walk together, meeting for coffee, playing checkers or tennis, exploring a library). Based on the time-honored tradition that the support of friends is healing, Compeer affiliates “make friends and change lives.”

### The Compeer Model

The Compeer Model was developed using the three elements of support – relatedness, autonomy, competence. Research done by Richard M. Ryan, et.al., a professor in the Department of Clinical and Social Sciences in Psychology at the University of Rochester shows that where these elements are present in relationships, people feel more secure, emotionally open, and enjoy greater well-being and mental health.

Named a “best-practices model for recovery” by the American Psychological Association, the Compeer Model is creative, flexible, adaptable to demographic populations. Currently, fifteen Compeer affiliates offer youth services. In 2010, CompeerCorps, a vet-to-vet program began serving United States military veterans.

Compeer affiliate program outcomes include social inclusion, community integration, community participation, preparation for work or school, decreased use of or need for crisis services, increased independence.

### Compeer, Inc. Mission

Compeer, Inc. develops, delivers and supports model programs that inspire and engage communities through the power of volunteer friends and mentors of our Compeer affiliate programs to improve the quality of life for adults, children, and families who strive for good mental health.

Compeer, Inc. provides supportive leadership to its community-based Compeer programs throughout the United States, Australia, and Canada.

The objectives of Compeer, Inc. are to support our affiliate programs through program expertise, branding, and marketing communication and to grow our current base of programs, by providing a cost effective solution to communities.

Compeer, Inc. serves and supports our affiliate programs with program start-up training and best practice management, timely news and information; research, data and statistics, volunteer recruitment strategies, regional and national conferences, and web-conference educational series.

Through our time-tested model and evidence-based practices of supportive friendship and mentoring, Compeer, Inc. creates programs to meet the diverse needs of communities that want to improve and positively impact the lives of individuals and families living with mental health challenges.

Compeer, Inc.'s community based programs serve adults, veterans and their families, youth

(youth in-transition, mentoring children of prisoners, youth at risk) and the elderly with volunteer mentoring and supportive friendship programs. Our programs' are measured annually and our outcomes are consistently proven effective year after year through positive survey results on individuals' improved self esteem, and reintegration into family, home, faith and community and increased likelihood of employment; overall quality of life.

**Survey Objectives**

On an annual basis, Compeer, Inc. administers a series of surveys via its affiliate programs. Completion of the annual survey process is a requisite component of compliance with Compeer, Inc.'s Best Practices, outlined in the Licensing Agreement. The primary objectives of these surveys are to:

- Gain an understanding of the demographic and programmatic composition of its affiliate programs,
- Gauge the satisfaction of Compeer's constituents (clients, volunteers, mental health professionals and parents/guardians) with the Compeer program, and
- Gauge the satisfaction of Compeer affiliates with the services provided by Compeer, Inc.

Through each of these surveys, Compeer, Inc. also seeks to identify key strengths and improvement opportunities for strategic focus in coming years.

**Research Methodology**

Compeer, Inc. developed a series of surveys to address the objectives outlined above. The surveys and their corresponding components are described briefly below:

<b>Survey Component</b>	<b>Completed By</b>	<b>Key Elements</b>
Part I	Affiliate program director	<ul style="list-style-type: none"> <li>• Program funding</li> <li>• Program staffing</li> <li>• Populations served</li> <li>• Programs offered</li> <li>• Service statistics</li> </ul>
Part II	Adult program client Adult program volunteer Adult program mental health professional	<ul style="list-style-type: none"> <li>• Impact of Compeer program on various attributes</li> <li>• Impact of Compeer program on employment, housing and crisis service use</li> <li>• Overall satisfaction with Compeer services</li> </ul>
Part III	Youth program client Youth program volunteer Youth program parent / guardian Youth program mental health professional	<ul style="list-style-type: none"> <li>• Impact of Compeer program on various attributes</li> <li>• Impact of Compeer program on employment, housing and crisis service use</li> <li>• Overall satisfaction with Compeer services</li> </ul>
Part IV	Affiliate program director	<ul style="list-style-type: none"> <li>• Overall satisfaction with Compeer, Inc. services (e.g. programmatic assistance, website, newsletter, etc.)</li> <li>• Conference attendance</li> <li>• Suggestions for improvement</li> </ul>

In November, 2010 Compeer, Inc. distributed an electronic version of Part II of the survey to all Compeer affiliates. Part III was also distributed to all programs that administer youth programs in December, 2010. Included in this correspondence was a memorandum explaining the survey process, sample cover letters for affiliate use, and links to SurveyMonkey, an online data collection and organizing site, for online data entry at the affiliate program level.

Compeer, Inc. requested that all affiliates programs administer the surveys to all clients, volunteers and referring mental health professionals affiliated with a one-to-one match that had been active for at least six months. Affiliates were asked to administer the surveys as soon as possible, given the understanding that survey results would be due to Compeer, Inc. on April 1, 2010.

In January 2011, Compeer, Inc. distributed Parts I and IV of the annual survey to be completed by affiliate program directors.

In the first part of 2011, Compeer, Inc. held a webinar for all affiliates to increase capacity in SurveyMonkey utilization. Affiliates were still given the option this year of submitting their survey results / responses to Compeer, Inc. via choices of online, e-mail, fax, and paper mail. Compeer, Inc. staff supported affiliates in online data submission; all final results were tallied using SurveyMonkey.

**Reporting Notes – Eligibility**

At the time of initial survey distribution to affiliate programs in November and December, 2010, survey materials were sent to all eligible affiliates at the time of the mailing.

Eligibility required that an affiliate program had a one-to-one match that had been active for at least six months.

Response rates detailed in this report are based upon the number of eligible affiliate programs in 2010. Eligible affiliate programs for the purpose of this survey report are sixty-one (61).

**Overall Response Rate**

Figure 1: Overall Response Rate details the number of affiliate programs responding, by survey part, across all eligible affiliate programs.

**Figure 1: Overall Response Rate**

	Part I	Part II	Part III	Part IV
# Programs Responding	50	49	13	47
Eligible Programs*	61	61	15	61
% of Programs Responding	82.0%	80.3%	86.7%	77.0%

*\* Eligible programs refers to Compeer affiliate programs with a one-to-one match which had been active for at least six months at the time of reporting: sixty-one (61). Response rate for Part III is based upon the number of Compeer programs that offered youth services with a one-to-one match that had been active for at least six months at the time of reporting: fifteen (15).*

## Survey Part I – Service Statistics

### Overview

Part I of the Compeer Annual Survey focuses on the Compeer affiliate programs and their characteristics. As such, Part I of the survey is distributed to all affiliate programs for completion by the program director.

Program characteristics requested in Part I of the survey include staffing, budget, services offered, populations served, as well as other basic information. Part I of the survey also requests each program’s service statistics, which includes an overview of the number of clients served for each service type.

### Analysis

A total of fifty (50) programs submitted their results to Part I of the survey. This represents 82.0% of eligible programs at the time of reporting.

### Findings

Figure 2: Services Offered details the types of programs offered across Compeer affiliate programs based upon responses to Part I. Compeer’s core service offering, Adult 1:1 matching is offered by all affiliates and thus the most frequently offered service. Compeer Calling is the second most offered service, available in twenty-eight (28) of respondents’ programs. Data in the following table is shown as number of all affiliate programs reporting by service category.

**Figure 2: Services Offered**

Adult 1:1 Matches:	50	Pen Pals – Adult:	8
Youth 1:1 Matches:	13	Pen Pals – Youth:	0
Children of Prisoners:	3	Compeer Seniors	5
Community Connections for Youth:	1	Skillbuilders – Adult:	9
Compeer Calling:	28	Skillbuilders – Youth:	4
Compeer on Campus:	1	Wait list engagement services	
Compeer RN:	2	Monthly:	18
E-Buddies:	5	Group:	18
Friends for a Day:	9	Other:	6
Intensive Youth Mentoring:	0		
Lunch Buddies:	7		

Though not explicitly detailed in Figure 2 above, affiliates also provided services to engage clients. For example, invitations to picnics, holiday celebrations, or affiliate events such as community health and friendship walks provide opportunities for engagement through inclusion in social events and skill-building activities.

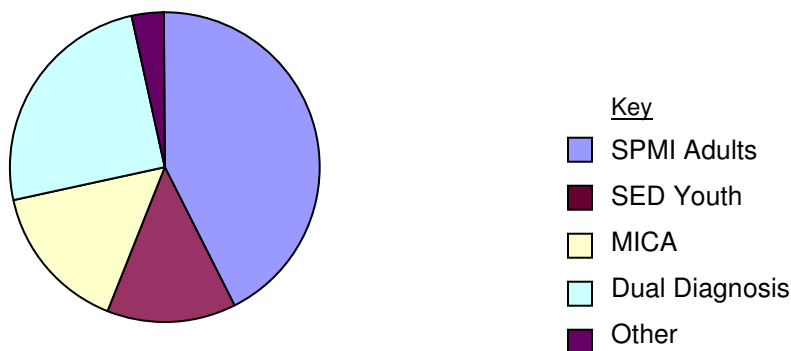
Figure 3: Populations Served details data reported on Part I for Compeer clientele populations served in regard to both diagnosis (Column 1) and ethnicity (Column 2). Data in the following table represents the number of affiliate programs reporting this information.

**Figure 3: Populations Served**

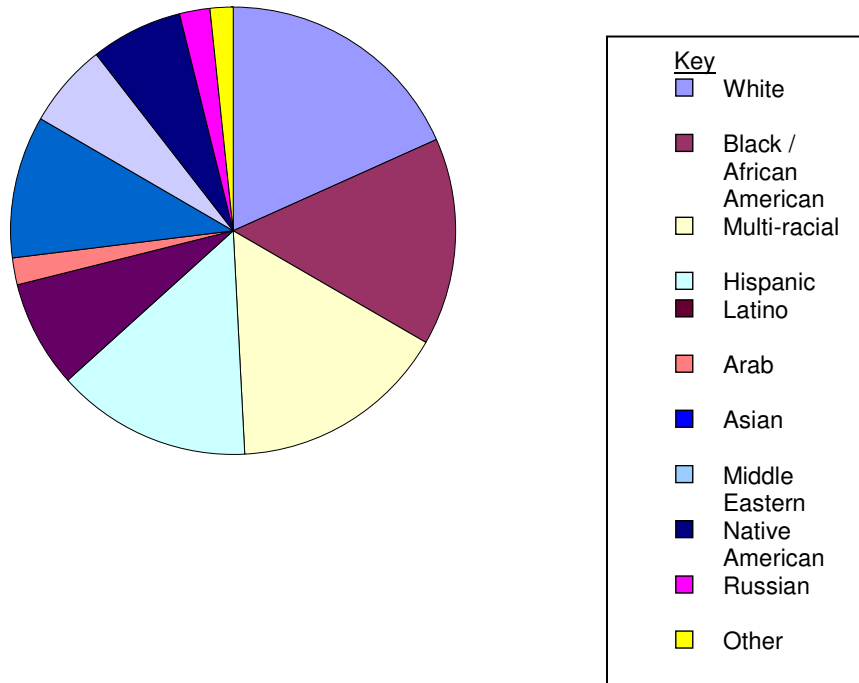
SPMI Adults: 49	White: 49
SED Youth: 14	Black or African American: 39
MICA (drug or alcohol): 19	Multi-racial: 41
Dual Diagnosis: 31	Hispanic: 35
Other: 7	Latino: 21
	Arab: 4
	Asian: 25
	Middle Eastern: 16
	Native American: 17
	Russian: 5
	Other: 5
Other responses include: Traumatic brain injury; Asperger’s Syndrome; cerebral palsy; other disability; developmentally delayed; young adults homeless or at risk of being homeless; LBGQTQ – transgender; dual diagnosis meaning SPMI/MR; at-risk youth	Other responses include: Pacific Islander; European

Figure 4: Populations Served—Diagnosis and Figure 5: Populations Served—Ethnicity provide a visual representation of the diagnoses and ethnicities served by reporting affiliates.

**Figure 4: Populations Served--Diagnosis**



**Figure 5: Populations Served--Ethnicity**



Additional demographic information was reported by affiliate programs, as follows: 1,962 adult clients with serious and persistent mental illness (SPMI) were served in 2010. Similarly, 254 youth with Serious Emotional Disturbance (SED) were served in 2010. (Note: not all programs track this information.) Programs reported 183 volunteers that are / were consumers of mental health services. 180 mentally ill chemical abusing (MICA) clients were reported as having been served in 2010.

**Clients Served -- Totals:** In 2010, a total of 5,633 clients were served by 4,021 volunteers across all Compeer affiliate programs / services represented in this report. Despite the number of clients served and the growth in Compeer's client and volunteer bases, there remain a large number of people awaiting Compeer services. In 2010, programs reported a total of 1,988 adults on the waiting list for services, and 801 youth on waiting lists for services. Individuals on the wait list are often served through Compeer affiliate program engagement services; for example, referred adults and/or youth are invited to participate in picnics, holiday parties, wellness or civic activities or projects.

**Figure 6: Service Statistics**

Figure 6: Service Statistics details the number of matches by volunteer and by client at the beginning of 2010, the number added throughout the year, and the total number served in 2010.

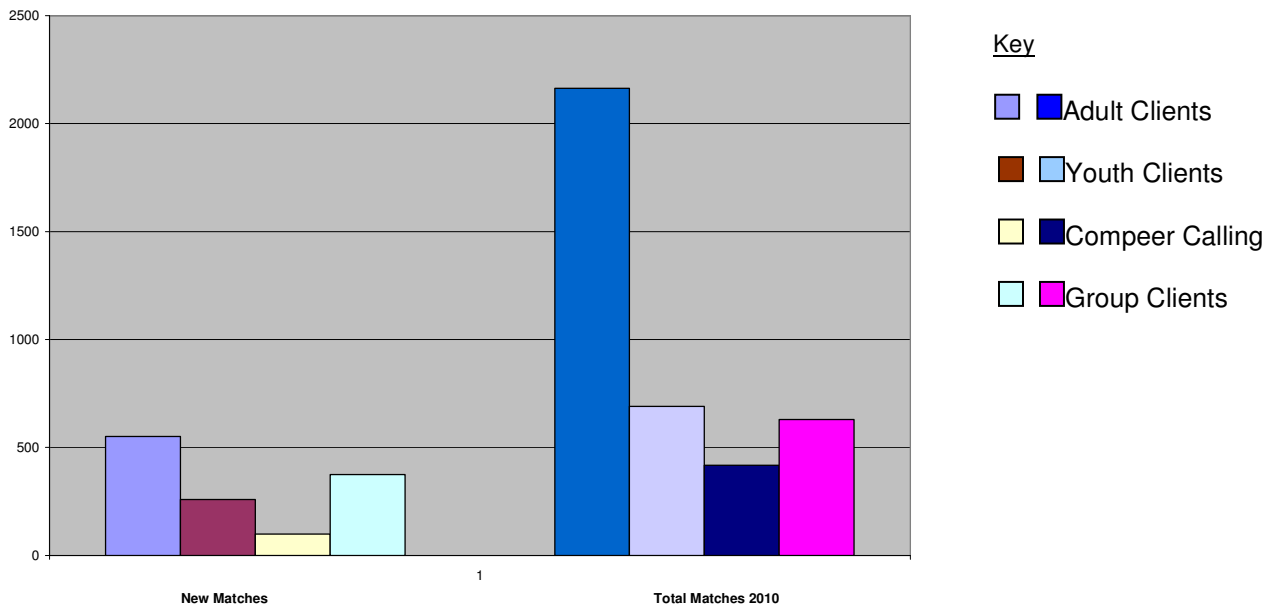
	Active Match Participants 01/01/10	New Participants in Matches Made Between 1/1/10-12/31/10	Total Number of Participants in 1:1 Matches Served in 2010
Adult 1:1 Volunteers	1569	526	2095
Adult 1:1 Clients	1526	518	2044
Youth 1:1 Volunteers	400	238	638
Youth 1:1 Clients	406	251	657
Children of Promise/Prisoners Volunteers	138	72	210
Children of Promise/Prisoners Clients	138	72	210
Community Connections for Youth Volunteers	-	-	-
Community Connections for Youth Clients	40	14	54
Compeer Calling Volunteers	141	57	198
Compeer Calling Clients	308	97	405
Compeer on Campus Volunteers	0	1	1
Compeer on Campus Clients	0	1	1
Compeer R.N. Mentors	10	-	10
Compeer R.N. Students	10	10	20
Intensive Youth Mentoring Volunteers	-	-	-
Intensive Youth Mentoring Clients	-	-	-
Lunch Buddies Youth Volunteers	149	47	196
Lunch Buddies Youth Clients	174	60	234
Senior Program Volunteers	47	34	81

	Active Match Participants 01/01/10	New Participants in Matches Made Between 1/1/10-12/31/10	Total Number of Participants in 1:1 Matches Served in 2010
Senior Program Clients	47	34	81
Vet2Vet Adult Volunteers	1	1	2
Vet2Vet Adult Clients	1	1	2
E-Buddies Volunteers	9	1	10
E-Buddies Clients	11	2	13
Friends for a Day Volunteers	7	6	13
Friends for a Day Clients	33	11	44
Group Volunteers	62	120	182
Group Clients	256	374	630
Pen Pals Adult Program Volunteers	20	4	24
Pen Pals Adult Program Clients	21	3	24
Pen Pals Volunteers for Youth Program	-	-	-
Pen Pals Youth Clients	-	-	-
Skillbuilders Volunteers	41	116	157
Skillbuilders Clients	157	267	424
Wait List Volunteers	70	63	133
Wait List Clients	370	236	606
Other Services Volunteers	16	55	71
Other Services Clients	135	49	184
<p>“Other” services are defined by affiliate comments in part as follows: Compeer Recreation Center, wellness and socialization group activities, service projects for the community monthly and one social monthly, Compeer homeless, United Way Days of Caring – Vanguard.com, VA, Vet2Vet, Lunch Pals, Friends of the Clubhouse, wait list services quarterly, volunteer support group semi-annually</p>			

**Volunteer Time:** The total number of volunteer hours expended to serve the clientele described above was 136,045.1 in 2010. Programs reported an average of 11,337.1 volunteer hours per month, with September, November, and December being the strongest months for number of volunteer hours.

**Figure 7: Service Statistics**

The following graph, Figure 7: Service Statistics reflects the number of new client matches made between 1/1/10-12/31/10 and the total number of client matches served in 2010 for Compeer’s most frequently offered services, .



**Survey Part II – Adult Clients**

Overview

Part II of the Compeer Annual Survey focuses on the impact the Compeer program has on adult clients, based on input from the client, the volunteer, and the referring mental health professional (MHP). As such, Part II of the survey is distributed to these three constituency groups. The impact of the Compeer friendship is explored primarily through thirteen (13) attributes. Survey respondents are asked to rate their level of agreement with the 13 attributes on a five point scale, ranging from Strongly Disagree to Strongly Agree. Respondents were also given the option to note that a particular attribute was Not a Goal / Focus Area.

Respondents were also asked a number of yes / no questions regarding additional impacts the friendship has had on their life, as well as open-ended questions regarding satisfaction with the program / services.

Analysis

A total of forty-nine (49) programs submitted their results to Part II of the survey. This represents 79.0% of the sixty-two (62) eligible programs at the time of this report.

Findings

The first set of questions in Part II of the survey asks the respondent to identify their level of agreement with a series of attributes’ impact on the client. The results of this component of the survey are given from the perspective of the client, the volunteer and the referring mental health

professional. The data included for Part II of the survey was reported from a total of forty-nine (49) affiliate programs.

*Adult Client Survey Findings*

Figure 8: Survey Part II Attributes – Client Responses details the impact of the Compeer program on the client from the perspective of the client.

**Figure 8: Survey Part II Attributes – Client Responses**

As a result of the Compeer friendship...

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not a Focus Area	Response Count
<b>I have someone to confide in which helps me feel good about myself.</b>	271 (48.5%)	228 (40.8%)	34 (6.1%)	13 (2.3%)	6 (1.1%)	7 (1.3%)	559
<b>I have someone who provides advice, guidance and helps me solve problems.</b>	249 (45.0%)	216 (39.1%)	46 (8.3%)	19 (3.4%)	6 (1.1%)	19 (3.4%)	555
<b>I feel a sense of belonging to others and feel connected to other people.</b>	215 (42.6%)	216 (42.8%)	43 (8.5%)	17 (3.4%)	6 (1.2%)	9 (1.8%)	506
<b>I participate in more leisure activities in the community.</b>	163 (29.5%)	196 (35.5%)	101 (18.3%)	46 (8.3%)	7 (1.3%)	39 (7.1%)	552
<b>I am more interested in working in the community or have started to work.</b>	105 (19.0%)	134 (24.3%)	118 (21.4%)	54 (9.8%)	13 (2.4%)	100 (18.1%)	524
<b>My housing situation has improved or, if I was previously satisfied with my housing, it has remained stable.</b>	189 (34.4%)	200 (36.4%)	69 (12.6%)	22 (4.0%)	5 (0.9%)	64 (11.7%)	549
<b>My use of hospitalization or crisis services has been reduced or I have not needed such services.</b>	179 (32.7%)	200 (36.5%)	64 (11.7%)	29 (5.3%)	4 (0.7%)	72 (13.1%)	548

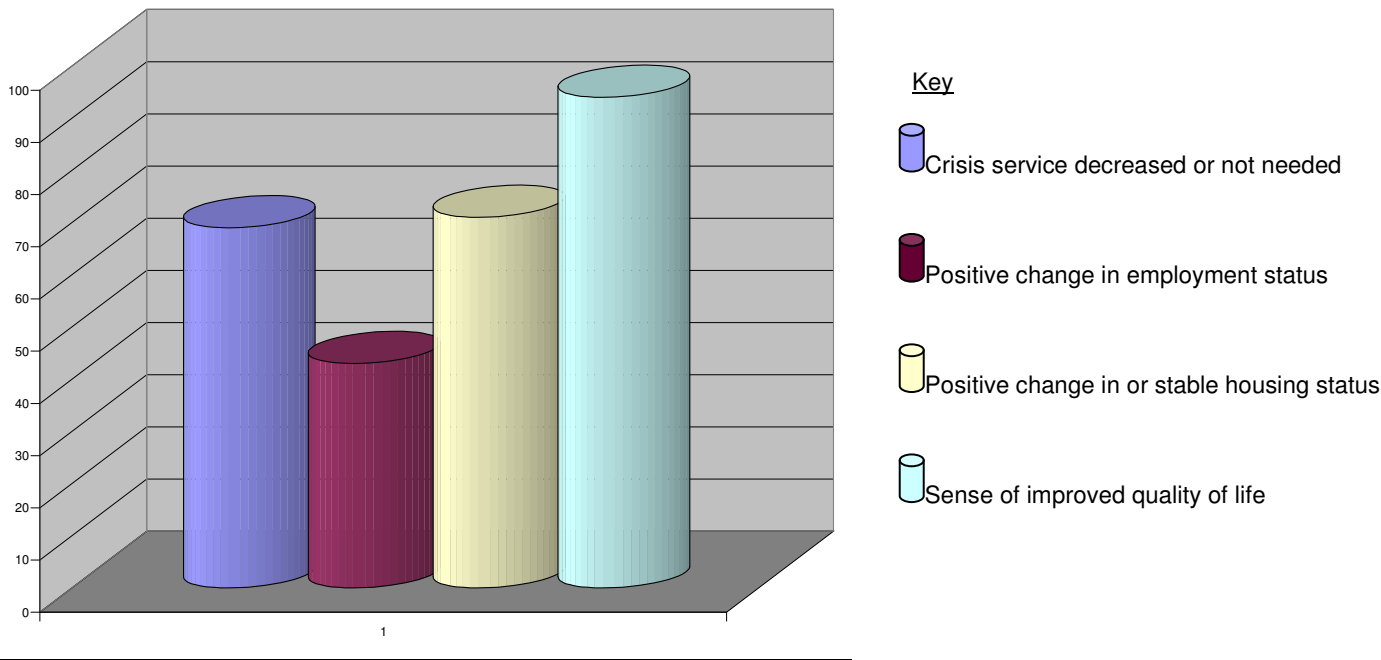
I have become more interested in:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not a Focus Area	Response Count
Attending school or educational class	91 (16.9%)	91 (16.9%)	117 (21.8%)	74 (13.8%)	8 (1.5%)	156 (29.1%)	537
Joining a faith/religious group	86 (16.1%)	120 (22.5%)	109 (20.5%)	70 (13.1%)	8 (1.5%)	140 (26.3%)	533
Volunteering in the community	94 (17.5%)	122 (22.8%)	128 (23.9%)	69 (12.9%)	7 (1.3%)	116 (21.6%)	536
Joining a club	73 (13.7%)	122 (22.9%)	126 (23.6%)	79 (14.8%)	7 (1.3%)	125 (23.5%)	532
Being more involved in music or art activities	109 (20.2%)	140 (25.9%)	118 (21.9%)	66 (12.2%)	8 (1.5%)	99 (18.3%)	540

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Response Count
My Compeer friend has a positive impact on my life	347 (64.1%)	161 (29.8%)	19 (3.5%)	9 (1.7%)	4 (0.7%)	540

The following graph, Figure 9: Adult Outcomes details the percentage of clients who responded with “Strongly Agree” or “Agree” to questions related to specific outcomes of their Compeer one-to-one supportive friendship.

**Figure 9: Adult Outcomes**



The client portion of the Part II of the survey was rounded out with a series of yes / no questions regarding the client’s overall experience with the Compeer program. Figure 10: Overall Experience – Client Responses details the adult client responses to these questions.

**Figure 10: Overall Experience – Client Responses**

	Yes	No	Response Count
Overall, are you happy with Compeer?	520 (97.2%)	15 (2.8%)	535
Do you think your friend is a good match for you?	517 (95.9%)	22 (4.1%)	539
Have you ever gone to a Compeer event?	425 (85.5%)	72 (14.5%)	497
Do you have contact with Compeer staff?	422 (78.3%)	117 (21.7%)	539
Would you recommend Compeer to a friend or family member?	507 (96.2%)	20 (3.8%)	527

Rating of contact with Compeer staff:

Excellent	Good	Fair	Poor	Response Count
270 (62.9%)	140 (32.6%)	14 (3.3%)	5 (1.2%)	429

*Adult Volunteer Survey Findings*

Figure 11: Survey Part II Attributes – Volunteer Responses details the impact of the Compeer program on the client from the perspective of the volunteer.

**Figure 11: Survey Part II Attributes – Volunteer Responses**

As a result of the Compeer friendship, my friend...

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not a Focus Area	Response Count
<b>Feels he/she has someone to confide in which helps him/her feel good about himself/herself.</b>	322 (44.1%)	344 (47.1%)	52 (7.1%)	7 (1.0%)	5 (0.7%)	8 (1.1%)	738
<b>Seeks advice, guidance and help on how to solve problems.</b>	185 (25.4%)	316 (43.3%)	159 (21.8%)	36 (4.9%)	7 (1.0%)	26 (3.6%)	729
<b>Feels a sense of belonging to others and connected to other people.</b>	188 (28.5%)	337 (51.1%)	99 (15.0%)	21 (3.2%)	5 (0.8%)	9 (1.4%)	659
<b>Participates in more leisure activities in the community.</b>	127 (17.6%)	271 (37.5%)	177 (24.5%)	83 (11.5%)	12 (1.7%)	53 (7.3%)	723
<b>Is more interested in working in the community or has started to work.</b>	110 (15.2%)	125 (17.3%)	172 (23.8%)	97 (13.4%)	25 (3.5%)	194 (26.8%)	723
<b>His/her housing situation has improved or, if previously satisfied with his/her housing, it has remained stable.</b>	186 (25.5%)	308 (42.2%)	98 (13.4%)	33 (4.5%)	15 (2.1%)	90 (12.3%)	730
<b>His/her use of hospitalization or crisis services has been reduced or not needed.</b>	128 (20.3%)	231 (36.7%)	175 (27.8%)	59 (9.4%)	16 (2.5%)	121 (19.2%)	730

He/she has become more interested in:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not a Focus Area	Response Count
Attending school or educational class	60 (8.3%)	117 (16.3%)	198 (27.5%)	96 (13.3%)	17 (2.4%)	232 (32.2%)	720
Joining a faith/religious group	61 (8.5%)	115 (16.0%)	215 (29.9%)	101 (14.0%)	13 (1.8%)	209 (29.0%)	714
Volunteering in the community	61 (8.5%)	126 (17.6%)	223 (31.1%)	101 (14.1%)	18 (2.5%)	188 (26.2%)	717
Joining a club	40 (5.6%)	120 (16.8%)	239 (33.5%)	112 (15.7%)	14 (2.0%)	189 (26.5%)	714
Being more involved in music or art activities	78 (10.9%)	169 (23.5%)	196 (27.3%)	97 (13.5%)	16 (2.2%)	162 (22.6%)	718

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Response Count
Being a Compeer Volunteer has had a positive impact on my quality of life	354 (50.1%)	303 (42.9%)	40 (5.7%)	7 (1.0%)	1 (0.1%)	705

The volunteer portion of the Part II of the survey was rounded out with a series of yes / no questions regarding the volunteer's overall experience with the Compeer program. Figure 12: Overall Experience – Volunteer Responses details the volunteer responses to these questions.

**Figure 12: Overall Experience – Volunteer Responses**

	Yes	No	Response Count
Overall, are you happy with Compeer?	700 (98.7%)	9 (1.3%)	709
Do you think your friend is a good match for you?	682 (97.0%)	21 (3.0%)	703
Does your Compeer Friend appear to be more outgoing, less lonely and isolated?	554 (90.2%)	60 (9.8%)	614

	Yes	No	Response Count
Have you ever gone to a Compeer event?	555 (87.4%)	80 (12.6%)	635
Do you have contact with Compeer staff?	654 (95.1%)	34 (4.9%)	688
Would you recommend Compeer to a friend or family member?	656 (98.6%)	9 (1.4%)	665

Rating of contact with Compeer staff:

Excellent	Good	Fair	Poor	Response Count
506 (74.1%)	153 (22.4%)	21 (3.1%)	3 (0.4%)	683

88.6% of volunteer respondents specified that their Compeer friend appeared to be more outgoing and less lonely and isolated as a result of their participation in the Compeer program.

*Adult Mental Health Professional Survey Findings*

Figure 13: Survey Part II Attributes – MHP Responses details the impact of the Compeer program on the client from the perspective of the mental health professional.

**Figure 13: Survey Part II Attributes – MHP Responses**

As a result of the Compeer friendship, my client...

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not a Focus Area	Response Count
<b>Feels he/she has someone to confide in and helps him/her feel good about himself/herself.</b>	114 (33.5%)	172 (50.6%)	39 (11.5%)	9 (2.6%)	1 (0.3%)	5 (1.5%)	340
<b>Has someone who provides advice, guidance and helps him/her solve problems.</b>	97 (28.4%)	187 (54.8%)	61 (17.9%)	10 (2.9%)	0	6 (1.8%)	361
<b>Feels a sense of belonging to others and connected to other people.</b>	108 (35.9%)	143 (47.5%)	39 (13.0%)	6 (2.0%)	2 (0.7%)	3 (1.0%)	301
<b>Participates in more leisure activities in the community.</b>	88 (26.3%)	146 (43.6%)	61 (18.2%)	31 (9.3%)	2 (0.6%)	7 (2.1%)	335

**Compeer, Inc. 2010 Survey Report  
Overall**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not a Focus Area</b>	<b>Response Count</b>
<b>Is more interested in working in the community or has started to work.</b>	33 (9.8%)	63 (18.6%)	90 (26.6%)	51 (15.1%)	6 (1.8%)	95 (28.1%)	338
<b>His/her housing situation has improved or, if previously satisfied with his/her housing, it has remained stable.</b>	59 (17.4%)	111 (32.7%)	86 (25.4%)	15 (4.4%)	1 (0.3%)	67 (19.8%)	339
<b>His/her use of hospitalization or crisis services has been reduced or not needed.</b>	69 (20.4%)	106 (31.4%)	84 (24.9%)	19 (5.6%)	3 (0.9%)	57 (16.9%)	338

My client has become more interested in:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not a Focus Area</b>	<b>Response Count</b>
<b>Attending school or educational class</b>	12 (3.5%)	55 (16.2%)	101 (29.8%)	55 (16.2%)	4 (1.2%)	112 (33.0%)	339
<b>Joining a faith/religious group</b>	15 (4.5%)	47 (14.0%)	112 (33.3%)	44 (13.1%)	8 (2.4%)	110 (32.7%)	336
<b>Volunteering in the community</b>	19 (5.7%)	62 (18.6%)	109 (32.7%)	44 (13.2%)	5 (1.5%)	94 (28.2%)	333
<b>Joining a club</b>	22 (6.6%)	77 (23.3%)	95 (28.7%)	47 (14.2%)	8 (2.4%)	82 (24.8%)	331
<b>Being more involved in music or art activities</b>	33 (10.1%)	94 (28.7%)	93 (28.4%)	39 (11.9%)	8 (2.4%)	60 (18.3%)	327

The mental health professional portion of the Part II of the survey was rounded out with a series of yes / no questions regarding the mental health professional's overall experience with the Compeer program. Figure 14: Overall Experience – MHP Responses details the mental health professional responses to these questions.

**Figure 14: Overall Experience – MHP Responses**

	Yes	No	Response Count
Overall, are you happy with Compeer?	335 (99.1%)	3 (0.9%)	338
Do you feel a good client-volunteer match was made?	325 (96.7%)	11 (3.3%)	336
Since being matched does your client appear to be more outgoing, less lonely and isolated?	257 (88.6%)	33 (11.4%)	290
Do you have contact with Compeer staff?	236 (70.7%)	98 (29.3%)	334
Would you recommend Compeer to other clients?	329 (99.7%)	1 (0.3%)	330

Rating of contact with Compeer staff:

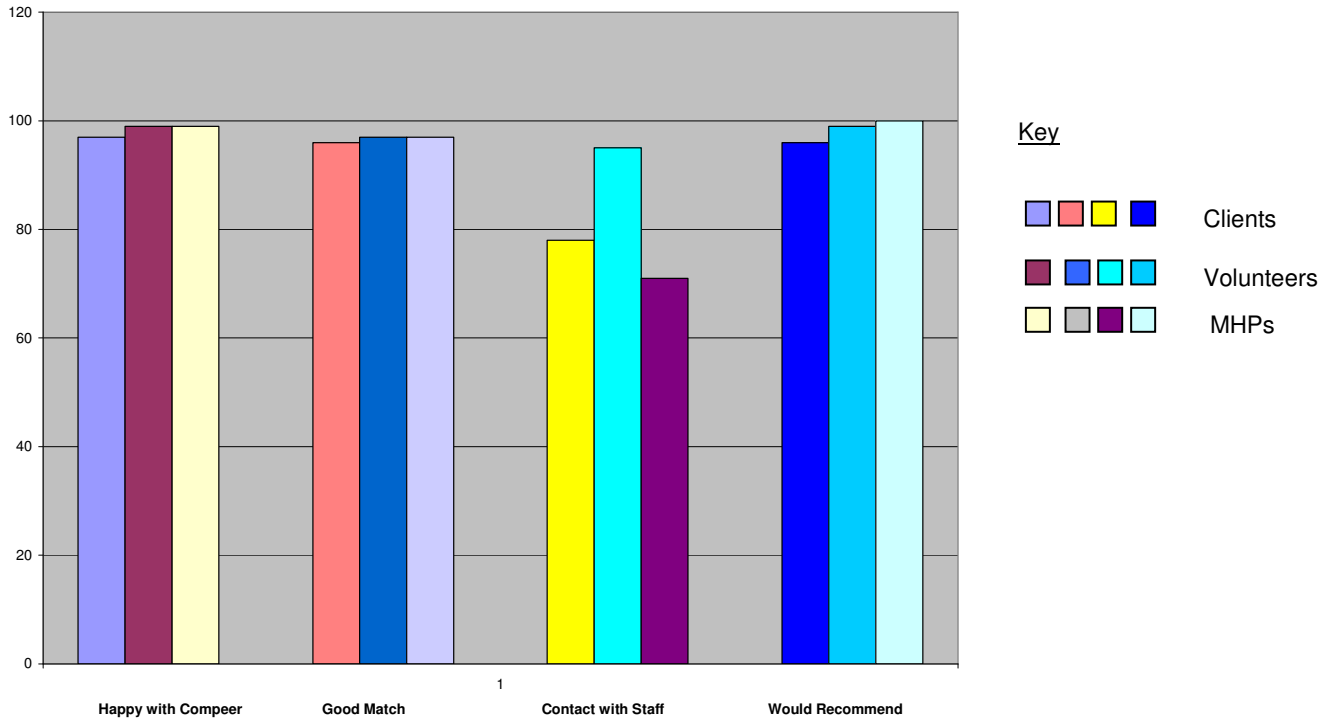
Excellent	Good	Fair	Poor	Response Count
146 (59.6%)	86 (35.1%)	12 (4.9%)	1 (0.4%)	245

91.9% of mental health professional respondents specified that their client appeared to be more outgoing and less lonely and isolated since being matched in the Compeer program.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Response Count
<b>My client has expressed that the Compeer relationship has had a positive impact on his/her quality of life.</b>	173 (57.5%)	105 (34.9%)	20 (6.6%)	3 (1.0%)	0	301

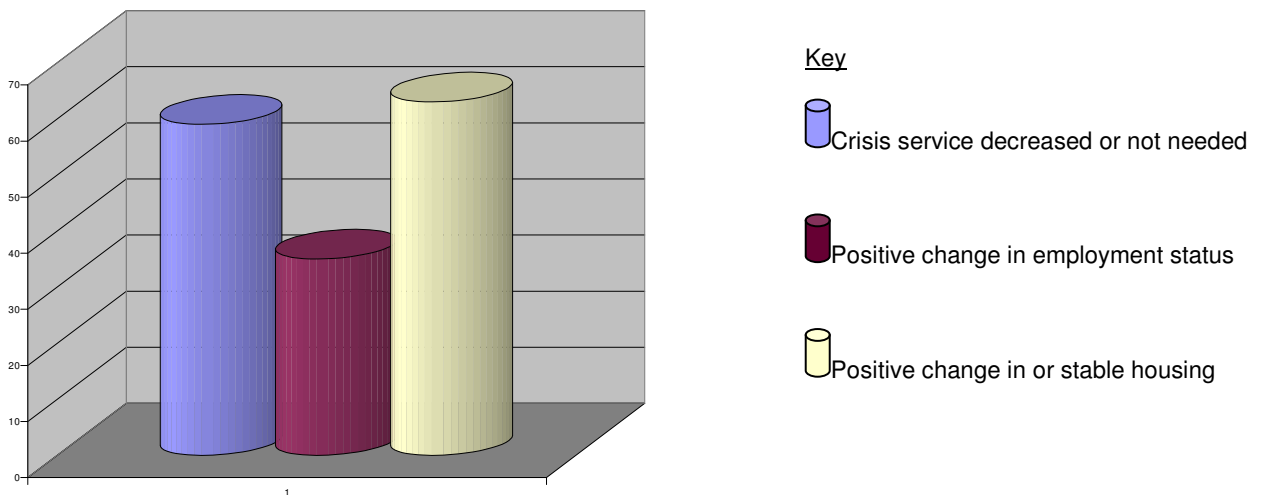
The following graph, Figure 15: Overall Experience - Adult reflects the results of the Overall Experience sections for the three adult constituencies—clients, volunteers, and mental health professionals—and references the percentage of these groups who answered in the affirmative for the four questions common to each section. Percentages are rounded to the nearest whole number.

**Figure 15: Overall Experience – Adult**



The following graph, Figure 16 details the average of all three adult constituency groups who responded with “Strongly Agree” or “Agree” to questions related to specific outcomes of the Compeer friendship.

**Figure 16: Adult Outcomes by Constituency Averages**



### Survey Part III – Youth Clients

#### Overview

Part III of the Compeer Annual Survey focuses on the impact the Compeer program has on youth clients, based on input from the client, the client’s parent / guardian, the volunteer, and the referring mental health professional. As such, Part III of the survey is distributed to these four constituency groups. The impact of the Compeer friendship is explored primarily through seventeen (17) attributes. Survey respondents are asked to rate their level of agreement with the 17 attributes on a five point scale, ranging from Strongly Disagree to Strongly Agree. Respondents were also given the option to note that a particular attribute was Not a Goal / Focus Area.

Respondents were also asked a number of yes / no questions regarding additional impacts the friendship has had on their life, as well as open-ended questions regarding satisfaction with the program / services.

#### Analysis

A total of thirteen (13) programs submitted their results to Part III of the survey. This represents 80.0% of the fifteen (15) eligible programs that serve youth at the time of reporting. Three affiliates submitted extraneous survey data unique to their programs, which has not been included in this section. Programs that reported serving youth in 2010 are all United States affiliates. Affiliates in Australia and Canada did not serve youth in 2010.

#### Findings

The first set of questions in Part III of the survey asks the respondent to identify their level of agreement with a series of attributes’ impact on the client. The results of this component of the survey are given from the perspective of the client, the parent/guardian, the volunteer and the referring mental health professional. The data included for Part III of the survey was reported from a total of thirteen (13) affiliate programs.

#### Youth Client Survey Findings

Figure 17: Survey Part III Attributes – Client Responses details the impact of the Compeer program on the client from the perspective of the client.

**Figure 17: Survey Part III Attributes – Client Responses**

Since being matched with a mentor, I have changed in the following ways:

	Really Agree	Agree	I don’t know	Don’t Agree	Does Not Apply to Me	Response Total
<b>I have someone to talk to and who helps me feel good about myself.</b>	113 (55.9%)	80 (39.6%)	4 (2.0%)	4 (2.0%)	1 (0.5%)	202
<b>I have someone who gives advice and helps me learn how to get along better with other people.</b>	112 (55.7%)	74 (36.8%)	10 (5.0%)	4 (2.0%)	1 (0.5%)	201
<b>My mentor knows that I want to do many things in life and will help me to do them.</b>	111 (55.2%)	64 (31.8%)	20 (10.0%)	4 (2.0%)	2 (1.0%)	201

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Overall**

	<b>Really Agree</b>	<b>Agree</b>	<b>I don't know</b>	<b>Don't Agree</b>	<b>Does Not Apply to Me</b>	<b>Response Total</b>
<b>My mentor relationship has been good.</b>	142 (71.4%)	50 (25.1%)	3 (1.5%)	2 (1.0%)	2 (1.0%)	199

	<b>Really Agree</b>	<b>Agree</b>	<b>I don't know</b>	<b>Don't Agree</b>	<b>Does Not Apply to Me</b>	<b>Response Total</b>
<b>I have someone to talk to and who helps me feel good about myself.</b>	113 (55.9%)	80 (39.6%)	4 (2.0%)	4 (2.0%)	1 (0.5%)	202
<b>I have someone who gives advice and helps me learn how to get along better with other people.</b>	112 (55.7%)	74 (36.8%)	10 (5.0%)	4 (2.0%)	1 (0.5%)	201
<b>My mentor knows that I want to do many things in life and will help me to do them.</b>	111 (55.2%)	64 (31.8%)	20 (10.0%)	4 (2.0%)	2 (1.0%)	201
<b>My mentor relationship has been good.</b>	142 (71.4%)	50 (25.1%)	3 (1.5%)	2 (1.0%)	2 (1.0%)	199

Since being matched with a mentor, I am trying to:

	<b>Really Agree</b>	<b>Agree</b>	<b>I don't know</b>	<b>Don't Agree</b>	<b>Does Not Apply to Me</b>	<b>Response Total</b>
<b>Stay away from alcohol and drugs</b>	72 (50.7%)	22 (15.5%)	3 (2.1%)	1 (0.7%)	44 (31.0%)	142
<b>Not do bad things because others want me to</b>	82 (55.0%)	39 (26.2%)	5 (3.4%)	1 (0.7%)	22 (14.8%)	149
<b>Settle conflict calmly and control my anger</b>	59 (39.9%)	57 (38.5%)	17 (11.5%)	5 (3.4%)	10 (6.8%)	148
<b>Think more about how what I do affects others</b>	65 (44.8%)	63 (43.4%)	9 (6.2%)	2 (1.4%)	6 (4.1%)	145

Since being matched with a mentor, I do more things in the community like:

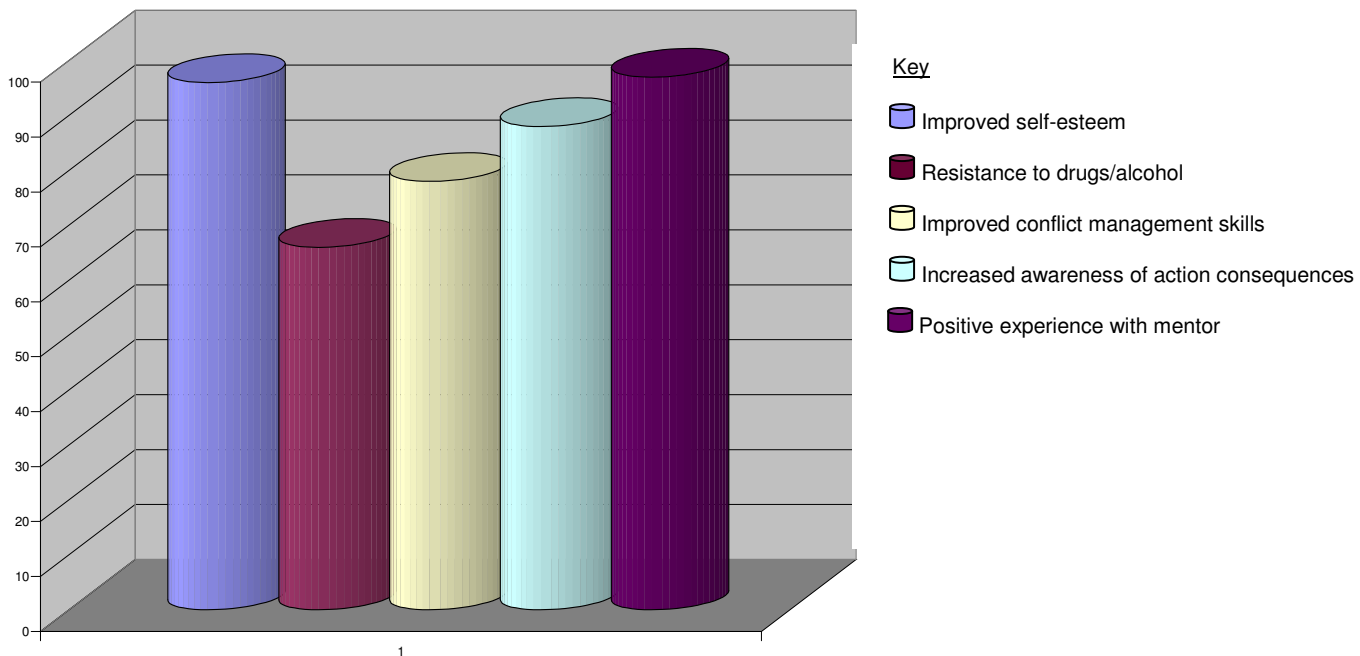
	<b>Really Agree</b>	<b>Agree</b>	<b>I don't know</b>	<b>Don't Agree</b>	<b>Does Not Apply to Me</b>	<b>Response Total</b>
<b>Community service (volunteering, church, etc.)</b>	50 (25.6%)	53 (27.2%)	35 (17.9%)	25 (12.8%)	32 (16.4%)	195
<b>Creative activities (music lessons, art, etc.)</b>	66 (33.5%)	72 (36.5%)	21 (10.7%)	18 (9.1%)	20 (10.2%)	197
<b>Being in youth programs (sports, clubs, etc.)</b>	73 (42.2%)	49 (28.3%)	14 (8.1%)	16 (9.2%)	21 (12.1%)	173

Since being matched with my mentor, I am trying to:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply to Me	Response Total
<b>Do my homework more often</b>	83 (41.1%)	69 (34.2%)	22 (10.9%)	15 (7.4%)	13 (6.4%)	202
<b>Go to school more</b>	99 (49.7%)	45 (22.6%)	11 (5.5%)	13 (6.5%)	31 (15.6%)	199

The following graph, Figure 18: Youth Outcomes details the percentage of youth clients who responded with “Strongly Agree” or “Agree” to questions related to specific outcomes of the Compeer friendship.

**Figure 18: Youth Outcomes**



The client portion of the Part III of the survey was rounded out with a series of yes / no questions regarding the client’s overall experience with the Compeer program. Figure 19: Overall Experience – Client Responses details the youth client responses to these questions.

**Figure 19: Overall Experience – Client Responses**

	Yes	No	Response Total
Overall, are you happy with Compeer?	197 (98.5%)	3 (1.5%)	200
Do you think your Compeer mentor is a good match for you? Do you get along, have fun, and have any of the same interests?	198 (98.0%)	4 (2.0%)	202
Do you talk to Compeer staff?	145 (72.9%)	54 (27.1%)	199
Do you like talking to Compeer staff?	104 (83.9%)	20 (16.1%)	124
Do you tell others about Compeer?	107 (81.7%)	24 (18.3%)	131

*Youth Parent / Guardian Survey Findings*

Figure 20: Survey Part III Attributes – Parent / Guardian Responses details the impact of the Compeer program on the client from the perspective of the child’s parent / guardian.

**Figure 20: Survey Part III Attributes – Parent / Guardian Responses**

Since being matched with a mentor, my child has changed in the following ways:

	Really Agree	Agree	I don’t know	Don’t Agree	Does Not Apply	Response Total
<b>My child now has someone else to talk to and help feel good about him/herself.</b>	64 (53.3%)	47 (39.2%)	5 (4.2%)	2 (1.7%)	2 (1.7%)	120
<b>My child now has someone else to give advice and help him/her to learn how to get along better with other people.</b>	63 (52.5%)	50 (41.7%)	3 (2.5%)	2 (1.7%)	2 (1.7%)	120
<b>The mentor knows that my child wants to do many things in life and will help him/her to do them.</b>	60 (49.6%)	40 (33.1%)	15 (12.4%)	3 (2.5%)	3 (2.5%)	121
<b>I think that my child’s mentor relationship has been a good one.</b>	81 (66.9%)	30 (24.8%)	4 (3.3%)	2 (1.7%)	2 (1.7%)	121

Since being matched with a mentor, my child is now trying to:

	Really Agree	Agree	I don't know	Disagree	Does Not Apply	Response Total
Stay away from alcohol and drugs	36 (29.8%)	23 (19.0%)	9 (7.4%)	0	53 (43.8%)	121
Not give in to negative peer pressure	43 (35.5%)	39 (32.2%)	16 (13.2%)	2 (1.7%)	21 (17.4%)	121
Settle conflict calmly and control anger	30 (24.8%)	61 (50.4%)	7 (5.8%)	9 (7.4%)	14 (11.6%)	121
Think more about how his/her actions affect other people	34 (28.6%)	60 (50.4%)	5 (4.2%)	10 (8.4%)	10 (8.4%)	119

Since being matched with a mentor, my child does more things in the community like:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
Community service (volunteering, church, etc.)	25 (20.8%)	28 (23.3%)	16 (13.3%)	16 (13.3%)	35 (29.2%)	120
Creative activities (music lessons, art, etc.)	27 (22.3%)	41 (33.9%)	16 (13.2%)	11 (9.1%)	26 (21.5%)	121
Being in youth programs (sports, clubs, etc.)	29 (24.6%)	36 (30.5%)	15 (12.7%)	17 (14.4%)	21 (17.8%)	118

Since being matched with a mentor, my child is trying to:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
Do homework more often	28 (23.9%)	38 (32.5%)	12 (10.3%)	15 (12.8%)	24 (20.5%)	117
Go to school more	25 (21.4%)	32 (27.4%)	14 (12.0%)	4 (3.4%)	42 (35.9%)	117

The parent / guardian portion of the Part III of the survey was rounded out with a series of yes / no questions regarding the parent / guardian's overall experience with the Compeer program. Figure 21: Overall Experience – Parent / Guardian Responses details the youth parent / guardian responses to these questions.

**Figure 21: Overall Experience – Parent / Guardian Responses**

	Yes	No	Response Total
Overall, are you happy with Compeer?	113 (96.6%)	4 (3.4%)	117

	Yes	No	Response Total
Do you think your child's mentor is a good match? Do they get along, have fun, and have any of the same interests?	113 (97.4%)	3 (2.6%)	116
Do you talk to Compeer staff?	81 (69.2%)	36 (30.8%)	117
Do you like talking to Compeer staff?	95 (91.3%)	9 (8.7%)	104
Do you tell others about Compeer?	109 (95.6%)	5 (4.4%)	114

*Youth Volunteer Survey Findings*

Figure 22: Survey Part III Attributes – Volunteer Responses details the impact of the Compeer program on the client from the perspective of the child's friend.

**Figure 22: Survey Part III Attributes – Volunteer Responses**

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
<b>I feel that I am someone else that my mentee can talk to and that I can help increase his/her self esteem.</b>	100 (54.3%)	77 (41.8%)	6 (3.3%)	0	1 (0.5%)	184
<b>I feel that I am another person in my mentee's life who can give advice and help him/her to learn how to get along better with other people.</b>	98 (53.3%)	75 (40.8%)	9 (4.9%)	0	2 (1.1%)	184
<b>I acknowledge that my mentee wants to do many things in life and I will help him/her to do them.</b>	94 (51.6%)	69 (37.9%)	14 (7.7%)	2 (1.1%)	3 (1.6%)	182
<b>I think that my relationship with my mentee has been a good one.</b>	112 (62.2%)	64 (35.6%)	4 (2.2%)	0	0	180

Since I have been matched with my mentee, I think that he/she is now trying to:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
Stay away from alcohol and drugs	46 (25.3%)	51 (28.0%)	19 (10.4%)	0	66 (36.3%)	182
Not give in to negative peer pressure	30 (16.4%)	89 (48.6%)	41 (22.4%)	2 (1.1%)	21 (11.5%)	183
Settle conflict calmly and control his/her anger	25 (13.7%)	99 (54.4%)	31 (17.0%)	9 (4.9%)	18 (9.9%)	182
Think more about how his/her actions affect other people	35 (19.6%)	94 (52.5%)	30 (16.8%)	6 (3.4%)	14 (7.8%)	179

Since I have been matched with my mentee, he/she is more active in the following areas:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
Community service (volunteering, church, etc.)	11 (6.1%)	52 (28.7%)	61 (33.7%)	23 (12.7%)	34 (18.8%)	181
Creative activities (music lessons, art, etc.)	18 (9.9%)	78 (43.1%)	46 (25.4%)	23 (12.7%)	16 (8.8%)	181
Being in youth programs (sports, clubs, etc.)	25 (14.1%)	64 (36.2%)	45 (25.4%)	28 (15.8%)	15 (8.5%)	177

Since I have been matched with my mentee, I think that he/she is trying to:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
Do homework more often	36 (20.0%)	72 (40.0%)	50 (27.8%)	7 (3.9%)	15 (8.3%)	180
Go to school more	46 (25.7%)	56 (31.3%)	45 (25.1%)	5 (2.8%)	27 (15.1%)	179

The volunteer portion of the Part III of the survey was rounded out with a series of yes / no questions regarding the volunteer's overall experience with the Compeer program. Figure 23: Overall Experience – Volunteer Responses details the youth volunteer responses to these questions.

**Figure 23: Overall Experience – Volunteer Responses**

	Yes	No	Response Total
Overall, are you happy with Compeer?	181 (100.0%)	0	181
Do you think that you have a good match? Do you get along, have fun, and have any of the same interests?	177 (97.8%)	4 (2.2%)	181
Do you talk to Compeer staff?	154 (85.1%)	27 (14.9%)	181
Do you like talking to Compeer staff?	168 (98.8%)	2 (1.2%)	170
Do you tell others about Compeer?	183 (99.5%)	1 (0.5%)	184

*Youth Mental Health Professional Survey Findings*

Figure 24: Survey Part III Attributes – MHP Responses details the perceived impact of the Compeer program on the client from the perspective of the child’s referring mental health professional.

**Figure 24: Survey Part III Attributes – MHP Responses**

Since my client has been matched with a Compeer volunteer, I think he/she has changed in the following areas:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
<b>My client can talk to the mentor and I believe that is helping to increase self-esteem.</b>	24 (34.8%)	27 (39.1%)	15 (21.7%)	3 (4.3%)	0	69
<b>My client now has another person in his/her life who can give advice and help him/her to learn how to get along better with other people.</b>	26 (37.7%)	32 (46.4%)	5 (7.2%)	6 (8.7%)	0	69
<b>I believe that the mentor understands that my client wants to do many things in life and is helping to get them accomplished.</b>	28 (40.6%)	28 (40.6%)	11 (15.9%)	2 (2.9%)	0	69

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
<b>I think that the Compeer mentor has been a good relationship for my client.</b>	33 (47.8%)	23 (33.3%)	11 (15.9%)	2 (2.9%)	0	69

Since my client has been matched with a Compeer volunteer, I think that he/she is now trying to:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
<b>Stay away from alcohol and drugs</b>	24 (35.3%)	9 (13.2%)	8 (11.8%)	4 (5.9%)	33 (48.5%)	68
<b>Not give in to negative peer pressure</b>	14 (20.6%)	34 (50.0%)	9 (13.2%)	6 (8.8%)	5 (7.4%)	68
<b>Settle conflict calmly and control his/her anger</b>	12 (17.4%)	35 (50.7%)	9 (13.0%)	11 (15.9%)	2 (2.9%)	69
<b>Think more about how his/her actions affect other people</b>	14 (21.2%)	35 (53.0%)	8 (12.1%)	8 (12.1%)	1 (1.5%)	66

Since my client has been matched with a Compeer volunteer, he/she is more active in the community in the following areas:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
<b>Community service (volunteering, church, etc.)</b>	4 (5.8%)	7 (10.1%)	20 (29.0%)	16 (23.2%)	22 (31.9%)	69
<b>Creative activities (music lessons, art, etc.)</b>	8 (11.6%)	17 (24.6%)	16 (23.2%)	13 (18.8%)	15 (21.7%)	69
<b>Being in youth programs (sports, clubs, etc.)</b>	5 (7.4%)	14 (20.6%)	18 (26.5%)	14 (20.6%)	17 (25.0%)	68

Since my client has been matched with a Compeer volunteer, I think that he/she is trying to:

	Really Agree	Agree	I don't know	Don't Agree	Does Not Apply	Response Total
<b>Do homework more often</b>	14 (21.2%)	25 (37.9%)	14 (21.2%)	10 (15.2%)	3 (4.5%)	66
<b>Go to school more</b>	14 (21.2%)	24 (36.4%)	14 (21.2%)	4 (6.1%)	12 (18.2%)	66

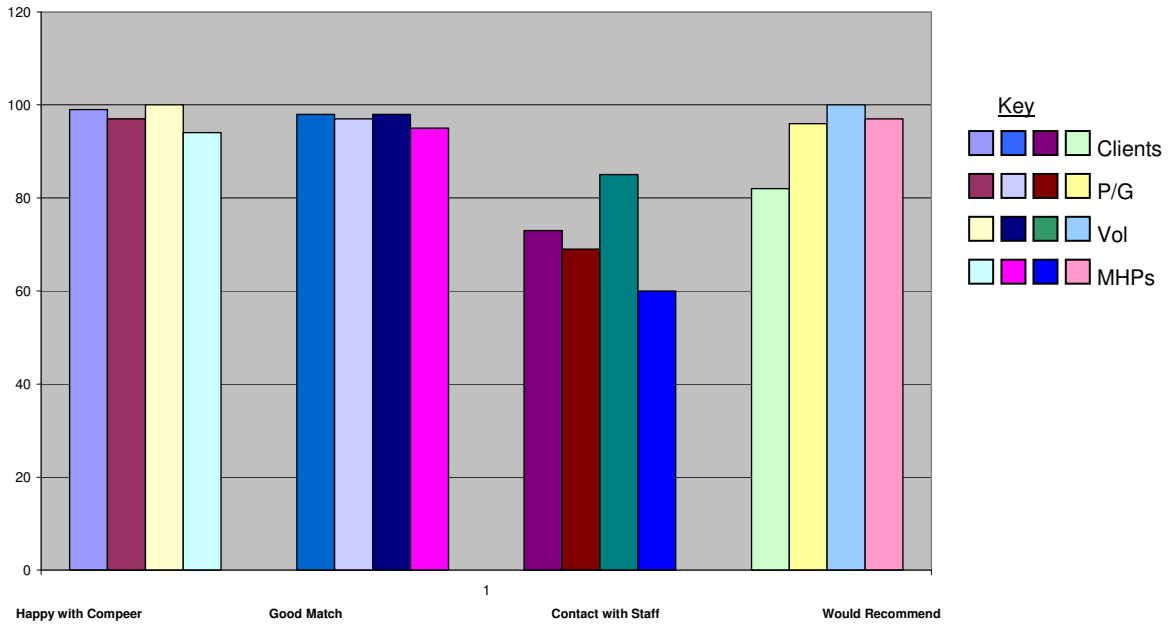
The mental health professional portion of the Part III of the survey was rounded out with a series of yes / no questions regarding the mental health professional's overall experience with the Compeer program. Figure 25: Overall Experience – MHP Responses details the youth mental health professional responses to these questions.

**Figure 25: Overall Experience – MHP Responses**

	Yes	No	Response Total
Overall, are you happy with Compeer?	61 (93.8%)	4 (6.2%)	65
Do you think that we made a good match for your client? Do you think that they get along, have fun, and have the same interests?	59 (95.2%)	3 (4.8%)	62
Do you talk to Compeer staff?	39 (60.0%)	26 (40.0%)	65
Would you refer other clients to Compeer?	61 (96.8%)	2 (3.2%)	63

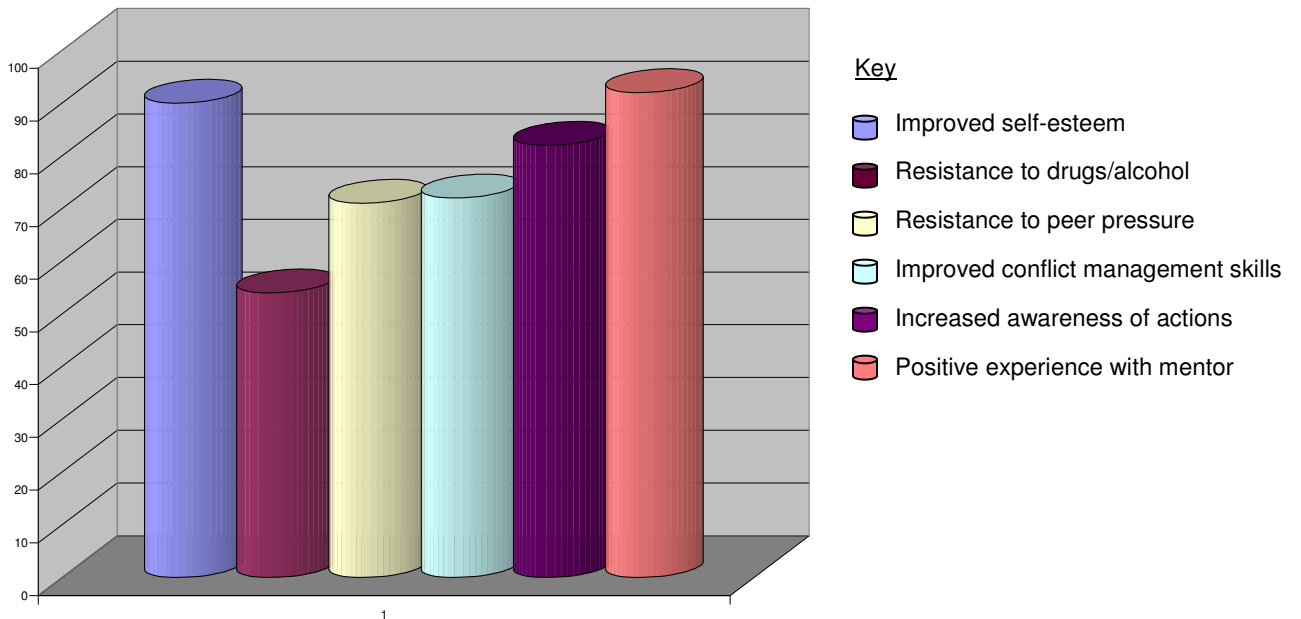
The graph below, Figure 26: Overall Experience -- Youth reflects the results of the Overall Experience sections for youth clients, volunteers, and mental health professionals, and references the percentage of these groups who answered in the affirmative. Percentages are rounded to the nearest whole number.

**Figure 26: Overall Experience: Youth**



The graph Figure 27: Youth Outcomes – All Constituencies below details the averaged percentage of all four youth constituency groups who responded with “Strongly Agree” or “Agree” to questions related to specific outcomes of the Compeer mentoring relationship.

**Figure 27: Youth Outcomes – All Constituencies**



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**2011-12**

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**Diane M. Janulis**  
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*Principal Investigator and Director*  
*Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities*

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*Ignition Consulting, LTD*

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