

Data Codes Comprising Reported Results with Exemplar Quotations

To provide additional documentation of our study data, this table provides supplementary detail of the codes and example data quotations for each. The codes vary in specificity and in how central, contextual, or peripheral each is to the themes it contributed to in the Results. More codes under a given theme do not necessarily indicate more data or more importance.

The example quotations are in addition to those appearing in the article’s Results.
Each of the client interviews contributed at least two quotations.

Results Domain 1: Individualized Care	
Contributing Across All Domain 1 Themes	
Codes	Example Quotations
Team help client develop own strengths & confidence	<p>I am getting better and I am trying to change and... I am more capable because of the program.</p> <p>It helped me understand how can I overcome my problem even though I still have it, my problem, and it helped me understand more about myself.</p>
Team was engaging: Whole Person	<p>They notice when I get my nails done like everything, like you can tell that they actually pay attention to the whole you.</p> <p>They understand the stress like I was on, with pretty much anything that a person goes through, which is very good you know.... They really know like what causes stress and what doesn't.</p>
Team was engaging: Responsive (to client needs)	<p>They're helping me a lot like at the moment I'm dealing with traffic issues in getting my license back and they actually check with me each week to see how that's going. And some items that I may have spoken about from previous meetings they'll bring up at the next meeting just to see how that's going.</p> <p>I wanted more like [information]; I remember [staff person] actually she took me to see Dr. L like the leading schizophrenic researcher for me to ask him some questions you know.</p>
Treatment is individualized and flexible	<p>Well I think it's a balancing act between the doctor showing faith and trust in you, being like 'okay we respect what you're saying and you're not comfortable right now, we'll make a change.' And like...finding that place without overstepping and, without it being ridiculous. And I think that that's good here that they do a team work kind of approach to it.</p> <p>They're trying to see what they can do to help you, so I think it's more of how they can help you <i>individually</i>, more than just saying that you need</p>

	help and giving you what they think you need...
Contributing to Theme 1.A Focus on Life Goals	
Codes	Example Quotations
Clients respond to addressing their goals	<p>I think everybody on the staff has did a good job, as doing their job and being a part of helping me for what I need and what I want out of the program.</p> <p>I'm here to get my drug use treated, but over time it developed that... yeah it helped with the drugs, as well. So it turned out to be a good thing in all respects because it addressed the issue that caused my psychotic symptoms.</p>
Employ / Edu help	<p>I knew it was going to help me and better myself and get me back in school. It was going to help me do everything I need to do to go about it the right way.</p> <p>When I first came here like I didn't have a job and they had an employment specialist to help me find a job. She... actually went out in the community with me to help me fill out applications...and since my time here I done held a job for like a year and half.</p>
Program gives me somewhere to be	<p>Coming here is also something to do, and I don't have anything to do most days, so coming here gets me out of the house.</p> <p>I wasn't sure if I should go and then I, if I didn't go I would have been bored in my house because I'm not going to be doing anything so I decided to come.</p>
Team was engaging: Takes me Seriously	<p>I guess they take my opinion seriously and... um... yeah that's helpful to you know pay attention the patient.</p> <p>She, she listened carefully. She sat down and took notes of everything. I really felt like she was being receptive.</p>
Contributing to Theme 1.B Effectiveness	
Codes	Example Quotations
Engagement affected by results	<p>I really can't say what helped me connect to the program but I just know that everything that I'm doing [in it] I'm doing it for a reason and it's working.</p> <p>Before I was more reserved and now I'm having more friends. I'm more vocal. [sounds emotional] ...So, I could say that the program works and yeah my behavior has somewhat changed.</p>

Team was engaging: Competent	<p>...in the beginning it was kind of hard for me to get out of the house and do anything. They were like once or twice or week you try to go to an event you do things with the family. If there was a part I was a little nervous about it they would say well maybe keep yourself occupied by doing this, doing that. You know it was just different perspectives that were pretty simple that helped get through things like that.</p> <p>First of all I love [staff person], she's like been very helpful and like very straight forward and clear about everything, um and so that was like a big part of the reason I choose to [keep coming].</p>
Team not meeting client needs	<p>I don't think that they really helped in that area at all. I think that all of that I'm doing on my own.</p> <p>Like I wish it was a little bit more compromising and more like, more like you get a little bit more of your say and less of like their kind of, you know, agenda.</p>
Contributing to Theme 1.C Warm Respect	
Codes	Example Quotations
Client likes having someone to talk to	<p>I just come for one-on-ones you know, just to talk about how are things going and just...weekly check-ins. I just really just be talking to them about, you know, how things are going.</p> <p>Talk, its talk. ...I really liked coming here because I be able to get out my problems and stuff, things that I can't always do with my mom, my friends you know. So yeah, it was nice to come here.</p>
Client likes the free food	<p>I like it... they look out for you. They make sure you have something to drink, they feed you and all that while you're in the program.</p> <p>The group is okay. They give doughnuts, that's the best part.</p>
Compared to other services	<p>Now if I was <i>here</i> before all those events happened, then I would have been fine because I would of known exactly what's going on I didn't know it was that bad, but I also didn't know that things like this happen, you know. So, it's a lot of learning about myself coming <i>here</i> versus just talking about my life at the [previous] therapist's, you know.</p> <p>Yeah, I like here better than [previous program] because I felt confined, like at [previous program] you're kind of confined to what you're allowed to do, here I'm actually living...</p>

<p>Team “really cares”</p>	<p>There were so much things that was helpful, yeah. ... they even visit me in the hospital. That was really so amazingly thoughtful.</p> <p>it [contacting client’s mother] showed that the team was so concerned about me, it showed that um, it was like sort of a medium for them to um inquire about me in the times I were lost...</p> <p>I’m really not big on talking but they seem like they care.</p>
<p>Team was engaging: Accepting</p>	<p>Now I feel like I’m not, you know, going a little crazy. I’m like ok well, everybody’s pretty much asking questions [here]. I have questions, and I couldn’t really [ask] my mom so it’s like ok, now I can... Like it’s certain things that you can you can ask people [here], it’s certain things you can’t ask your mom because she’d be like what’s wrong with you?</p> <p>They are very, uh, open minded, the doctors and staff, so it was easier.</p>
<p>Team was engaging: Supportive</p>	<p>I just feel very comfortable here and they support me no matter what my decision is, they, I feel like they act like my parents where they support me if I do something wrong. They’ll say that was wrong but, and don’t do it again, but you’re still a good person. So, they are very encouraging.</p> <p>Just knowing that people is, just knowing that you can come down here and they’ll ask you how you’re doing, are you doing ok, are you having any problem.</p>
<p>Team was engaging: Warm</p>	<p>...describe the team? Like, they were very accepting and always friendly and had good answers and always was really willing to work with any type of situation that I was in. So, it was seriously a really a great welcoming experience.</p> <p><u>Intv</u>: What has led you to stick with the program the last few months? <u>Client</u>: Well, the friendliness of everybody.</p>
<p>Team behavior harming engagement</p>	<p>...one would think that someone in that specific job would have certain credentials and contacts... and know more than just what I can figure out on my own.She had not a lot of information or resources... and seemed bored with helping me.</p> <p>...she had like these sheets of questionnaires that I would have to fill out.... It was just like very, these like prepared questions that I did not connect with and ... I like didn’t really know how to relate to them. ...I guess I just don’t understand ...like what I should be doing, like what I should be using that time for.</p>
<p>Results Domain 2: Program Attributes</p>	

Contributing to Theme 2.A Team Structure	
Codes	Example Quotations
Program: offering mult services / specialties	<p>I like what I learned what they could do for me, as of having a therapist, a doctor, a employment specialist and a skills trainer. I felt each of them was, it could be helpful.</p> <p>I also liked the fact that there were different qualifications [of staff] that led to different levels of ... different levels of help, like that could benefit [me] in more than one area.</p>
Program: Structure & Climate	<p>So, I didn't really expect it to be like every week you see so many people, but it's been good and kind of, a little bit overwhelming in some ways, but a good overall...</p> <p>I saw it was not a dangerous place, it's not going to hurt me to come here um it was helpful and it was welcoming. So I started not mind coming to my appointments.</p>
Initial meeting: helpful useful	<p>I got a chance to talk out basically everything... that I was going through and really organize it for somebody else to like write down and really understand completely. So I mean it took a long time and it was like tedious while we were going through it, but like, now that I think about, it was, you know, probably one of the best parts because I got a chance to really talk it out, you know.</p> <p>After the first meeting they were really helpful, I was like this is a good place I can come to and talk about what's going on with my life.</p>
Initial meeting: too much	<p>...after going through what I went through and then coming here and then have to basically put all my information out there, and it's kind of hard when you do it to a complete stranger. And that kind of sucked. It had me in a down mood for a few days, but it worked out.</p> <p>It was like [the] incoming interview questions or, I don't know what they were called, um I yeah, I had to talk to several people about the, you know, about the same issues and like repeat myself and I got a little, I don't know, I guess I got like a little bit tired of doing that so my responses like weren't as substantial, as substantial as they would have been otherwise I guess.</p>
Contributing to Theme 2.B Setting and Location	
Codes	Example Quotations
Program: Location	<p>[I decided to come here] because it was closer. It was closer to our house, only takes one bus.... [and] when it go down the street it comes right here....</p> <p>I, well my father brings me now so it's not a problem and I think I'm kind of familiar of how to get here now so the location isn't that difficult to get to.</p>

	<p>I'm pretty close by, [but] I cannot speak for those other people that have to drive for like an hour to get here.</p>
Program: Hours	<p>It's nice that I can just come in the afternoon. If it was in the morning it would be difficult because it's just hard....for me to wake upon time with the Seraquil.</p> <p>I had a really good school schedule this year. I took just Tuesday and Thursday classes, so the hours were fine because I just came in on Wednesday at one o'clock.</p>
Program: Physical setting	<p>...when I came here like we had a really clean, nice, much different....Yeah, the other place is clean too but this is like a better area, better atmosphere, yeah.</p> <p>...just having to come into a psychiatric institute just made it really difficult, especially the one where my mom was hospitalized.... I think maybe I wasn't the only one to have that same issue here. I just, every time I had to walk [inside] it was just like I was reliving everything.</p>
Transportation	<p>I'm just saying I just don't like going downtown like that. the traffic downtown.</p> <p><u>Intv:</u> ...so if your mom's not able to take you, is there, how are you...? <u>Client:</u> I guess I just won't go then.</p> <p>I think it's cool you guys have the parking garage right there and you just give vouchers. It's pretty easy.... I just drive here and if I need to I'll just take a bus and just get off at [street] and [street] and just walk over.</p>
Contributing to Theme 2.C Medication Management	
Codes	Example Quotations
Medication discuss options & concerns openly	<p>I'm going to talk to them this Wednesday [about stopping medications]. [Intv: are you nervous about talking to them?] No.</p> <p>...they were encouraging me for a while to continue it, [but] they wasn't forcing me or like mandating me to do it... I would basically be open with them about everything. They would ask me oh how was the medication going, if I was taking it? I tell them I'm not taking it anymore. Or they'll ask me what makes you want to stop and how does certain medication make me feel? Do I feel any side effects from it, anything like that.</p> <p>Like when I was in [other program] I told the doctor all of these problems with my medication and... I couldn't change the medication, I had to take it. It was terrible you know. And [Connection psychiatrist] she works with me.</p>

	Like if something is not working you know we'll try something else you know.
Medication as engagement barrier	<p>I think they have had me fill out the side effect check list about 20 times by now, and I'm not sure what good it does because for a lot of things its really hard for me to tell whether it is a side effect or not a side effect, and there is nothing that happens anyway.</p> <p>I don't get why I got to take medicine when I don't feel like, when it feel like it don't do nothing.</p>
Medication plain effectiveness	<p>...when they changed my medicine I can focus and concentrate better.</p> <p>None of them have worked. Very frustrating. I've even been on the miracle one, it supposed to be like the miracle one when nothing else works this is supposed to work and it didn't work.</p>
Medication side effects mgmt	<p>I think we're getting to a point now where it's reasonable. I can be like, alright I'm on this much, like that's reasonable, I can work with you there. But before it was just like I had the shakes for weeks... And I'm just like "you understand like this is my life. When I leave here the next week I'm going to be feeling like this." But that's not her [Connection psychiatrist] intention. She's trying to do what's best for me and I understand that, but it's just like [I need] a little more team work.</p> <p>Like I was going through a lot... and I didn't like the medication, and they helped me find a dose that was right for me that actually helped me. I mean, I would feel like my normal self. I remember when I came out the hospital I was like really like dosed out... I didn't like the way it felt, I didn't like the way it looked, I didn't like anything about it.</p>
Medication free and accessible	<p>That's helpful too.... Yeah they giving out the medicine.</p> <p>I wanted to help my mom and dad out because they could get medication for free..... I just wanted to help them out and go on this program because ... the economy is hard and they don't really have a lot of money in the house, so it's free [here].</p> <p>Plus they <i>give</i> you medication when you need it. So they give me medication in my arm, Haldol and Cogentin, when I need it, every time I come to their program.</p>
Contributing to Theme 2.D Active Outreach	
Codes	Example Quotations
Team reaches out to engage clients	they call up or whoever, they call your phone, your house, and that tells me right there, that's something that, that's for me. That's like a program for me, that I need to get into. It's going to help me, you know what I mean, go

	<p>to the next level on certain things...</p> <p>I think that they do their best to come out and help and be there and kind of encourage you, and, because, sometimes it just gets hard to like even come in and they encourage you to come in.</p>
Team was engaging: Constancy	<p>[Re being out for a month due to surgery:] It was pretty fine, I was taking my medicine and just, they talked to me on the phone so that was good. ...They came out to visit me one time too.</p> <p>[I] was inpatient rehab for a month ... and [then] I had went to a sober house afterwards, ... one that was very far away so I couldn't make it to the appointments so I was still talking to her [staff] periodically 'though, throughout, on the phone....It was good to hear from her. She asked me always how I was doing. Yeah and she reminded me to keep in contact with her every time.Yeah, yeah I came back.</p>
Client feels obliged to attend	<p>I just go there cause I ain't got no choice.</p> <p>I'm going to have to [keep attending], my PO [parole officer].</p>
Results Domain 3: Family Member Influences	
Contributing Across All Domain 3 Themes	
Codes	Example Quotations
Family Involvement & Client Autonomy	<p>Well he's [father] been involved with me the whole time so like along the way. It's not really an involvement in a negative way it's to help me and so I don't mind. But sometimes he can be a little overbearing so. But right now the way it is or the most of the time here it's been fine.</p> <p>Well I'm the type of person that I don't tell them [staff] to tell my mom, they associate with me instead. Like I would tell them to not tell these things to my mother because I feel I'd rather be the adult in this situation so they would tell me rather, instead of telling everything to my mom.</p>
Contributing to Theme 3.A Promoting Engagement	
Codes	Example Quotations
Family Involvement: direct effect CI engagement	<p>she [mother] knew when I wasn't taking my medication...she told me like I know you're not taking your medication, get back to your medication. Because I don't want to go through what I've been through, that got me into the program in the first place, so I'm taking my medication daily.</p> <p>They [staff] just talked to her [mother] because ...I had missed an interview with [psychiatrist] so they realized that something was wrong. So, they talked to her on the phone because I have her as a contact.</p>

<p>Engagement driven by others concerns</p>	<p>Yeah friends were like yo, like you changing yo. And they was like, they was feeling sad for me. So I was like I understand where they was coming from because I ...started being real quiet. They was like what's wrong with him and all that? Then I shaved all my hair off my head, walking around with a bald head, and then they was like he normally come over here and talk to us, and [now] he straight ignore us. We say what's up to him, he don't say nothing back, he just keep on walking, act like he don't know us. And I was just like man, I just got to go get some help.</p> <p>No, I kind of had to do it. My parents were very concerned. I had to do something to convince people that I was trying to get better.</p>
<p>Contributing to Theme 3.B Deterring Engagement</p>	
<p>Codes</p>	<p>Example Quotations</p>
<p>Client / Fam competing priorities as barrier</p>	<p>I don't mind coming here but it's just a hassle for me because...I am really busy and I've been more active in school clubs and hanging out with my friends and I work and so I'm busy and I just want to be done treatment. I don't want to go to groups, I don't want to go to therapy. I just, I want to be done and I want to be cured and I think if there's less of everything than I just feel like my condition has lowered kind of.</p> <p>Different reasons, family reasons that um, a lot of it was because of at one point my grandmother was really sick and I was going to help my grandmother out.</p> <p>Sometimes I struggle with like the actual activities that they like they want me to partake in because like I said I'm really focused on like finding a job and that to me is like a high priority for me and my family.</p>
<p>Family Involvement help Fam undst CI problems</p>	<p>My parents, they went to the meetings on Tuesday's and they get to understand more about the program and it made them be, it made it easier for them to understand why, what I was going through and I understand and it helped me understand more.</p> <p>I think maybe just a little more involvement would have helped. I feel like she [mother] would understand more what I'm going through. Not that she doesn't understand now but I think if she were here she'd get a clearer picture of the suffering I'm going through, or like sometimes she'll catch me crying or something and I feel like she'd be more understanding about what's going on...</p>
<p>Team helped with family tensions</p>	<p>...like if I have a problem that I really don't know the answer to, like how, let's say like for example my Dad is getting...some problems I'm not, I don't know how to solve, she gives me some ideas.</p> <p>I mean they [staff] always come up with ideas that we [his family] can do together or just little things like persuading them to help with yard work or</p>

	<p>picking up some slack because I have older children so just being more responsible about chores and things like that you know.</p> <p>...not only do they [staff] ask me questions, they ask my mom questions. You know, how does she feel about things, what's going on, what happened?How to actually get into the problem so I can sort things out, you know, and ... It definitely helped, that way I know exactly how she feels and she knows how I feel.</p>
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Results Domain 4: Personal Attributes

Contributing to Theme 4.A Ambivalence

Codes	Example Quotations
<p>Ambivalence as engagement challenge</p>	<p>I mean I just got sick and I just need medicine. I mean that's the blunt of it.[But] Honestly I wish I was off of it.</p> <p>Before I started like I was, my expectations were low because I've always kind of questioned like how the whole psychiatric thing....[and] I knew I really didn't have... I was having psychotic symptoms but I didn't have psychosis because I was using drugs very heavily which my mom didn't know of so she really thought I was psychotic But at the same time...I know that a therapeutic setting could be beneficial to anyone no matter if you have symptoms or not. So I was kind of skeptical as to the degree that the program would be able to like ease my psychotic symptoms or deal with them because I knew they were drug induced and I knew only I could deal with them by stop using drugs.</p>
<p>Compared to other services</p>	<p>I guess with the transition moving up here just because I was, I felt like I was really connected to the past psychiatric service so that transition didn't go as well and then the distance increase was also like a little bit of a setback.</p> <p>I have a negative thing with psychiatrists for sure because, I feel like those two years of my life or whatever that I was really struggling was because I was just getting pills thrown at me that were.... I understand that it was hard maybe to find the right ones but I just feel like the right steps weren't taken. And then ... a doctor convinced me to get frickin' shock therapy. So I did that too. I mean I've just been through a lot of shit. yeah you just lose faith in the system and whether they're trying to help you.</p>

Contributing to Theme 4.B Self-concern

Codes	Example Quotations
<p>Symptoms and engagement (re self concern)</p>	<p>I was at a very, very low point in life where it was like I just don't understand why these things are happening. I'm like I've kind of lost touch with reality...and my mind was just all discombobulated. ... like family members, a few of them I reached out to, to let them know that I was trying to get ...some help somewhere, but at the same time I was kind of like messed up in the head to the point [of] thinking that some of them were against me,</p>

	<p>you know.</p> <p>...at first I was feeling like why am I taking this medication like I don't, I really don't want to take it, why do I take this, why me? Then that episode really opened my eyes though, to really take my medication every day.</p>
<p>Personal attributes & engagement (re self concern)</p>	<p>Well, I know moving up here was like a big leap and it was something I always wanted to do. So, I really wanted to make sure I could feel proactive in helping myself deal with anything that would arise... being in like a higher stressful city and like the energy here is good. But like I just wanted to make sure, just because, I was off my medication and I just wanted to make sure I was going to be okay and kind of have like a backup [from] someone that was close by, [the Connection program]. So, just trying to keep [a look] out for myself.</p> <p>I know that I felt like I was pestering them [staff] at one point....Yes, because I felt like I needed everything, not everything but you know the necessities, and it wasn't the worst but there were some times where it felt like it, and I felt like I, was in the worse situation.</p>
<p>Contributing to Theme 4.C Self-reliance</p>	
<p>Codes</p>	<p>Example Quotations</p>
<p>Personal attributes & engagement (re self reliance)</p>	<p>I've been spoiled since when I was young so now I'm trying to recuperate from that yet, I'm like whoa, this is a big world.</p> <p>... I guess it comes from myself mostly. The idea that I should at least meet them half way if they're going to try and help me at least. I should at least put some effort to go forward.</p> <p>I feel like I can get through it by myself.</p>
<p>Contributing to Theme 4.D Symptoms</p>	
<p>Codes</p>	<p>Example Quotations</p>
<p>Symptoms and engagement (other than self concern)</p>	<p>Well, at first my symptoms were really bad. I was hearing voices like every day. And [staff person] would comfort me... You're going to be fine and stuff.</p> <p>I would just kind of like [feel] tired in a way that I didn't really feel like getting up just to go nowhere. That's how I felt at the time and that's why I ain't never go to my groups like I was supposed to.</p> <p>When I was having schizophrenia I was kind of scared of the subway.</p>