

REGION II HUMAN SERVICES
DAY REHABILITATION SERVICES

Frontier House-North Platte

Pioneer House-McCook

83 handed out, 69 returned

83.1%

CUSTOMER COMMENT

Please help us learn what we can do to better serve you.

1. I like coming to Frontier/Pioneer House.

1	2	3	4	5
not at all				very much
2	1	8	27	31

2. The activities at Frontier House help me with my goals and needs.

1	2	3	4	5
not at all				very much
3	3	13	23	27

3. I feel important and included when at Frontier House.

1	2	3	4	5
not at all				very much
2	2	9	23	33

4. Staff are interested in my well being.

1	2	3	4	5
not at all				very much
3	3	3	21	38

5. Staff encourage me and help me participate.

1	2	3	4	5
not at all				very much
2	1	8	18	30

6. Staff help me define my goals and help me work on them.

1	2	3	4	5
not at all				very much
2	1	9	26	30

7. Staff help me in my decision making skills.

1	2	3	4	5
not at all				very much
4	2	9	21	31

8. The most important thing for me about Frontier House/Pioneer House is:

- The fact that I am around people that have some of the same issues as me. Learning how to watch for triggers and to avoid them.
- Meeting people
- I like the people

- Getting out of the house and socializing
- To help me get better
- Social skills, getting out of the house and having somewhere safe to go.
- Meeting people
- Socializing
- Associating with others
- Daily structure
- Staff's encouragement thru hard times and good times
- I need a safe house and it has been easy to feel welcomed.
- Get the help I need and my goals
- Being here, getting me out of my house, having things to do
- How to be around people (all)
- The friendly people that are so caring and it makes it feel like it is another big happy family
- The members and staff
- The people
- Keeps me busy
- To learn and just to hang out
- Getting out and being around others. Learning about my illness and how to stay well
- Having fun
- Being able to get out of my house and communicate with others
- It is a place where I can come and socialize with people that have similar illness/problems. A place where I am encouraged to be active.
- Coming to Frontier is good for me
- Working out
- Spending time with friends. Also a good place to eat lunch
- Is the socialization
- Finding ways to work on things for myself and feel better about myself plus accomplished.
- The staff and some of the clients which I got close to
- Getting out to communicate with others
- Socialization
- Companionship
- Socializing with other members and going to different locations in town for various activities
- It's a good place to be
- Socialization
- Hanging out with friends
- Making new friends
- Being around others
- My people help me out
- Making friends
- Coming to Frontier House on time
- Being around other people and learning not to be so shy
- The socializing
- My persistent coordinator
- Learning more and more
- The food and awesome staff

- It gets me out and around people. Some of the groups
- Working a plan of goals as well as giving me a place to go where I'm able to work on myself
- My goal to move out of Pawnee and move into an apartment
- Games and Men's group
- Being around people and staying active
- Being with others and not isolating
- Get out of my house
- Help me from isolation. Play 10,000
- Come to eat
- Being around a lot of people, get to talk to certain positive people—just being myself
- The staff and activities
- Caring staff—places to go respectable
- Having somewhere to go instead of staying home—I'd be sleeping too much
- Being able to socialize with other people, not being a recluse. Helps me learn to deal with other personal issues.

OTHER COMMENTS

- Have more on diabetes. Overall Frontier House is great.
- More one on one therapy
- Help others if needs to help
- Playing games
- I really like how the staff interacts with clients
- I love this place
- They need to treat everyone equal and not show so much favoritism
- Having more classes
- Nice place—I'm glad I get to come here
- Let's really walk each day
- I don't mind doing chores to keep the clubhouse clean and the food has good variety and adequate nutrition. Staff is also friendly and supportive
- I think they need more for those that cannot do the activities for that day. Like playing bingo or something for the group that stay here while others are out doing the assigned activity.
- Need to make games and activities so people don't feel like little kids. Have activities for people like to be treated like adults.
- All goals
- Skills class—have more often and longer than a few minutes. Staff have more interaction with the clients. Staff talk more and do more activities with clients.
- When someone has an issue with a client I don't think they should bring it to work with them or use it against them at work.
- I wish there were more educational classes. I think it is just me. I'm going through a slump.
- They need to make sure there are no drugs there and quit the favoritism
- Teach clients to what symptoms or consequences that will happen when meds aren't taken. Each client differs for bi-polar, bi-polar II, schizophrenia
- Nothing, just don't ever change a thing. It is a very safe place to be at.

- **I love the changes that I feel inside! Awesome**
- **Even though I've complained during time I've been here some improvement has taken place.**
- **I am the driver in the mornings. I am thankful that I have an important meaning**
- **Staff (name) rocks!**
- **Staff (name) is the greatest, nicest, most caring understanding person ever!!**