

**REGION II HUMAN SERVICES
COMMUNITY SUPPORT
Mental Health**

The community support program is for persons disabled by severe and persistent mental illness. It is designed to: provide the necessary services and supports which enable the consumer to live successfully in the community; maximize the consumer's community participation and quality of life; facilitate communication and coordination between service providers; decrease the frequency and duration of hospitalization.

**179 given out, 175 returned—region-wide distribution
98%**

CUSTOMER COMMENT

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

1. The Community Support program was explained to me and I know my care coordinator.

1 not at all	2	3	4	5 very well
	1	8	31	133

2. Community Support services have contributed to my wellness and helped me stay mentally healthy.

1 not at all	2	3	4	5 very much
	3	8	43	120

3. My Community Support Care Coordinator talks with my other service providers and coordinates services with me.

1 not at all	2	3	4	5 very much
	4	7	39	125

4. My Care Coordinator helped me create my goals by listening to my needs and strengths.

1 not at all	2	3	4	5 very much
	1	6	40	127

5. The quality of my life is improving with the help of community support.

1 not at all	2	3	4	5 very much
	2	11	55	105

6. I have been able to live more independently with help from my Care Coordinator.

1 not at all	2	3	4	5 very much
	1	3	11	57
				96

7. Community Support helps me avoid being hospitalized or helps shorten my hospital stay.

1 not at all	2	3	4	5 very much
	5	1	6	43
				118

(some of those marked 1 for NA)

OTHER COMMENTS OR SUGGESTIONS (please use the back side of this sheet of paper)

- U Do good work
- Staff (name) is a great person and enjoyed my time with her very much. I am going to miss her greatly!
- Staff (name) rocks!
- Staff (name) is fantastic. I don't want to lose her. I will miss her.
- Staff (name) is a gem.
- In all she is a good worker. Thank you.
- Will explain at group meeting.
- (smile face)
- Very helpful. Knows me well.
- Big thanks to staff (name) for all he does for me and the family. Couldn't do without him.
- My life has never been so good as it is today thanks to community support
- Staff (name) is super coordinator. She is always there for me.
- Good and very helpful
- I'm looking for a job and hope I get one.
- Staff (name) is very pleasant to be with. I understand what she says. She is willing to help me at everything I need. She does a good job adjusting my situation for my needs and welfare. She helps me out a lot.
- Staff (name) is great! She does what she can to help me. She always makes me feel safe and happy.
- My community support worker is awesome!
- It is good!
- Love staff (name). She has helped me stay focused and has helped me out more than anyone I know. Thanks you community support.
- I really like my CS worker, she listens to my needs.
- I have not been hospitalized. (marked no. 7 a 1)
- Sine I have started coming to Heartland Counseling, I feel that I have improved tremendously. Staff (2 Names) have both been a tremendous help for me. With their help I have overcome a lot of obstacles I have been dealing with. Dr. J is an awesome doctor and I'm glad I started seeing her. The staff here at Heartland counseling are very courteous and make my visits warm and pleasant.
- Yes, she is better than anyone I had so far.
- I feel (staff) has made a tremendous difference in my recovery and mental state since I have been working with her. I see so many thing differently than I did before.