

REGION II HUMAN SERVICES - DAY REHABILITATION SERVICES

Frontier House-North Platte / Pioneer House-McCook

77 handed out, 69 returned - 89.61%

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 |
| 1          | 4 | 19 | 20 | 35        |

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

|            |   |    |    |           |
|------------|---|----|----|-----------|
| 1          | 2 | 3  | 4  | 5         |
| not at all |   |    |    | very much |
| 3          | 1 | 14 | 22 | 29        |

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

|            |   |    |    |           |
|------------|---|----|----|-----------|
| 1          | 2 | 3  | 4  | 5         |
| not at all |   |    |    | very much |
| 3          | 5 | 10 | 23 | 28        |

4. Staff are interested in my well being.

|            |   |   |    |           |
|------------|---|---|----|-----------|
| 1          | 2 | 3 | 4  | 5         |
| not at all |   |   |    | very much |
| 3          | 4 | 4 | 14 | 44        |

5. Staff encourage me and help me participate.

|            |   |   |    |           |
|------------|---|---|----|-----------|
| 1          | 2 | 3 | 4  | 5         |
| not at all |   |   |    | very much |
| 3          | 6 | 7 | 12 | 41        |

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

|            |   |   |    |           |
|------------|---|---|----|-----------|
| 1          | 2 | 3 | 4  | 5         |
| not at all |   |   |    | very much |
| 4          | 4 | 7 | 18 | 36        |

7. Staff help me in my decision making skills.

|            |   |   |    |           |
|------------|---|---|----|-----------|
| 1          | 2 | 3 | 4  | 5         |
| not at all |   |   |    | very much |
| 2          | 6 | 5 | 22 | 33        |

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

- Women's group. It helps me the most in recovery. I do like the games and activities.
- Being around people
- My friends and staff
- Helping the other members
- Being around people. Trying to reach my goals
- To have a place to come, I get to see friends here. It's a lot of fun.
- Education, DBT, and WRAP class
- Socializing and meeting new people. I also enjoy women's group.

- Learning how to learn how to deal with my bipolar and my (family issues)
- Socializing
- Being around positive people
- A place to spend my day and socialize
- It helps me to come here so I don't isolate myself and socialize with the people here. And it's helped a lot.
- To be with my friends and try to be happy at times
- Do activities going on, skills classes and rec center
- To be around people
- The most important thing I get from going to Frontier is working with other people being able to come out of my shell and work on myself everyday.
- Friends
- Coming here everyday
- Nothing
- Friendships, relationships
- Good activities
- Friends
- My friends!
- Doing chores, socialization with other people, doing activities
- It gets me from isolating myself and communicating with other people
- Getting to know people in a relaxed atmosphere and I am happy with the nutritional meals and snacks provided. Saves me making my own lunch on weekdays. Also getting out around town and a good way to see what is going on locally.
- Getting new friends
- Being involved with activities and different groups throughout the day.
- Not isolating. Being interactive
- Place to go and be
- People
- Not sharing
- Meeting new people and the way staff treats you is great
- Communicate with friends
- Being around friends and learning new things
- That I get to make friends and I have family here. The people are very nice here.
- Get away from (place)
- The staff
- To meet my goals and be with people
- It's helped me be me and to be tough and to say no and it's okay. It's great being here
- Learning new skills also to be able to socialize with others
- Staff and peers
- The food
- The fellowship that I have with others. Gets me out in the community
- My recovery, my survival

- Reaching my goals
- The people that come to Pioneer House. I learn from their experience
- Having a place to socialize and very friendly I'm happy that the government provides old mental patients with a place long term
- Help, not hospital
- Friends
- Camaraderie
- The group help out a lot for me
- Structure
- Come in visiting with other people
- Being around other people
- Having friends
- Learning about my disability helps me to overcome. Realizing my triggers helps with everyday life. And the people are a treat too.
- Trying to keep me from depression but sometimes it lead me to depression
- The friendly atmosphere and unique education classes
- Communication on certain illnesses that are similar. Knowing I'm not the only one that feels basically the same