CLIENT SURVEY RESULTS

2022 Region II Human Services

Heartland Counseling - Outpatient
Day Support - Frontier House
Community Support - Mental Health
Community Support - Substance Use Disorder
Emergency Community Support
Youth Care Coordination
Aiding Recovering Moms
Housing Assistance Program

Total given out 382; Total returned 381

Return Rate

99.74

Surveys were handed out to all clients in all services for 2 weeks in February of 2023.

HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

McCook, Ogallala, North Platte, Lexington

			<mark>218</mark>	given out/218	returned	
1.	When you first c	ontacted u	s, were we fri	endly and helpfu	ıl?	
	1	2	3	4	5	
	not at all				very much	
	1	1	2	24	190	
2.	When you came i	in for your	appointments	, were you greet	ted and made to f	eel welcome?
	1	2	3	4	5	
	not at all		_		very much	
	1		2	23	192	
3.	Do you feel safe		ity and with o	ur staff?		
	1	2	3	4	5	
	not at all			24	very much	
			1	21	196	
4.	Do you find our		vorthy?			
	1	2	3	4	5	
	not at all	4	4	21	very much	
_		<u>*</u>	-			
5.		ır counselo	r or therapist	has a good unde	erstanding of wha	t you want to work on in
	counseling?		_	_	_	
	1 not at all	2	3	4	5 very much	
	not at an	1	9	33	175	
c	More veu en esti	norticina				
о.	Were you an activ	ve participa	ant in creating	and updating yo	our treatment pia	II.
	1	2	3	4	5	
	not at all				very much	
	1	1	11	36	169	
7.	Does your couns	elor or the	rapist commu	nicate with your	other treatment	team members to help you
	reach your goals	?				
	1	2	3	4	5	Not Applicable
	not at all	_			very much	
		1	7	33	139	38
8.	Have we helped y	_	_	=	_	ur lite?
	1 not at all	2	3	4	5 very much	
	1		10	59	147	1 NA
0	-	مط سمباط،	-		**/	- 777
Э.	If you had the nee	eu, would y 2	ou return ner 3	4	5	
	not at all	۷	3	7	very much	
		1	1	26	190	

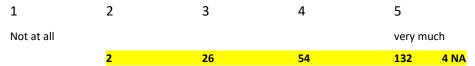
Do you think you had timely access to this serving	sei vice	uiis	access to	umeiv	Hau	vou	tnink	DO VOU	TU.
--	----------	------	-----------	-------	-----	-----	-------	--------	-----

1	2	3	4	5
not at all				very much
1	3	18	32	164

11. My life has improved as a result of being in these services.

1	2	3	4	5
not at all				very much
	3	17	51	146 1 NA

12. As a result of this service, do you feel that you are better able to deal with things when they go wrong?



COMMENTS OR SUGGESTIONS

____is amazing, ___is amazing, ____is amazing and very patient. Thank you for them.

I don't know what this is for but the staff here at Heartland are always helpful and pleasant. They carry themselves professionally.

I've been coming to Heartland for years now, it's been great.

This facility of wonderful staff and safe environment has helped me out in tremendous ways. If not ever able to come here I would have to be honest, I probably wouldn't be here today.

Answer to 11 and 12---working on it

The questions that are unanswered could not be answered at this time cause I have not been coming long enough yet to answer them

Awesome place for treatment

I like to have fun and give joking around when here.

I thank all of you for your time and understanding for the people you try to help. Well done.

Answer to 12-should have been 6's

Answer to 11—YES, YES, YES!!

Your group is so understanding very easy to work with. Most are easy to get a hold of my phone. They call back within a reasonable length of time.

For question 7, I don't know if ____talks with other "team" members.

Answer to 3: (marked a 5) Now I do. once ___retired could not see counselor or dr. Was turned away. Worst day of my life. I thanks God every day my life's back to normal or I feel as if so. Thank you. 10+!

REGION II HUMAN SERVICES Day Support Services – North Platte CUSTOMER COMMENT

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

				14 out and 14 k	<mark>oack</mark>
1.	Staff are friendly a 1 not at all	nd helpful. 2	3	4	5 very much
2.	I feel safe at Fronti 1 not at all	er House/Pion 2		4	5 very much
3.	I can trust staff. 1 not at all	2	3	4	5 very much
4.	Do you think you h	ad timely acce	ss to this servic	:e?	
	1 not at all	2	3	4	5 very much
			1	3	10
5.	My life has improv	ed as a result c	of being in thes	e services.	
	1 not at all	2	3	4	5 very much
		1		2	11

COMMENTS OR SUGGESTIONS

Staff are always looking out. I like the calendars that show me what we are doing, it adds to the structure I need

Five stars! I'm so glad I have this place.

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.

CUSTOMER COMMENT

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

60 out/60 in

				100%	
My ca	re coordinat	or is friendly	and helpful.		
1		2	3	4	5
not	at all				very much
			1	10	49
The Co	mmunity Su	pport Progra	m staff are tru	ustworthy and I fe	el safe with them.
1		2	3	4	5
not	at all				very much
			1	10	4 9
My car	e coordinato	_		ng of my strengths	and needs.
1		2	3	4	5
not	at all		4	12	very much
I have l	acon an acti	vo participar	t in croating a		rootmont plan
	Jeen an acti	-	_	ind updating my t	•
1	المغما	2	3	4	5
not	at all	1	1	18	very much
This nr	ngram heli	ned me disc			ow I reach my goals.
11113 pt	ogram nen	2	3	4	5
_	at all	۷	3	4	very much
			2	20	38
1	e coordinato	or communic 2	ates with my o	other treatment to 4	eam members to help m 5 very much 45
My car	e coordinate	or has helned	l me feel emn		he changes I want for m
1	c coordinati	2	3	4	5
not	at all	~	3	4	very much
			4	16	40
If I had	the need in	the future, I	would return	to this service.	
1		2	3	4	5
not	at all		-		very much
				13	47
I have b	peen able to	live more in	dependently a	as a result of this s	service.
1		2	3	4	5
not	at all				very much
		1	3	15	41
My life	e has impro	ved as a resu	IIt of being in t	this service.	
1		2	3	4	5
not	at all			4.5	very much
			6	16	38

11. Do	you think you h	ad timely access	to this service?		
	1 not at all	2	3	4	5 very much
			2	16	42

12. AS a result of this service, do you feel that you are better able to deal with things when they go wrong?

1	2	3	4	5
not at all				very much
	1	1	16	42

COMMENTS OR SUGGESTIONS

____is awesome!

REGION II HUMAN SERVICES COMMUNITY SUPPORT - Substance Use Disorder CUSTOMER COMMENT

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

10 out/ 10 in 100%

My care coordina	tor is friendly	y and helpful.			
1	2	3	4	5	
not at all				very much	
			1	9	
The Community S	Support Progr	ram staff are trus	stworthy and I fe	el safe with them.	
1	2	3	4	5	
not at all				very much	
			2	8	
My care coordina	tor has a goo	od understanding	g of my strengths	and needs.	
1	2	3	4	5	
not at all				very much	
			2	8	
I have been an ac	tive participa	int in creating ar	nd updating my tr	reatment plan.	
1	2	3	4	5	
not at all			_	very much	
			<u>Z</u>	8	
This program hal	and ma dissa	var that I have a	haisas in havy I re	and my goals	
inis programmen		ver that i have t		each my goals.	
I not at all	Z	3	4	5	
ווטנ מנ מוו		1	Δ	very much	
My care coordinat	tor collaborat	tes with my othe	er treatment tean	n members to help me reach my goal	S
1	2			5	,
not at all	-	J	•	very much	
not at an			2	8	
My care coordina	tor has helpe	ed me feel empo	wered to make tl	ne changes I want for my life.	
1	2	3	4	5	
not at all				very much	
			2	8	
If I had the need i	in the future,	I would return t	o this service.		
1	2	3	4	5	
not at all				very much	
				10	
I have been able t		nce free as a res			
1	2	3	4	•	
not at all			_	very much	
NAv life has income	oved as a rea	1		б	
. iviy ille nas impr		_		г	
1	۷	3	4	-	
not at all			2	very much	
	1 not at all The Community S 1 not at all My care coordinated at all I have been an account at all This program help 1 not at all My care coordinated at all My care coordinated at all I have been able to 1 not at all I have been able to 1 not at all	The Community Support Program of at all My care coordinator has a good and at all I have been an active participation at all This program helped me discompand at all This program helped me discompand at all My care coordinator collaboration at all My care coordinator has helped and at all If I had the need in the future, and at all I have been able to live substation at all I have been able to live substation at all My life has improved as a result.	The Community Support Program staff are true 1	The Community Support Program staff are trustworthy and I fee 1 2 3 4 not at all 2 My care coordinator has a good understanding of my strengths 1 2 3 4 not at all 2 I have been an active participant in creating and updating my treating and upda	The Community Support Program staff are trustworthy and I feel safe with them. 1

1 not at all	2	3	4	5 very much	
		1	1	8	
12 As a result of th	nis service do	you feel that yo	u are hetter ahl	e to deal with things when they	go wrong?
1	2	3	4	5	50 W10115.
not at all				very much	
		1	4	5	
COMMENTS OR SU	GGESTIONS				
I don't kno					

11. Do you think you had timely access to this service?

REGION II HUMAN SERVICES EMERGENCY COMMUNITY SUPPORT CUSTOMER COMMENT

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

100 % RETURN RATE

18 out/18 returned, one not filled out

1. The	Emergency	Support Prog	ram staff wa	s kind and h	elpful to me.
	1 not at all	2	3	4	5 very much 17
2. The	e Emergency 1 not at all	Support Pro	gram staff is 3	trustworthy ⁴	and I feel safe with them. 5 very much
2 Th	e Emergency	Support Pro	gram helned	me access co	ommunity supports in a timely
		Support Fro	grann neipeu	THE access co	offinitionity supports in a timely
mann	er. 1	2	3	4	5
	not at all		1	1	very much 14 1 NA
1 Th	e Emergency	Support Pro	ram halnad	_	safety plan to use when outside the
		Support Fro	grain neipeu	ille create a	safety plan to use when outside the
hospit	tai.	2	2	•	_
	1 not at all	2	3	4	5 very much
	not at an			1	16
5. The	Emergency	Support Prog	ram staff wa	s courteous	to me and others involved in my care.
	1	2	3	4	5
	not at all			_	very much
c Th	o Emorgonou	Cupport Dro	aram staff he	lnod mo foo	16 Lampawarad ta maka tha shangas l
	for my life.	Support Pro	grain stan ne	ripeu me ree	I empowered to make the changes I
vvaric	1	2	3	4	5
	not at all	_			very much
7. If y	ou had the r	need, would y	ou contact t	he Emergend	cy Support Program again?
	1	2	3	4	5
	not at all				very much 15 2 blank
8. As	a result of th	nis service, do	you feel tha	t vou are be	tter able to deal with things when they
	_	Jei vice, de	you reer tha	t you are se	tter able to dear with timigs when they
go wr	oligi	2	2	4	-
	not at all	2	3	4	5 very much
	not at an		1	2	13
9 Thi	is nrogram h	elned me disc	-	ave choices	in how I reach my goals.
J. 1111	1 program n	2	3	4	5
	not at all	2	3	-	very much
				1	16

COMMENTS OR SUGGESTIONS

	The staff has gone way beyond to help me and for that I'm grateful
	has been very supportive. She has been available to me in person and by phone at all times. Her
sugges	tions have been helpful. Thanks.
	has been more than EMS. She has went above and beyond to help me. I have had many needs.
	She is kind and wonderful person. She's the "BEST" at this job. Love her.
timely	Emergency support staff took time to listen to my concerns and made sure that everything is accurate and
	is the absolute best!!

REGION II HUMAN SERVICES YOUTH CARE COORDINATION

For Youth (Parents and family members may help fill out)

CUSTOMER COMMENT

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

51 out/50 in 98+% RETURN RATE

1.	My Youth Care Co 1 not at all	ordinator gree 2	ts me when we 3	e meet and mak 4	tes me feel welcome and included. 5 very much 48		
	My Youth Care Coderstand.	ordinator expl	ained the purp	ose of the Yout	h Care Program in a way I could easily		
	1 not at all	2	3	4	5 very much		
3.	Do you have confidence in your Youth Care Coordinator?						
•	1	2	3	4	5		
	not at all	_	J	·	very much		
			2	5	43		
4.	This program help	ped me discove	er that I have cl	hoices in how I	reach my goals.		
	1	2	3	4	5		
	not at all			42	very much		
_	Mootings with my	Vouth Caro Co	ordinator are l	13	t times and places that feel safe and are		
	•	r routil care co	Jordinator are i	neid regularly a	t tilles and places that feel sale and are		
со	nvenient for me.	2	2		_		
	$oldsymbol{1}$ not at all	2	3	4	5 very much		
	not at an		1	5	44		
6.	Have this program helped you to make the changes you want for your life?						
	1	2	3	4	5		
	not at all	_	3	•	very much		
		2	3	10	35		
7.	If you had the nee	ed, would you r	return here for	services?			
	1	2	3	4	5		
	not at all	2	3	7	very much		
	not at an		1	6	43		
8.	Do you think you	had timely acc	ess to this servi	ice?			
	1	2	3	4	5		
	not at all				very much		
			3	10	37		
9.	My life has improv	ved as a result	of being in this	service.			
	1 not at all	2	3	4	5		
					very much		
		1	4	10	<mark>- 35</mark>		

10	As a result of this service	do vou feel t	hat you are het	ter able to deal wi	th things when the	v go wrong?
TO.	As a result of this service	z, uo you reer t	mat you are bet	ici abic to ucai wi	un unings which the	y go wrong:

1	2	3	4	5
not at all				very much
	1	2	15	32

Comments

100%, 100%.

____is very cool and a nice person.

Me and my daughter are very happy with everthing ___has done for my daughter. Thanks to her my daughter is step by step understanding what is happening. Thank you for all your help. ____, with you I am calm and comfortable knowing my daughter is in good hands—only with you. (translated from Spanish)

Very, Very. ___is very good person with her work and service of help. Very recommendable. I thank her for her support and comprehension. Also, thank you for the opportunity of her help and attentions and for being bilingual person. Thank you. (translated from Spanish)

I love ____. She is awesome

REGION II HUMAN SERVICES

Aiding Recovering Moms- Substance Use Disorder CUSTOMER COMMENT

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

5 out/ 5 in 100%

1.	My care coordinato	r is friendly and h	nelpful.				
	1	2	3	4	5		
	not at all				very much		
			1		4		
2.	The Community Sup	port Program sta	aff are trustwort	hy and I feel safe	e with them.		
	1 .	2	3	4	5		
	not at all				very much		
			1		4		
3.	My care coordinator has a good understanding of my strengths and needs.						
	1	2	3	4	5		
	not at all				very much		
			2		3		
4.	I have been an activ	e participant in o	reating and upd	ating my treatm	ent plan.		
	1	2	3	4	5		
	not at all				very much		
				1	4		
5.	This program helpe	d me discover tha	at I have choices	in how I reach r	ny goals.		
	1	2	3	4	5		
	not at all				very much		
				2	<mark>3</mark>		
6.	My care coordinator	r collaborates wit	th my other treat	tment team mer	mbers to help me reach my goals		
	1	2	3	4	5		
	not at all				very much		
_				1	4		
/.			teel empowered	I to make the ch	anges I want for my life.		
	1	2	3	4	5		
	not at all	_		_	very much		
0	16 1 haad tha maad in.	the future large	منطع معرضه الما	1	3		
ŏ.	If I had the need in				_		
	1	2	3	4	5		
	not at all	4			very much		
۵	I have been able to	livo substanco fre	oo as a result of	thic convice	•		
Э.	1 Have been able to		ee as a result or		F		
	not at all	2	3	4	5		
	not at an		1	1	very much		
10	. My life has improv	ed as a result of	heing in this sen	-			
10	1	2	3	4	5		
	not at all	۷	5	7	very much		
	not at an		2	4	very much		

11. Do you think you had timely access to this service?

1 2 3 4 5 not at all very much

12. As a result of this service, do you feel that you are better able to deal with things when they go wrong?

 1
 2
 3
 4
 5

 not at all
 very much

 2
 1
 2

COMMENTS OR SUGGESTIONS

REGION II HUMAN SERVICES

HOUSING RELATED ASSISTANCE PROGRAM

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

6 out/6 in
100%

1.	The	Housing Progr	am staff are frie	endly and help	ful.				
		1	2	3	4	5			
		not at all				very much			
					1	<mark>.5</mark>			
2.	The	Housing Vouc	her requiremen	ıts were explaiı	ned to me.				
		1	2	3	4	5			
		not at all				very much			
					1	4 1 NA			
3.	The	e Housing Program staff are trustworthy and I feel safe with them.							
		1	2	3	4	5			
		not at all				very much			
					1	<mark>5</mark>			
4.	The	quality of my	life and wellnes	s is improving	with the use of	the housing voucher.			
		1	2	3	4	5			
		not at all				very much			
					1	4 1 NA			
5.	I ha	ve been an act	ive participant i	in finding safe	and affordable	housing that meets my needs and			
		ences.		_		,			
Ρı	CICIC	1	2	3	1	5			
		not at all	2	3	4	very much			
		not at an			2	3 1 NA			
6	The	housing vouc	her has helped	me avoid home	elecchecc				
Ο.	1110	. Housing vouc	ner nas neipea		4	r.			
		not at all	2	3	4	5			
		HOL AL AH			1	very much			
7	Lha	vo hoon ahlo t	a liva mara inda	nondontly wit	h tha halp of th	ne housing voucher.			
/٠	i iia	ve been able to	bie to live iliole liit	pendently with	ir the help of th	ie nousing voucher.			
		1	2	3	4	5			
		not at all		1	2	very much			
0	Lba	ua a plan far s	olf custoinmont	that does not	in aluda tha usa	of the housing voucher			
٥.	I IId	ve a pian for se	en-sustainment	that does not	include the use	of the housing voucher.			
		1	2	3	4	5			
		not at all		1	2	very much			
_		11.	1.0		C . I .	<mark>. 3</mark>			
9.	ıam	n more able to	manage my life	with the neip	of this program	1.			
		1	2	3	4	5			
		not at all			_	very much			
4.0		.1.1	1 1.0	1.1	. 2	<u>5</u>			
10). Do	you think you	had timely acco	ess to this serv	ice?				
		1	2	3	4	5			
		1 not at all	2	3	4	very much			
		not at an				very much			
				1	1	<mark>-4</mark>			
11	My	y life has impro	oved as a result	of being in this	s service.				
	:	1 2 2 not at all	2	3	4	5			
						very much			
					2	4			
12	. As	a result of this	service, do yoι	ı feel that you	are better able	to deal with things when they go wrong?			
		1 2	_	3	4	5			
		not at all				very much			
				1	1	<u> </u>			