

# CLIENT SATISFACTION SURVEY RESULTS

2015

Heartland Counseling - Outpatient  
Day Rehab - Frontier House  
Day Support - Frontier & Pioneer House  
Community Support - Mental Health  
Community Support - Substance Abuse  
Youth Care Coordination  
Emergency Support Services  
Housing Voucher Program

Overall return rate

98.18%

636 surveys distributed

623 surveys returned

Surveys are given out to every client for 2 weeks and returned in a sealed envelope.

# HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

Heartland North Platte—120 given out 116 returned  
96.67%

1. When you first contacted us, were we friendly and helpful?

1	2	3	4	5	
not at all				very much	
		1	18	97	

2. When you came in for your appointments, were you greeted and made to feel welcome?

1	2	3	4	5	
not at all				very much	
	1	1	7	107	

3. Do you feel safe in our facility and with our staff?

1	2	3	4	5	
not at all				very much	
	1	1	11	103	

4. Do you find our staff trustworthy?

1	2	3	4	5	
not at all				very much	
	1	6	14	95	

5. Do you think your counselor or therapist has a good understanding of what you want to work on in counseling?

1	2	3	4	5	
not at all				very much	
2	1	7	19	84	3 NA (just started)

6. Were you an active participant in creating and updating your treatment plan?

1	2	3	4	5	
not at all				very much	
	1	3	2	21	89

7. Does your counselor or therapist communicate with your other treatment team members to help you reach your goals?

1	2	3	4	5	Not Applicable
not at all				very much	
	2	1	4	18	78
					13

8. Have we helped you feel empowered to make the changes you want for your life?

1	2	3	4	5	
not at all				very much	
	2	2	7	26	79

9. If you had the need, would you return here for services?

1	2	3	4	5	
not at all				very much	
	1	3	8	104	

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

1	2	3	4	5	
not at all				very much	

Please use the back for COMMENTS OR SUGGESTIONS

\_\_\_\_\_from Telehealth is the best. I love that service!

They are very helpful and patient. Trustworthy. My life has not improved since being here but that is not their fault as I don't know if it will or be possible to ever change it or get better.

Client put a 6 and a smiley for question 10

Client marked number 4 as a 4 and said they are working on trust issues.

This place has saved my life. Thank you! Thanks you!

My counselor is amazing! She listens well, but isn't afraid to call me out when I need it too.

Client marked number 10 a 4 and said healing takes time.

They truly saved me!! I'm so glad I found them and I have a place to go that truly helps me.

A little upset that I was turned down for med help for they said I made too much. Not thinking about child support or garnishments coming out of my checks. That takes most of my check We are eating soup most of the time because of it. But yet I make too much—Bla---

Thank you for all your services and help.

If you want to make further comments, please contact Kathy Seacrest at  
Region II Human Services, P.O. Box 1208, 110 North Bailey, North Platte, NE 69101. (308) 534-0440. Client Surveys 2015

# HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

Heartland Lexington—67 given out-67 returned  
100%

1. When you first contacted us, were we friendly and helpful?

1	2	3	4	5
not at all				very much
		1	14	52

2. When you came in for your appointments, were you greeted and made to feel welcome?

1	2	3	4	5
not at all				very much
		2	13	52

3. Do you feel safe in our facility and with our staff?

1	2	3	4	5
not at all				very much
		1	16	50

4. Do you find our staff trustworthy?

1	2	3	4	5
not at all				very much
		1	16	50

5. Do you think your counselor or therapist has a good understanding of what you want to work on in counseling?

1	2	3	4	5	
not at all				very much	
		5	11	47	5 NA just started

6. Were you an active participant in creating and updating your treatment plan?

1	2	3	4	5	
not at all				very much	
		2	17	45	2 NA

7. Does your counselor or therapist communicate with your other treatment team members to help you reach your goals?

1	2	3	4	5	Not Applicable	
not at all				very much		
		2	13	37	12	3 did not answer

8. Have we helped you feel empowered to make the changes you want for your life?

1	2	3	4	5	
not at all				very much	
		3	16	45	3 NA

9. If you had the need, would you return here for services?

1	2	3	4	5	
not at all				very much	
		3	16	46	2 NA

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

1	2	3	4	5
not at all				very much

**Please use the back for COMMENTS OR SUGGESTIONS**

**Wonderful place and friendly staff**

**Don't trust \_\_\_\_\_. Gives info out to unnecessary people**

**The staff and the counselors are always very helpful and kind , I really like them.**

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# HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

McCook Heartland—50 given out-43 returned  
86%

1. When you first contacted us, were we friendly and helpful?

1	2	3	4	5
not at all				very much
		1	5	37

2. When you came in for your appointments, were you greeted and made to feel welcome?

1	2	3	4	5
not at all				very much
		1	3	37

3. Do you feel safe in our facility and with our staff?

1	2	3	4	5
not at all				very much
		1	8	34

4. Do you find our staff trustworthy?

1	2	3	4	5
not at all				very much
		2	6	34

5. Do you think your counselor or therapist has a good understanding of what you want to work on in counseling?

1	2	3	4	5
not at all				very much
		2	8	33

6. Were you an active participant in creating and updating your treatment plan?

1	2	3	4	5
not at all				very much
		2	10	31

7. Does your counselor or therapist communicate with your other treatment team members to help you reach your goals?

1	2	3	4	5	
not at all				very much	Not Applicable
			10	22	11

8. Have we helped you feel empowered to make the changes you want for your life?

1	2	3	4	5
not at all				very much
		4	14	25

9. If you had the need, would you return here for services?

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

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

1	2	3	4	5
not at all				very much

Please use the back for COMMENTS OR SUGGESTIONS

In answer to number 8—time will tell: in answer to 10—getting there

I personally have a lot going on and seems to just keep going down hill

Answer to number 2—thanks \_\_\_\_ and \_\_\_\_

\_\_\_\_ and \_\_\_\_ are awesome.

Very helpful and friendly place. No judgement or preaching.

I am awed at the progress I have been experiencing since I have med management and \_\_\_\_for therapy. I have also participated in a drop in Seeking Safety group with \_\_\_\_and found that extremely beneficial. Services have dovetailed since I had \_\_\_\_ and \_\_\_\_ for consumer care. This is the way I had always hoped it could work. Thanks for all.

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# HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

Ogallala/Imperial Heartland—49 out-49 returned

100%

1. When you first contacted us, were we friendly and helpful?

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

2. When you came in for your appointments, were you greeted and made to feel welcome?

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

3. Do you feel safe in our facility and with our staff?

1	2	3	4	5
not at all				very much
		1	6	42

4. Do you find our staff trustworthy?

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

5. Do you think your counselor or therapist has a good understanding of what you want to work on in counseling?

1	2	3	4	5
not at all				very much
			8	41

6. Were you an active participant in creating and updating your treatment plan?

1	2	3	4	5
not at all				very much
			14	34
				1NA

7. Does your counselor or therapist communicate with your other treatment team members to help you reach your goals?

1	2	3	4	5	
not at all				very much	Not Applicable
			1	11	28
					12

8. Have we helped you feel empowered to make the changes you want for your life?

1	2	3	4	5
not at all				very much
		6	11	31
				1 NA

9. If you had the need, would you return here for services?

1	2	3	4	5
not at all				very much
			6	42
				1 NA

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

1	2	3	4	5
not at all				very much



Please use the back for COMMENTS OR SUGGESTIONS

**REGION II HUMAN SERVICES  
DAY REHABILITATION SERVICES - Frontier House-North Platte**

**44 distributed—42 returned**

**95.5%**

**CUSTOMER COMMENT**

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

1. Staff at Frontier House is friendly and helpful.

1	2	3	4	5
not at all				very much
	2	6	10	24

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

1	2	3	4	5
not at all				very much
1	1	5	12	23

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

1	2	3	4	5
not at all				very much
	2	7	13	20

4. I feel safe at Frontier House.

1	2	3	4	5
not at all				very much
	1	7	6	28

5. I can trust Frontier House staff.

1	2	3	4	5
not at all				very much
2		5	13	22

6. My care coordinator has a good understanding of my strengths and needs.

1	2	3	4	5
not at all				very much
		2	15	27

7. I have been an active participant in creating and updating my treatment plan.

1	2	3	4	5
not at all				very much
	1	4	15	22

8. My care coordinator communicates with my other team members to help me reach my goals.

1	2	3	4	5	Not Applicable
not at all				very much	
	1	4	10	24	3

9. Frontier House staff help me feel empowered to make the changes I want for my life.

1	2	3	4	5
not at all				very much
	2	10	11	19

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

1	2	3	4	5
not at all				very much
		6	15	21

**Please use the back for COMMENTS OR SUGGESTIONS**

Super elves. Job well done.

\_\_\_ is great!

I think we need more classes to help us with our mental illness. Like women's group we are studying about ways to cope. Thanks

Excellent friendship and structure, staff and friends

\_\_\_\_\_Thanks you!!!!

Some staff are safer than others. Some of the questions I have lower rating to because of issues being worked on in therapy

\_\_\_\_\_goes out of their way to help me reach my goals. \_\_\_\_ is very polite.

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Client Surveys 2015

**REGION II HUMAN SERVICES  
Day Support Services – North Platte & McCook**

**25 out and 25 returned**

**100%**

**CUSTOMER COMMENT**

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

1. Staff are friendly and helpful.

1	2	3	4	5
not at all				very much
		2	4	19

2. I feel safe at Frontier House/Pioneer House

1	2	3	4	5
not at all				very much
	1	2	5	17

3. I can trust staff.

1	2	3	4	5
not at all				very much
1		3	6	15

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

1	2	3	4	5
not at all				very much
	1	3	8	13

**Please use the back for COMMENTS OR SUGGESTIONS**

If I didn't have the clubhouse, I would be a lost soul. Health problems are the only things that keep me from coming every day the clubhouse is open. Today we had so many people it was awesome! Other days there are just 2 or 3. I wish I knew what the trick is to get the majority of people to come more regularly. Unfortunately I don't, but I am more than willing to do outreach in any way shape or form! The clubhouse has been and continues to be a lifesaver for me!

I need more structure in class. I come to learn about me and how to better control my emotions, among other stuff. \_\_\_ is awesome when she teaches her classes, I just wish there was more classes than free time.

Wonderful place

I like to come. Makes me communicate to people and friends Nice to open up.

I wish that Magellan would also visit the clients that they are saying don't need to come everyday. Then maybe they would realize that like me and some others that are now just drop-in needs this program more than I know. I would tell Magellan I will end up isolating before long!!!

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## 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.

**116 given out—116 returned**

**100%**

1. My care coordinator is friendly and helpful.

1	2	3	4	5
not at all				very much
			10	106

2. I feel safe working with the Community Support Program.

1	2	3	4	5
not at all				very much
	1		9	106

3. My care coordinator is trustworthy.

1	2	3	4	5
not at all				very much
		1	13	102

4. My care coordinator has a good understanding of my strengths and needs.

1	2	3	4	5
not at all				very much
	1		16	99

5. I have been an active participant in creating and updating my treatment plan.

1	2	3	4	5
not at all				very much
		1	34	81

6. My care coordinator communicates with my other treatment team members to help me reach my goals.

1	2	3	4	5
not at all				very much
		5	19	92

7. My care coordinator has helped me feel empowered to make the changes I want for my life.

1	2	3	4	5
not at all				very much
		2	15	98

8. If I had the need in the future, I would return to this service.

1	2	3	4	5
not at all				very much
	1		11	104

9. I have been able to live more independently as a result of this service.

1	2	3	4	5
not at all				very much
	1	5	31	79

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

1	2	3	4	5
not at all				very much
	1	2	25	88

11. My life has improved as a result of being in this service.

1	2	3	4	5
not at all				very much
	1	2	24	87

**Please use the back for COMMENTS OR SUGGESTIONS**

I am blessed to have this service. Thank you for not giving up on me.

Good, Good, Good

Very helpful. I appreciate everything that has been done. Thank you.

#10 needs to be worded differently because I thought it meant medically, not mentally.

I sincerely believe I wouldn't be where I am today if it wasn't for the support and assistance I've received thru Heartland and \_\_\_\_\_. I am forever grateful.

Answer to number 10—Very Much so.

My Community Support Worker is very good at helping me with understanding what I need to do as far as my budgeting and medication coordination-I really am happy I receive the services I do get

\_\_\_\_\_ is doing a awesome job, she is a very caring person with a lot to offer through this company

A big thank you to everyone

I have become a more productive person because of this program and all the people have been there for me when and if I needed them. They are awesome!!

\_\_\_\_\_has helped me tremendously, she has been there for me through some very difficult times

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## REGION II HUMAN SERVICES

### COMMUNITY SUPPORT

#### Substance Abuse

The community support program is for persons who are substance dependent. This service is designed to: provide the necessary services and supports which enable the client to live successfully in the community; maximize the client's community participation and quality of life; facilitate communication and coordination between service providers.

39 given out—39 returned

100%

#### CUSTOMER COMMENT

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

1. My care coordinator is friendly and helpful.

1	2	3	4	5
not at all				very much
			7	32

2. I feel safe working with the Community Support Program.

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

3. My care coordinator is trustworthy.

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

4. My care coordinator has a good understanding of my strengths and needs.

1	2	3	4	5
not at all				very much
			10	29

5. I have been an active participant in creating and updating my treatment plan.

1	2	3	4	5
not at all				very much
			11	28

6. My care coordinator communicates with my other treatment team members to help me reach my goals.

1	2	3	4	5
not at all				very much
			7	32

7. My care coordinator has helped me feel empowered to make the changes I want for my life.

1	2	3	4	5
not at all				very much
		1	11	27

8. If I had the need in the future, I would return to this service.

1	2	3	4	5
not at all				very much
			10	29

9. I have been able to live substance free as a result of this service.

1	2	3	4	5
not at all				very much
1		2	8	28

10. I am more able to manage my life with the help of this program..

1	2	3	4	5
not at all				very much
		1	11	27

11. My life has improved as a result of being in this service.

1	2	3	4	5
not at all				very much
		3	9	28



**Please use the back for COMMENTS OR SUGGESTIONS**

\_\_\_\_\_is a great help!!!

\_\_\_\_\_ Rocks, I don't know what else to say. Bye

Have helped me get on my feet with housing and a new baby and is greatly appreciated

Community Service has been extremely helpful in helping me to get my life back on track. I am very grateful for the assistance that Community Support has given me. I am even more grateful to \_\_\_\_\_ for the time she took to help me remain in recovery and this new journey I am now taking.

I am extremely offended that I get gas cards for when I have to travel for appointments but I always pay back \_\_\_\_\_. Others, get gas cards every week just to come to the clubhouse, which they rarely do. \_\_\_\_\_ is in \_\_\_\_\_ right now courtesy of your gas card. I am at the clubhouse getting ready to meet with \_\_\_\_\_. Also, I have complained before that club members who get free meals, free gas cards...are having a nice time getting high at \_\_\_\_\_ house when they don't like the groups. Then they come back here to eat, don't do a chore, then leave content.

My opinion has generally increased upon working with community support. My workers are helping me to greatly guild and build my self-esteem and show me whom I am, whom I was...and aspire to be. \_\_\_\_\_ is the hard (yet-kind) way of pushing me towards goals she isn't willing to give up on me so long as she see's me doing which I needed and required to so. She is strong, so strong enough, to possibly pull

Why do I need to fill this out again?

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Client Surveys 2015

**REGION II HUMAN SERVICES  
EMERGENCY SUPPORT SERVICES  
CUSTOMER COMMENT**

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

**19 given out ---19 returned  
100%**

1. The Emergency Support Program staff was kind and helpful to me.

1	2	3	4	5
not at all				very much
			<b>1</b>	<b>18</b>

2. The Emergency Support Program staff is trustworthy and I feel safe with them.

1	2	3	4	5
not at all				very much
				<b>19</b>

3. The Emergency Support Program helped me access community supports in a timely manner.

1	2	3	4	5
not at all				very much
			<b>1</b>	<b>18</b>

4. The Emergency Support Program helped me create a safety plan to use when outside the hospital.

1	2	3	4	5
not at all				very much
		<b>1</b>	<b>3</b>	<b>15</b>

5. The Emergency Support Program staff was courteous to me and others involved in my care.

1	2	3	4	5
not at all				very much
		<b>1</b>		<b>18</b>

6. The Emergency Support Program staff helped me feel empowered to make the changes I want for my life.

1	2	3	4	5
not at all				very much
		<b>2</b>	<b>1</b>	<b>16</b>

7. If you had the need, would you contact the Emergency Support Program again?

1	2	3	4	5
not at all				very much
				<b>19</b>

8. My life has improved as a result of being in this service.

1	2	3	4	5
not at all				very much
		<b>2</b>	<b>3</b>	<b>14</b>

Please use the back for COMMENTS OR SUGGESTIONS

\_\_\_\_ has been very kind and supportive. These last 3 months have been easier because of her support. Very thankful for her.

I feel I am just beginning and all that is lacking will come.

Stay in touch

\_\_\_\_,\_\_\_\_, and \_\_\_\_ are wonderful. I truly enjoy being here.

Thank you.

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Client Surveys 2015

## REGION II HUMAN SERVICES

### ARM in ARM

The ARM in ARM program is for women who are pregnant and/or parenting and who are abusing alcohol and other drugs. The goal of the ARM in ARM program is to aid recovering moms in their steps to life-long health and well-being and is designed around individual needs.

10 given out and 10 returned

100%

### CUSTOMER COMMENT

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

1. My care coordinator is friendly and helpful.

1	2	3	4	5
not at all				very much
				10

2. I feel safe working with the Community Support Program.

1	2	3	4	5
not at all				very much
				10

3. My care coordinator is trustworthy.

1	2	3	4	5
not at all				very much
				10

4. My care coordinator has a good understanding of my strengths and needs.

1	2	3	4	5
not at all				very much
				10

5. I have been an active participant in creating and updating my treatment plan.

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

6. My care coordinator communicates with my other treatment team members to help me reach my goals.

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

7. My care coordinator has helped me feel empowered to make the changes I want for my life.

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

8. If I had the need in the future, I would return to this service.

1	2	3	4	5
not at all				very much
				10

9. I have been able to live substance free as a result of this service.

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

10. I am more able to manage my life with the help of this program.

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

11. My life has improved as a result of being in this service.

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

**Please use the back for COMMENTS OR SUGGESTIONS**

\_\_\_\_ is absolutely amazing! She has helped me more than she knows. I can tell that she is very passionate about her job and it shows in her demeanor and attitude. She's truly God sent.

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Client Surveys 2015

**REGION II HUMAN SERVICES  
HOUSING RELATED ASSISTANCE PROGRAM**

The Nebraska Housing Related Assistance program is designed to address the housing needs for adults who are extremely low income with serious mental illness. The program is designed to help the eligible consumers pay rent, utilities, and other related housing costs.

21 given out and 21 returned

100%

**CUSTOMER COMMENT**

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

1. My care coordinator is friendly and helpful.

1	2	3	4	5
not at all				very much
			1	20

2. The Housing Voucher requirements were explained to me.

1	2	3	4	5
not at all				very much
			1	20

3. My care coordinator is trustworthy.

1	2	3	4	5
not at all				very much
			1	20

4. The quality of my life and wellness is improving with the use of the housing voucher.

1	2	3	4	5
not at all				very much
	1		1	19

5. I have been an active participant in finding safe and affordable housing that meets my needs and preferences.

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

6. The RENT WISE class assists me in my success with independent living.

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

7. The housing voucher has helped me avoid homelessness.

1	2	3	4	5
not at all				very much
			1	20

8. I have been able to live more independently with the help of the housing voucher.

1	2	3	4	5
not at all				very much
			1	20

9. I have a plan for self-sustainment that does not include the use of the housing voucher.

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

10. I am more able to manage my life with the help of this program..

1	2	3	4	5
not at all				very much
	1		1	19

11. My life has improved as a result of being in this service.

1	2	3	4	5
not at all				very much
	1		1	19

**Please use the back for COMMENTS OR SUGGESTIONS**

Thank you for helping me with my home.

I love my home.

This voucher has improved my life my letting be able to a stable home.

If you want to make further comments, please contact Kathy Seacrest at  
Region II Human Services, P.O. Box 1208, 110 North Bailey, North Platte, NE 69101, (308) 534-0440.

Client Surveys 2015

**REGION II HUMAN SERVICES  
YOUTH CARE COORDINATION**

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

76 given out—76 returned

100%

**CUSTOMER COMMENT**

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

1. My Youth Care Coordinator greets me when we meet and makes me feel welcome and included.

1	2	3	4	5
not at all				very much
1			3	72

2. My Youth Care Coordinator explained the purpose of the Youth Care Program in a way I could easily understand.

1	2	3	4	5
not at all				very much
	1	1	9	65

3. Do you have confidence in your Youth Care Coordinator?

1	2	3	4	5
not at all				very much
		1	6	68

4. My Youth Care Coordinator helped me discover choices I have to successfully reach my goals.

1	2	3	4	5
not at all				very much
	1	1	13	60

5. Meetings with my Youth Care Coordinator are held regularly at times and places that feel safe and are convenient for me.

1	2	3	4	5
not at all				very much
		1	9	66

6. Have we helped you to make the changes you want for your life?

1	2	3	4	5
not at all				very much
	1	5	18	50

7. If you had the need, would you return here for services?

1	2	3	4	5
not at all				very much
	1	7	15	53

8. My life has improved as a result of being in this service.

1	2	3	4	5
not at all				very much
	1	3	19	51



**Please use the back for COMMENTS OR SUGGESTIONS**

I 'm very happy with the help we get. Very satisfied.

\_\_\_\_\_helps us out a lot. With all of our depression and anxiety.

Awesome lady

You guys are awesome

My youth coordinator has helped with my family so very much. I really don't know what I would have done without her or where my family would be. She is very wonderful.

\_\_\_\_\_has helped me very much. Getting my diploma was a big step and thanks to her I accomplished it. My life was a mess before she came in and I am very grateful and thank her for her patience.

If you want to make further comments, please contact Kathy Seacrest at  
Region II Human Services, P.O. Box 1208, 110 North Bailey, North Platte, NE 69101, (308) 534-0440.