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

<mark>96.67%</mark>

1.	When you first	contacted	us, were we frie	endly and helpf	ul?	
	1	2	3	4	5	
	not at all				very much	
			1	18	97	
2.	When you came	in for your	r appointments,	, were you gree	eted 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 fac	ility and with ou	ır staff?		
- •	1	2	3	4	5	
	not at all	_	9	•	very much	
		1	1	11	103	
4.	Do you find ou	c ctaff truct	tworthy2			
┱.	Do you iiila oui	_	lworthyr	4	г	
	I not at all	2	3	4	5 very much	
				1.1	•	
	1		6	14	<u>95</u>	
5.	Do you think yo counseling?	ur counsel	or or therapist	has a good und	erstanding of wha	t you want to work on in
	_	2	2	4	г	
	$1 \atop not \ at \ all$	Z	3	4	5 very much	
	100 at all	1	7	19		2 NA (instructor)
_	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		,	-	84	3 NA (just started)
ь.	were you an act	ive particip	pant in creating	and updating y	our treatment pla	in?
	1	2	3	4	5	
	not at all				very much	
	1	3	2	21	89	
7.	-		erapist commui	nicate with you	r other treatment	team members to help you
	reach your goal		2	4	-	No. 1 A collected
	1 not at all	2	3	4	5 very much	Not Applicable
	2	1	4	18	78	13
8.	Have we helped	you feel ei	mpowered to m	nake the change	es you want for yo	ur life?
	1	2	3	4	5	
	not at all				very much	
	2	2	7	26	79	
9.	If you had the ne	ed, would	you return her	e for services?		
	1	2	3	4	5	
	not at all				very much	
		1	3	8	104	
10	. My life has imp	roved as a	result of being	in these service	es.	
	1	2	3	4	5	
	not at all		-	-	very much	

4 2 6 35 69

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 <u>not</u> 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 co	ntacted us, we	re we friendly a	and helpful?			
	1	2	3	4	5		
	not at all				very much		
			1	14	52		
2.	When you came in	n for your appoi	ntments, were	you greeted a	nd made to fee	l welcome?	
	1	2	3	4	5		
	not at all				very much		
			2 13	52			
3.	Do you feel safe in	n our facility and	l with our staff	?			
	1	2	3	4	5		
	not at all		1.	50	very much		
			1 16	50			
4.	Do you find our st				_		
	1 not at all	2	3	4	5 very much		
			1 16	50	70. yuo		
_	Do you think your	councelor or th			ding of what w	want to worl	k on in
	Do you think your unseling?	counselor or th	ierapist nas a g	ood understan	ding of what yo	ou want to won	K OH III
	1	2	3	4	5		
	not at all				very much		
			5	11	47	5 NA just started	
6.	Were you an activ	e participant in	creating and u	pdating your tr	reatment plan?		
	1	2	3	4	5		
	not at all				very much		
			2 17	45	2 NA		
	Does your counse ach your goals?	lor or therapist	communicate	with your othe	r treatment tea	m members to	help you
160	1	2	3	4	5	Not Applicable	
	not at all	_	3	7	very much	Not Applicable	
			2	13	37	12	3 did not answer
8.	Have we helped ye	ou feel empowe	ered to make th	ne changes vou	want for your	life?	
	1	2	3	4	5		
	not at all				very much		
			3	16	45	3 NA	
9.	If you had the nee	d, would you re	turn here for s	services?			
	1	2	3	4	5		
	not at all				very much		
			3	16	46	2 NA	
10	. My life has impro	oved as a result	of being in the	se services.			
	1	2	3	4	5		
	not at all				very much		

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%

				<mark>0070</mark>		
1. \	When you first o	contacted us, we	ere we friendly	and helpful?		
	1	2	3	4	5	
	not at all				very much	
			1	5	37	
2. V	Vhen vou came	in for your appo	ointments, wer	e vou greeted a	and made to fe	el welcome?
	1	2	3	4	5	
	not at all	_	J	•	very much	
			1 3	37		
3 D	o vou feel safe i	n our facility an	d with our staff	f?		
J. D.	1	2	3	4	5	
	not at all	2	3	7	very much	
			1 8	34	•	
4 D	o you find our s	staff trustworthy	,,,			
4. D	o you iiiu oui s	2	y: 3	4	5	
	not at all	2	3	4	very much	
			2 6	34	,	
E D	o vou think vou	ır councolor or t			ading of what w	you want to work on in
		ii counseioi oi t	nerapist nas a į	good understar	idilig of what y	ou want to work on in
cour	nseling?	2	2	4	_	
	1 not at all	2	3	4	5 very much	
	not at an		2	8	•	
						_
6. V	Vere you an acti	ive participant ii	n creating and	updating your t	reatment plan	?
	1	2	3	4	5	
	not at all			very mud	ch	
			2	10	31	
7. D	oes vour couns	elor or therapis	t communicate	with vour othe	er treatment te	am members to help you
	h your goals?			, , , , , ,		, , , , , , , , , , , , , , , , , , ,
	1	2	3	4	5	Not Applicable
	not at all				very much	тост фристи
				10	22	11
8. H	lave we helped	you feel empow	vered to make t	the changes vo	u want for you	r life?
.	1	2	3	4	5	5
	not at all	_		•	very much	
			4	14	25	
9. If	vou had the ne	ed, would you r	eturn here for	services?		
J	1	2	3	4	5	
	not at all	_	<u> </u>	•	very much	
				5	38	
10	My life has imp	roved as a resul	t of boing in th	ese services		
10.	iviy iiie iias iiiip	i oveu as a resul	t of being in the	C3C 3C1 VILE3.		

4

5

very much

1

not at all

2

3

1 3 14 25

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—thanksand
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 andfor therapy. I have also participated in a drop in Seeking Safety group withand 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.
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.

Ogallala/Imperial Heartland—49 out-49 returned

<mark>100%</mark>

1.	When you firs	st contacted us,	were we frien	dly and helpful	?	
	1	2	3	4	5	
	not at all				very much	
			1	5	43	
2. \	When vou cam	e in for your ap	pointments, w	ere vou greeted	d and made to f	feel welcome?
	1	2	3	4	5	
	not at all	_		•	very much	
				6 43		
2 D	o vou fool cafo	in our facility a	nd with our sta			
3. D	you leel sale	in our facility a	_	111 :	г	
	not at all	2	3	4	5 very much	
	not at an		1 6	42	very much	
				42		
4. Do	you find our s	staff trustworth	γ?			
	1	2	3	4	5	
	not at all				very much	
				6	<mark>43</mark>	
5. D	o you think you	ur counselor or	therapist has a	good understa	inding of what	you want to work on in
counse						
	1	2	3	4	5	
	not at all				very much	
				8	41	
6 \//	ere vou an acti	ive participant i	n creating and	undating your	treatment nlan	2
O. VV	ere you arracti	ive participant i	ii ci catiiig ailu	updating your	deathlent plan	•
	1	2	3	4	5	
	not at all				very much	
				14 34	1NA	
7. Do	es vour couns	elor or therapis	t communicate	with your othe	er treatment te	am members to help you
	your goals?			, , , , , , , , , , , , , , , , , , , ,		у са
·cucii	1	2	3	4	5	Not Applicable
	not at all	_	3	•	very much	
	1			11	28	12
O Ha	بالمصامط ميير مي	vou fool amnou	orad ta maka t	ho changas va		
8. Па		ou feel empow	_	_		mer
	1 not at all	2	3	4	5 very much	
	not at an		C	4.4	-	
			6	11	31 1 NA	
9. If y	ou had the ne	ed, would you r	eturn here for	services?		
	1	2	3	4	5	
	not at all				very much	
				6	42 1 NA	
10. M	y life has impro	oved as a result	of being in the	se services.		
					-	
	1	2	3	4	5	
	not at all				very much	

9 14 26 1 NA

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 Frontie	r House is fr	iendly and hel	pful.		
	1 not at all	2	3	4	5 very much	
	not at an	2	6	10	24	
2.	I feel important	and include	d when at Fro	ntier House.		
	1	2	3	4	5	
	not at all	1	-	12	very much	
3	The classes and	-	Erontion Hou		my goals and need	dc.
J.	1116 Classes allo				Tilly goals allu lieet	us.
	1	2	3	4	5	
	not at all	2	7	13	very much	
1	I feel safe at Fro	ntier House	•	13	20	
→.	1			4	_	
	1	2	3	4	5	
	not at all	_	_		very much	
_			7	6	28	
5.	I can trust Front	ier House st	aff.			
	1	2	3	4	5	
	not at all				very much	
_	2		5	13	22	
6.	My care coording	nator has a g	ood understar	nding of my stre	ngths and needs.	
	1	2	3	4	5	
	not at all				very much	
_			2	15	<u>27</u> .	
7.	I have been an a	active partici	pant in creatir	ng and updating	my treatment pla	n.
	1	2	3	4	5	
	not at all				very much	
		1	4	15	22	
8.	My care coording	nator commi	unicates with r	my other team r	members to help m	ne reach my goals
	1	2	3	4	5	Not Applicable
	not at all				very much	
		1	4	10	24	3
9.	Frontier House s	staff help me	e feel empowe	ered to make th	e changes I want fo	or my life.
	1	2	3	4	5	
	not at all				very much	
		2	10	11	19	
10	. My life has imp	oroved as a r	esult of being	in these service	es.	
	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 friendsThanks 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 goalsis very polite.
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

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 not at all	2	3	4	5 very much
			2	4	19
2.	I feel safe at Fror	ntier House/Pio	neer 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 impro	oved as a result	of being in the	ese 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!!!

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.

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. M	y care coordina	ntor is friendly a	and helpful.		
	1	2	3	4	5
	not at all				very much
				10	106
2. I fe	el safe working	with the Comi	munity Support	Program.	
	1	2	3	4	5
	not at all				very much
		1		9	106
3. M	v care coordina	ntor is trustwor	thy.		
	1	2	3	4	5
	not at all				very much
			1	13	102
4. My	care coordinate	tor has a good	understanding	of my strengths	s and needs.
	1	2	3	4	5
	not at all				very much
		1		16	<mark>- 99</mark>
5. I ha	ave been an act	tive participant	in creating and	I updating my t	reatment plan.
	1	2	3	4	5
	not at all				very much
			1	34	<mark>- 81</mark>
6. My	care coordinat	or communicat	es with my oth:	er treatment to	eam members to help me reach my goals.
	1	2	3	4	5
	not at all				very much
			5	19	92
7. My	care coordinat	tor has helped	me feel empow	ered to make t	the changes I want for my life.
	1	2	3	4	5
	not at all				very much
			2	15	<mark>- 98</mark>
8. If I	had the need i	n the future, I v	vould return to	this service.	
	1	2	3	4	5
	not at all				very much
		1		11	104
9. Tha	ave been able t	o live more ind	ependently as	a result of this :	service.
	1	2	3	4	5
	not at all		_		very much
40.0		1	5	31	<mark>79</mark>
10. Co	ommunity Supp	oort helps me a	ivoid being hos	pitalized or helj	os shorten my hospital stay.
	1	2	3	4	5
	not at all		2	25	very much
44			Z	25	88
11. IV	y life has impro	oved as a result		s service.	
	1	2	3	4	5
	not at all	2	2	24	very much
				47	- U/

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

<mark>100%</mark>

CUSTOMER COMMENT

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

1.	My care coordinate	ator is friendly	and helpful.		
	1	2	3	4	5
	not at all				very much
				7	<mark>32</mark>
2.	I feel safe workir	ng with the Cor	mmunity Suppo	rt Program.	
	1	2	3	4	5
	not at all				very much
				8	<mark>31</mark>
3.	My care coordinate	ator is trustwo	rthy.		
	1	2	3	4	5
	not at all		_		very much
,	NA		<u>1</u> 	8	30
4.	My care coordinate	ator nas a good	a understanding	g of my strengti	ns and needs.
	1	2	3	4	5
	not at all			10	very much
_	I hava haan an a		. t in avaatina an	10 . d d a t : . a	traction and inlain
5.	I have been an a		nt in creating an	ia upaating my	treatment plan.
	1	2	3	4	5
	not at all			11	very much
6	My care coordina	tor communic	ates with my ot		team members to help me reach my goals.
Ο.	1	ntor communic	ates with my of	1	r
	not at all	Z	3	4	very much
	HOL at all			7	32
7	My care coordina	ator has helned	d me feel emno	wered to make	the changes I want for my life.
,.	1	2	2	A	5
	not at all	2	3	4	very much
	not at an		1	11	27
8.	If I had the need	in the future.	I would return t	o this service.	
-	1	2	3	4	5
	not at all	_	3	7	very much
				10	29 .
9.	I have been able	to live substar	nce free as a res	ult of this servi	ce.
	1	2	3	4	5
	not at all				very much
	1		2	8	<mark>28</mark>
10	. I am more able	to manage my	life with the he	elp of this progr	ram
	1	2	3	4	5
	not at all				very much
			1	11	<mark>27</mark>
11	. My life has imp	roved as a resu	ult of being in th	is service.	
	1	2	3	4	5
	not at all		_		very much
			3	9	28

Please use the back for COMMENTS OR SUGGESTIONSis 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 cardsare 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 wasand 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?
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 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.					
not at all	Z	5	1	very much	
2. The Emergen	cy Support Pro	ogram staff is	s trustworthy	and I feel safe with them.	
1 not at all	2	3	4	5 very much	
3. The Emergency Support Program helped me access community supports in a timely					
manner.	2	2	•	-	
1 not at all	2	3	4 1	5 very much 18	
4. The Emergend hospital.	cy Support Pro	ogram helped	d me create a	safety plan to use when outside the	
1	2	3	4	5	
not at all		1	3	very much 15	
5. The Emergence	v Support Pro	gram staff w	as courteous	to me and others involved in my care.	
1	2	3	4	5	
not at all		1		very much 18	
6. The Emergend want for my life.		ogram staff h	elped me fee	el empowered to make the changes I	
want for my me.	2	3	4	5	
not at all		-		very much	
		2	1	16	
7. If you had the need, would you contact the Emergency Support Program again?					
1 not at all	2	3	4	5 very much <mark>19</mark>	
8. My life has im	proved as a r	esult of being	g in this servi	ce.	
1	2	3	4	5	
not at all				very much	

2 3

14

has been very kind and supportive. These last 3 months have been easier because of her support. Very that for her.	ınkful
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.	
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 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 coordi	nator is frie	ndly and helpful			
	1 not at all	2	3	4	5 very much 10	
2.	I feel safe work	ing with the	Community Su	pport Program		
	1 not at all	2	3	4	5 very much 10	
3.	My care coordi	nator is trus	stworthy.			
	1 not at all	2	3	4	5 very much	
4.	My care coordi	nator has a	good understan	ding of my str	engths and needs.	
	1 not at all	2	3	4	5 very much	
5.	I have been an	active parti	cipant in creatin	g and updating	g my treatment plan.	
	1 not at all	2	3	4 2	5 very much 8	
_						
6.		_	unicates with m	y other treath	nent team members to help me reach my go	oais.
	1 not at all 1	2	3	4	very much	
7.	My care coordi	nator has he	elped me feel er	npowered to r	make the changes I want for my life.	
	1 not at all	2	3	4	5 very much	
	not at an			1	9	
8.	If I had the nee	d in the futu	ure, I would retu	ırn to this serv	ice.	
	1 not at all	2	3	4	5 very much	
					10 ·	
9.	I have been abl	e to live sub	ostance free as a	result of this	service.	
	1 not at all	2	3	4	5 very much	
				1	9	
10	. I am more abl	e to manage	e my life with th	e help of this ր	orogram.	
	1	2	3	4	5	
	not at all			1	very much	
11	. My life has im	proved as a	result of being i	in this service.		
	1	2	3	4	5	
	not at all				very much	
				4		

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

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.

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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.							
Δ.	1	on is interiory at	a neipiui.	4	5			
	r	not at all	2	3	7	very much		
					1	20		
2.	The H	ne Housing Voucher requirements were explained to me.						
	1	1	2	3	4	5		
	r	not at all						
					1	very much		
3. My care coordinator is trustworthy.								
	1	1	2	3	4	5		
	r	not at all				very much		
		11. 6 11			1	20		
4.	The o	quality of my li	ife and wellnes	s is improving v	with the use of	the housing voucher.		
	_	1 not at all	2	3	4	5		
	ı	iot at all	1		1	very much		
5.	I hav	e been an acti	ve participant i	in finding safe a	and affordable	housing that meets my needs and		
	eferei			Ö		,		
μ.,	1	1	2	3	4	5		
	r	not at all				very much		
			1	2	2	16		
6.	The R	RENT WISE clas	ss assists me in	my success wit	th independent	living.		
	1	1	2	3	4	5		
	r	not at all	1	2	1	very much 17 1 NA		
7.	The h	housing vouch	er has helped r	ne avoid home	lessness.			
		1	2	3	4	5		
	r	not at all				very much		
					1	20		
8.	I hav	e been able to	live more inde	ependently with	n the help of th	e housing voucher.		
	1	1	2	3	4	5		
	r	not at all			1	very much		
9.	I hav	e a plan for se	lf-sustainment	that does not i	nclude the use	of the housing voucher.		
	1	1	2	3	4	5		
	r	not at all				very much		
10			1	3	2	15 		
10	. Tan	n more able to	manage my iii	e with the help	of this progra	m		
]	1 not at all	2	3	4	5 very much		
	'	not at an	1		1	19		
11	. My	life has impro	ved as a result	of being in this	service.			
-1. IV	1	1	2	3	4	5		
	r	not at all				very much		

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.

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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 whe	en we meet and	d makes me feel weld	come and included.	
	1	2	3	4	5		
	not at all				very much		
_	1			3	72		
	•	Coordinator	explained the	purpose of the	Youth Care Program	in a way I could easily	
un	derstand.						
	1	2	3	4	5		
	not at all		4	•	very much		
3.	Do you have co	onfidence in	your Youth Car	re Coordinator	65 ?		
	1	2	, 3	4	5		
	not at all	_	3	7	very much		
	HOL at all		1	6	68		
4.	My Youth Care	Coordinator	helped me di	-	I have to successfully	reach my goals.	
	1	2	3	4	5	70	
	not at all	_	-		very much		
		1	1	13	60		
5.	Meetings with r	ny Youth Ca	re Coordinator	r are held regul	arly at times and plac	ces that feel safe and a	re
СО	nvenient for me						
	1	2	3	4	5		
	not at all				very much		
_	tie e e leet i		1	9	66		
ь.	Have we helped	i you to mak	e the changes	you want for y	our life?		
	1	2	3	4	5		
	not at all				very much		
		1	5	18	50		
7.	If you had the n	eed, would	you return her	e for services?			
	1	2	3	4	5		
	not at all				very much		
		1	7	1 5	53		
8.	My life has impi	roved as a re	esult of being in	n this service.			
	1	2	3	4	5		
	not at all				very much		
		1	3	19	51		

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.
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