

# CLIENT SURVEY RESULTS

2016

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

**Total given out 665; Total returned 643**

**Return Rate**

**97.82**

## HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

Lexington—67 given out/67 returned

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

1 not at all	2	3	4	5 very much
		11		56

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

1 not at all	2	3	4	5 very much
		1	9	57

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

1 not at all	2	3	4	5 very much
			11	56

4. Do you find our staff trustworthy?

1 not at all	2	3	4	5 very much
			10	57

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

1 not at all	2	3	4	5 very much
		2	16	49

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

1 not at all	2	3	4	5 very much	
			1	14	48
					4 not answered

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

1 not at all	2	3	4	5 very much	Not Applicable
			14	40	10
					3 not answered

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

1 not at all	2	3	4	5 very much	
		1	19	44	3 no answer/new client

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

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

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

1 not at all	2	3	4	5 very much
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1

13

53

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

1

not at all

2

3

4

5

very much

6

17

44

**COMMENTS OR SUGGESTIONS**

I just want to say thank you all for everything you do.

Smiley face

When I first came in here, I was in desperation. The two ladies in the front desk are amazing. Fun to be with and cool to hang around. They gave me my med every week. They also would print some more coloring paper to color when we needed more. Thanks a lot. Love you Heartland people.

# HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

McCook—109 given out/106 returned  
97.25 return rate

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

1	2	3	4	5	
not at all				very much	
		2	8	96	

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	13	92	

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

1	2	3	4	5	
not at all				very much	
		3	14	89	

4. Do you find our staff trustworthy?

1	2	3	4	5	
not at all				very much	
	1	2	13	90	

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	5	23	76	

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

1	2	3	4	5	
not at all				very much	
		7	18	80	

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	
	1	4	16	64	20

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	
	1	9	32	64	

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

1	2	3	4	5	
not at all				very much	
		1	20	85	

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

1	2	3	4	5	
not at all				very much	
	2	3	25	76	

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

1	2	3	4	5
not at all				very much
1		5	36	64

**COMMENTS OR SUGGESTIONS**

\_\_\_\_\_ rocks! She's understanding and thoughtful. She's not afraid to voice her opinion on the matter. She listens to my problem, thinks about it then tells me how she sees it and how she would confront the problem head on. I love her very much. \_\_\_ is kind. She always greets me with a smile and by name. She makes me feel welcome. She is always happy to see me. She is great at holding conversations. Thanks you for your time.

It took a lot longer to see the doctor than I thought it should for the first appointment. Overall this facility is fantastic.

I love you, \_\_\_\_\_!

\_\_\_\_\_ is very helpful and always always pleasant to work with!

Answer to question 2: marked a 4 but said it is a 5 when \_\_\_\_\_ is here.

I love \_\_\_\_\_! She is tough but fair.

\_\_\_\_\_ is a great lady to work in and greet us. Very friendly to talk to and communicate with. Thank you \_\_\_\_\_!

Should have a nurse available on site for administration of medication. Waiting 2 weeks for makeup is or can be critical.

I do believe that with all the help and support from all the wonderful staff here. Without them I believe I wouldn't be the person I am today.

Response to number 2: \_\_\_\_\_ is a godsend. Response to 5, \_\_\_\_\_ made me feel like empty.

**HEARTLAND COUNSELING AND CONSULTING CLINIC  
CUSTOMER COMMENT**

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

**Ogallala—38 given out/38 returned**

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

1	2	3	4	5
not at all				very much
			6	32

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
			3	35

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

1	2	3	4	5
not at all				very much
		1	2	35

4. Do you find our staff trustworthy?

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

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

1	2	3	4	5
not at all				very much
		2	7	29

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	
		1	5	24	8

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	
		1	3	12	22

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

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

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

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

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

1	2	3	4	5
not at all				very much
1	9	7	21	

**COMMENTS OR SUGGESTIONS**

**Front staff is awesome.**

**There needs to be more med management doctors as it takes too long to get in to see one.**

# HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

North Platte—94 given out/94 returned

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

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

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	10	82	

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

1	2	3	4	5
not at all				very much
		5	11	78

4. Do you find our staff trustworthy?

1	2	3	4	5
not at all				very much
	2	2	13	77

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	
		1	18	72	3 no answer/new client

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

1	2	3	4	5
not at all				very much
	3	18	71	2 no answer/new client

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	12	57	23	

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	
		8	22	62	2 no answer/new client

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

1	2	3	4	5
not at all				very much
	2	11	81	

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

1	2	3	4	5
not at all				very much
	1	4	21	68



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

1	2	3	4	5
not at all				very much
1		10	19	64

**COMMENTS OR SUGGESTIONS**

**Note by question 2: They get to know you by name and say hello as you enter; Note by question 9: Highly recommend to everybody; Note by question 11: Remained sober, gained coping skills and able to work through conflicts. Thanks to you all**

**I don't know where I would be today if it wasn't for Heartland. Everyone is so wonderful!!! Thank you for having services like this. It has saved me!**

**Note by question 11: it will get better.**

**Everyone is so friendly and help in any way they can.**

**The staff is wonderful. I'm grateful for their kindness and help getting my life back on track.**

**Thank you all for everything**

**In response to number 1 and 2: yes. Response to 3, not really. Response to 4, unreliable. Response to 5, only as discussed. Response to 6, not increased dosage of medicine. Response to 8, no. response to 9, yes (both 8 and 9 marked with a 3) response to 10, Thank you. Response to 11, more stable.**

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 2016

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

**CUSTOMER COMMENT**

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

35 out/32 in  
91.43% RETURN RATE

1. Staff at Frontier House is friendly and helpful.

1	2	3	4	5
not at all				very much
		6	6	20

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

1	2	3	4	5
not at all				very much
1		9	8	14

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
1	3	5	11	12

4. I feel safe at Frontier House.

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

5. I can trust Frontier House staff.

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

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

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

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	2	9	20

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	
	4	1	7	19	1

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	4	11	15

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

1	2	3	4	5
not at all				very much
		2	10	21

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

1	2	3	4	5
not at all				very much
	2	8	4	18

## COMMENTS OR SUGGESTIONS

**I like my work**

**This Frontier House is a blessing to me and the other people that come here. Before I came to the Frontier House I would isolate myself. Now I socially interact with others. I love it here. I am very thankful these staff members are the way they are. They “R” love to us and others. Thanks to the heavens and to whom it may concern that this Frontier House is operating. Once again; thanks**

**I think the staff are doing the best they can to help everyone at the Frontier House. I thank all of you for what you have done for me. Thank you all—you help me a lot.**

**I like Frontier House because of the structure and socialization. I get bored when I get home. I wish they could have it till 4 PM and on Saturday-every Saturday. Thank you.**

**I have a reason not to hibernate and it keeps my depression away.**

**Need to have different skills class for the 11 and 10 classes. \_\_\_\_\_needs to talk about something different subject so we all can learn to recover.**

**I like Frontier House and it helps me with my everyday needs. I would like to come back. You guys do a good job.**

**I think Frontier House is helping a lot of people with mental problems understand why they have it and how to deal with it. A big thank you to staff.**

**I feel that changing our care coordinators is unfair. It takes a long time to build trust and a bond where you are receptive to help and advice. I also wish staff would do more with clients either one on one or in a group setting, doing things such as games, visiting, et. Peer support is a great help if only we had someone on a daily basis.**

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  
Day Support Services – North Platte & McCook**

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

28 out and 28 back

1. Staff are friendly and helpful.

1	2	3	4	5
not at all				very much

1	2	12	13
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2. I feel safe at Frontier House/Pioneer House

1	2	3	4	5
not at all				very much

6	6	16
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3. I can trust staff.

1	2	3	4	5
not at all				very much

1	5	7	15
---	---	---	----

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

1	2	3	4	5
not at all				very much

3	2	10	13
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5. My life has improved as a result of being in these services.

1	2	3	4	5
not at all				very much

2	3	10	13
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**COMMENTS OR SUGGESTIONS**

Staff are very helpful and willing to go out of their way to help?? Any way they can

Most staff are friendly \_\_\_\_ can be rude.

I wish we had more education groups like we did years ago

**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.**

109 out/109 in

1. My care coordinator is friendly and helpful.
 

1	2	3	4	5
not at all				very much
		1	14	94
2. I feel safe working with the Community Support Program.
 

1	2	3	4	5
not at all				very much
	1	5	16	87
3. My care coordinator is trustworthy.
 

1	2	3	4	5
not at all				very much
		3	12	94
4. My care coordinator has a good understanding of my strengths and needs.
 

1	2	3	4	5
not at all				very much
		3	18	88
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	4	16	88
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	16	88
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	7	19	82
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	5	16	87
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
	3	10	22	74
10. Community Support helps me avoid being hospitalized or helps shorten my hospital stay.
 

1	2	3	4	5
not at all				very much
2	1	6	17	83
11. Do you think you had timely access to this service?
 

1	2	3	4	5
not at all				very much
		2	22	85
12. My life has improved as a result of being in this service.
 

1	2	3	4	5
not at all				very much
	2	9	21	77

## COMMENTS OR SUGGESTIONS

#9-I do not feel independent at this time because CS has to help with finances and medications while my disability case is pending.

...is smart & thinks outside my box. She has helped me a lot since she came back. I think she's the best Com Sup worker I have had since joining this service. I love her because she's been there with me through some of the hardest times in my life. I like that I can bounce ideas off her and she's quick to come back with her own. Thank you ... for being in my support team. Thank you for your time.

... my support worker has been very helpful also ... has been a godsend. If it wasn't for these two ladies I don't know where I would be today. Probably dead.

...my support worker has always been straightforward and honest with me about every aspect of help that I needed. I feel she goes above and beyond and Heartland is truly lucky to have Mrs...

They helped me get an apt at my worst days & actually saved my life. Thanks

...has been AN ANGEL for me if not for her I would be in the mental hospital, or dead. She knows her job very well & is very good at knowing what she is doing and would know what I needed before I did. I will miss her greatly. When she first told me we would not be meeting anymore I cried. But now I see it as a good thing!

I just started working with community support although have been with Heartland for a year now. I have really enjoyed working with everyone and I feel I'm really going to get the help that I need. We have set up three main goals and are working towards those.

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 2016

**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.

**CUSTOMER COMMENT**

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

**36 out/ 36 in**

1. My care coordinator is friendly and helpful.

1	2	3	4	5
not at all				very much
			6	30

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

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

3. My care coordinator is trustworthy.

1	2	3	4	5
not at all				very much
			7	29

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

1	2	3	4	5
not at all				very much
			7	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
			7	29

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
			8	28

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
			8	28

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
			6	30

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	3	7	25

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
		2	7	27

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

1	2	3	4	5
not at all				very much
		1	6	29

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

1	2	3	4	5
not at all				very much
		2	7	27

**COMMENTS OR SUGGESTIONS**

has been an incredible support and a much cherished part of my recovery. I am grateful to have her advocating for me and she has been nothing but helpful and kind.

Thank you to you 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 2016



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

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

36 out/32 in  
88.89 % RETURN RATE

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

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

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

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

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

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

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	
	1		1	27	3 NA

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
		1	1	30

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
	1	2	2	27

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

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

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

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

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

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

**COMMENTS OR SUGGESTIONS**

Comment to #9—just started

## 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.

#### CUSTOMER COMMENT

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

12 out /12 in

1. My care coordinator is friendly and helpful.

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

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

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

3. My care coordinator is trustworthy.

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

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

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

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
			2	10

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

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
				12

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	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	11

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

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

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

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

## **COMMENTS OR SUGGESTIONS**

**\_\_\_\_\_ is the greatest I couldn't ask for better**

**\_\_\_\_\_ has helped me a lot with things I needed in a hurry. I appreciate everything she has done. Thanks.**

**I love you so much! I thank you for all you have done and all you are!! You're the greatest.**

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  
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.

**CUSTOMER COMMENT**

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

11 out/11 in

1. My care coordinator is friendly and helpful.

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

2. The Housing Voucher requirements were explained to me.

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

3. My care coordinator is trustworthy.

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

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		10

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	8

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

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

7. The housing voucher has helped me avoid homelessness.

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

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	9

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
		2	1	8

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	2	8

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

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

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

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

**COMMENTS OR SUGGESTIONS**

**Comment on question 9: just getting ready to move in.**

**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.**

**80 out/77 in**

**96.25% RETURN RATE**

(one marked everything/not counted)

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	2	9	64

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	17	58

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

1	2	3	4	5
not at all				very much
	1	2	9	64

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	2	12	60	1 NA/new

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	3	12	57	3NA /new

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

1	2	3	4	5	
not at all				very much	
		2	21	50	2NA/new

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

1	2	3	4	5
not at all				very much
		5	17	54

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

1	2	3	4	5
not at all				very much
		2	16	56

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

1	2	3	4	5	
not at all				very much	
		9	11	55	1 NA

**COMMENTS OR SUGGESTIONS**

**This service has been very helpful in dealing with \_\_\_\_\_. They helped getting the services we needed. I'm very thankful that these services are helping us so much.**

**My youth care coordinator has helped me in the most important aspects in life. She helped me get off probation, graduate high school, get a good job. She has completely turned my life and my family's into something that is better. Better choices. She is my blessing.**

**\_\_\_ is awesome! She has always been there for me through tough times and has helped me out with a lot of stuff when I was in need. I can talk with her about anything and everything.**

**\_\_\_ is a fantastic youth coordinator, When we meet or enter the room I already feel welcome and comfortable once I walk in and ready to talk about my day or issues. I understand \_\_\_purpose to help me when ever she can and help me the right way and follow rules and regulations.**

**She is great, thanks for services. It has helped so much.**

**\_\_\_ is a great person with her I think I can make it farther in life. Thanks**

**I really love this program. We have been in it before and it really helped out a lot. \_\_\_ is amazing as to help with what she can and if she is not sure she does find out for us.**

**I really trust \_\_\_\_\_. I know I can come back to her in the future if I need help with anything.**

**You guys are awesome! Keep up the good work.**

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.

