



2016
Client Outcomes
Survey

Demographics

111 Surveys Distributed

72 Surveys Returned

45 Community Clients

27 Facility Clients

1. Age & 2. Gender

Demographics

2016 Results	Male	Female	Trans-gender	Average Age
Community	53%	45%	2%	47
Facility	67%	33%	0%	45
All Reponses	57%	42%	1%	46

2015 Results	Male	Female	Average Age
Community	49%	51%	47
Facility	66%	34%	45
All Responses	56%	44%	46

3. Length of Service Demographics

2016 Results	1 – 6 months	6 – 12 months	1 – 5 years	5 – 10 years	10 or more years	Unsure
Community	2%	2%	38%	27%	31%	0%
Facility	4%	4%	22%	7%	63%	0%
All Responses	3%	3%	32%	19%	43%	0%

2015 Results	1 – 6 months	7 -12 months	1 – 5 years	5 – 10 years	10 or more years	Unsure
Community	8%	3%	35%	20%	28%	6%
Facility	3%	0%	30%	18%	42%	7%
All Responses	4%	1%	33%	19%	34%	9%

4. Level of Education 4a. Did you graduate

Demographics

2016 Results	Less than 12th grade	Diploma/ GED	Vocational/ Tech College	College
Community	13%	53%	16%	18%
Facility	4%	59%	30%	7%
All Responses	10%	56%	20%	14%

Yes	No	Currently Attending	Blank
64%	27%	0%	9%
78%	11%	0%	11%
69%	21%	0%	10%

2015 Results	Less than 12th grade	Diploma/ GED	Vocational/ Tech College	College
Community	10%	52%	20%	18%
Facility	3%	55%	12%	27%
All Responses	6%	52%	16%	22%

Yes	No	Currently Attending
58%	42%	0%
81%	19%	0%
68%	32%	0%

5. Are you satisfied with the following PHMH services?

Nursing

2016 Results	Yes	No	N/A	Blank
Community	51%	0%	45%	4%
Facility	85%	4%	7%	4%
All Responses	64%	1%	31%	4%

2015 Results	Yes	No	N/A	Has services answered N/A
Community	35%	0%	63%	2%
Facility	88%	3%	0%	9%
All Responses	59%	1%	34%	6%

5. Are you satisfied with the following PHMH services?

Medication Monitor/ Self-Administered Medication Support

Added new this year

2016 Results	Yes	No	NA	Has services answered N/A
Community	36%	2%	56%	6%
Facility	82%	4%	7%	7%
All Responses	53%	3%	37%	7%

5. Are you satisfied with the following PHMH services?

Direct Care

2016 Results	Yes	No	N/A	Blank	2015 Results	Yes	No	N/A	Has services answered N/A
Community	44%	2%	52%	2%	Community	52%	0%	48%	0%

Residential Support Worker

2016 Results	Yes	No	N/A	Blank	2015 Results	Yes	No	N/A	Has services answered N/A
Facility	70%	0%	19%	11%	Facility	76%	3%	15%	6%

5. Are you satisfied with the following PHMH services?

Representative Payee

2016 Results	Yes	No	N/A	Blank
Community	53%	4%	38%	5%
Facility	67%	15%	15%	3%
All Responses	58%	8%	29%	5%

2015 Results	Yes	No	N/A	Has services answered N/A
Community	50%	0%	45%	5%
Facility	58%	3%	35%	3%
All Responses	53%	1%	38%	8%

5. Are you satisfied with the following PHMH services?

Life Skills

2016 Results	Yes	No	N/A	Blank
Community	31%	7%	60%	2%
Facility	59%	11%	22%	8%
All Responses	42%	8%	46%	4%

2015 Results	Yes	No	NA	Has services answered N/A
Community	38%	0%	52%	10%
Facility	58%	3%	18%	21%
All Responses	47%	1%	37%	15%

5. Are you satisfied with the following PHMH services?

Job Development

2016 Results	Yes	No	N/A	Blank
Community	27%	7%	62%	4%
Facility	48%	15%	33%	4%
All Responses	35%	10%	51%	4%

2015 Results	Yes	No	N/A	Has services answered N/A
Community	33%	0%	54%	13%
Facility	52%	3%	24%	21%
All Responses	41%	1%	42%	16%

5. Are you satisfied with the following PHMH services?

PHMH Case Management

2016 Results	Yes	No	N/A	Blank	2015 Results	Yes	No	N/A	Has services answered N/A
Community	67%	2%	27%	4%	Community	48%	0%	52%	0%
Facility	75%	11%	7%	7%	Facility	79%	0%	9%	12%
All Responses	69%	6%	19%	6%	All Responses	62%	0%	33%	5%

5. Are you satisfied with the following PHMH services?

Transportation

2016 Results	Yes	No	N/A	Do not use	Blank
Community	47%	4%	36%	11%	2%
Facility	70%	4%	11%	11%	4%
All Responses	56%	4%	26%	11%	3%

2015 Results	Yes	No	N/A	Has services answered N/A
Community	50%	3%	47%	0%
Facility	82%	0%	15%	3%
All Responses	64%	1%	34%	1%

5. Are you satisfied with the following PHMH services?

Groups

2016 Results	Yes	No	N/A	Do not use	Blank
Community	24%	2%	40%	29%	5%
Facility	52%	15%	11%	22%	0%
All Responses	35%	7%	29%	26%	3%

2015 Results	Yes	No	N/A	Has services answered N/A
Community	23%	0%	77%	0%
Facility	70%	6%	24%	0%
All Responses	44%	3%	53%	0%

5a. If you answered no to any questions, what can Prairie Harvest Mental Health do to improve services?

- I am satisfied with your services you provide.
- **I do not want to answer my no question. If I have trouble with anyone, I will voice my concern with them.**
- Rep Payee need to communication needs to improve and she needs to listen more.
- **I can't write a lot!!!!**
- None (2 responses)
- **Keep my disability and social services urban development.**
- All Prairie Harvest people are the best. Love all. Never in maybe my life have I ever been treated this good. Youse are great, I might be mental crazy, but I know of my life I can never ever forget all of youse.
- **I need the direct care that was taken from me several years ago.**
- **Cooking, to keep from sleeping a lot, and feeling depressed all the time, and thinking why I should die.**

Continued...

5a. If you answered no to any questions, what can Prairie Harvest Mental Health do to improve services?

- Some what to know how case mng. works: attend direct 1 on 1 w/ worker of & who = payee rep one hour per client - per say as it is understanding amount & receipts. In other words, checking this once every three/six months.**
- I don't have paycheck, don't have life skills, also job development.**
- Get a rep payee that doesn't forget to pay your bills & is more efficient.**
- I take care of my own money for bills, rent, ins. premiums. Work keeps me in good mental health.**
- Some of the clients need to take better (care) of their selves because I smell B.O. and it makes me sick!**
- At NEHSC, I have a psychiatrist and I had a advanced clinical specialist. Maybe PHMH could have some such person available.**
- Help me more, I feel my needs are not being met, also some comments that staff are making is uncalled for.**
- Talk to (client name). Have a conversation with me appointment whatever.**

6. Are you currently employed?

2016 Results	Yes	No
Community	40%	60%
Facility	63%	37%
All Responses	49%	51%

2015 Results	Yes	No	Blank
Community	23%	73%	4%
Facility	55%	30%	15%
All Responses	37%	53%	10%

6a. If employed, what are the number of hours you work per week?

2016 Results	1-10 hrs.	11-20 hrs.	21 or more hrs.	Blank
Community	39%	33%	11%	17%
Facility	29%	35%	12%	24%
All Responses	34%	34%	12%	20%

Average 13 hours/week

2015 Results	1-10 hrs.	11-20 hrs.	21 or more hrs.	Works no answer
Community	33%	56%	11%	0%
Facility	17%	22%	17%	44%
All Responses	22%	33%	15%	30%

6b. If employed, how long have you been continuously employed?

2016 Results	1 yr. or less	2 – 5 yrs.	6 or more yrs.	Blank
Community	22%	17%	39%	22%
Facility	12%	41%	35%	12%
All Responses	17%	29%	37%	17%

Average 5.33 years

2015 Results	1 yr. or less	2 – 5 yrs.	6 or more yrs.	No answer
Community	11%	22%	44%	23%
Facility	28%	39%	22%	11%
All Responses	22%	33%	30%	15%

6c. If employed, are you satisfied with your current employment?

2016 Results	Yes	No	Blank
Community	94%	6%	0%
Facility	88%	0%	12%
All Responses	91%	3%	6%

2015 Results	Yes	No	No answer
Community	30%	0%	70%
Facility	48%	4%	48%
All Responses	78%	4%	22%

Note: Of those working

7. Do you participate in setting your own goals on your Individual Recovery Plan?

2016 Results	Yes	No	N/A	Blank
Community	71%	7%	22%	0%
Facility	92%	0%	4%	4%
All Responses	79%	5%	15%	1%

2015 Results	Yes	No	N/A	No answer
Community	48%	13%	30%	9%
Facility	70%	9%	6%	15%
All Responses	58%	11%	19%	12%

8. Are you actively working on your Individual Recovery Plan?

2016 Results	Yes	No	N/A	Blank
Community	60%	11%	27%	2%
Facility	81%	4%	4%	11%
All Responses	68%	8%	18%	6%

New question added this year.

8a. If No why not?

- I am happy with my life so far.
- **Don't know about it, chances are I don't need it.**
- Not sure what to do

9. The services provided to me through Prairie Harvest Mental Health have helped me with my recovery plan.

2016 Results	Yes	No	Blank
Community	91%	7%	2%
Facility	89%	4%	7%
All Responses	90%	6%	4%

2015 Results	Yes	No	No answer
Community	88%	3%	9%
Facility	82%	3%	15%
All Responses	85%	2%	12%

10. Prairie Harvest staff members always treat me professionally and respectfully.

2016 Results	Yes	No	Blank
Community	92%	4%	4%
Facility	86%	7%	7%
All Responses	89%	6%	5%

2015 Results	Yes	No	No answer
Community	93%	3%	4%
Facility	73%	9%	18%
All Responses	84%	5%	11%

11. I think Prairie Harvest staff believe I can grow, change and recover.

2016 Results	Yes	No	Blank
Community	82%	11%	7%
Facility	85%	4%	11%
All Responses	83%	8%	9%

2015 Results	Yes	No	No answer
Community	85%	5%	10%
Facility	85%	0%	15%
All Responses	85%	3%	12%

12. I feel free to voice my concerns:

2016 Results	Yes	No	Blank
Community	92%	4%	4%
Facility	89%	4%	7%
All Responses	90%	4%	6%

2015 Results	Yes	No	No answer
Community	85%	5%	10%
Facility	85%	0%	15%
All Responses	85%	3%	12%

12. I feel free to voice my concerns to:

2016 Results	Peers	PH Staff	PH Nurse	Admin Staff
Community	44%	68%	41%	39%
Facility	67%	79%	67%	50%
All Responses	52%	72%	51%	43%

Added new this year.

13. Prairie Harvest staff help me learn skills to support my mental health wellness.

2016 Results	Yes	No	Blank
Community	78%	16%	6%
Facility	81%	7%	12%
All Responses	79%	13%	8%

2015 Results	Yes	No	No answer
Community	83%	10%	7%
Facility	85%	0%	15%
All Responses	84%	5%	11%

14. Prairie Harvest staff are willing to learn about my unique, personal background.

2016 Results	Yes	No	Blank
Community	82%	13%	5%
Facility	86%	7%	7%
All Responses	83%	11%	6%

2015 Results	Yes	No	No answer
Community	78%	15%	7%
Facility	67%	12%	21%
All Responses	73%	14%	13%

15. I am satisfied with my current living situation.

2016 Results	Yes	No	Blank
Community	84%	13%	3%
Facility	78%	19%	3%
All Responses	82%	15%	3%

2015 Results	Yes	No	No answer
Community	83%	10%	7%
Facility	67%	15%	18%
All Responses	75%	12%	13%

16. I am satisfied with my social life.

2016 Results	Yes	No	Blank
Community	78%	13%	9%
Facility	81%	15%	4%
All Responses	79%	14%	7%

2015 Results	Yes	No	No answer
Community	68%	25%	7%
Facility	64%	18%	18%
All Responses	66%	22%	12%

17. I feel I belong to the community.

2016 Results	Yes	No	Blank
Community	82%	13%	5%
Facility	93%	7%	0%
All Responses	86%	11%	3%

2015 Results	Yes	No	No answer
Community	78%	15%	7%
Facility	64%	21%	15%
All Responses	71%	18%	11%

18. I have others with whom I can do enjoyable things.

2016 Results	Yes	No	Blank
Community	87%	11%	2%
Facility	96%	0%	4%
All Responses	90%	7%	3%

2015 Results	Yes	No	No answer
Community	78%	18%	4%
Facility	76%	9%	15%
All Responses	77%	14%	9%

19. Since I have been with Prairie Harvest Mental Health I am more able to take care of my needs.

2016 Results	Yes	No	Blank
Community	94%	4%	2%
Facility	93%	0%	7%
All Responses	93%	3%	4%

2015 Results	Yes	No	No answer
Community	85%	10%	5%
Facility	79%	6%	15%
All Responses	82%	8%	10%

20. In general how healthy (mentally) do you feel?

2016 Results	Excellent	Very Good	Good	Fair	Okay	Not Good	No answer
Community	16%	38%	18%	11%	11%	4%	2%
Facility	11%	41%	22%	19%	0%	0%	7%
All Responses	14%	39%	19%	14%	7%	3%	4%

New question added this year.

21. If you said no to any of the above questions or statements how can Prairie Harvest Mental Health assist you in improving your quality of life?

- **N/A (3 responses) / Unknown / Don't know**
- **Haven't heard from P.H. since last survey**
- **I can't write that much!!!!**
- **To try new things in community and more activities**
- **Get better clients from Siewert Plains**
- **The right to know funds, etc**
- **Getting work**
- **Feel better about my life, my health has a lot to do with it.**
- **Have trouble going to skill, job development**
- **I'm actually transferring from Prairie Harvest to a new rep payee somewhere else**
- **No social life due to Crohn's**
- **Since I work I don't have a lot of time to be with others other than workers.**

21. If you said no to any of the above questions or statements how can Prairie harvest Mental Health assist you in improving your quality of life?

- **I don't have a social life here in GF. I don't have any friends to "do things" with. I know lots of people but that is as far as it goes . . . I know them. PHMH could introduce me to someone who is NOT really sick like I am.**
- **I would like to move to an apartment or house.**
- **Talk to (client name) directly, schedule appointment, etc**
- **You don't need to**
- **By understanding that I have issues but can still do things that normal people can do like have a regular job.**
- **Help me improve my living conditions**
- **I'd like to get an apartment**
- **To visit my family**

22. Any other suggestions for groups (Life Skills, Job Development, etc.) or programs that Prairie Harvest Mental Health could offer?

- **PHMH is great! Has benefited my life in the most positive ways. Thank You!**
- **A fun day, and a dance or two!!!!**
- **Do more outings and training sessions**
- **N/A (3 responses) / None (5 responses) / No (7 responses)**
- **Don't know / No, I don't attend groups**
- **Just keep on doing an excellent job of helping others! Thank you!**
- **To share gov resources?**
- **Continued social support orgs.**
- **Yes, training to cook for someone who's had a stroke**
- **Just to attend groups**
- **Keep up the good work**

22. Any other suggestions for groups (Life Skills, Job Development, etc.) or programs that Prairie Harvest Mental Health could offer?

- **I believe all Prairie Harvest staff do the best they can to help the clients within reason. I've been able to voice concerns and get the help necessary.**
- **I need job.**
- **Not at this time. Thank you.**
- **Prairie Harvest is real groovin'**
- **Job skills. How to run computer for app.**
- **Try not to contradict so much**
- **No, doing an excellent job**
- **Can't think of anything**
- **I don't know what PHMH all has to offer but they could offer a program like "Just Friends". Bringing together a client with someone who is not a client so that a sick person and a well person can become friends. I can't "hang out" with too many sick people because it hinders my wellness.**