



2018
Client Outcomes
Survey

Demographics

100 Surveys Distributed

63 Surveys Returned

31 Community Clients

32 Facility Clients

Demographics

Length of Service

2018 Results	1 – 6 months	7 -12 months	13 months – 5 years	5+ – 10 years	Over 10 years
Community	0%	0%	26%	19%	55%
Facility	0%	0%	25%	16%	59%
All Responses	0%	0%	25%	18%	57%

2017 Results	1 – 6 months	6 – 12 months	1 – 5 years	5 – 10 years	10 or more years
Community	5%	0%	30%	24%	41%
Facility	0%	3%	34%	13%	50%
All Responses	3%	1%	32%	19%	45%

Demographics

1. Age & 2. Gender

2018 Results	Male	Female	LGBTQ	No Answer	Average Age
Community	58%	39%	3%	0%	50
Facility	56%	38%	6%	0%	46
All Responses	57%	38%	5%	0%	48

2017 Results	Male	Female	LGBTQ	No Answer	Average Age
Community	59%	41%	0%	0%	47
Facility	56%	38%	0%	6%	44
All Responses	58%	39%	0%	3%	46

Demographics

3. Level of Education

3a. Did you graduate

2018 Results	Less than 12 th grade	Diploma/ GED	Vocational/ Tech College	College	Blank
Community	6%	65%	13%	16%	0%
Facility	9%	56%	22%	13%	0%
All Responses	8%	60%	18%	14%	0%

Yes	No	Blank
78%	19%	3%
78%	19%	3%
78%	19%	3%

2017 Results	Less than 12 th grade	Diploma/ GED	Vocational/ Tech College	College	Blank
Community	8%	62%	14%	11%	5%
Facility	3%	63%	19%	9%	6%
All Responses	6%	62%	16%	10%	6%

Yes	No	Blank
78%	19%	3%
78%	22%	0%
78%	20%	2%

4. Are you satisfied with the following PHMH services?

2018 percentages represent only the clients enrolled in these services.
 Due to a change in our survey tool, 2018 will be the new Base Line.
 This change only affects question #4.

2018 MM Results	Enrolled	Yes	No	Do not use service	Blank
Community	%	80%	0%	20%	0%
Facility	%	86%	9%	0%	5%
All Responses	%	84%	7%	6%	3%

2018 SAMS Results	Yes	No	Do not use service	Blank
Community	86%	7%	0%	6%
Facility	81%	3%	3%	13%
All Responses	83%	4%	2%	11%

Med Monitor (MM) = Medication support, schedule appointments, etc.

SAMS = Self-Administered Medication Support

4. Are you satisfied with the following PHMH services?

Nurses

with regards to scheduling appointments

2018 Nursing Results	Yes	No	Do not use service	Blank
Community	73%	20%	7%	0%
Facility	84%	6%	0%	10%
All Responses	80%	11%	2%	7%

4. Are you satisfied with the following PHMH services?

Direct Care

Community Residents

2018 Results	Yes	No	Do not use service	Blank
Community	75%	17%	0%	8%

Residential Support Worker

(Harvest Homes, Siewert Plains, Stern Place)

2018 Results	Yes	No	Do not use service	Blank
Facility	74%	9%	0%	17%

4. Are you satisfied with the following PHMH services?

Representative Payee

2018 Results	Yes	No	Do not use this service	Blank
Community	100%	0%	0%	0%
Facility	92%	4%	0%	4%
All Responses	95%	2.5%	0%	2.5%

4. Are you satisfied with the following PHMH services?

Life Skills (LS) & Job Development

2018 Results	Yes	No	Do not use this service	Blank
Community	47%	27%	13%	13%
Facility	83%	6%	6%	5%
All Responses	67%	15%	9%	9%

Groups

2018 Results	Yes	No	Do not use this service	Blank
Community	18%	18%	55%	9%
Facility	58%	19%	13%	10%
All Responses	42%	19%	30%	9%

4. Are you satisfied with the following PHMH services?

PHMH Case Management

2018 Results	Yes	No	Do not use service	Blank
Community	75%	10%	0%	15%
Facility	71%	3%	7%	19%
All Responses	72%	6%	4%	18%

4. Are you satisfied with the following PHMH services?

Transportation

2018 Results	Yes	No	Do not use this service	Blank
Community	35%	17%	44%	4%
Facility	68%	13%	13%	6%
All Responses	54%	15%	26%	5%

4a. If you answered no to any questions, what can Prairie Harvest Mental Health do to improve services?

1. I like the way things are
2. Have more learning skills again
3. More fieldtrips
4. Call all people to see if they want to come to groups or activities.
5. Tell rep payee to give me more money each week.
6. More bussing tickets or more supplies in Wellness Store
7. I have not had contact with Wendy
8. I don't know

Note: All comments are in the clients' own words

5. Are you currently employed?

2018 Results	Yes	No	Blank
Community	42%	58%	0%
Facility	59%	41%	0%
All Responses	51%	49%	0%

2017 Results	Yes	No	Blank
Community	35%	62%	3%
Facility	63%	34%	3%
All Responses	48%	49%	3%

5a. If employed, what are the number of hours you work per week?

2018 Results	1-10 hours	11-20 hours	21 or more hours	Blank
Community	23%	46%	8%	23%
Facility	32%	47%	11%	10%
All Responses	28%	47%	9%	16%

Average 14 hours/week

2017 Results	1-10 hours	11-20 hours	21 or more hours	Blank
Community	46%	39%	15%	0%
Facility	45%	30%	25%	0%
All Responses	46%	33%	21%	0%

Average 15 hours/week

5b. If employed, how long have you been continuously employed?

2018 Results	1 yr or less	2 – 5 yrs.	6 or more yrs.	Blank
Community	31%	32%	21%	16%
Facility	23%	8%	38%	31%
All Responses	28%	22%	28%	22%

2018 Average continued employment 4.64 years

2017 Results	1 yr or less	2 – 5 yrs.	6 or more yrs.	Blank
Community	8%	46%	38%	8%
Facility	30%	25%	30%	15%
All Responses	21%	34%	33%	12%

2017 Average continued employment 6.08 years

5c. If employed, are you satisfied with your current employment?

2018 Results	Yes	No	Blank
Community	77%	8%	15%
Facility	90%	5%	5%
All Responses	84%	6%	10%

2017 Results	Yes	No	Blank
Community	77%	15%	8%
Facility	95%	5%	0%
All Responses	88%	9%	3%

Note: Of those working

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

2018 Results	Yes	No	Don't have	Blank
Community	65%	16%	13%	6%
Facility	91%	3%	3%	3%
All Responses	78%	10%	8%	5%

2017 Results	Yes	No	N/A	Blank
Community	51%	19%	22%	8%
Facility	81%	10%	0%	9%
All Responses	65%	14%	12%	9%

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

2018 Results	Yes	No	N/A	Blank
Community	65%	16%	13%	6%
Facility	91%	3%	3%	3%
All Responses	78%	10%	8%	5%

2017 Results	Yes	No	N/A	Blank
Community	51%	24%	14%	11%
Facility	85%	6%	0%	9%
All Responses	67%	16%	7%	10%

7a. If No why not?

- I only work on it at home
- I don't know
- Not sure if I have one
- Not really sure.
- I don't drink alcohol any more
- Because of Medica
- Don't have time

Note: All comments are in the clients' own words

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

2018 Results	Yes	No	Blank
Community	77%	19%	3%
Facility	88%	6%	6%
All Responses	83%	13%	5%

2017 Results	Yes	No	Blank
Community	84%	5%	11%
Facility	91%	3%	6%
All Responses	87%	4%	9%

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

2018 Results	Yes	No	Blank
Community	90%	7%	3%
Facility	88%	6%	6%
All Responses	89%	6%	5%

2017 Results	Yes	No	Blank
Community	94%	3%	3%
Facility	91%	3%	6%
All Responses	93%	3%	4%

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

2018 Results	Yes	No	Blank
Community	94%	6%	0%
Facility	94%	3%	3%
All Responses	93%	5%	2%

2017 Results	Yes	No	Blank
Community	89%	5%	6%
Facility	94%	0%	6%
All Responses	91%	3%	6%

11. I feel free to voice my concerns to PHMH staff:

2018 Results	Yes	No	Blank
Community	90%	10%	0%
Facility	88%	6%	6%
All Responses	89%	8%	3%

2017 Results	Yes	No	Blank
Community	87%	8%	5%
Facility	81%	10%	9%
All Responses	84%	9%	7%

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

2018 Results	Yes	No	Blank
Community	74%	23%	3%
Facility	91%	6%	3%
All Responses	83%	14%	3%

2017 Results	Yes	No	Blank
Community	84%	5%	11%
Facility	88%	3%	9%
All Responses	86%	4%	10%

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

2018 Results	Yes	No	Blank
Community	87%	10%	3%
Facility	91%	3%	6%
All Responses	89%	6%	5%

2017 Results	Yes	No	Blank
Community	76%	13%	11%
Facility	88%	0%	12%
All Responses	81%	7%	12%

14. I am satisfied with my current living situation.

2018 Results	Yes	No	Blank
Community	87%	13%	0%
Facility	85%	9%	6%
All Responses	86%	11%	3%

2017 Results	Yes	No	Blank
Community	81%	16%	3%
Facility	81%	13%	6%
All Responses	81%	15%	4%

15. I am satisfied with my social life.

2018 Results	Yes	No	Blank
Community	65%	35%	0%
Facility	81%	13%	6%
All Responses	73%	24%	3%

2017 Results	Yes	No	Blank
Community	73%	22%	5%
Facility	85%	9%	6%
All Responses	78%	16%	6%

16. I feel I belong to the community.

2018 Results	Yes	No	Blank
Community	90%	10%	0%
Facility	91%	6%	3%
All Responses	90%	8%	2%

2017 Results	Yes	No	Blank
Community	70%	22%	8%
Facility	88%	6%	6%
All Responses	78%	15%	7%

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

2018 Results	Yes	No	Blank
Community	97%	3%	0%
Facility	94%	3%	3%
All Responses	95%	3%	2%

2017 Results	Yes	No	Blank
Community	92%	5%	3%
Facility	91%	3%	6%
All Responses	91%	5%	4%

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

2018 Results	Yes	No	Blank
Community	94%	3%	3%
Facility	94%	3%	3%
All Responses	94%	3%	3%

2017 Results	Yes	No	Blank
Community	92%	3%	5%
Facility	94%	0%	6%
All Responses	93%	1%	6%

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

2018 Results	Excellent	Good	Fair	Not Good	Blank
Community	13%	61%	19%	3%	3%
Facility	19%	50%	22%	0%	9%
All Responses	16%	56%	21%	2%	6%

2017 Results	Excellent	Good	Fair	Not Good	Blank
Community	24%	46%	24%	6%	0%
Facility	19%	56%	16%	0%	9%
All Responses	22%	51%	20%	3%	4%

20. 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?

- **By helping with pills medicine**
- **Make sure I take my med, which I am good at taking on my own**
- **I would like a 1-2 day job along with the one I already have**
- **Give me the good steps to take.**
- **Not happy with living conditions. Bad neighbors, too much pain to carry groceries so far to apartment. Would like help getting Medicaid so pain can be dealt with.**
- **No longer need support or help besides reppayee and med services.**
- **Let me get invoite in my money management.**
- **Everything is OK**

20. Continued

- **More direct care time.**
- **Living situation needs to improve Not too many friends or family want to come over to my house. Not sure about belonging to a community.**
- **Don't know why I can't have artificial flowers on patio.**
- **By staying active and progressing.**
- **Don't know**
- **Call me on movie night, help me make appointments, help me with transportation.**

Note: All comments are in the clients' own words

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

- ❖ **That I could save more money**
- ❖ **Help those who have brain injury troubles.**
- ❖ **More fieldtrips.**
- ❖ **Trips to animal shelter, go shopping for work or home stuff.**
- ❖ **Leather arts with tools**
- ❖ **Everything is great. I feel really connected with my roommate.**

Note: All comments are in the clients' own words



2018 Outcomes Survey



Reasonable Accommodations:
If you need assistance with this survey, we will make accommodations to meet your needs.

Please respond to the following questions by checking one box or specifying an amount.

1.) What is your age? _____		
2.) Are you: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> LGBTQ (lesbian, gay, bisexual, transgender or queer) <input type="checkbox"/> Prefer not to answer		
3.) What is the highest level of education you have achieved? <input type="checkbox"/> Less than 12 th grade <input type="checkbox"/> High school diploma/GED <input type="checkbox"/> Vocational/Tech College <input type="checkbox"/> College		
3a.) Did you graduate? <input type="checkbox"/> Yes <input type="checkbox"/> No or <input type="checkbox"/> Currently Attending		
4.) Are you satisfied with the following PHMH services? <i>Please circle your response for those services you receive.</i>		
Nursing:		
Medication Monitor (medication support) Staff come observe you take meds. <input type="checkbox"/> I do not use this service.	Yes	No
SAMS (Self-Administered Medication Support) {Shelley or Renee} Staff assist filling your med box & explain meds. <input type="checkbox"/> I do not use this service.	Yes	No
Scheduling of Appointments {Shelley or Renee} <input type="checkbox"/> I do not use this service	Yes	No
Direct Care Worker (Community – transport for appointment, shopping, etc.) <input type="checkbox"/> I do not use this service.	Yes	No
Residential Support Worker (Harvest Homes, Siewert Plains, or Stern) <input type="checkbox"/> I do not use this service.	Yes	No
Representative Payee {Victoria} <input type="checkbox"/> I do not use this service.	Yes	No
Life Skills &/or Job Development {Wendy} <input type="checkbox"/> I do not use this service.	Yes	No
Groups <input type="checkbox"/> I do not use this service.	Yes	No
PHMH Case Management {Beverly, Blake, Elaine, Morgan, Jennifer, or Justin} <input type="checkbox"/> I do not use this service.	Yes	No
Transportation (rides to appointments, groceries, etc.) <input type="checkbox"/> I do not use this service.	Yes	No
4a.) If you answered no to any questions, what can Prairie Harvest Mental Health do to improve services?		

5.) Are you currently employed?	Yes	No	
a.) If employed, what are the number of hours you work per week?			
b.) If employed, how long have you been continuously employed?			
c.) If employed, are you satisfied with your current employment?	Yes	No	
6.) Do you participate in setting your own goals on your Individual Recovery Plan (IRP)?	Yes	No	Don't have
7.) Are you actively working on your Individual Recovery Plan (IRP)?	Yes	No	
7a) If No why not?			
8.) The services provided to me through Prairie Harvest Mental Health have helped me with my recovery plan.	Yes	No	
9.) Prairie Harvest staff members always treat me professionally and respectfully.	Yes	No	
10.) I think the Prairie Harvest staff believe I can grow, change and recover.	Yes	No	
11.) I feel free to voice my concerns to Prairie Harvest staff.	Yes	No	
12.) Prairie Harvest staff help me learn skills to support my mental health wellness and recovery.	Yes	No	
13.) Prairie Harvest staff are willing to learn about my unique, personal background.	Yes	No	
14.) I am satisfied with my current living situation.	Yes	No	
15.) I am satisfied with my social life.	Yes	No	
16.) I feel I belong to my community.	Yes	No	
17.) I have others with whom I can do enjoyable things.	Yes	No	
18.) Since I've been with Prairie Harvest I am more able to take care of my needs.	Yes	No	
19.) In general how healthy (mentally) do you feel? Circle a number in scale below:			
1 Excellent 2 Good 3 Fair 4 Not Good			
20.) 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?			
21.) Do you have any other suggestions for groups (Life Skills, Job Development, etc.) or programs that Prairie Harvest Mental Health could offer?			