



2019 Client Outcomes Survey

Demographics

98 Surveys Distributed

62 Surveys Returned

29 Community Clients

33 Facility Clients

Demographics

Length of Service

2019 Results	1 – 6 months	7 -12 months	13 months – 5 years	5+ – 10 years	Over 10 years
Community	0%	0%	15%	26%	59%
Facility	0%	0%	24%	24%	52%
All Responses	0%	0%	20%	25%	55%

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

Demographics

1. Age & 2. Gender

2018 Results	Male	Female	LGBTQ	No Answer	Average Age
Community	59%	37%	4%	0%	53
Facility	55%	39%	6%	0%	45
All Responses	57%	38%	5%	0%	49

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

Demographics

3. Level of Education

3a. Did you graduate

2019 Results	Less than 12 th grade	Diploma/ GED	Vocational/ Tech College	College	Blank
Community	4%	70%	11%	15%	0%
Facility	6%	64%	18%	12%	0%
All Responses	5%	67%	15%	13%	0%

Yes	No	Blank
78%	18%	4%
79%	15%	6%
78%	17%	5%

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%

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.

2019 MM Results	Yes	No	Do not use service	Blank
Community	100%	0%	0%	0%
Facility	84%	8%	0%	8%
All Responses	88%	6%	0%	6%

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

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

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.

2019 SAMS Results	Yes	No	Do not use service	Blank
Community	85%	15%	0%	0%
Facility	73%	9%	0%	18%
All Responses	76%	11%	0%	13%

2018 SAMS Results	Yes	No	Do not use service	Blank
Community	87%	7%	0%	6%
Facility	81%	3%	3%	13%
All Responses	83%	4%	2%	11%

SAMS = Self-Administered Medication Support

4. Are you satisfied with the following PHMH services?

Nurses

with regards to scheduling appointments

2019 Nursing Results	Yes	No	Do not use service	Blank
Community	46%	23%	23%	8%
Facility	85%	3%	6%	6%
All Responses	74%	9%	11%	6%

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

2019 Results	Yes	No	Do not use service	Blank
Community	67%	22%	0%	11%

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

4. Are you satisfied with the following PHMH services?

Residential Support Worker (Harvest Homes, Siewert Plains, Stern Place)

2019 Results	Yes	No	Do not use service	Blank
Facility	70%	19%	0%	11%

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

2019 Results	Yes	No	Do not use this service	Blank
Community	69%	12%	0%	19%
Facility	87%	13%	0%	0%
All Responses	79%	13%	0%	8%

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

2019 Results	Yes	No	Do not use this service	Blank
Community	58%	25%	0%	17%
Facility	72%	22%	0%	6%
All Responses	67%	23%	0%	10%

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%

4. Are you satisfied with the following PHMH services?

Life Skills Groups

2019 Results	Yes	No	Do not use this service	Blank
Community	58%	25%	0%	17%
Facility	72%	22%	0%	6%
All Responses	67%	23%	0%	10%

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

2019 Results	Yes	No	Do not use service	Blank
Community	78%	22%	0%	0%
Facility	85%	9%	0%	6%
All Responses	82%	14%	0%	4%

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

2019 Results	Yes	No	Do not use this service	Blank
Community	44%	25%	25%	6%
Facility	58%	9%	27%	6%
All Responses	53%	14%	27%	6%

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. Have Victoria give me a budget every birthday club.
2. I just don't feel good at that time
3. I am rited now
4. Always be honest and fair with their clients' best interests including food & lodging and overall mental health.
5. More rides for appointments.
6. Buy all my housemates their own cars
7. The facility coordinator could fill prescriptions
8. Want more money for spending
9. Help me get to appointments or teach me bus routes.
10. Do better on being available. Less possessive on resident's money. Find a way of saying no without the resident feeling turned away.

Note: All comments are in the clients' own words

5. Are you currently employed?

2019 Results	Yes	No	Blank
Community	37%	59%	4%
Facility	52%	48%	0%
All Responses	45%	53%	2%

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

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

2019 Results	1-10 hours	11-20 hours	21 or more hours	Blank
Community	20%	40%	30%	10%
Facility	41%	41%	18%	0%
All Responses	33%	41%	22%	4%

Average 14 hours/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 15 hours/week

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

2019 Results	1 yr or less	13 mos – 5 yrs.	Over 5 yrs.	Blank
Community	20%	10%	50%	20%
Facility	29%	24%	35%	12%
All Responses	26%	18%	41%	15%

2019 Average continued employment 6.5 years

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

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

2019 Results	Yes	No	Blank
Community	94%	0%	6%
Facility	100%	0%	0%
All Responses	96%	0%	4%

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

Note: Of those working

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

2019 Results	Yes	No	Don't have	Blank
Community	63%	4%	26%	7%
Facility	73%	3%	3%	21%
All Responses	69%	3%	13%	15%

2018 Results	Yes	No	N/A	Blank
Community	65%	16%	13%	6%
Facility	91%	3%	3%	3%
All Responses	78%	9%	8%	5%

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

2019 Results	Yes	No	N/A	Blank
Community	41%	26%	26%	7%
Facility	76%	3%	3%	18%
All Responses	61%	13%	13%	13%

2018 Results	Yes	No	N/A	Blank
Community	58%	23%	13%	6%
Facility	84%	16%	0%	0%
All Responses	72%	19%	6%	3%

7a. If No why not?

- What plan?
- I don't know

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.

2019 Results	Yes	No	Blank
Community	89%	7%	4%
Facility	94%	3%	3%
All Responses	92%	5%	3%

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

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

2019 Results	Yes	No	Blank
Community	85%	4%	11%
Facility	91%	6%	3%
All Responses	88%	5%	7%

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

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

2019 Results	Yes	No	Blank
Community	81%	4%	15%
Facility	97%	0%	3%
All Responses	90%	2%	8%

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

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

2019 Results	Yes	No	Blank
Community	90%	10%	0%
Facility	91%	3%	6%
All Responses	88%	5%	7%

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

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

2019 Results	Yes	No	Blank
Community	71%	22%	7%
Facility	88%	9%	3%
All Responses	80%	15%	5%

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

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

2019 Results	Yes	No	Blank
Community	81%	15%	4%
Facility	91%	6%	3%
All Responses	87%	10%	3%

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

14. I am satisfied with my current living situation.

2019 Results	Yes	No	Blank
Community	86%	7%	7%
Facility	82%	18%	0%
All Responses	84%	13%	3%

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

15. I am satisfied with my social life.

2019 Results	Yes	No	Blank
Community	70%	26%	4%
Facility	76%	21%	3%
All Responses	73%	24%	3%

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

16. I feel I belong to the community.

2019 Results	Yes	No	Blank
Community	82%	11%	7%
Facility	91%	6%	3%
All Responses	87%	8%	5%

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

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

2019 Results	Yes	No	Blank
Community	74%	15%	11%
Facility	88%	6%	6%
All Responses	82%	10%	8%

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

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

2019 Results	Yes	No	Blank
Community	78%	7%	15%
Facility	97%	0%	3%
All Responses	88%	3%	9%

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

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

2019 Results	Excellent	Good	Fair	Not Good	Blank
Community	19%	59%	11%	0%	11%
Facility	30%	43%	21%	6%	0%
All Responses	25%	50%	17%	3%	5%

2018 Results	Excellent	Good	Fair	Not Good	Blank
Community	13%	61%	20%	3%	3%
Facility	19%	50%	22%	0%	9%
All Responses	16%	56%	20%	2%	6%

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?

- **More money, job**
- **I want to be more social but my health gets in the way**
- **Listen to the clients needs and wants and both come to an agreement on how the money is saved, earned and how the overall expenses are getting paid**
- **They never asked me my background, my mental health, I don't go to groups. I take my meds. They have someone help me take my meds. Taking my meds is a good skill.**
- **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.**
- **Help find a job for me.**
- **Help me learn bus routes. Help me get to work.**

20. Continued

- I get upset at night after I take my medication.
- I need to go to hoarding diagnosis .
- I need a car! I feel that if I set aside an amount really struggling no more?.
- I don't know.
- Let me be on my own.
- We should learn to be on our own, not dependent on staff. I have been living here for 19 years, I am ready to move on.

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?

- ❖ **Keep in needs services, group meetings, help with activities**
- ❖ **I work. Maybe others clients could work too, at being a clerk for instance.**
- ❖ **More clients choices, variety.**
- ❖ **Take clients out for their birthday. Letting me know when people are going to be on vacation.**
- ❖ **Just keep doing an awesome job with your clients. You guys rock. I would really recommend to someone who may need help mentally to you guys.**
- ❖ **Rec room for Siewert Plains**

Note: All comments are in the clients' own words



2019 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 observe you take meds.	Yes	No
SAMS (Self-Administered Medication Support) {Shelley or Renee}	Staff assist filling your med box & explain meds.	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.)		Yes	No
Residential Support Worker (Harvest Homes, Siewert Plains, or Stern)		Yes	No
Representative Payee {Victoria}		Yes	No
Life Skills &/or Job Development {Wendy}		Yes	No
Groups	<input type="checkbox"/> I do not use this service.	Yes	No
PHMH Case Management {Beverly, Blake, Lisa, Morgan, Jennifer, or Justin}		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?			



2019 Outcomes Survey

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	
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 the 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?			

Thank you for completing our survey!