



2020
Client Outcomes
Survey

Demographics

93 Surveys Distributed

54 Surveys Returned

27 Community Clients

27 Facility Clients

Demographics

Length of Service

2020 Results	1 – 6 months	7 -12 months	13 months – 5 years	5+ – 10 years	Over 10 years
Community	0%	0%	26%	30%	44%
Facility	0%	4%	22%	22%	52%
All Responses	0%	2%	24%	26%	48%

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

Demographics

1. Age & 2. Gender

2020 Results	Male	Female	LGBTQ	No Answer	Average Age
Community	52%	44%	4%	0%	49.5
Facility	60%	33%	7%	0%	47.5
All Responses	56%	39%	5%	0%	48.5

2019 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

Demographics

3. Level of Education

3a. Did you graduate

2020 Results	Less than 12 th grade	Diploma/ GED	Vocational/ Tech College	College	Blank
Community	4%	56%	18%	22%	0%
Facility	11%	48%	18.5%	18.5%	4%
All Responses	7%	52%	19%	20%	2%

Yes	No	Blank
70%	30%	0%
59%	37%	4%
65%	33%	2%

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%

4. Are you satisfied with the following PHMH services?

2020 MM Results	Yes	No	Do not use service	Blank
Community	100%	0%	0%	0%
Facility	94%	8%	0%	6%
All Responses	95%	0%	0%	5%

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%

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

4. Are you satisfied with the following PHMH services?

Percentages represent only the clients enrolled in these services.

2020 SAMS Results	Yes	No	Do not use service	Blank
Community	100%	0%	0%	0%
Facility	93%	0%	0%	7%
All Responses	95%	0%	0%	5%

2019 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

2020 Nursing Results	Yes	No	Do not use service	Blank
Community	60%	10%	30%	0%
Facility	89%	4%	7%	6%
All Responses	81%	5%	14%	0%

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%

4. Are you satisfied with the following PHMH services?

Direct Care

Community Residents

2020 Results	Yes	No	Do not use service	Blank
Community	67%	33%	0%	0%

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

4. Are you satisfied with the following PHMH services?

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

2020 Results	Yes	No	Do not use service	Blank
Facility	95%	0%	0%	5%

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

4. Are you satisfied with the following PHMH services?

Representative Payee

2020 Results	Yes	No	Do not use this service	Blank
Community	81%	19%	0%	0%
Facility	95%	5%	0%	0%
All Responses	89%	11%	0%	0%

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%

4. Are you satisfied with the following PHMH services?

Life Skills (LS) & Job Development

2020 Results	Yes	No	Do not use this service	Blank
Community	64%	36%	0%	0%
Facility	75%	6%	13%	6%
All Responses	70%	19%	7%	4%

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%

4. Are you satisfied with the following PHMH services?

Life Skills Groups

2020 Results	Yes	No	Do not use this service	Blank
Community	39%	15%	38%	8%
Facility	62%	8%	30%	0%
All Responses	54%	10%	33%	3%

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%

4. Are you satisfied with the following PHMH services?

PHMH Case Management

2020 Results	Yes	No	Do not use service	Blank
Community	86%	7%	0%	7%
Facility	89%	7%	0%	4%
All Responses	88%	7%	0%	5%

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%

4. Are you satisfied with the following PHMH services?

Transportation

2020 Results	Yes	No	Do not use this service	Blank
Community	57%	14%	29%	0%
Facility	63%	4%	33%	0%
All Responses	61%	7%	32%	0%

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%

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

1. Have more staff available.
2. I don't use these services because of COVID-19
3. I have to owe Paula \$400 because will move out of her state!
I move other state of my boyfriend is this band at church.
4. Increase weekly payment to avoid further issues, such as can't pay phone bill, can't afford necessary nutritional food when needed, not enough income to buy essential hygiene, not able to spend on luxuries.
5. Help me with laundry! I would like direct care.
6. A rec room at Siewert Plains
7. Don't feel very good after 4pm
8. Re-open
9. Transportation from direct care

Note: All comments are in the clients' own words

5. Are you currently employed?

2020 Results	Yes	No	Blank
Community	22%	78%	0%
Facility	59%	41%	0%
All Responses	41%	59%	0%

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

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

2020 Results	1-10 hours	11-20 hours	21 or more hours	Blank
Community	50%	50%	0%	0%
Facility	25%	37%	19%	19%
All Responses	31%	41%	14%	14%

Average 13 hours/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

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

2020 Results	1 yr or less	13 mos – 5 yrs.	Over 5 yrs.	Blank
Community	34%	0%	33%	33%
Facility	19%	31%	38%	12%
All Responses	23%	23%	36%	18%

2020 Average continued employment 5.8 years

2019 Results	1 yr or less	2 – 5 yrs.	6 or more 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

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

2020 Results	Yes	No	Blank
Community	83%	17%	0%
Facility	100%	0%	0%
All Responses	95%	5%	0%

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

Note: Of those working

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

2020 Results	Yes	No	Don't have	Blank
Community	56%	15%	29%	0%
Facility	85%	8%	0%	7%
All Responses	70%	11%	15%	4%

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

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

2020 Results	Yes	No	N/A	Blank
Community	56%	11%	33%	0%
Facility	74%	22%	0%	4%
All Responses	65%	17%	16%	2%

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

7a. If No why not?

- rited
- I don't have one
- I am already recovered
- I forget what they are
- I'm not rally shure what to say. I don't really recognize a lot.

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.

2020 Results	Yes	No	Blank
Community	85%	11%	4%
Facility	93%	3%	4%
All Responses	89%	7%	4%

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

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

2020 Results	Yes	No	Blank
Community	93%	7%	0%
Facility	96%	0%	4%
All Responses	94%	4%	2%

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

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

2020 Results	Yes	No	Blank
Community	89%	11%	0%
Facility	96%	0%	4%
All Responses	92%	6%	2%

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

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

2020 Results	Yes	No	Blank
Community	85%	11%	4%
Facility	82%	11%	7%
All Responses	83%	11%	6%

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

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

2020 Results	Yes	No	Blank
Community	81%	15%	4%
Facility	93%	0%	7%
All Responses	87%	7%	6%

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

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

2020 Results	Yes	No	Blank
Community	85%	15%	0%
Facility	96%	0%	4%
All Responses	91%	7%	2%

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

14. I am satisfied with my current living situation.

2020 Results	Yes	No	Blank
Community	81%	15%	4%
Facility	82%	18%	0%
All Responses	81%	17%	2%

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

15. I am satisfied with my social life.

2020 Results	Yes	No	Blank
Community	67%	26%	7%
Facility	78%	18%	4%
All Responses	72%	22%	6%

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

16. I feel I belong to the community.

2020 Results	Yes	No	Blank
Community	74%	26%	0%
Facility	78%	15%	7%
All Responses	76%	20%	4%

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

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

2020 Results	Yes	No	Blank
Community	74%	26%	0%
Facility	89%	7%	4%
All Responses	81%	17%	2%

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

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

2020 Results	Yes	No	Blank
Community	89%	7%	4%
Facility	89%	4%	7%
All Responses	89%	5.5%	5.5%

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

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

2020 Results	Excellent	Good	Fair	Not Good	Blank
Community	15%	52%	33%	0%	0%
Facility	19%	59%	18%	0%	4%
All Responses	17%	55%	26%	0%	2%

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%

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?

- **Need more help**
- **COVID virus must end!**
- **They always help me**
- **It would be nice if the staff would treat me well. I feel like it's hard for to voice my concerns.**
- **Develop more enjoyable activities at Harvest Homes to draw us out of our apartments into groups to have fun.**
- **Work with me to see what I need to see.**
- **Help me reach my goals, remind me to do things.**
- **Better income, increase available from my SSI. Show me that staff are actually working to improve my social, mental, emotional & financial life instead of leaving me feel like you are working a business and I am a product.**

20. Continued

- **Help me make friends.**
- **Need company every now and again. Being able to have company again will help me feel even more.**
- **Since the quarantine, a major decline**
- **Don't have any. Doing fine.**
- **I can't relate to getting jeered at or stigmatized.**
- **Would like to live without the symptoms of other people's mental illness effecting me. I would like to cook more, have room for my food in fridge and feel more homey and have more privacy.**
- **Let me live on my own. Just teach me the basics-how to handle me SS check and have a checkbook of my own. I went to business college.**

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?

- ❖ I feel Prairie Harvest is doing an excellent job
- ❖ No....?? Bad weather driving
- ❖ Lifeskills job development, short term memory loss organization
- ❖ More lawn games, bbq's, encourage board games and card games, bingo & fun prizes. Residents join in baking and cooking.
- ❖ Job development for finding work.
- ❖ How to deal with peer pressure from your loved ones, family & elders. How to solve situations by court.
- ❖ Home visits over the phone.

Note: All comments are in the clients' own words

21. Continued

- ❖ **Keep Wellness Store open, give out gift certificates**
- ❖ **You guys are doing an awesome job, even during the COVID-19 crisis. I can't wait to see you face to face again. I hope real soon**
- ❖ **Different activities.**
- ❖ **Bring back some groups, being in a group for recovery from alcohol/drugs, groups for people who have been physically, emotionally or sexually abused. Bring back job coaches.**
- ❖ **More or any achieve awards.**


2020 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 , circle , Yes or No, 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 or GED <input type="checkbox"/> Vocational/Tech College - Did you graduate? <input type="checkbox"/> Yes <input type="checkbox"/> No or <input type="checkbox"/> Currently Attending <input type="checkbox"/> College - 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?		
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.	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
Life Skills &/or Job Development Groups {Wendy & Renee} <input type="checkbox"/> I do not use this service.	Yes	No
PHMH Case Management {Beverly, Blake, Morgan, Jennifer, Justin or Bethany}	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



2020 Outcomes Survey

6.) Do you participate in setting your own goals on your Individual Recovery Plan (IRP)?	Yes	No	
7.) Are you actively working on your goals on your Individual Recovery Plan?	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!