



The Village Family Service Center  
2009 Service Outcomes

- **Adoption Services** completed **35 placements** and provided **929 hours of counseling** to pregnancy clients
- **Big Brothers Big Sisters** outcomes as reported by parents of **250 "Littles"**:
  - 68% improvement in relationships
  - 89% improvement in self-confidence
  - 67% improvement in academic performance
  - 65% improvement in ability to make decisions
- **Counseling Services** 72% of 195 clients showed improvement based on pre and post Outcomes Questionnaire assessments; 71% of 41 youth showed improvement based on pre and post Youth Outcomes Questionnaire assessments
- **Explorers Program** showed improvement in the areas of Hyperactivity Problems, Peer Problems and Pro-social Behavior based on 28 children assessed via the Strengths & Difficulties Questionnaire
- **Family Based Services** prevented placement in 75% of 453 families served
- **Family Group Decision Making**
  - Children living with parents or relatives: 60% pre-conference; 85% post-conference (since program began in April 2006)
- **Financial Resource Center**
  - clients had 62% success rate on Debt Management Program
  - 86% of client reported reduced stress level (361 clients reporting)
- **Nokomis Child Care**
  - Granted 132 scholarships to families who otherwise could not afford quality childcare.
  - Served 72,749 healthy and nutritious meals to children.
  - Provided 210,366 hours of childcare svc and positive experiences to children.
- **Truancy Intervention**
  - 405 of 1,089 students served had improved attendance (37%)
  - 26 of 52 students assessed (50%) showed improvement based on pre and post Youth Outcomes Questionnaire
- **Village Business Institute**
  - 284 EAP clients returned customer satisfaction surveys during 2009. 259 (91%) of those clients said they were helped with their questions/concerns.

2007-2009 Data:

  - Reduced absenteeism from 1.09 days/month to 0.80 days/month after EAP counseling
  - Decreased productivity loss from \$442/month to \$324/month after EAP counseling
  - Reduction of unearned wages from \$239/month to \$175/month after EAP counseling