

4th Quarter, 2023 Customer Satisfaction Surveys

During the 4th quarter of 2023, The Village received 241 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 89.1% answered “Yes”. Feedback from our clients is appreciated and helps us ensure we are providing high quality services.

Here are some narrative responses from clients:

What was the best part of your experience or a positive change after services through The Village?

My son has less panic attacks.
My daughter is young and is dealing with trauma. As a parent, I'm learning how to handle behavior issues vs. expecting her to deal with emotions that come up.
Better able to empathize with others.
EMDR has helped with my inner critic.
First time in my life I have felt there was a chance at happiness.
Healed the relationship between my mom and me.
The in-school program in SE ND is fantastic!
Working with JaNaye is amazing. She has helped me find a stable living. The desk staff was also always helpful and kind.
An assertive counselor who prioritizes my daughter's voice.
Laura is absolutely amazing! She works well with my son and explains to me and my husband how to best help my son!
I'm so grateful for Kate, I have not been able to connect with other therapists the way I have with her ...The trust has made the difference!
We hit the lottery when Nik Lovaas became my son's therapist so many years ago. The positive changes that have taken place are immeasurable!
Increased self-worth.
I am able to get myself out my head easier with the tools I have been given.
More cohesive parenting with my spouse.
Much happier with life.
Improved ability to be present with and process emotions.
Acceptance of what I can't change.
Hope.
Helpful resources have helped guide me in a path to improvement.
Ability to conduct via telehealth.
Being heard by a counselor and having them provide helpful feedback that will help me better myself.
Jacob is a good counselor.
Not as stressed out.
Erika did a great job. All attendees were respectful which made the process smooth.
I really appreciate Tania - she does a wonderful job and made sure to interject when there was some disagreement between family members - she was quick to shut it down and refocus the family and did so in a very polite and respectful way. :)
Solving family issues/overcoming difficult dynamic.
Very personable - you can tell this is something she is meant to do.
Susan is the best! I always enjoy her engaging presentations and leave feeling empowered & more knowledgeable.
She had a humble and open-minded vibe, which made it enjoyable to learn from her.