



2016 Service Outcomes

Adoption Services completed **29 placements** and provided **594 hours of counseling** to pregnancy clients.

Big Brother Big Sisters – Community Based (reported by parents of 135 “Littles”)

- 94% improvement in self-confidence
- 78% improvement in ability to express feelings
- 94% improvement in interest/hobbies
- 85% improvement in sense of future
- 89% improvement in academic performance
- 90% improvement in relationships with other adults

Big Brothers Big Sisters – School based (reported by teachers of 106 “Littles”)

- 63% improvement in self confidence
- 67% improvement in ability to express feelings
- 63% improvement in class participation
- 52% improvement in relationship with peers
- 67% improvement in academic performance
- 55% improvement in relationship with other adults

Counseling Services – **63%** of **443** clients showed improvement based on pre and post Outcomes Questionnaires; **52%** of **478** youth showed improvement based on pre and post Youth Outcomes Questionnaires; **56%** of **412** clients showed improvement on pre/post Patient Health Questionnaire; **56%** of **418** clients showed improvement on pre-post Generalized Anxiety Disorder assessments.

Family Based Services - prevented placement in **82%** of **453** families reported and completed **77% of 885** established goals (Report 5570); for **ND** FBS: average **CAFAS score decreased from 69 to 48** across 207 clients' pre/post assessments; average **PECFAS score decreased from 74 to 45** across 27 clients (Note: CAFAS scale: 0=no impairment, 240=greatest impairment; PECFAS 0=no impairment, 210=greatest impairment);

Family Group Decision Making

- 158 families, 787 people served
- Of 619 surveys returned after family conferences, 81% of respondents said they have a more connected relationship with family members or other meeting participants
- Of 619 surveys returned after family conferences, 89% reported knowing more about supportive services available to the children and families than prior to conferences

Family Team Decision Making

- 114 families, 177 people served
- Of 329 surveys returned, 94% said they felt their comments were considered before a final decision was reached.
- Of 329 surveys returned, 95% said that this was a positive experience.
- Of 329 surveys returned, 96% said the facilitator clearly identified the respondent's responsibility to the plan.

Financial Resource Center

- Of 38 surveys, 93% indicated their stress level was reduced after their initial meeting with the counselor.
- Clients had an 80% success rate in exiting the program; well over the national average.
- Clients had a delinquency rate of only 4.5% - indicating regular payments on the debt management plan.
- \$2,080,367 was paid to creditors on behalf of clients; reducing their debt and saving funds that may have been lost to bankruptcy.

First Step Recovery

- First Step provided chemical dependency services to 352 cases, 469 people during 2016.
- First Step provided 1,753 hospital consults in 2016.
- Of 36 surveys returned, 89% said they benefited from the program.
- Of 36 surveys returned, 78% felt they were able to access services in a timely manner.

Nokomis Child Care

- \$133,933 was given to 98 families who otherwise could not afford quality childcare in 2016.
- Served 74,721 healthy and nutritious meals to children.
- Provided 229,602 hours of childcare service and positive experiences to children.

Supervised Parenting Time

- Provided visitation and related services to 98 children, 283 individuals
- 3 of 4 (75%) survey respondents indicated the child's well-being benefitted from the visitation/exchange

Truancy Intervention – 1,965 students received TIP services during 2015-2016 school year.

Village Business Institute

- 251 EAP clients returned customer satisfaction surveys during 2016. 248 (98%) of those clients said they were helped with their questions/concerns. 250 (99%) would recommend this service to others.