



## 2017 Service Outcomes

**Adoption Services** completed **15 placements** and provided **473 hours of counseling** to pregnancy clients.

### **Big Brother Big Sisters – Community Based (reported by parents of 224 “Littles”)**

- 77% improvement in self-confidence
- 81% improvement in ability to express feelings
- 82% improvement in interest/hobbies
- 83% improvement in class participation
- 69% improvement in academic performance
- 77% improvement in relationships with other adults

### **Big Brothers Big Sisters – School based (reported by teachers of 224 “Littles”)**

- 87% improvement in self confidence
- 68% improvement in ability to express feelings
- 91% improvement in class participation
- 86% improvement in relationship with peers
- 85% improvement in academic performance
- 65% improvement in relationship with other adults

**Counseling Services** – **66%** of **604** clients showed improvement based on pre and post Outcomes Questionnaires; **53%** of **698** youth showed improvement based on pre and post Youth Outcomes Questionnaires; **59%** of **799** clients showed improvement on pre/post Patient Health Questionnaire; **60%** of **794** clients showed improvement on pre-post Generalized Anxiety Disorder assessments.

**Family Based Services** prevented placement in **84%** of **343** families; **78%** of **635** established goals were attained or partially attained; for **ND** FBS: average **CAFAS score decreased from 72 to 47** across 228 clients pre/post assessments; average **PECFAS score decreased from 78 to 49** across 20 clients (Note: CAFAS: 0 = no impairment, 240 = greatest impairment; PECFAS: 0 = no impairment, 210 greatest impairment).

### **Family Group Decision Making**

- 123 families, 519 people served
- Of 447 surveys returned after family conferences, 89% of respondents said they have a more connected relationship with family members or other meeting participants; of 447 surveys returned after family conferences, 94% reported knowing more about supportive services available to the children and families than prior to conferences

### **Family Team Decision Making**

- 58 families, 102 people served
- Of 114 surveys returned, 92% said they felt their comments were considered before a final decision was reached; of 114 surveys returned, 96% said that this was a positive experience; of 114 surveys returned, 91% said the facilitator clearly identified the respondent’s responsibility to the plan.

### **Financial Resource Center**

- Of 29 surveys, 93% indicated their stress level was reduced after their initial meeting with the counselor.
- Clients had an 82% success rate in exiting the program; well over the national average.
- Clients had a delinquency rate of only 5.4 % - indicating regular payments on the debt management plan.
- \$1,965,318 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 469 cases, 593 people, hospital consults to 2,008 patients.
- Of 29 surveys returned, 95% said they benefited from the program and 99% felt they were able to access services in a timely manner.

### **Psychiatric Intensive Outpatient Program (PIOP)**

- 48 clients served; 9 of 9 clients surveyed said counselor helped them plan how to address concerns; PHQ pre/post: 15 of 25 clients indicated improvement (60%); GAD pre/post: 15 of 25 clients indicated improvement (60%)

### **Supervised Parenting Time**

- Provided visitation and related services to 74 cases, 191 individuals
- 6 of 8 (75%) survey respondents indicated the child’s well-being benefitted from the visitation/exchange

**Truancy Intervention** – 1,837 students received TIP services during 2016-2017 school year.

- Based on 42 student surveys, 64% said academic progress improved;
- Based on 19 parent/school staff surveys, 78% aid TIP staff communicated effectively, 78% said TIP staff addressed any questions/concerns they had, 95% want TIP to continue.

### **Village Business Institute**

- 303 EAP clients returned customer satisfaction surveys during 2017. 300 (97%) of those clients said they were helped with their questions/concerns. 302 (99%) would recommend this service to others.