



2018 Service Outcomes

Adoption Services completed **20 placements** and provided **469 hours of counseling** to pregnancy clients.

Big Brother Big Sisters – Community Based (reported by parents of 179 “Littles”)

- 92% improvement in self-confidence
- 92% improvement in ability to express feelings
- 83% improvement in interest/hobbies
- 81% improvement in decision making
- 81% improvement in academic performance
- 77% improvement in relationships with other peers

Big Brothers Big Sisters – School based (reported by teachers of 179 “Littles”)

- 79% improvement in self confidence
- 85% improvement in ability to express feelings
- 79% improvement in making decisions
- 79% improvement in relationship with peers
- 96% improvement in academic performance
- 85% improvement in class participation

Counseling Services – 62% of **672** clients showed improvement based on pre and post Outcomes Questionnaires; 55% of **823** youth showed improvement based on pre and post Youth Outcomes Questionnaires; 56 % of **722** clients showed improvement on pre/post Patient Health Questionnaire; 56% of **723** clients showed improvement on pre-post Generalized Anxiety Disorder assessments.

Family Based Services prevented placement in 80% of **372** families; 80% of **619** established goals were attained or partially attained; for **ND** FBS: average **CAFAS score decreased from 64 to 46** across 193 clients pre/post assessments; average **PECFAS score decreased from 80 to 48** across 27 clients (Note: CAFAS: 0 = no impairment, 240 = greatest impairment; PECFAS: 0 = no impairment, 210 greatest impairment).

Family Group Decision Making

- 94 families, 211 people served
- Of 259 surveys returned after family conferences, 84% of respondents said they have a more connected relationship with family members or other meeting participants.
- Of 259 surveys returned after family conferences, 92% reported knowing more about supportive services available to the children and families than prior to conferences.

Financial Resource Center

- Of 67 surveys, 91% indicated their stress level was reduced after their initial meeting with the counselor.
- Clients had 75.4% success rate in exiting the program; well over the national average.
- Clients had a delinquency rate of only 5.8 % - indicating regular payments on the debt management plan.
- \$ 1,995,383.86 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 463 cases, 594 people, hospital consults for 2121 patients.
- Of 22 surveys returned, 95% said they benefited from the program and 100% felt they were able to access services in a timely manner.
- 96% of **63** clients showed improvement based on pre and post Outcomes Questionnaires.

Supervised Parenting Time

- Provided visitation and related services to 50 cases, 125 individuals.
- 3 out of 3 survey respondents said the program works to ensure family’s safety; 3 out of 3 survey respondents said the program has benefitted their child’s well-being.

Truancy Intervention – 1,534 students received TIP services during 2017-2018 school year.

- Based on 43 student surveys, 72% said academic progress improved;
- Based on 103 parent/school staff surveys, 63% said TIP staff communicated effectively, 62% said TIP staff addressed any questions/concerns they had, 80% want TIP to continue.

Village Business Institute

- 275 EAP clients returned customer satisfaction surveys during 2018. 250 (92%) of those clients said they were helped with their questions/concerns. 264 (96%) would recommend this service to others.

Psychiatric Intensive Outpatient Program (PIOP)

- 133 clients served during 2018; 18 of 19 clients surveyed said the counselor helped them plan how to address concerns.