



2019 Service Outcomes

Adoption Services completed **20 placements**, provided **305.75 hours of counseling** to pregnancy clients and did **43 search and reunion completions**.

Big Brother Big Sisters – Community Based (reported by parents of 96 “Littles”)

- 100% improvement in their attitude towards risky behaviors
- 77% improvement in educational expectations
- 100% improvement in grades/academic performance
- 85% improvement in parental trust/family connectedness
- 92% improvement in social acceptance

Big Brothers Big Sisters – School based (reported by teachers of 49 “Littles”)

- 76% improvement in self-confidence
- 84% improvement in ability to express feelings
- 72% improvement in ability to make decisions
- 84% improvement in academic performance
- 71% improvement in relationship with peers

Counseling Services excluding IOP – 59% of **1,154** clients showed improvement based on pre and post Outcomes Questionnaires; 52% of **879** youth showed improvement based on pre and post Youth Outcomes Questionnaires; 63% of **607** clients showed improvement on pre/post Patient Health Questionnaire; 66% of **622** clients showed improvement on pre-post Generalized Anxiety Disorder assessments.

Family Based Services prevented placement in 77% of **325** families; 73% of **608** established goals were attained or partially attained; for **ND** FBS: average **CAFAS score decreased from 67 to 51** across 129 clients pre/post assessments; average **PECFAS score decreased from 71 to 46** across 26 clients (Note: CAFAS: 0 = no impairment, 240 = greatest impairment; PECFAS: 0 = no impairment, 210 greatest impairment).

Financial Resource Center

- Of 46 surveys, 85% indicated their stress level was reduced after their initial meeting with the counselor.
- Clients had 84.4% success rate in exiting the program; well over the national average.
- Clients had a delinquency rate of only 5.0 % - indicating regular payments on the debt management plan.
- \$ 2,102,351.49 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 476 individuals, hospital consults for 2,188 patients.
- 69% of **34** clients showed improvement based on pre and post Outcomes Questionnaires.

Supervised Parenting Time

- Provided visitation and related services to 48 cases, 147 individuals.

Truancy Intervention

- 1,271 students received TIP services during 2018-2019 school year.

Village Business Institute

- 185 EAP clients returned customer satisfaction surveys during 2019. 158 (87%) of those clients gave the Village an excellent rating, 171 (93%) would recommend this service to others.

Psychiatric Intensive Outpatient Program (PIOP)

- 146 individuals served during 2019; 67% of 17 clients showed improvement on pre/post PHQ; 53% of 17 clients showed improvement on pre/post GAD.

Family Centered Engagement

- 229 cases, 1,364 individuals served during 2019; 901 FCE clients returned customer satisfaction surveys during 2019 - 779 (86%) of those respondents gave the Village an excellent rating.

School Based Services

- 71.6% of 159 youth showed improvement based on pre and post Youth Outcomes Questionnaire;
- Total 454 surveys were sent and 51 received during 2019 – 92% excellent rating
- The response rate for surveys sent via Survey Monkey was 11% in 2019.

Clinical Services surveys (includes Counseling, Family Based, IOP, First Step)

- Total 3840 clinical surveys sent and received 469 during 2019 - 93% excellent rating
- The response rate for surveys sent via Survey Monkey was 12% in 2019.