



2020 Service Outcomes

Adoption Services completed **12 placements**, provided **271.5 hours of counseling** to pregnancy clients and did **31 search and reunion completions**.

Big Brother Big Sisters – Community Based (reported by parents of 113 “Littles”)

- 90% Juvenile justice
- 90% improvement in educational expectations
- 90% improvement in grades/academic performance
- 74% improvement in parental trust/family connectedness
- 95% Special adult in their life

Big Brothers Big Sisters – School based (reported by teachers of 113 “Littles”)

- 100% improvement in educational expectations
- 100% improvement in grades/academic performance
- 100% Juvenile justice
- 100% improvement in parental trust/family connectedness
- 95% Special adult in their life

Clinical / Community-Based Services (Counseling, EAP, FBS, First Step, IOP, School Based) combined:

- **66%** of **625** improved (pre/post Outcome Questionnaire); **54%** of **694** improved (pre/post Youth Outcome Questionnaire)
- **68%** of 835 improved (pre/post Patient Health Questionnaire); **70%** of **847** improved (pre/post Generalized Anxiety Disorder).

Counseling Services:

- 80% of client service goals accomplished or partially accomplished (based on 3,349 client terminations/discharges)

Family Based Services:

- prevented placement in 77% of **311** families
- 71% of client service goals accomplished (Based on 414 termination/discharge forms)
 - **ND FBS: average CAFAS score decreased from 61 to 44** across 144 clients pre/post assessments (decrease = improvement)
 - **ND FBS: average PECFAS score decreased from 58 to 33** across 15 clients (decrease = improvement)
- 155 referrals to other services (Village and external)

Financial Resource Center

- Of 34 surveys, 85% indicated their stress level was reduced after their initial meeting with the counselor.
- Clients had 86.4% success rate in exiting the program; well over the national average.
- Clients had a delinquency rate of only 5.7 % - indicating regular payments on the debt management plan.
- \$ 2,314,542 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 443 individuals, hospital consults for 2,489 patients
- 72% of client service goals accomplished (based on 375 client terminations/discharges)
- 104 referrals to other services (Village and external)

Supervised Parenting Time

- Provided visitation and related services to 35 cases, 84 individuals.

Village Business Institute

- 22 EAP clients returned customer satisfaction surveys during 2020. 20 (90%) of those clients gave the Village an excellent rating, 21 (95%) would recommend this service to others; 87% client service goals accomplished (Based on 1,016 terminations/discharges); 130 referrals to other services (Village and external)

Psychiatric Intensive Outpatient Program (PIOP)

- 121 individuals served during 2020

Family Centered Engagement

- 384 cases, 1,854 individuals served during 2020; 201 FCE clients returned customer satisfaction surveys during 2020 – 170 (92%) of those respondents gave the Village an excellent rating.

School Based Services

- Total 223 surveys were sent and 23 received during 2020 – 95.6% excellent rating
- The response rate for surveys sent via Survey Monkey was 10% in 2020.

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

- Total 4,323 clinical surveys sent and received 486 during 2020 - 93% excellent rating
- The response rate for surveys sent via Survey Monkey was 11% in 2020.