



## 2021 Service Outcomes

Adoption Services completed **10 placements**, provided **269.75 hours of counseling** to pregnancy clients and did **23 search and reunion completions**.

### Big Brother Big Sisters – Community Based (reported by 116 “Littles”)

- 93% Emotional regulation
- 69% improvement in educational expectations
- 72% improvement in grades/academic performance
- 59% improvement in parental trust/family connectedness

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

- **62% of 831** improved (pre/post Outcome Questionnaire); **52.3% of 1,172** improved (pre/post Youth Outcome Questionnaire)
- **60% of 621** improved (pre/post Patient Health Questionnaire); **62% of 623** improved (pre/post Generalized Anxiety Disorder).

### Counseling Services:

- **78%** of client service goals accomplished or partially accomplished (based on **4,182** client terminations/discharges)

### Family Based Services:

- prevented placement in **74%** of **261** families
- **68%** of client service goals accomplished (**261 families**)
- ND FBS: average **CAFAS score decreased from 65 to 46** across **137** clients pre/post assessments (decrease = improvement)
- ND FBS: average **PECFAS score decreased from 69 to 36** across **13** clients (decrease = improvement)

### Financial Resource Center

- Of 15 surveys, 83% indicated their stress level was reduced after their initial meeting with the counselor.
- Clients had 90.4% success rate in exiting the program; well over the national average.
- Clients had a delinquency rate of only 5.2 % - indicating regular payments on the debt management plan.
- \$ 1,960,973 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 **437** individuals, hospital consults for **2,385** patients
- **71%** of client service goals accomplished (based on **351** client terminations/discharges)
- **34** referrals to other services (Village and external)

### Village Business Institute

- 199 EAP clients returned customer satisfaction surveys during 2021. 161 (88%) of those clients gave the Village an excellent rating, 128 (73%) would recommend this service to others; 82% client service goals accomplished (Based on 1,787 terminations/discharges); 131 referrals to other services (Village and external)

### Psychiatric Intensive Outpatient Program (PIOP)

- **111** individuals served during 2021

### Family Centered Engagement

- **620** cases, **2,944** individuals served; 207 FCE clients returned customer satisfaction surveys during 2021 – 187 (93.9%) of those respondents gave the Village an excellent rating.

### School Based Services

- Total 235 surveys were sent and 44 received during 2021 – 98% excellent rating
- The response rate for surveys sent via Survey Monkey was 18% in 2021.
- 83% of goals accomplished/partially accomplished (based on 266 service closings)

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

- Total 4,602 clinical surveys sent and received 512 during 2021 - 95% excellent rating
- The response rate for surveys sent via Survey Monkey was 11% in 2021.