

1st Quarter, 2022 Customer Satisfaction Surveys

During the 1st quarter of 2022, The Village received 227 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 91.8% answered “Yes”. We also gather feedback from referral sources, volunteers, and other stakeholders. Surveys are requested from stakeholders to ensure our services match the intended goals and we continue to provide great customer service.

Here are some narrative responses from clients:

What was the best part of your experience with the Village?

- ❖ The understanding of staff and kindness. *Big Brother Big Sister Program*
- ❖ Friendly and caring staff. *Big Brother Big Sister Program*
- ❖ Ease of getting an appts, being able to do it virtually or by telephone, compassion when needing it most, and confidentiality. *Employee Assistance Program*
- ❖ Friendly discussion, empathetic listening, and help reflecting on situation *Employee Assistance Program*
- ❖ Feeling like I was understood and given reading material to help me navigate through the teen years. *Employee Assistance Program*
- ❖ The fact that I am not judged for whatever my issue/problem/fears are and that I am always treated with respect and given help on how to work through those areas in my life. *Clinical*
- ❖ Alyssa has been great with this child who is in foster care. He is trusting her. She met with the bio-mom and bio-mom felt reassured that he was being taken care of. *Clinical*
- ❖ Heather is beyond awesome. She is so caring and insightful but willing to be stern and speak like it is. We love her. *Clinical*
- ❖ Kieran is kind and truly seems to understand how to help overcome issues. Puts good plan in place and teaching strategies to manage issues. *Clinical*
- ❖ Every step of the process has been great and eased my anxiety, to making the first phone call to enrolling in IOP. I have felt so supported by everyone I have had contact with. *Clinical*
- ❖ The therapist I see is always so friendly and helpful and she doesn't shy away from calling me out if I didn't follow through with what we'd agreed on in the last meeting. I've never had such a helpful and easy to talk to therapist. *Clinical*
- ❖ My kids love going to Shelby and always telling me about how fun it was. I'm thankful they have someone they can open up to and feel comfortable talking to. *School-based*
- ❖ Hannah has been amazing to work with!!! *School-based*
- ❖ Tanya was passionate and informative. She approached everything with a level of empathy and honesty that I appreciated. *Village Business Institute*
- ❖ How fast the process all was! *Financial Resource Center*
- ❖ Talking with the counselor and setting up a plan. *Financial Resource Center*
- ❖ Emily was very neutral, got people back on track when they went wayward. Very prompt with getting the meeting notes sent out to us all. THANK YOU!! *Family Centered Engagement*
- ❖ The facilitator did an excellent job of focusing on the positive qualities that the family exhibited and how they could use those positives to overcome their struggles. *Family Centered Engagement*
- ❖ Compared to the previous Family Group Decision Making, the newer process seemed to be more streamlined, yet hit all the needed areas. *Family Centered Engagement*
- ❖ The friendship my child had built with his therapist. *Foley Parent Survey*
- ❖ My son had someone else to help him with situations in the classroom. *Foley Parent Survey*
- ❖ The referral process was smooth and timely. *Foley Teacher Survey*
- ❖ Giving ideas on how to handle behaviors in the classroom or what to say to individual students. *Foley Teacher Survey*
- ❖ The IOP program is fantastic! Helped me learn so many new coping skills I utilize today. *Social Media/Facebook*