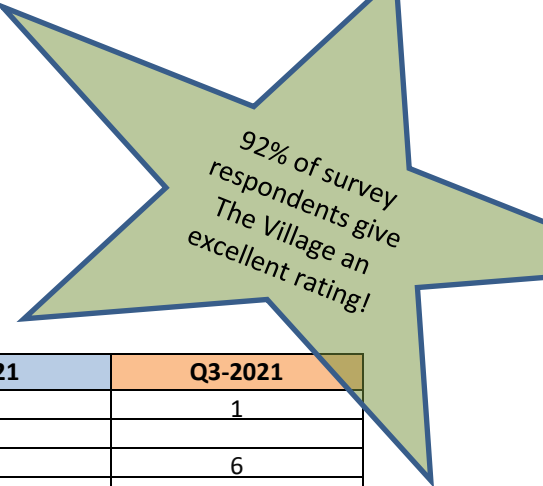




**Quality Assurance Summary  
For Board of Directors  
1<sup>st</sup> quarter, 2022**



**Risk Management**

Incidents/Complaints/Social Media	Q1-2022	Q4-2021	Q3-2021
Confidentiality		4	1
Customer Service			
Cust Svc-Misc	3	3	6
Cust Svc-Paperwork	1	2	
Cust Svc-Phone	1		
Cust Svc-Provider or Provider Change	15	10	8
Cust Svc-Scheduling	11	13	5
Risk Management/ Safety			
RM-Client Escalated/Threatening	5	7	1
RM-COVID	----	10	10
RM-Facility	1	1	2
RM-Lice/Bedbugs			
RM-Misc	2	3	
RM-Police involved	1		3
RM-Staff injury/illness	2	2	2
RM-Suicidal/Homicidal	2		1
RM-Vehicle/Driving		1	1
Other	1		
Technology/Phones	2	2	
<b>Total</b>	<b>47</b>	<b>60</b>	<b>40</b>

- Safety Committee met 1/6, 1/27, 2/24 to discuss safety concerns; Active shooter training scheduled for F-M region for 4/28.

**Customer Satisfaction**

- **551** total surveys compiled for 1<sup>st</sup> quarter (**up** from 378 for 4<sup>th</sup> quarter)
- **“Would you give The Village an excellent rating?” 92% Yes Goal: 95%**

Survey	Q1 2022			Q4 2021			Q3 2021		
	# sent	# returned	response rate	# sent	# returned	response rate	# sent	# returned	response rate
Clinical	1177	96	8.1%	1208	108	8.9%	1019	131	12.9%
EAP - Internal	377	43	11.4%	543	51	9.4%	454	43	9.5%
EAP - external	53	1	1.8 %	41	1	2.4%	45	2	4.4%
Adoption	1	0	0%	3	0	0.0%	13	1	7.7%
BBBS	6	4	66.6%						
School-Based	123	11	8.9%	153	10	6.5%	29	3	10.3%
FRC	60	4	6.6%	50	5	10.0%	30	2	6.7%
<b>Totals</b>	<b>1797</b>	<b>159</b>	<b>8.8%</b>	<b>1998</b>	<b>175</b>	<b>8.8%</b>	<b>1590</b>	<b>182</b>	<b>11.4%</b>
BBBS	---	---	---	---	11	---	---	0	---
FCE	---	53	---	---	53	---	---	31	---
Foley - Parent	---	10	---	---	0	---	---	1	---
Foley - Student	---	---	---	---	5	---	---	0	---
Foley - Teacher	---	4	---	---	1	---	---	5	---
FGDM-Mhd	---	0	---	---	0	---	---	0	---
VBI Trainings	---	313	---	---	124	---	---	96	---
Intake No-Show	221	12	5.4%	355	9	2.5%	263	2	0.8%
<b>Totals</b>	<b>---</b>	<b>551</b>	<b>---</b>	<b>---</b>	<b>378</b>	<b>---</b>	<b>---</b>	<b>317</b>	<b>---</b>

- **Celebratory Comments / Changes as result of services:**

- ❖ 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*

- **Other services needed but not provided by The Village:**

Psychiatrist, dialectical, vaping/nicotine counseling for minors, home svcs/addiction counseling, reunification (2), applying for disability/state assistance, family custody help, peer communication group for children, mentoring for home organization, evening appointments, telehealth svcs for FCE participant, motivational interviewing techniques for Head Start coordinators, school-based for middle school, more sessions

- Negative survey feedback is shared with supervisor and SLT as it is received; follow-up contact is made if requested by client; compiled along with feedback from social media and Contact Us quarterly