

3rd Quarter, 2022 Customer Satisfaction Surveys

During the 3rd quarter of 2022, The Village received 171 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 91.2% 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?

- ❖ Amy really listens to me and is able to meet me in the comfort of my home/car through virtual meetings -- big bonus for a busy lifestyle! *Employee Assistance Program*
- ❖ Denise is an excellent counselor and has helped me make great strides in my relationships and work. *Employee Assistance Program*
- ❖ Working with Kathy, having her help normalize my difficulties and providing concrete ideas for moving forward. *Employee Assistance Program*
- ❖ Kate has been exceptional. She is kind and understanding and provides me with the tools and resources to help my progress. I feel at ease with her and not judged. I’ve struggled for the majority of my adult life with many of the issues she’s helping me through. I’ve been to multiple other therapists thought the years without success or the extent of progression I have gained from my experience with Kate. *Clinical*
- ❖ My therapist. If it wasn't for her being kind, patient, and understanding I don't think I would have come this far or continued to come to therapy. She is the reason I keep coming back and the reason I have made and am able to see my progress I have made because otherwise I would not be where I am today. *Clinical*
- ❖ Heather is amazing. She truly knows our son and his needs. She works hard to ensure he has tools to support his anxiety and that our family is comfortable with the tools as well. *Clinical*
- ❖ Julie is the best therapist. She is professional and therapeutic and so insightful. Also, the front desk staff at Alexandria location is very empathetic and approachable. *Clinical*
- ❖ I enjoy my visits with JoDee. I feel validated by her and trust her insight. She has helped me come a long way. I appreciate everyone I have worked with at the village. *Clinical*
- ❖ The best part is that I truly feel that JoDee and the rest of the IOP staff are looking to provide me the best care they can. I feel like I matter to them and that has helped me want to work to get well. *Clinical*
- ❖ Presenter was very clear, easy to understand, simple slides. I really like her presentation style. And she had lots of useful tips and tricks to recognize and deal with stress. Well worth an hour of my day. Thank you, Susan! *Village Business Institute*
- ❖ Her enthusiasm and positivity throughout the whole presentation! She kept me engaged and interested. *Village Business Institute*
- ❖ Janelle talked through everything about finances, including, and probably most important, the emotional part of budgeting and spending. *Financial Resource Center*
- ❖ Being able to see this in a different perspective for the family, but still being able to discuss all necessary aspects for support and needs. *Family Centered Engagement*
- ❖ Jessi is very good at trying to connect with parents before the meeting starts. *Family Centered Engagement*
- ❖ 5-star review - This has been a wonderful company to work for. I have had many positive experiences with staff. *Social Media/Facebook*