



**Quality Assurance Summary
For Board of Directors
2nd quarter, 2022**

87% of survey respondents give The Village an excellent rating!

Risk Management

Incidents/Complaints/Social Media	Q2-2022	Q1-2022	Q4-2021
Confidentiality	0		4
Customer Service			
Cust Svc-Misc	13	3	3
Cust Svc-Paperwork	1	1	2
Cust Svc-Phone	0	1	
Cust Svc-Provider or Provider Change	2	15	10
Cust Svc-Scheduling	17	11	13
Risk Management/ Safety			
RM-Client Escalated/Threatening	3	5	7
RM-COVID	-----	-----	10
RM-Facility	4	1	1
RM-Lice/Bedbugs			
RM-Misc	3	2	3
RM-Police involved	3	1	
RM-Staff injury/illness	0	2	2
RM-Suicidal/Homicidal	2	2	
RM-Vehicle/Driving	2		1
Other	4	1	
Technology/Phones	2	2	2
Total	56	47	60

- Safety Committee met 3/25, 5/20, 6/24 to discuss safety; Active shooter training completed in F-M region 4/28; WSI audit completed in June; our experience rating was -18.5% for the past year which impacts our premium rate.

Customer Satisfaction

- **287** total surveys compiled for 2nd quarter (down from 551 for 1st quarter)
- **“Would you give The Village an excellent rating?” 87% Yes Goal: 95%**

Survey Monkey - Sent by QA	# sent	# returned	% returned	Excellent rating Yes	Excellent Rating No	% yes
Clinical	1214	115	9.5%	99	13	88.4%
EAP - Internal	363	31	8.5%	21	9	70.0%
EAP - external	60	2	3.3%	1	1	50.0%
Adoption Option	2	0	0.0%	0	0	#DIV/0!
School-Based	178	10	5.6%	10	0	100.0%
Financial Resource Center	60	2	3.3%	2	0	100.0%
Totals	1877	160	8.5%	133	23	85.3%
Survey Monkey - QR code	# sent	# returned	% returned	Excellent rating Yes	Excellent Rating No	% yes
Family Centered Engagement		24		20	1	95.2%
Foley - Parent		1		1	0	100.0%
Foley - Teacher		3		2	1	66.7%
Foley - Student		5		5	0	100.0%
BBBS		3		3	0	100.0%
FGDM-Moorhead		1		0	0	---
Total		37		31	2	93.9%
Non-Modular Surveys (do not include agency-wide questions)	# sent	# returned	% returned	Excellent rating Yes	Excellent Rating No	% yes
VBI Training surveys		88				
Intake No-Show survey	408	2	0.5%			
Totals		90				
Total surveys		287		164	25	86.8%

Celebratory Comments / Changes as result of services:

- ❖ While the match process did take some time, everyone at The Village made sure to communicate promptly and keep me in the loop! ***Big Brother Big Sister Program***
- ❖ Getting to know (Little) and make a new and wonderful friend. ***Big Brother Big Sister Program***
- ❖ Helping me deal with the things that need to be dealt with. ***Employee Assistance Program***
- ❖ Jenna was very personable and made me feel comfortable with my experience. She validated my feelings and made it feel ok to be there. ***Employee Assistance Program***
- ❖ Kathy listened to how I was feeling. Gave both immediate feedback and statements to have me think about things after I left our session. Provided a couple items for me to write down and think through after our session. ***Employee Assistance Program***
- ❖ Having someone to talk to about the death of husband/father. The therapists are so kind and caring. They listen and know when to let you talk and when to ask questions to help you better understand the process. ***Clinical***
- ❖ Working with Kate. She is an easy person to talk with and has a good understanding of Biblical application to psychological issues. ***Clinical***
- ❖ Counseling with Lorea is like talking to a friend. She is very real and down to earth. She makes it easy to open up and process ***Clinical***
- ❖ Heather is amazing in every way. She truly and genuinely cares and is so good with our son. ***Clinical***
- ❖ Hannah has been amazing! She explains things well to me and my son! She has helped my son so much!! ***Clinical***
- ❖ I am in a location without access to providers and having the virtual appointments has been the key to the progress I've been able to make in this difficult time of my life. ***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***
- ❖ I enjoyed that Tanya kept us engaged. She also did a good job of keeping it fun :) ***Village Business Institute***
- ❖ The presenter (Tanya) was so engaging!! She did a fabulous job and we would be thrilled to have her back again! ***Village Business Institute***
- ❖ Helpful. ***Financial Resource Center***
- ❖ Jessi did a good job with facilitating and making sure rules and respect were in place with the participants. ***Family Centered Engagement***
- ❖ Emily has a very calm demeanor. ***Family Centered Engagement***
- ❖ Extreme flexibility about scheduling meetings to accommodate my schedule. ***Family Centered***
- ❖ Nice that they come to the school. ***Foley Parent Survey***
- ❖ My counselor is really helpful, kind, and understanding. ***Foley Student Survey***
- ❖ I liked that the student could get services without being out of school. Less time was wasted on traveling. ***Foley Teacher Survey***
- ❖ Easy going staff and flexible to student needs. ***Foley Teacher Survey***
- ❖ Chris is great with all types of counseling concerns. I would recommend Chris anytime!! ***Social Media/Facebook***

• Other services needed but not provided by The Village:

Neurodivergent mentoring, regularly-scheduled appts, CD counseling for adolescents, BFRB treatment, MH testing like autism or OCD, couples counseling, in-home skills therapy, tragic counselor (?), Intensive In-Home, in-home MH, addiction counseling, CD services,

- 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