

2nd Quarter, 2021 Customer Satisfaction Surveys

During the 2nd quarter of 2021, The Village received 264 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 93% 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?

- ❖ Sarah was fantastic support through the process. She understood concerns and anxieties we had around the process. *Adoption*
- ❖ Thank you for creating this safe place to share in creating a plan to help children! *Family Centered Engagement*
- ❖ Morgan does great work setting up and running the FCEs. *Family Centered Engagement*
- ❖ The meeting went smoothly, and Rachel did a wonderful job facilitating all aspects. *Family Centered Engagement*
- ❖ How warm and how easy it is to talk to Miranda. She listens and I don't feel judged or that I need to rush along with anything. *Employee Assistance Program*
- ❖ I love Lindsey. So helpful and kind. *Employee Assistance Program*
- ❖ Having someone to talk to who was not personally involved and could assess the situation objectively. *Employee Assistance Program*
- ❖ Having someone to talk to and listen to my experiences, and giving me a new perspective and assistance. *Employee Assistance program*
- ❖ Facilitator did a good job of making the meeting civil and not allowing inappropriate comments/accusations to continue. *Family Group Decision Making*
- ❖ John has helped me to build an open, trusting and positive relationship with a male, something that I have never had before. *Clinical*
- ❖ Rawand :) Heather :) Eben :) *Clinical*
- ❖ Britni is very good with my daughter and has built up trust with her. She is very friendly and explains things well. *Clinical*
- ❖ Sobriety and development of long-term recovery plan. *Clinical*
- ❖ I feel completely comfortable talking about my past and present. I don't feel judged for my past mistakes or issues. I trust Kim with the process completely because I know she only wants the absolute best for me. Even when she makes me take accountability, I know it's only to help me going forward. *Clinical*
- ❖ Doing counseling over zoom is life changing. It is so much easier to get to the appointment on time and more comfortable to talk over the computer than in person. *Clinical*
- ❖ Meeting a counselor who listens attentively, remembers the people I talk about, provides important information for me to learn from, makes me feel comfortable when discussing private issues, does not seem to judge me and seems to be genuine and caring when helping me find answers to my struggles. *Clinical*
- ❖ Feeling confidence and understanding from Sarah. *School-based*
- ❖ Katie's commitment to my daughter's mental health. *School-based*
- ❖ Facilitator did a good job of making the meeting civil and not allowing inappropriate comments/accusations to continue. *Family Group Decision Making*
- ❖ Very knowledgeable and passionate about the subject matter, and Robert made it easily relate to things that happen in companies with steps that can be taken to overcome various barriers. *Village Business Institute*
- ❖ Counselor was knowledgeable and non-judgmental. *Financial Resource Center*
- ❖ Fast resolution to my concerns. *Financial Resource Center*