

3rd Quarter, 2021 Customer Satisfaction Surveys

During the 3rd quarter of 2021, The Village received 317 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 94% 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?

- ❖ Our case worker, Sarah, is an angel!! Her compassion, persistency with encouragement with both of us, and practical advice led us to a very special beginning! We will be forever grateful to all of you. Sarah will have a special place in our hearts always. Thank you. **Adoption**
- ❖ I have attended several FCE meetings, and Rachel, by far, has been the best facilitator. She was able to offer suggestions, positive comments about the family, and was completely engaged in the conversation! **Family Centered Engagement**
- ❖ It's always a pleasure and great experience working with Joann during these meetings! **Family Centered Engagement**
- ❖ The EAP was easy to access and removed the financial burden from my list of reasons not to get the help I needed. **Employee Assistance Program**
- ❖ I struggle to find good counselors. Jenna is one of the best I've found! **Employee Assistance Program**
- ❖ Kaitlyn Doyle was very comforting and made it easy for me to start the therapy process. I was nervous and I'm very thankful for her kindness and gentle way of working through the session. **Employee Assistance Program**
- ❖ Kenny was great. **Employee Assistance program**
- ❖ Having JoDee as my therapist. She rules and deserves a raise. **Clinical**
- ❖ Heather is beyond awesome. She has great insight but involves us in the process. She loves our son but isn't afraid to hold him accountable and doesn't make excuses to brush his behavior aside. **Clinical**
- ❖ Feeling comfortable with Nicole right from the beginning and being able to ‘jump back in’ at each appointment and Nicole’s memory- she makes me feel like I’m her only client! **Clinical**
- ❖ Nora has been an outstanding, caring, and understanding therapist. **Clinical**
- ❖ Everyone is friendly and I never feel like my sessions are the topic of the break room. Even when I would tell something to Michael that would be good for me to discuss in my couple’s sessions with my husband, he always asked if it was OK for him to tell Krystina about it. It feels like confidentiality is just as important to the staff as it is to the patients. **Clinical**
- ❖ I love the confidentiality and judgment-free atmosphere. My counselor is THE BEST and made this such a positive and meaningful experience for me. **Clinical**
- ❖ The care and compassion with which everyone treats me, everyone I encounter there is calm, kind, warm, and patient. My experience with The Village has changed my life in a very positive, meaningful, and long-lasting way. **Clinical**
- ❖ They have given her tools and ideas to help deal with her feelings and emotions. **School-based**
- ❖ This course went over skills that I had never thought about and many ways to handle situations that I'll relate back to in the future. **Village Business Institute**
- ❖ The counselor was very nice & understanding. **Financial Resource Center**
- ❖ Timely service and the spending trackers. **Financial Resource Center**
- ❖ Anne is super friendly! **Foley Parent Survey**
- ❖ I don't know what I would do if I hadn't found the village. I am so happy I have started receiving services here. I feel safe here. **Social Media/Facebook**
- ❖ I love my therapist and the service is good and I love it. **Social Media/Facebook**