

1st Quarter, 2019 Customer Satisfaction Surveys

During the 1st quarter of 2019, The Village received 429 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 98% 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?

- ❖ Megan has been wonderful to work with so far. She is kind, knowledgeable, and has helped me get to a point where I'm more willing to give strategies a try with her support. *Counseling-FBS*
- ❖ The way Callie made you feel. I was not a person that was able to open up and put feelings out on the table and Callie made me feel like I could trust her with my feelings. She made it easy to talk and get things out. *Counseling-FBS*
- ❖ ALL the fabulous staff that I interact with are always so nice, warm wishing, and very welcoming! *Counseling-FBS*
- ❖ Ruth. I feel she gets what I'm trying to fix in my life. I've had counselors in the past that have been a waste of my time. It's nice to be understood. *Counseling-FBS*
- ❖ Getting the multiple parenting strategies to try. Seeing them modeled for me so that I could observe not being reactionary. *Counseling-FBS*
- ❖ Nora is a great counselor and was able to get my child to open up and become comfortable with her. *Counseling-FBS*
- ❖ When I talk with my counselor, Andrea, that is always the best part of my day. She is an attentive listener and a compassionate person. *Employee Assistance Program*
- ❖ Working with Denise, my counselor, is easily the best part of my experience because she is so warm, caring, personable, and highly competent. I've been to several other counselors in the past, but Denise is by far the best. *Employee Assistance Program*
- ❖ Provider was relatable, down to earth and felt like chatting with an old friend. *Employee Assistance Program*
- ❖ Being able to get my feelings off my chest and have someone listen whose on the outside. *Employee Assistance Program*
- ❖ The IOP program is helpful to me in more than one way, but my favorite part so far has been having a group of my peers that can relate and offer advice to me and creating relationships with them. *Intensive Outpatient Program*
- ❖ I felt like it was a better version of a family. I felt any time I had issues I was able to go speak with Katie or any of the other IOP staff. I have never had a counseling experience where I felt fully confident in confiding in my provider without being judged. *Intensive Outpatient Program*
- ❖ How personable Alicia was and she was very professional and non-judging. *Financial Resource Center*
- ❖ Knowing that a person doesn't have to struggle with money issues alone. *Financial Resource Center*
- ❖ How well they matched me. My little continues to amaze me with how wise she is, far beyond her years. *Big Brother Big Sister*
- ❖ Working with Rachel was wonderful! She is very professional yet personable and makes the interview and enrollment process an enjoyable experience. *Big Brother Big Sister*
- ❖ I've met several employees and they are all very devoted. Excellent in communication through emails. *Big Brother Big Sister*
- ❖ The results I needed to confirm heritage. *Adoption*
- ❖ Chris was amazing helpful! *Adoption*
- ❖ The meeting at the Village was in a very positive environment and was finished with great time! It felt very laid back and relaxed! *Family Centered Engagement*
- ❖ The Village has always had respectful, positive and helpful staff. *Family Centered Engagement*
- ❖ I think these meetings are so good. Such a great way to bring everyone together in a non-confrontational way for the family. *Family Centered Engagement*
- ❖ The results – I found family! *Search*
- ❖ Sarah. I couldn't have done any of this without her. And finding my daughter's parents. *Pregnancy*
- ❖ Thank you! I couldn't have done ANY of this without you. You helped me take an unideal situation and helped find the most ideal solution. *Pregnancy*
- ❖ Our daughter loved seeing Sara and she truly made us all feel at ease that our daughters behavior was Ok. It was also very comforting that Sara was so helpful in communicating this to the teachers. *School Based Services*
- ❖ My son seems to have a more positive view of school. *School Based Services*
- ❖ Group therapy. *First Step Recovery*