

1st Quarter, 2020 Customer Satisfaction Surveys

During the 1st quarter of 2020, The Village received 316 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 95% 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?

- ❖ Watching my child get excited to see her Big Sister *Big Brother Big Sister*
- ❖ They were courteous and respectful. They gave several options on how to proceed. I felt positive after receiving direction from a session. *Financial Resource Center*
- ❖ Alicia! She was so very helpful in breaking down concepts and action steps. I felt so lost about budgeting and saving before her, and now I feel empowered and legitimately excited about my progress! Thank you so much, Alicia! *Financial Resource Center*
- ❖ Calm and positive atmosphere. *Family Centered Engagement*
- ❖ All opinions were heard during the meeting. *Family Centered Engagement*
- ❖ Very understanding! Great at explaining needs and goals for my child. *Family Centered Engagement*
- ❖ I'm better able to cope with the unexpected. *Clinical*
- ❖ I enjoyed nurturing relationships that were able to extend outside of the Village. The Village was there for me during a low period of my life. *Clinical*
- ❖ I no longer wrestle with despair and suicidal thoughts. *Clinical*
- ❖ IOP teaches real skills I can use and keep in mind. *Clinical*
- ❖ Less anxious in all aspects of life. *Employee Assistance Program*
- ❖ Better dialogue with spouse. *Employee Assistance Program-*
- ❖ Appointment gave me actionable steps to take and that made me feel better. *Employee Assistance Program*
- ❖ I've been utilizing the EAP through my employer for the last 6 years and has helped me grow both professionally and personally. I wouldn't be where I am today without The Village and EAP. *Employee Assistance Program*
- ❖ Quick response in getting initial appointment scheduled *Employee Assistance Program*
- ❖ I am so grateful to have this program. I know it won't be the last time I use it as our son has developed bipolar and schizophrenia, so when life gets a bit heavy. I know this resource is available and there for me. As well as him if he is living with us. Right now, his concerns are larger than this resource, if he would reach some level of wellness and be residing with us I realize that he could attend counseling with EAP. That is a stretch out there, he is quite unstable right now. *Employee Assistance Program*
- ❖ Better control of emotions. *School-based*
- ❖ Better self-help for my daughter when dealing with her anxiety/stress. *School-based*
- ❖ Katie is very nice and understanding and she knows how to talk to her and get her to open up. *School-based*
- ❖ The adaptability of the counselor to the needs of the child. Both my children, despite very different personalities, see benefit in the services provided. They are proud of the improvements they have made thus far. *School-based*