

2nd Quarter, 2019 Customer Satisfaction Surveys

During the 2nd quarter of 2019, The Village received 557 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 92.5% 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?

- ❖ Staff are amazing. Do a great job matching and supporting beyond the match. *Big Brothers Big Sisters*
- ❖ Fast appointment, specific help. *Financial Resource Center*
- ❖ Ms. Kellebrew was amazing! She’s sweet, compassionate, welcoming, hardworking and has great outlook on life. *Financial Resource Center*
- ❖ Centered around a plan of action – staying focused on solutions. *Family Centered Engagement*
- ❖ All voices were respected and heard. A sense of accomplishment was personally felt. *Family Centered Engagement*
- ❖ Eva is awesome – tough job. She is very professional. *Truancy Intervention Program*
- ❖ Clear communication and positive relationship with the kids. *Truancy Intervention Program*
- ❖ Sue was amazing to work with. Without her we wouldn’t have [our child]. *Adoption*
- ❖ It’s easier to get myself motivated to go to therapy because of the close location and text reminders. *Clinical*
- ❖ I am calmer all around in my life, not acting out on my stress. *Clinical*
- ❖ I have been able to express concerns to my wife. *Clinical*
- ❖ I’m not uncomfortable with counseling anymore. *Clinical*
- ❖ My child is speaking at school. *Clinical*
- ❖ [] has had very few bad days of school. *Clinical*
- ❖ [I] Don’t let anyone bully me. *Clinical*
- ❖ Successes at preschool and daycare (aggressive behaviors, peer interaction, appropriate teacher interaction). *Clinical*
- ❖ Been sober and clean since January. *Clinical*
- ❖ The reception staff is always so wonderful and inviting, even through email which helps a lot with the anxiety that comes with appointments. *Clinical*
- ❖ The service dog that comes around to everyone in the lobby! And Signe is a very approachable person, she made it very easy to open up to her. *Clinical*
- ❖ Calie Brown helped me recognize more positive things about myself, regain my self-confidence, overcome past issues, and gave me several tips to deal with severe anxiety and depression. My mental health, confidence, and outlook on life has improved immensely since I started counseling with her. *Clinical*
- ❖ Free; employer-sponsored. *Clinical*
- ❖ They bring [] back and forth from school. *Clinical*
- ❖ My group and Adam. *Clinical*
- ❖ Cory was wonderful to work with. She was persistent and found someone to meet with me very quickly. *Employee Assistance Program-External*
- ❖ A different perspective about being positive – I liked it! *Village Business Institute*
- ❖ Positive attitudes change lives. *Village Business Institute*