

## 1st Quarter, 2021 Customer Satisfaction Surveys

During the 1st quarter of 2021, The Village received 300 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?

- ❖ I received two photographs of myself as a baby. I have never had any baby pictures, so they are very meaningful. *Adoption*
- ❖ Working with Kim to help us adopt our son. *Adoption*
- ❖ Cindy was the best part of my experience outside of finding my brother. As a social worker myself, I can only hope one day to be amongst company such as Cindy. *Adoption*
- ❖ Having the family come together to communicate and develop a plan. - Starting with strengths. *Family Centered Engagement*
- ❖ I enjoy the process and it addresses needs in a positive way. Always receive a copy of the final outcome. *Family Centered Engagement*
- ❖ Darren was very easy to talk to and was a great listener. *Employee Assistance Program*
- ❖ The welcoming environment, I felt as though I could easily say anything without fear of judgement. *Employee Assistance Program*
- ❖ It is just great to talk to someone. Lindsey is wonderful and I am so glad I have been able to talk with her and get help with my anxiety and anger. *Employee Assistance Program*
- ❖ Being able to meet with Katlynn weekly to check in and follow up on how everything is going with my kids and myself. Getting to meet with Katlynn has been helpful for us. I get pointers on parenting and she also gets to see me and my children interact. *Family Group Decision Making*
- ❖ My counselor was very supportive and offered helpful feedback. *Employee Assistance program*
- ❖ KATIE! She is pure awesomeness! *Clinical*
- ❖ The Counselor, gives insight, in a way I understand. Whereas, in the past, no other Counselors have been able to. *Clinical*
- ❖ Lindsey was amazing! She was very attentive and provided great healing but was sure to evaluate how she could best help me with large issues within the limitations of our 12 appointments. *Clinical*
- ❖ Surprisingly, zoom appointments are easy and comfortable. I did not expect it to be. *Clinical*
- ❖ The people are amazing; we love Nora. The positive changes in [ ] are ongoing and wonderful to see! *Clinical*
- ❖ I loved the fact that the group leader was an addict himself and could relate to us and it made me take the group much more serious and seeing him be successful in recovery and helping other addicts gives me hope i can do it too. I highly recommend his group for any suffering addict. *Clinical*
- ❖ Having someone who understands, does not judge, and brings insight on both my children and their needs. *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*
- ❖ My son has learned many new skills to help control his impulses, and emotions. *Foley School*
- ❖ Anne is very friendly and flexible. *Foley School*
- ❖ The peace of mind of a professional double checking your plan and saying what the best options are. *Financial Resource Center*