

## 4th Quarter, 2020 Customer Satisfaction Surveys

During the 4th quarter of 2020, The Village received 243 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 93% 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?

- ❖ Working with Sarah, she was terrific and explained my options. *Adoption*
- ❖ Talking through things with Sarah. She was great. *Adoption*
- ❖ We were given great advice on how to handle our debt. We already have 2 of the 4 issues taken care of because of the advice we were given and followed! *Financial Resource Center*
- ❖ We were given great advice on how to handle our debt. We already have 2 of the 4 issues taken care of because of the advice we were given and followed! *Financial Resource Center*
- ❖ I enjoy coming together with all the people that are able to support the student and families to develop a plan that best helps achieve success. *Family Centered Engagement*
- ❖ It was nice to have different parties involved, sharing things without the pressure of people arguing and fighting more than resolving issues. It seemed like people were forced more to really listen before speaking instead of just speaking. *Family Centered Engagement*
- ❖ The family was very respectful and understanding of the concerns our office had, and helped to brainstorm ideas for the safety of the children. *Family Centered Engagement*
- ❖ Being able to visit open and honestly about issues in my life with a person who is completely objective has been a life-changing experience for me. I wish I would have discovered counseling and EAP a long time ago! *Employee Assistance Program*
- ❖ Denise is a counselor who wonderfully mixes compassion and healthy challenge. She tells me hard truths when I need to hear them, but I never feel unsupported. *Employee Assistance Program*
- ❖ The ease of scheduling, virtual appointments, and being able to undergo therapy without worrying about financial burden. *Employee Assistance Program*
- ❖ Miranda has been excellent to work with. I really appreciate her time. *Employee Assistance program*
- ❖ Lorea always presents with a perfect amount of concern, stern, and empathy. *Clinical*
- ❖ Steph Cummins has been absolutely amazing. She’s warm, compassionate, relatable, and a perfect match for my daughter and her trauma. *Clinical*
- ❖ Christina is great! She listens to our concerns and provides guidance. If she doesn’t know something, she checks into it and gets back to us! *Clinical*
- ❖ Feeling the support I need to move forward in creating a healthier lifestyle. The staff is outstanding, and Adam does a masterful job of facilitating our group conversations. *Clinical*
- ❖ Finding that one space / that one person to talk to openly and freely w/o worrying about judgment. Being able to safely unload frustration and anger. *Clinical*
- ❖ Having it at the school has made it possible for my kids to receive the services they need without missing at least a half-day of school each time to drive into Fargo for their appointments. *School-based*
- ❖ That being around others that have the same problem as you can still laugh and have a good time while learning how to develop skills needed to fight addiction. *First Step*
- ❖ The counselor was extremely knowledgeable and caring. He has been where I have been and showed me recovery is possible. *First Step*