

1st Quarter, 2018 Customer Satisfaction Surveys

During the 1st quarter of 2018, The Village received 400 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 97% 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?

- ❖ Everything about The Village is excellent. The staff are wonderful and extremely helpful. We all enjoy being greeted with a smile, most of the time the staff members know each of us. The providers have helped our family in so many ways. We truly get a lot from our experience with The Village. **Counseling**
- ❖ I didn't want help at first was ashamed that I needed help. Talia was very professional and somehow managed to get me to open up and trust her. Believe me that is no easy feat. It was a blessing that I ended up with her. She is a good match for me. Rate her 10 out 10. **Counseling**
- ❖ Hope. Less guilt. Validation. The staff is so good at make you feel safe and enabling you to share all that's been kept in. **Counseling**
- ❖ We had couple counseling and we were able to address different issues and got great problem solving skills. Amazing Staff and easy to start the process of counseling. **Counseling**
- ❖ After meetings with Kelley, I always felt lighter; less weight on my shoulders. It was a relief to talk with her. I will miss her dearly! **Counseling**
- ❖ Jerilyn is an excellent listener and is helping to guide me through some grief and depression issues. She helps me to feel like I'm not alone in feeling the way I do. **Employee Assistance Program**
- ❖ Stephanie is awesome and very helpful and made the sessions very easy and welcoming. Easy to talk to and makes me feel comfortable. **Employee Assistance Program**
- ❖ Denise - she is the best counselor I have ever worked with. I am very grateful to Denise and to this program! My overall health would surely be affected without this assistance. **Employee Assistance Program**
- ❖ Darren was willing to listen, offer advice and direction and was not at all pushy, always approachable. **Employee Assistance Program**
- ❖ Jim was an amazing help and in the short time we worked together helped more than I can explain. **Family Based Services**
- ❖ The way the boys connected with the therapist was superb. They looked forward to seeing him. We are to miss him greatly. **Family Based Services**
- ❖ The staff, their genuine care and the great advice and directions on how to help family life. We love Signe and Meghan! **Clinical Services**
- ❖ I loved how caring and compassionate Amanda is. She helped my family and always had activities planned that we enjoyed. Also I love that there is no judging from her. **Clinical Services**
- ❖ Counselor was always willing to help with any situation and if she didn't have an answer, she always found one. **Clinical Services**
- ❖ Nicole was a great person to deal with on a weekly basis. Friendly, courteous and intuitive. **Clinical Services**
- ❖ I would highly recommend Amanda and The Village to others. Very thoughtful and helpful and love the positivity. **Clinical Services**
- ❖ Opportunity to bring everyone to the table. **Family Group Decision Making**
- ❖ Being able to speak my concerns and hear plans for improvement. **Family Group Decision Making**
- ❖ Thoroughness of what needed to be completed and quickly getting it on schedule and completing it. **Family Group Decision Making**
- ❖ Informative, compassionate process for family and service providers. **Family Group Decision Making**
- ❖ I believe without First Step I wouldn't be where I am today. I am so thankful and blessed to have been given the opportunity to receive their help and guidance. **First Step Recovery program**
- ❖ Group therapy sessions. Was very helpful to learn to open up and be honest with others and also assisted me when I attended meetings. Group therapy also helped me to relate to others that are like me. **First Step Recovery program**
- ❖ The initial assessment and orientation process was very good. The treatment and assignments seem to have been very helpful. **First Step Recovery Program**
- ❖ Counselor gave advice and encouragement. We feel we were listened to and saw the light at the end of the tunnel. **Financial Resource Center**
- ❖ Dwight was the perfect person to discuss my financial situation. He was amazing! **Financial Resource Center**
- ❖ Non-judgmental/amazing support. Kristin, Jennifer and Heather are wonderful. This program was a wonderful resource when I was talking through very difficult time with my family. **Intensive Outpatient Program**
- ❖ Friendly staff, very supportive, very good at what they do and how the handle situations. **Big Brother Big Sister**
- ❖ The experience of making a difference in the life of a youth. **Big Brother Big Sister**
- ❖ The progression and follow-ups as well as open communication were very helpful. **Family Group Decision Making - Follow Up**
- ❖ I appreciate how organized and thorough they are. **Family Group Decision Making - Follow Up**
- ❖ Julie will be missed and did a wonderful job. Her expertise and experience was key for us. She was kind, knowledgeable, firm, compassionate and we appreciated our experience very much. **Search**
- ❖ Helping me understand the adoption process and make the best choice for my child. **Pregnancy**
- ❖ How fast and helpful was to get us home once ICPC was sent information. Lyndsey is great!! **Adoption**