

4th Quarter, 2017 Customer Satisfaction Surveys

During the 4th quarter of 2017, The Village received 564 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?

- ❖ Renee is my perfect match. I like that she is an intelligent woman who can help me, has a plan and works with me. *Counseling*
- ❖ Supportive, easy to schedule, assist with problem resolution skills. *Counseling*
- ❖ Kind courteous and professional environment with effective treatment plans. *Counseling*
- ❖ The confidentiality. It is worth the 40 mile drive for me. *Counseling*
- ❖ Very professional and courteous. Enjoy coming in and being able to be treated like an actual person. *Counseling*
- ❖ It was welcoming and understanding in a time of need. Non-judgmental environment and comfortable. *Counseling*
- ❖ I was so relieved that I was able to be seen quickly. I feel the utmost comfort when being seen and my typical anxiety about getting in remains reduced. *Employee Assistance Program*
- ❖ The staff is amazing, helpful and courteous. My counselor is terrific and focused. I appreciate being heard and being a part of my plan and growth. Knowing I can access someone through EAP is so helpful. This is an amazing benefit. *Employee Assistance Program*
- ❖ How easy and convenient it is to make an appointment and they truly care about mental health. Wonderful employees! *Employee Assistance Program*
- ❖ Our counselor Denise is patient and gets to the heart of the issue with respect and care. *Employee Assistance Program*
- ❖ Getting appropriate feedback for issues and recommendations for resolution. *Employee Assistance Program*
- ❖ The individuals we worked with were very caring and sincere. *Employee Assistance Program*
- ❖ Worked diligently with me and ensured my needs were met. *Employee Assistance Program*
- ❖ Our therapist, Bridget! With Bridget on board, we would recommend you to anyone for any help needed. *Family Based Services*
- ❖ The benefits to my children’s and my home life. *Family Based Services*
- ❖ They came in the home where it was most comfortable. *Family Based Services*
- ❖ Lexi is an amazing worker. She did so much to help my daughter and me. Our family is way closer together than thanks to her! *Clinical Services*
- ❖ I really enjoy coming here and don’t feel like I have to come. I actually want to be here. Jill is totally amazing. I have hated going to counseling until I met her. *Clinical Services*
- ❖ I am very grateful for the opportunity to work with very skilled knowledgeable professional. Thank you for all our combined efforts to help my family unit. *Clinical Services*
- ❖ Child who sees Alex seems calmer on the day of his appointments. *Clinical Services*
- ❖ The Village offered me help and hope I didn’t know existed. Have gotten help at other facilities but with the Village I am certain my future will truly be okay. Thank you for helping me! *Clinical Services*
- ❖ Very open and non-judgmental. *Family Group Decision Making*
- ❖ Feel very blessed for []’s & []’s decision and caring for our girls well-being. *Family Group Decision Making*
- ❖ Opportunity for us all to get on the same page with []’s future. Facilitator was open, honest, trustworthy and competent. *Family Group Decision Making*
- ❖ Learned of services that I didn’t know existed like the partnership program. *Family Group Decision Making*
- ❖ Melissa did a thorough job facilitating the meeting. *Family Group Decision Making*
- ❖ Learned of services that I didn’t know existed like the partnership program.
- ❖ Group interactions. First Step was the right place, the right people at the right time for me. This place gave me back my life and more. *First Step Recovery program*
- ❖ It felt like home walking through the doors. Always respectful and encouraging. *First Step Recovery program*
- ❖ I felt very grateful to have worked with Patti. I am sure all the counselors are great, but definitely felt comfortable working with Patti. *First Step Recovery Program*
- ❖ Working with Alicia – very knowledgeable, quick, direct and to the point. She got things done for me. *Financial Resource Center*
- ❖ Dwight is a great counselor. He gave me very good instruction. I feel better about my outlook. *Financial Resource Center*
- ❖ Sue and Lindsey are awesome. They kept in touch when we were going through a really tough time. We just can’t say enough how great the process was and staff are to work with through this very personal experience. It didn’t end like we had hoped but Sue was on top of our situation at all times. Thank you! *Adoption Program*
- ❖ The support offered/resources available to make the match work. In general the follow up and quick response to questions. *Big Brother Big Sister*
- ❖ Working with Rachel has been incredibly straightforward, and she is always willing to help or provide insight about any questions I may have. *Big Brother Big Sister*