

### 3rd Quarter, 2017 Customer Satisfaction Surveys

During the 3rd quarter of 2017, The Village received 690 client surveys which included the question “Would you give The Village an excellent rating?” Of the clients who responded to this question, 96% 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 feel comfortable while talking to the counselor. I feel that she understands the feelings I am describing to her. *Counseling*
- ❖ John Lyon has been a great help – nothing but positive things to say. *Counseling*
- ❖ The environment is warm and welcoming. My counselor listens and communicates with me in a way that empowers me to feel and live more like myself. *Counseling*
- ❖ Professionalism, kindness, confidentiality and knowledgeable. *Counseling*
- ❖ Staff is wonderful, friendly and helpful. *Counseling*
- ❖ The completely non-judgmental environment. *Counseling*
- ❖ Working with Anne and the easy way of scheduling/keeping/changing appointments. *Counseling*
- ❖ Rachel is the most helpful counselor I have ever had, I am thankful I was connected to her through the EAP. *Employee Assistance Program*
- ❖ Availability for appointments and counseling. *Employee Assistance Program*
- ❖ My best experience is that we get free sessions. For people who really need help, knowing that it’s here if you need it is great. *Employee Assistance Program*
- ❖ I like that Darren has a plan to resolve issues – not just weekly “talks”. *Employee Assistance Program*
- ❖ Friendly, extremely helpful/results-oriented. *Employee Assistance program*
- ❖ The needs of my daughter were met and good connections with counselor. Counselor was excellent! *Employee Assistance Program*
- ❖ My daughter had a safe place to discuss some situations which then enabled us to talk to each other. *Employee Assistance Program*
- ❖ Bridget creates a wonderful working relationship with the child and family. She has been a great addition to meetings, brings suggestions, recommendations and resources to the team. *Family Based Services*
- ❖ Teaching us to use different tools and skills. *Family Based Services*
- ❖ Getting to have a better relationship with my son, and learning about each other’s strengths. *Family Based Services*
- ❖ Getting all the help we needed. *Family Based Services*
- ❖ Being able to get closer with my family. *Family Based Services*
- ❖ Seeing brother’s self-confidence and communication skills improve. *Family Based Services*
- ❖ Having neutral facilitation to guide discussion. *Family Group Decision Making*
- ❖ AJ keeps a level head and keeps people on track. Great job! *Family Group Decision Making*
- ❖ AJ’s leadership. AJ was very good at conducting our meeting. *Family Group Decision Making*
- ❖ Safe place to talk freely. Good planning. *Family Group Decision Making*
- ❖ Everyone was heard and respected. *Family Group Decision Making*
- ❖ Adam was a fantastic counselor. He delivers advice in a respectful way but confronts issues when needed. *First Step Recovery program*
- ❖ I enjoyed my group sessions and for as much as it hurt to look at my past, it helped me to move on and learn how to live sober and HAPPY! *First Step Recovery program*
- ❖ Kind staff. Wish this would have been available years ago. *Family Team Decision Making*
- ❖ Allowing [ ] to express her anger and frustration and the long list of strengths. *Family Team Decision Making*
- ❖ Getting to speak my mind. *Family Team Decision Making*
- ❖ Everything! *Family Team Decision Making*
- ❖ Meeting with Julie as she explained use of the scenarios possible for our daughter. We had outstanding service, follow-up and support. Julie was wonderful! *Adoption Program*
- ❖ My son lighting up having a BB. He enjoys spending time with another male, since he doesn’t have many positive ones in his life! *Big Brother Big Sister*
- ❖ It’s nice having case managers that are constantly checking with Bigs and Littles to see how things are going. *Big Brother Big Sister*
- ❖ Being able to shape someone’s life and help for the better. *Big Brother Big Sister*