



2023 Service Outcomes

Adoption Services completed 9 traditional infant placements, 19 AASK child welfare adoptions, provided 51.5 hours of pregnancy and parenting support, and completed 20 searches.

Big Brother Big Sisters – Community-Based and School-Based

Reported by parents of 103 “Littles” through Child Outcome and Youth Outcome Surveys (follow-up to baseline surveys) Reliably Improving by Measure:

- Emotion Regulation 88%
- Bullying 92%
- Depressive Symptoms 88%
- Academic Performance 78%
- Risk Behavior - School Discipline 96%
- Family Connectiveness 70%

Clinical / Community-Based Services (Counseling, EAP, FBS, First Step, IOP, School Based) combined:

- **60% of 1,235 showed improvement** based on pre/post Outcome Questionnaire; **54% of 1.862 showed improvement** based on pre/post Youth Outcome Questionnaire
- **63% of 633 showed improvement** based on pre/post Patient Health Questionnaire; **64% of 641 showed improvement** based on pre/post Generalized Anxiety Disorder.

Counseling and Intensive Outpatient:

- **74%** of 8,744 client service goals accomplished or partially accomplished (based on 4,238 client terminations/discharges)

Clinical Services surveys (includes Counseling, Family Based, IOP, First Step, School-Based)

- 492 surveys completed during 2023 - 94% excellent rating
- 96% of respondents would recommend The Village to others

Family Based Services:

- prevented placement in **78%** of families served (68 families)
- **70%** of client service goals accomplished (68 families, 138 goals established)
- ND IIH: average **CAFAS score decreased from 84 to 63** across 41 clients pre/post assessments (decrease = improvement)

Family Centered Engagement

- 539 cases/3,241 individuals served; 161 FCE clients/participants returned satisfaction surveys during 2023 – 138 (89%) of respondents would give the Village an excellent rating.

Financial Resource Center

- 12 new DMPs established in 2023; 108 active at end of 2023
- Clients had 93% success rate in exiting the program; delinquency rate of only 7%
- \$ 801,614 was paid to creditors on behalf of clients; reducing their debt and saving funds that may have been lost to bankruptcy.

First Step Recovery

- First Step provided chemical dependency services to 515 individuals
- 67% of client service goals accomplished (based on 235 client terminations/discharges, 258 goals set)

Intensive Outpatient Program (PIOP)

- 92 individuals served during 2023; 69% of closed cases (52) accomplished or partially accomplished their goals

School Based Services

- 1,037 cases served during 2023; 83% of goals accomplished or partially accomplished (based on 490 closures)

Village Business Institute

- 86 EAP clients returned internal customer satisfaction surveys during 2023. 89% of those clients would give the Village an excellent rating, 93% would recommend this service to others; 69% client service goals accomplished or partially accomplished (based on 470 terminations/discharges); 128 referrals to other services (internal and external)
- 294 VBI Training Surveys completed during 2023 – 95% said they can apply what they learned to their job or personal life