



**Quality Assurance Summary
For Board of Directors
4th quarter, 2023**

89% of survey
respondents give
The Village an
excellent rating!

Risk Management

Incidents/Complaints/Social Media	Q4-2023	Q3-2023	Q2-2023
Confidentiality	4	3	
Customer Service			
Cust Svc-Misc	7	13	7
Cust Svc-Paperwork		1	1
Cust Svc-Phone			1
Cust Svc-Provider	2	2	9
Cust Svc-Provider Left	2		
Cust Svc-Scheduling	12	2	11
Risk Management/ Safety			
RM-Client Escalated/Threatening	1		1
RM-Facility	3	6	2
RM-Lice/Bedbugs			
RM-Misc	3	2	2
RM-Police involved	1	2	2
RM-Staff injury/illness	6	1	
RM-Suicidal/Homicidal		1	2
RM-Vehicle/Driving	1	2	1
Other	4		3
Technology/Phones	2	3	
Total	48	38	42

174 incidents for 2023

Customer Satisfaction

- **241** total surveys compiled for 4th quarter (up from 173 for 3rd quarter)
- “Would you give The Village an excellent rating?” **89% Yes** Goal: 95%

Survey Monkey - Sent by QA	# sent	# returned	% returned	Excellent rating Yes	Excellent Rating No	% yes	Svcs needed Yes	Svcs needed No	% Yes
Clinical	1478	120	8.1%	109	8	93.2%	11	93	10.6%
EAP - Internal	293	22	7.5%	16	5	76.2%	2	19	9.5%
EAP - Affiliate	0	---	---	---	---	---	---	---	---
Totals	1771	142	8.0%	125	13	90.6%	13	112	10.4%

Survey Monkey - QR code or weblink	# sent	# returned	% returned	Excellent rating Yes	Excellent Rating No	% yes	Svcs needed Yes	Svcs needed No	% Yes
Family Centered Engagement		29		21	5	80.8%	6	23	20.7%
BBBS		0		---	---	---	---	---	---
FGDM-Moorhead		1		1	0	100.0%	0	1	0.0%
Totals		30		22	5	81.5%	6	24	20.0%

Non-Modular Surveys (do not include agency-wide questions)	# sent	# returned	% returned	Excellent rating Yes	Excellent Rating No	% yes	Svcs needed Yes	Svcs needed No	% Yes
VBI Training surveys		67							
Intake No-Show survey	299	2	0.7%						
Totals		69							
Grand total surveys		241		147	18	89.1%	19	136	12.3%

Celebratory Comments / Changes as result of services:

My son has less panic attacks.
My daughter is young and is dealing with trauma. As a parent, I'm learning how to handle behavior issues vs. expecting her to deal with emotions that come up
Better able to empathize with others.
EMDR has helped with my inner critic
First time in my life I have felt as there was a chance at happiness.
Healed the relationship between my mom and I
The in school program in SE ND is fantastic!
Working with JaNaye is amazing. She has helped me find a stable living. The desk staff as also always helpful and kind.
An assertive counselor 'Mlo prioritizes my daughter's voice.
Laura is absolutely amazing! She works well with my son and explains to me and my husband how to best help my son!
I'm so grateful for Kate, I have not been able to connect with other therapists the way I have with her ...The trust has made the difference!
We hit the lottery when Nik Lovaas became my son's therapist so many years ago. The positive changes that have taken place are immeasurable!
Increased self-worth
I am able to get myself out my head easier with the tools i have been given
More cohesive parenting with my spouse
much happier with life
Improved ability to be present with and process emotions
Acceptance of what I can't change.
Hope.
Helpful resources have helped guide me in a path to improvement
Ability to conduct via telehealth
Being heard by a counselor and having them provide helpful feedback that will help me better myself.
Jacob is a good counselor.
Not as stressed out.
Erika did a great job. All attendees were respectful which made the process smooth.
I really appreciate Tania - she does a wonderful job and made sure to interject when there was some disagreement between family members - she was quick to shut it down and refocus the family and did so in a very polite and respectful way. :)
Solving family issues/overcoming difficult dynamic.
Very personable - you can tell this is something she is meant to do.
Susan is the best! I always enjoy her engaging presentations and leave feeling empowered & more knowledgeable.
She had a humble and open minded vibe, which made it enjoyable to learn from her.

• Other services needed but not provided by The Village:

Actual legal advice; peer groups; in-home svcs; psychiatric care; occ therapy; financial assistance; male couples counselor; follow-up scheduling; Title IVE svc providers for several types of family therapy models; more counselors for school-based.

- Negative survey feedback is shared with supervisor and SLT as it is received; follow-up contact is made if requested by client; compiled along with feedback from social media and Contact Us quarterly.

• Health Info:

- changing procedures to require subpoena for attorney requests.

• Procentive:

- support has moved to a combined system with other Therapy Brands products.
- 32 open tickets; continued backlog for report edits.