



2024 Service Outcomes

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

- **Reported by 104 “Littles”** through Child Outcome and Youth Outcome Surveys (follow-up to baseline surveys) areas showing sustained or improved:
 - Educational Expectations 100%
 - Academic Performance/School Grades 87.5%
 - Depressive Symptoms 69%
 - Emotion Regulation 56%
 - School Connectedness 40.6%
 - Social Competence 36%

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

- **63.4% of 1,578 showed improvement** based on pre/post Outcome Questionnaire; **56.2% of 1,602 showed improvement** based on pre/post Youth Outcome Questionnaire
- **61% of 798 showed improvement** based on pre/post Patient Health Questionnaire; **60% of 794 showed improvement** based on pre/post Generalized Anxiety Disorder.
- 449 surveys completed during 2024 - 97% excellent rating; 98% would recommend The Village to others
- **70%** of 14,300 client service goals accomplished or partially accomplished (based on 8,028 client terminations/discharges)

Employee Assistance Program

- 91 internal EAP clients returned satisfaction surveys following intake sessions during 2024. 91% would give the Village an excellent rating, 93% would recommend this service to others
- 249 EAP Training Surveys completed during 2024 – 97% said they can apply what they learned to their job or personal life (up from 95% during 2023)

Family Centered Engagement

- 475 cases/3,115 individuals served; 138 FCE clients/participants returned satisfaction surveys during 2024 – 121 (88%) of respondents would give the Village an excellent rating.

First Step Recovery

- First Step provided chemical dependency services to 459 individuals
- 65% of client service goals accomplished (based on 734 client terminations/discharges, 744 goals set)

Intensive Outpatient Program (PIOP)

- 73 individuals served during 2024; 68% of closed cases (56) accomplished or partially accomplished their goals

School Based Services

- 1,047 cases served during 2024; 87% of goals accomplished or partially accomplished (based on 591 closures)