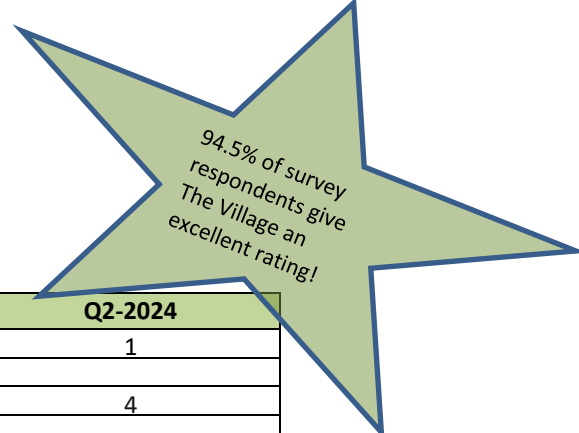




Quality Assurance Summary 4th quarter, 2024



Risk Management

Incidents/Complaints/Social Media	Q4-2024	Q3-2024	Q2-2024
Confidentiality	1	5	1
Customer Service			
Cust Svc-Misc	6	8	4
Cust Svc-Paperwork			
Cust Svc-Phone			2
Cust Svc-Provider	2	1	2
Cust Svc-Provider Left			
Cust Svc-Scheduling	1	8	5
Risk Management/ Safety			
RM-Client Escalated/Threatening	4	1	
RM-Facility	2	3	5
RM-Lice/Bedbugs			
RM-Misc	4	7	3
RM-Police involved		2	5
RM-Staff injury/illness	2	1	1
RM-Suicidal/Homicidal	1	2	
RM-Vehicle/Driving		1	
Other		1	
Technology/Phones		2	1
Total	23	42	29

Customer Satisfaction

- **283** total surveys compiled for 4th quarter (up from 148 for 3rd quarter)
- “Would you give The Village an excellent rating?” **94.5% 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	2444	150	6.1%	147	1	99.3%	10	106	8.6%
EAP - Internal	200	26	13.0%	21	4	84.0%	1	20	4.8%
EAP - Affiliate	23	3	13.0%	3	0	100.0%	1	2	33.3%
Totals	2667	179	6.7%	171	5	97.2%	12	128	8.6%

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		47		35	7	83.3%	5	38	11.6%
FGDM-Moorhead		0		--	--	--	--	--	--
Totals		47		35	7	83.3%	5	38	11.6%

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		46							
Intake No-Show survey	280	2	0.7%						
BBBS		9							
Totals		57							

Grand total surveys		283		206	12	94.5%	17	166	9.3%
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Celebratory Comments / Changes as result of services:

Sincere thank you to the counselors for guiding us to a more joyful experience in life. Thank you to all the staff, they are all so accommodating and make the Village an inviting place for clients.
I really feel like Rachana listens and we have a good rapport. It's difficult for me to feel comfortable with people, and I've felt as though she made it very easy to trust her. That's very important to me.
Better understanding of my issues.
Improved emotional regulation.
My daughter is learning about the divorce and having better communication with her dad. Big win.
Resource for change.
Quite a few challenges have come up with my match, but Susan and Rachel have been great support during those times.
It's a friendly and calm atmosphere and Lexi (Soderholm) is very professional and kind.
I can forgive myself.
Excellent welcoming environment. Professional and neutral facilitator.
My counselor was amazing. She helped me through a dark time.
Attendance at school has improved.
Better able to advocate for myself.
Carlee has been so great to work with. She is flexible in scheduling when school things get in the way. She is an excellent counselor and a very caring person. She has been a godsend!!
I couldn't have had a better match. It's been quite a ride watching (LS) grow up. We have had a lot of fun!
Understand that some things can't be changed but your attitude toward them can.
Gaining skills to be healthier in the workplace.
Tania did very well facilitating the meeting, by being neutral but explaining both sides, I felt that each party was well heard and represented.
My son has the tools he needs to work through anger and anxiety.
Having an external person able to validate my feelings/concerns and come up with strategies on how to address them.

• Other services needed but not provided by The Village:

ADHD testing, nutritionist, ADHD testing, other depression/anxiety groups, ex free to me, LGBTQIA+ group for parents of teens, ABA, CTSS, adult therapy style LGBT+ group, psychiatry/med management, PRTF, Psych assessments through neutral party, unsure what services The Village provides

- Constructive 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.
- **Procentive:**
 - Procentive status update provided separately; continue working with Procentive to prioritize and complete open tickets.
 - 47 open tickets as of 1/27/25.
- **COA:**
 - Next due date is **March 24** – list of N/As for each standard section; also let Jana know if there are any standards where an NA is not offered but we want to *request* one.