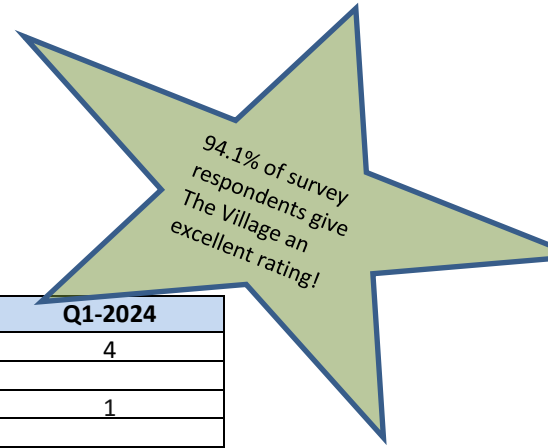




Quality Assurance Summary

3rd quarter, 2024



Risk Management

Incidents/Complaints/Social Media	Q3-2024	Q2-2024	Q1-2024
Confidentiality	5	1	4
Customer Service			
Cust Svc-Misc	8	4	1
Cust Svc-Paperwork			
Cust Svc-Phone		2	2
Cust Svc-Provider	1	2	1
Cust Svc-Provider Left			
Cust Svc-Scheduling	8	5	16
Risk Management/ Safety			
RM-Client Escalated/Threatening	1		
RM-Facility	3	5	6
RM-Lice/Bedbugs			
RM-Misc	7	3	3
RM-Police involved	2	5	1
RM-Staff injury/illness	1	1	2
RM-Suicidal/Homicidal	2		2
RM-Vehicle/Driving	1		2
Other	1		2
Technology/Phones	2	1	4
Total	42	29	46

Customer Satisfaction

- 148 total surveys compiled for 3rd quarter (down from 229 for 2nd quarter)
- “Would you give The Village an excellent rating?” 94.1% 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	1298	83	6.4%	80	2	97.6%	5	62	7.5%
EAP - Internal	302	19	6.3%	15	1	93.8%	3	12	20.0%
EAP - Affiliate	4	0	--	--	--	--	--	--	--
Totals	1604	102	6.4%	95	3	96.9%	8	74	9.8%

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		21		16	4	80.0%	4	17	19.0%
FGDM-Moorhead		0		--	--	--	--	--	--
Totals		21		16	4	80.0%	4	17	19.0%

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		21							
Intake No-Show survey	169	1	0.6%						
BBBS		3							
Totals		25							
Grand total surveys		148		111	7	94.1%	12	91	11.7%

Celebratory Comments / Changes as result of services:

I'm becoming more assertive and less socially scared.
Casey Berberich is fantastic. She makes me feel heard while also providing meaningful feedback and advice. My life has changed in a positive way since my services at The Village have started.
It's OK to be selfish when it comes to my sobriety and maintaining it
Feel like a weight has been lifted off of me.
My kids can self regulate better
Nothing but great things to say about The Village. Google
Being given actionable steps/homework/goals to work on between sessions.
We love that they come to us, and we can use Zoom so we don't have to drive. My kids love the therapists, and we're slowly getting back on track as a family.
Taylor (Pearson) is awesome. She's great at making sure I do all the heavy lifting but she is good at guiding me to new understandings. I feel like I have started to become the person I was always meant to be. It is very empowering.
Feeling not as alone.
We just did the golf outing at the FCC and it was really wonderful with (LB) getting his own junior set of golf clubs.
I can be more positive and I can have a conversation with others
Tania did very well listening to all the discussion and summarizing the information. A lot was discussed, so it was important to keep the discussion focused and productive which I thought was accomplished.
I've been through 3 counselors and each has been fantastic in their own way.
Justin is great at what he does - you guys have a real good one with him. Definitely keep him around - he cares, he's understanding and is overall a great person.
Kari was great to work with. Great listener and leading questions.
Tools to help communication.

• Other services needed but not provided by The Village:

Trauma therapy, legal counsel for work issues, trauma therapy, ADHD testing, co-parent therapy, evening support group, in-home family therapy for this family, IHH case management, in-person family therapy in rural areas, in-person FCE,

- 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.
- Procentive:
 - Procentive came on-site to discuss outstanding issues, wishlist, and future of Procentive; They reiterated their commitment to the relationship with The Village; created plan to complete outstanding issues; offered ongoing update meetings.
 - 37 open tickets as of 10/21/24.