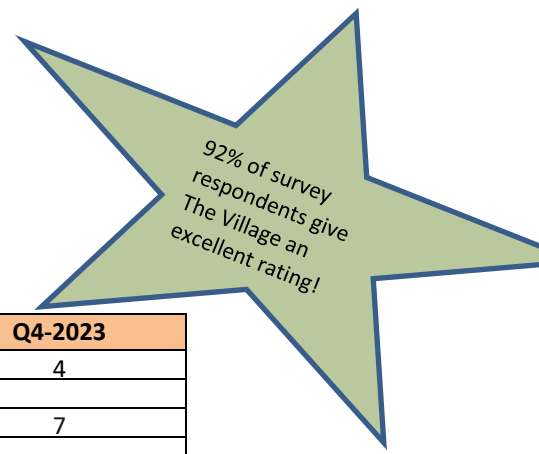




Quality Assurance Summary For Board 2nd quarter, 2024



Risk Management

Incidents/Complaints/Social Media	Q2-2024	Q1-2024	Q4-2023
Confidentiality	1	4	4
Customer Service			
Cust Svc-Misc	4	1	7
Cust Svc-Paperwork			
Cust Svc-Phone	2	2	
Cust Svc-Provider	2	1	2
Cust Svc-Provider Left			2
Cust Svc-Scheduling	5	16	12
Risk Management/ Safety			
RM-Client Escalated/Threatening			1
RM-Facility	5	6	3
RM-Lice/Bedbugs			
RM-Misc	3	3	3
RM-Police involved	5	1	1
RM-Staff injury/illness	1	2	6
RM-Suicidal/Homicidal		2	
RM-Vehicle/Driving		2	1
Other		2	4
Technology/Phones	1	4	2
Total	29	46	48

Customer Satisfaction

- **229** total surveys compiled for 1st quarter (down from 345 for 1st quarter)
- “Would you give The Village an excellent rating?” **92% 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	1501	89	5.9%	81	5	94.2%	8	65	11.0%
EAP - Internal	279	25	9.0%	21	2	91.3%	2	17	10.5%
EAP - Affiliate	22	3	13.6%	3	0	100.0%	0	1	0.0%
Totals	1802	117	6.5%	105	7	93.8%	10	83	10.8%

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		37		31	5	86.1%	5	29	14.7%
FGDM-Moorhead		0		0	0	---	0	0	---
Totals		37		31	5	86.1%	5	29	14.7%

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		64							
Intake No-Show survey	295	2	0.7%						
BBBS		9							
Totals		75							
Grand total surveys		229		136	12	91.9%	15	112	11.8%

Celebratory Comments / Changes as result of services:

I actually attended this group for two years, and it's an amazing space for people who don't find themselves fitting in or making friends easily. A lot of what we talked about had nothing to do with the LGBTQ+ community, it had more to do with the struggles of growing up and how to cope with them, finding a community for yourself, and having pride in who you are no matter your identity.
"Stephanie has been great with my son. Her personality matches greatly with ours. She is funny, caring, kind and honest. I highly recommend her!"
"I kept this as my screensaver this past week and the activities I did were nice! Looking forward to this coming week! 😊 "
"Best therapy I've ever received has been at the Village. I recommend them to everyone. Staff is so friendly and the vibes are so comfortable"
"Very good at what they do. They really care about their clients"
My son's Big Brother has been amazing the past 11 years. During my son's tough elementary school years, seeing his BB every week was a highlight and his saving grace. With his BB's support and presence, it brought positivity and a much needed trustworthy adult to his chaotic school atmosphere/negative & traumatic experiences. Thank you!!!
The counselors have all been great - over the years between my two kids and also my husband and I doing the circle of security course, we have seen Nik, Julie (retired), Signe and Maddie. They are all wonderful!!
Learning new ways to deal with issues that come up in life. Having someone to talk to about issues who knows how to deal with them effectively.
Lorea is the 4th or 5th therapist I tried and we just clicked. I'm so happy I found her and that she understands me like nobody else does!
I am so very glad that I decided to get counseling and will be forever grateful for your help during this very difficult time in my life.
It was wonderful to have someone listen to some of the complicated family dynamics and help me understand how to handle them better.
Comfortable and open environment. I was really scared to talk to someone; Jacob made me feel welcome there.
Well-organized and professional.
It's always facilitated well, the FCE meetings. They're always positive and goal and wellness oriented.
I loved the overall presentation. Good reminder to care for me too. Put others aside and me first. An empty cup cannot fill another empty cup.
I appreciated the challenge for everyone to take accountability for themselves and the role they play.
Real life relatable and fun! Very engaging.

• Other services needed but not provided by The Village:

- None of my four children were able to use my school's eap service, because they had already had an intake or there was no provider available. The me child had had the intake done that day and I was told it was too late. / They used to have financial counseling and now they don't. :(/ Disappointed that services are not available through Medicare.. It would seem seniors need services as they age and also have struggles.. Yes, standard rates are available, but most seniors are on fixed incomes and there is a need that could be better met. / Psychiatrist / Location biggest problem / Trauma-informed counseling / Intensive in home family therapy in the Jamestown area. / ntensive in home for medicaid clients / title iv-e service providers (2)
- 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:
 - Transition from CMS to Vantage card processing has had multiple issues – continuing work w/Procentive to resolve.
 - Procentive was scheduled to come on site 7/24 t to review outstanding issues, present on RCM and future of Procentive – canceled due to CrowdStrike outages; trying to reschedule for late August/early September.
 - 31 open tickets; continued backlog for report edits.