



## 2016 Stakeholder Survey Results

### Question 1:

**What is your overall impression of the services provided by TFA?**

Answer options	Response Percent	Response Count
Very Unsatisfactory/Disappointing!	0	0
Unsatisfactory/Improvements Needed	0	0
Average	0	0
Good/Satisfactory	30.43%	7
Excellent!	65.22%	15
N/A	4.35%	1
<i>Answered question</i>		23
<i>Skipped question</i>		0

### Comments:

1. I have never been a recipient of TFA's services.
2. Touchstone is a great team player with other community partners
3. Staff are motivated and enthusiastic!
4. TFA affords incredibly helpful resources to which my personnel can steer clients
5. Very responsive, and good community networking

### Question 2:

**Do you believe TFA works in collaboration with other community services agencies, schools, governments etc?**

Answer options	Response Percent	Response Count
Yes	100.00%	23
No	00.00%	0
<i>Answered question</i>		23
<i>Skipped question</i>		0

### Comments:

1. TFA is excellent in this area, looking at collaboration from the standpoint of the clients needs first. This helps to avoid the pitfalls that can take place when agencies vie for funding.
2. TFA is an excellent collaborator and community partner.
3. We work with them!
4. Always inform community service agencies of their events

<b>Question 3:</b> Would you be likely to recommend the TFA program to your colleagues?		
Answer options	Response Percent	Response Count
Yes	100.00%	23
No	0.00%	0
<i>Answered question</i>		23
<i>Skipped question</i>		0
<b>Comments:</b> 1. Already did		

<b>Question 4:</b> Do you believe TFA services to be accessible and available?		
Answer options	Response Percent	Response Count
Yes	100%	22
No	0%	0
<i>Answered question</i>		22
<i>Skipped question</i>		1
<b>Comments:</b> 1. n/a		

<b>Question 5: What do you think we do well as an organization?</b>	
<i>Answered question</i>	16
<i>Skipped question</i>	7
<b>Comments:</b>	
<ol style="list-style-type: none"> <li>1. Collaboration in the truest sense of the word to provide excellence in support to families in Richmond. Clarity of mandate. Participation at the various community tables. Hiring of professional staff that truly care about their clients.</li> <li>2. collaborate and reach difficult to engage clients</li> <li>3. TFA collaborates with other organizations/groups to build a better community for all.</li> <li>4. Core services are good and collaboration with others is excellent</li> <li>5. Your staff build relationships. They are hard-working and dedicated. They interact with families and are non- judgmental.</li> <li>6. Collaborative and supportive!</li> <li>7. Staff and management are in the community connecting and being part of the system of care. Staff are encouraged to be out in the community to break down barriers and meet clients where they are at.</li> <li>8. providing counseling and pro-social supports to youth and their families.</li> <li>9. Collaboration; leadership in the non-profit community in Richmond</li> <li>10. Provides a range of critical services to the community; innovates; great partnerships</li> <li>11. TFA has a very good reputation in the community when it comes to family and children services. We always sent representatives to the TFA Open House to learn of their current directives.</li> <li>12. Your personnel have strong relationships with partners</li> <li>13. collaborate and respond to community needs</li> <li>14. staff seem very caring, professional, committed and well trained and skilled.</li> <li>15. Collaborate with other service providers to support the whole family.</li> <li>16. Communication and collaboration with partner agencies are quite good</li> </ol>	

<b>Question 6: How could we improve our practices?</b>	
<i>Answered question</i>	10
<i>Skipped question</i>	13
<b>Comments:</b>	
<ol style="list-style-type: none"> <li>1. Unsure</li> <li>2. Have more counselling available to youth without MCFD referral.</li> <li>3. I don't directly use the services so am not in a good position to comment on possible improvements</li> <li>4. I can only speak on the work I have seen, and the staff I have worked with. I am always impressed by the commitment and level of professionalism.</li> <li>5. provide clear information on how to make a referral or request services that are not MCFD referred</li> <li>6. Perhaps there are opportunities to refer to other service providers more often in order to help reduce wait times for your gated services?</li> <li>7. None.</li> <li>8. Perhaps to expand more services outside the MCFD scope.</li> <li>9. Do more of the same</li> <li>10. N/A</li> </ol>	

<b>Question 7: Are you aware that Touchstone accepts donations to support their programs?</b>		
<b>Answer options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	85.96%	20
No	13.04%	3
<i>Answered question</i>		23
<i>Skipped question</i>		0
<b>Comment:</b>		
<ol style="list-style-type: none"> <li>1. n/a</li> </ol>		

<b>Question 8: Would you be interested in becoming a member of Touchstone to hear more about our workshops, seminars and programs?</b>		
<b>Answer options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	60%	7
No	40%	14
<i>Answered question</i>		21
<i>Skipped question</i>		2
<b>Comments:</b>		
<ol style="list-style-type: none"> <li>1. We already do thanks.</li> <li>2. We are a member.</li> <li>3. already receiving info, thanks.</li> <li>4. already a member</li> </ol>		