

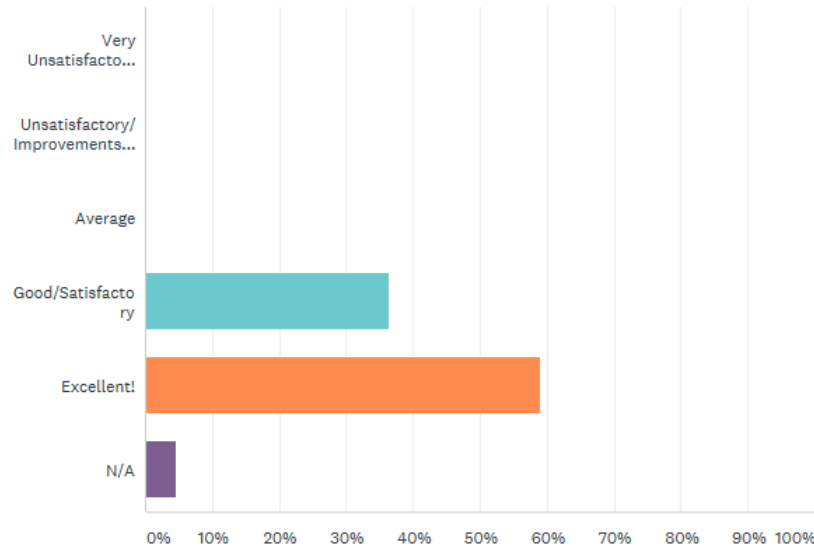


2017 Stakeholder Survey Results

Q1

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

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES
Very Unsatisfactory/Disappointing!	0.00% 0
Unsatisfactory/Improvements Needed	0.00% 0
Average	0.00% 0
Good/Satisfactory	36.36% 8
Excellent!	59.09% 13
N/A	4.55% 1
TOTAL	22

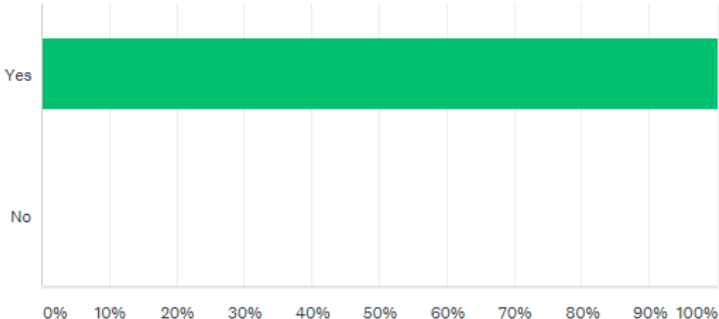
Comments

- I don't use the services but have a very good impression of the ED and the Avenues of Change Community Engagement Coordinator re: community work that results from their involvement with Richmond Children First.
- Thoughtful and caring staff.
- Tam is excellent at goals, connecting with youth, doing the very important transition work with team before youth discharged to stay at Francis from hospital and a lot of trauma and feeling institutionalize

Q2

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

Answered: 21 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	100.00% 21
No	0.00% 0
TOTAL	21

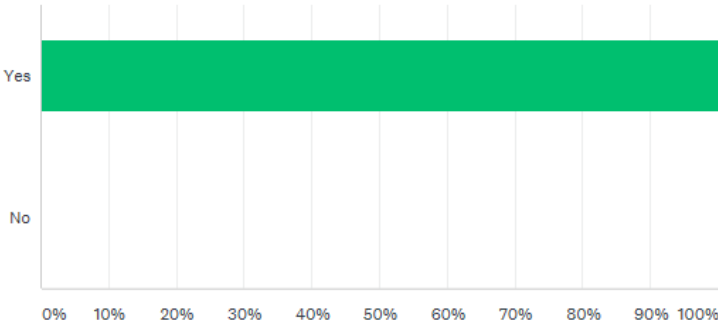
Comments

- I very much appreciate their ways of collaboration, working together in the community to understand the issues/challenges and working collectively to find workable solutions - always putting the clients’ needs in the center.
- They are a very proactive and engaged member of the RCF Steering Committee.
- I am only aware of collaboration with MCFD.
- Tam & Chris has always worked well with school, mental health, parents although very challenging in some case and clear with boundaries.

Q3

Would you be likely to recommend the TFA program to your colleagues?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 22
No	0.00% 0
TOTAL	22

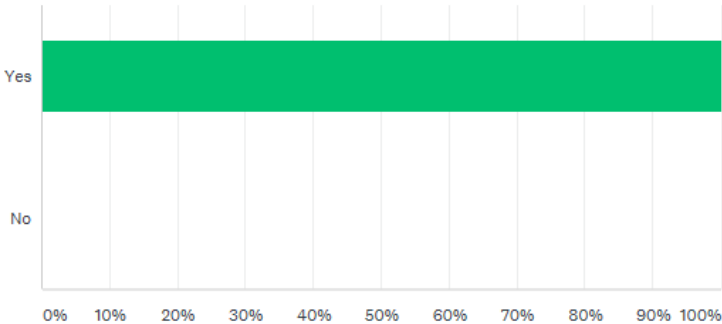
Comments

- My impression is that Touchstone is well managed and responsive to their clients as well as community partners.
- Yes very professional and help youth each individual goals

Q4

Do you believe TFA services to be accessible and available?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	22
No	0.00%	0
TOTAL		22

Comments

- TFA works hard to enhance their fundraising to support their Front porch program, ensuring that their counselling services are available to those that need it
- More services can be provided for people who are not ministry clients
- However, this may depend on individuals rather than on the agency as a whole. I have been able to access effectively some of the people who share client families with me often and yet have had the experience of not hearing back from professionals with whom there has been service overlap as well.
- Tam and Chris always available including staff from signing forms to reports and regular communication with team

Q5

What do you think we do well as an organization?

RESPONSES

- Very good coordination with collaterals.
- TFA management team understands the changing demographics and needs of their clients in Richmond and work towards meeting those needs within their mandate. They are a respected and recognized as a positive and collaborative agency, working to provide supports to families in Richmond. Most of the staff have been with TFA for many years, proving it to be a positive work environment where they feel valued and recognized.
- Excellent communication and flexibility. The level of outreach, commitment and involvement was superb.
- Responsive to families. Strong community partner.
- Connect with community partners; collaborative regarding client needs
- Offer a wide variety of services to accommodate client needs. Develop partnerships with other organizations
- open and willing to communicate
- Touchstone works very well with community partners.
- Good management of cases, getting files assigned in a timely manner.
- Collaborative, workable, and available for clients after 4:30.
- Good representation in advisory committees, sharing of program information with community agencies
- Provide a wide range of services for the community- lots of variety encompassing a broad age range.
- Working with others in a meaningful way.
- consider the needs of families and at-risk youth
- Direct services and community partnerships
- TFA has established respectful and cooperative working relationship with clients, colleagues and stakeholders.
- work collaboratively, positive presence
- I have worked with Tam abs Chris and highly recommend this and fully trust their work. Great brochure and info for parents, good transition plan with youth in hospital not having confidence and building them up as individuals from independence, budgeting to healthy relationships
- Collaborate

Q6

How could we improve our practices?

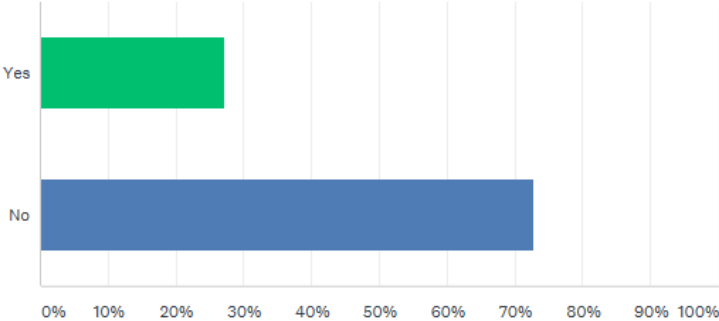
RESPONSES

- Keep the practice evolving, responding to emerging needs.
- They are leaders in the community, we can learn from them!
- Consultation with other service providers who have worked with same clientele.
- I don't feel qualified or knowledgeable enough to answer this question. I bet some more funding could be put to good use.
- It may be helpful to canvass other community agencies to see what the demand for services would be, i.e. parenting group.
- Hire more counsellors, especially ones that speak Chinese. Also, in the referral form, where it says File Name, there should be a spot for "Client Name", because the file name may be under the mother and the client we are referring is the father.
- Not sure
- I think that there could be a more collegial co-referral process in place- we do not receive, surprisingly enough, referrals from Touchstone!
- more counselling available to community without referral from MCFD

Q7

Would you be interested in becoming a member of Touchstone to hear more about our workshops, seminars and programs?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	27.27% 6
No	72.73% 16
Total Respondents: 22	

Comments

- I will visit your website