



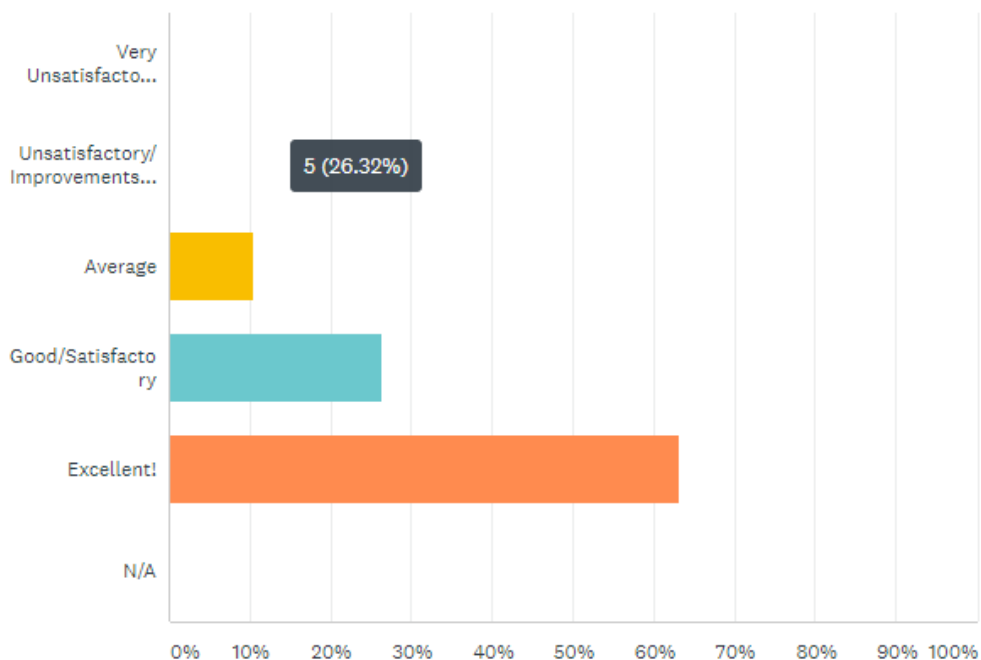
2018-19 Stakeholder Survey Results

Surveys sent:	69
Eligible Respondents:	60
Respondents:	19
Response Rate:	32%

Q1

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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES
Very Unsatisfactory/Disappointing!	0.00% 0
Unsatisfactory/Improvements Needed	0.00% 0
Average	10.53% 2
Good/Satisfactory	26.32% 5
Excellent!	63.16% 12
N/A	0.00% 0
TOTAL	19

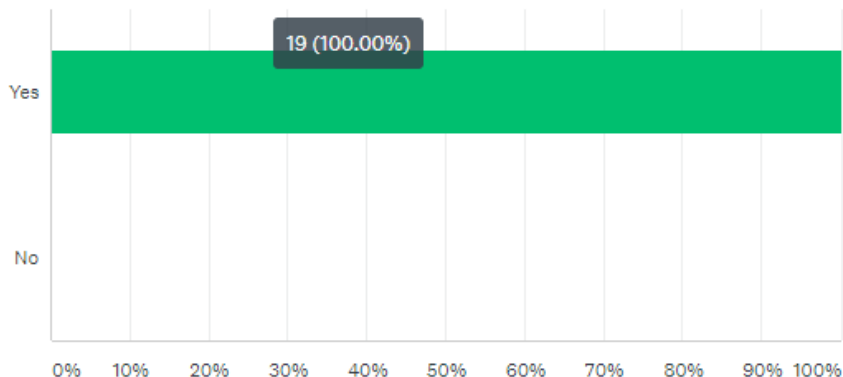
Comments

- Always a top notch organization with dedicated staff using best practices to support their clients.
- CAP-C program is supportive to families in Chinese society

Q2

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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	100.00%	19
▼ No	0.00%	0
TOTAL		19

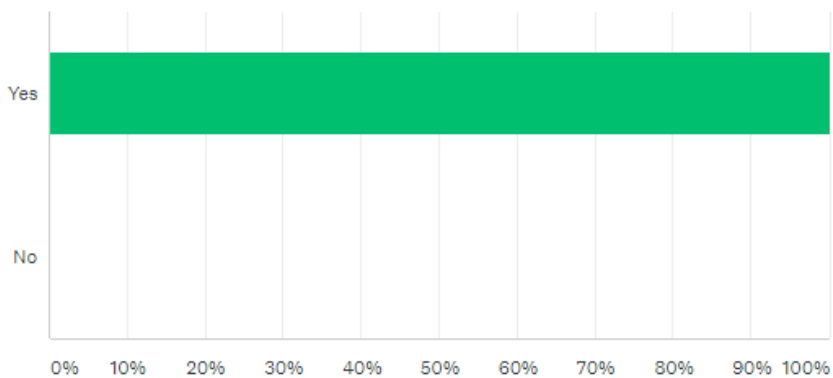
Comments

- TFA works in a truly collaborative manner, always putting the needs of the clients in the centre and then working outwards to see what resources would be of benefit and who should deliver those services rather than looking at the funds available (not all agencies work in the way).

Q3

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

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	100.00% 18
No	0.00% 0
TOTAL	18

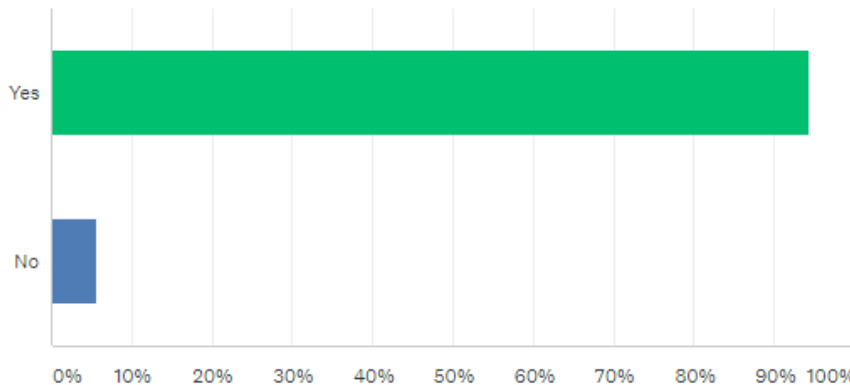
Comments

- For all the reasons mentioned previously
- Also recommend to new comers

Q4

Do you believe TFA services to be accessible and available?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	94.44% 17
No	5.56% 1
TOTAL	18

Comments

- I've heard some confusion/misunderstanding in the community re: relationship between Touchstone and MCFD (eg. Concerns re: child protection lens.)

Q5

What do you think we do well as an organization?

RESPONSES

- Being VERY open to partnership with other organizations, very welcoming, very skilled people on the team, great location, very collegial approach from every Touchstone staff I've worked with.
- RESET and StreetSmarts
- Collaborate with other organizations; follow up on feedback given by clients
- TFA supports other agencies TFA maximizes it's resources despite being under funded based on per capita TFA ED, staff, Board understands the importance of being community driven and responsive.
- Where do I start: Staff - well trained and experienced providers and leaders who work with integrity. Partnerships in the community - where it makes sense, I see TFA at the table ready to contribute where possible and where funding permits. Supportive in the community - willing to share their expertise with others
- Guiding youth and supporting youth with life skills
- Provide a multitude of family supports and services.
- good connect and cooperate partner organizations to work together
- Provide valuable, quality service to people in Richmond.
- highly collaborative, great deal of integrity, accredited organization with responsive programming
- Provides inclusive services to the entire community, pay attention to accessibility
- Great at working with youth. Your RESET team is fantastic
- Advocacy for people who need help. Strategic partnerships that create community change
- Great contributor to the community in addition to quality service delivery, open to innovation

Q6

How could we improve our practices?

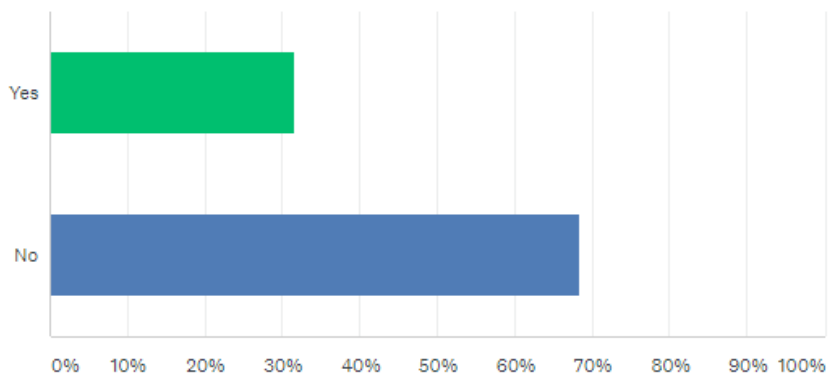
RESPONSES

- Continue to spread the message re: relationship between MCFD & Touchstone. My experience with Touchstone has been really positive when it comes to partnering with staff & crossing paths in the community - so it's not something to "improve" but I hope this can be celebrated & continued with your team. It's a great asset to the overall community that Touchstone feels like a very "open" organization from my perspective!
- N/A
- Give them more funding so they can spend more time on what matters - providing services to clients.
- More training for your family support staff.
- N/A
- Introduce services to community agencies regularly
- N/A
- Greater connection with schools

Q7

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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	31.58% 6
No	68.42% 13
Total Respondents: 19	

Comments

- Already a member