



Touchstone Family Association
Strengthening Family • Building Community



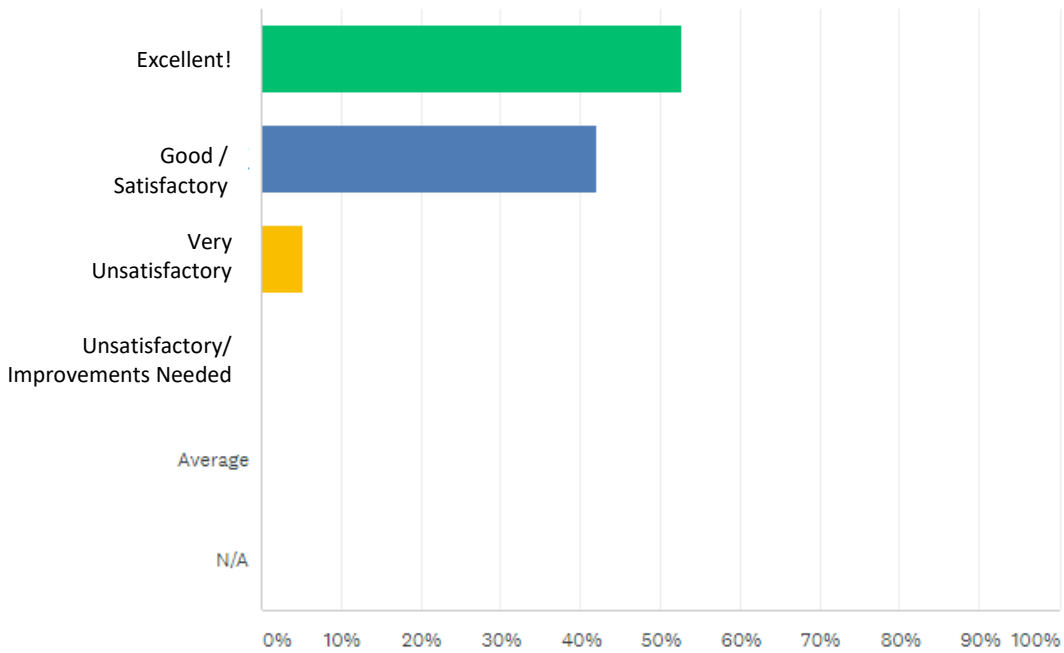
2019-2020 Stakeholder Survey Results

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
Excellent!	52.63% 10
Good/Satisfactory	42.11% 8
Very Unsatisfactory/Disappointing!	5.26% 1
Unsatisfactory/Improvements Needed	0.00% 0
Average	0.00% 0
N/A	0.00% 0
TOTAL	19

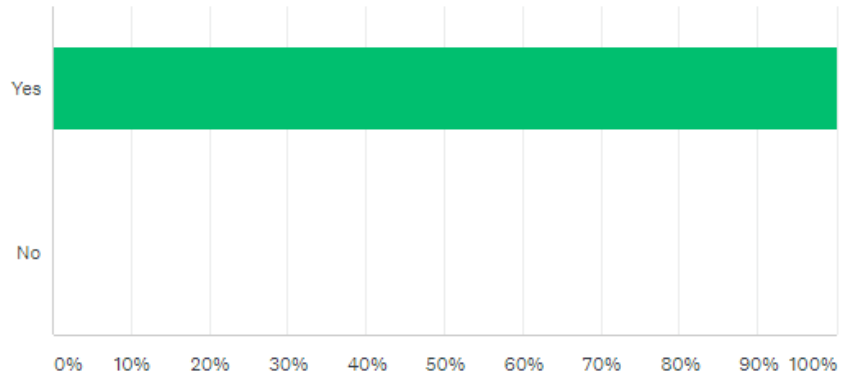
Comments

- TFA has continued to provide services during COVID
- Always heard good review on the services provided by TFA

Q2

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

Answered: 19 Skipped: 0



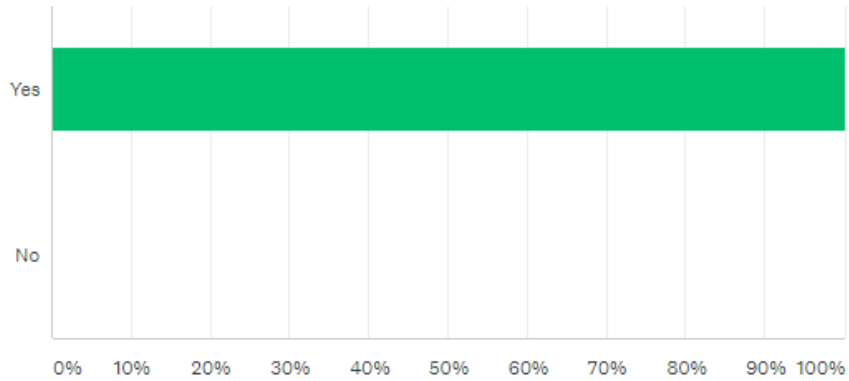
ANSWER CHOICES	RESPONSES	
▼ Yes	100.00%	19
▼ No	0.00%	0
TOTAL		19

Comments (0)

Q3

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

Answered: 19 Skipped: 0



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

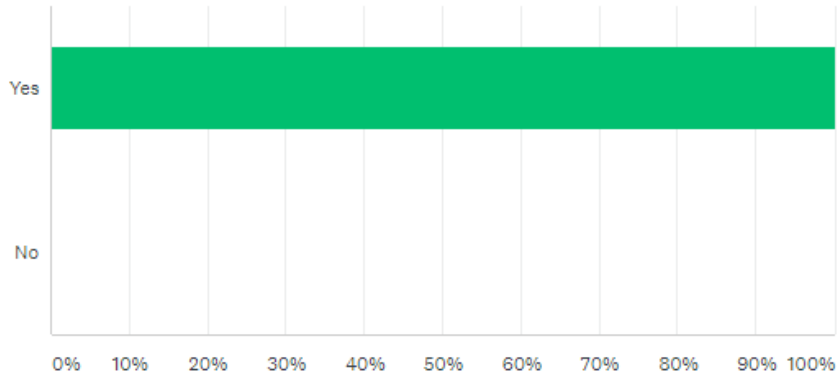
Comments

- Usually for family issues, and counselling

Q4

Do you believe TFA services to be accessible and available?

Answered: 19 Skipped: 0



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

Comments

- I've heard cost may be of issue to some families

Q5

What do you think we do well as an organization?

RESPONSES

- Councillors are good at advocating and connecting to clients to services, they are also easy to communicate with and have a good working relationship with MCFD staff
- TFA is receptive to feedback and being flexible to ensure our service needs are being met
- Collaborate and partner well with other agencies and programs
- Very connected in the community
- Your responsiveness and community collaboration
- Providing much need(ed) services to our community
- Quality clinical care and programs. Excellent community collaboration
- Collaboration, support to children youth and families
- Family work
- Collaborate with community partners, work creatively, bring a collegial approach to the work, build personal connections with partner organizations/staff, put youth/families at the center of the work you do.
- Serve the community
- Collaborate with other partners. Provide client-centered care to clients
- I appreciate the support we receive from Touchstone, especially during the ongoing pandemic
- Community connections – your staff are long-term, have excellent reputations across the city – this gives us confidence to partner!

Q6

How could we improve our practices?

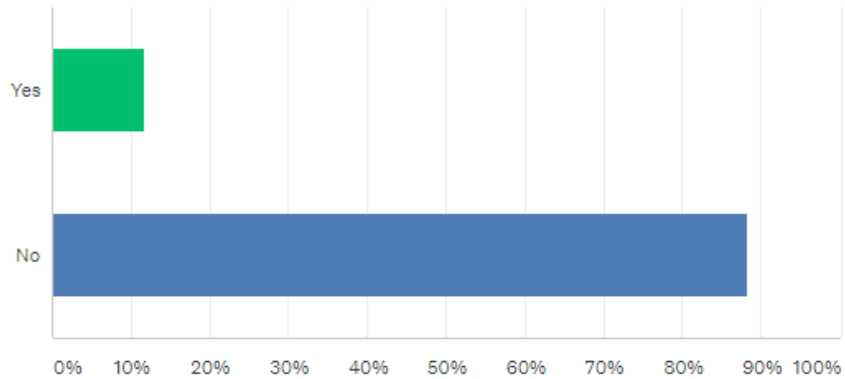
RESPONSES

- It would be great to have more staffing to reduce waitlist times. Some of the counsellors value tend to value their relationship with the client more than their duty to report ie they will not want to jeopardize their relationship with their client and not share information or only share information off the record despite that information being pertinent for assessing child protection concerns.
- Perhaps to make the entire office space accessible
- More presence in the community
- Rely on diversified referrals such as retailers and school district
- Potentially offering additional parenting groups
- Continuing to work with community partners to think 'outside the box' to support really complex clients and families (you're already doing this but there's a need across all agencies in Richmond to continue this work!)
- The only issue that comes to mind is the new relatively remote location of Touchstone in East Richmond and possible commute / accessible issues vs. the previous central location.
- Keep doing what you are doing.
- There is nothing as an Office Manager that I can think of because the system we have runs smoothly, communication, work, everything is fine.

Q7

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

Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	11.76% 2
No	88.24% 15
Total Respondents: 17	

Comments

- Already a member