



Touchstone Family Association
Strengthening Family • Building Community



STAKEHOLDER SURVEY RESULTS 2021



Executive Summary

Touchstone Family Association is a non-profit society that has been providing services to children, youth and their families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children to ensure their optimum development.

Over 2400 children, youth and their families benefit from our services on an annual basis.

The mission of the Association is “*strengthening the social health and independence of families and children through effective intervention and support services.*” Our objectives are: to establish and operate preventative services to children, youth and their families in the City of Richmond and surrounding Municipalities; and to inform the residents of Richmond as to the importance of the services being provided to families.

Touchstone’s Approach to Stakeholder Feedback

Touchstone Family Association (TFA) places great value on the relevance, responsiveness and overall quality of our services. With this in mind, we have established a number of standards and practices designed to ensure that our services continue to meet both the needs of our clients and those of our partners in the community in the most expedient and effective manner possible. Among these practices are service satisfaction surveys, like this one, which will assist us in getting timely and relevant feedback on the performance of our staff and programs.

Feedback gives our leadership team the insights that chart a path forward for every aspect of our services, from front line support to executive decision making.

Gathering feedback our annual *Stakeholder Survey* allows Touchstone to take a proactive approach that ensures our Association never strays too far from the needs of the clients we serve, even as those needs evolve.

Touchstone believes that feedback is the way to keep our community at the heart of everything we do.

Survey Methodology

Each year we ask our stakeholders and community partners to give feedback on their experience of working with Touchstone Family Association via an online survey. Our stakeholders are defined as referral agents, funders, school and government organizations and community partners. Responses to the survey are anonymous and no names of stakeholders or community partners are used in the report.

Below are the details about survey respondents, surveys sent and response rate.

Surveys sent: 65

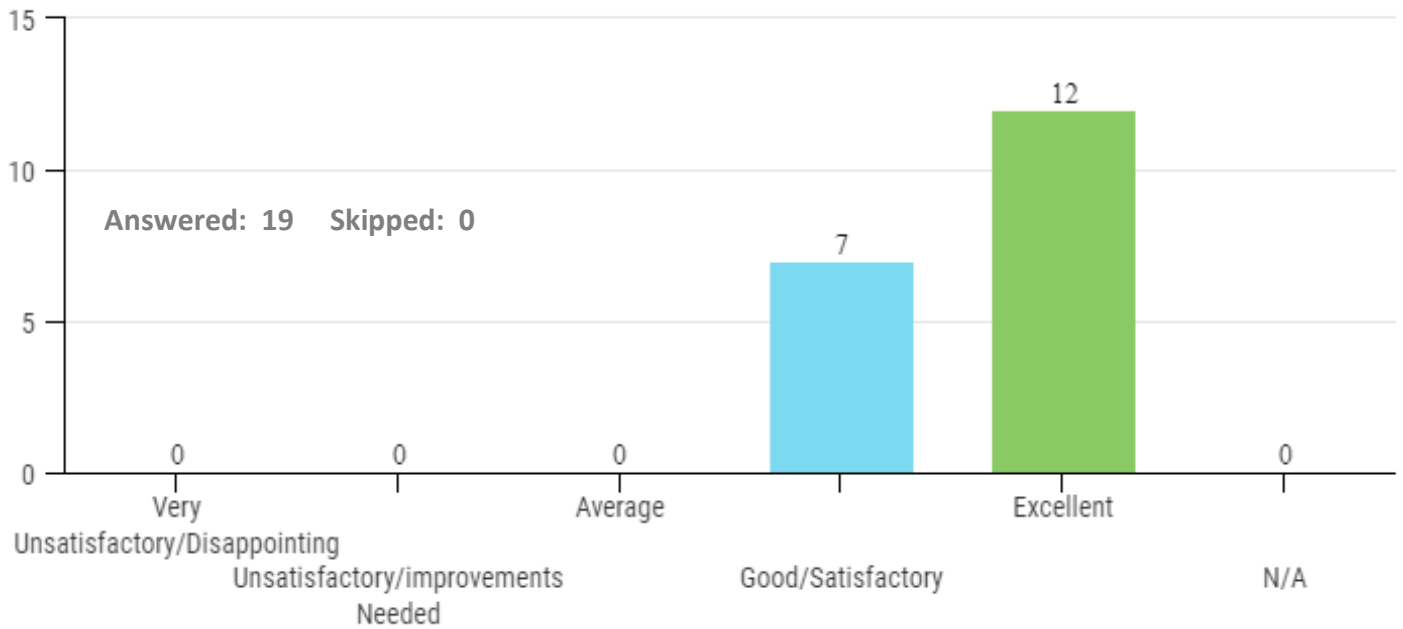
Eligible Respondents: 62

Respondents: 19

Response Rate: 31%

Seven (7) questions are asked in an online survey format. Each question and the resulting responses, including comments are included in the report.

Question 1: What is your overall impression of the services provided by TFA?



Comments:



Always confident that their staff knows what they're doing and that our clients will benefit from their area of expertise.

Question 2: Do you believe TFA works in collaboration with other community services, agencies, schools, governments etc.?

100%

Responded YES
TFA works in collaboration
with the community,
school, government and
other partners

Comments:

They do this extremely well and to great effect.
Yes TFA is very collaborative.

Question 3: Would you be likely to recommend the TFA program to your colleagues?

Answered: 19



Comments:

No hesitation here!

Question 4: Do you believe TFA Services to be accessible and available?

Response Yes/No	Accessibility / Availability of TFA Services
Yes	19
No	0

Answered: 19 Skipped: 0



No Comments

Question 5: What do you think we do well as an organization?

Answered: 14 Skipped: 5

Comments

Very organized with strong leadership and a good reputation.

Good communication, great collaboration

Build relationships with hard to reach families & partner well with community agencies

A very caring organization! You can sense the level of care which is desperately needed by many. Well organized and open to collaborate with other stakeholders.

There is a clear understanding of what their organization does by their staff and in the community. The leadership within the organization are very willing to work with other service providers in the community and yet steering clear from mission drift. I observe an organization that understands the changing needs of the community and works with efficacy to engage others to seek solutions. I have experienced a willingness from their leadership to share their knowledge when approached, making time for me to learn from them.

Family Supports

I think you meet clients "where they are at" so to speak. There are no barriers.

Yes, overall TFA is very collaborative and go above and beyond their role to support families

Make our community stronger

Good affiliation with community agencies, despite a bit further away with the new location

Support Collaborate well with other community agencies

Collaborate and advocate for high-risk youth

Extremely efficient in resolving issues and conflict in a timely manner while adapting to the ever changing practices related to the safety of all with respect to the pandemic and re-

communication

Question 6: How do we improve our practices?

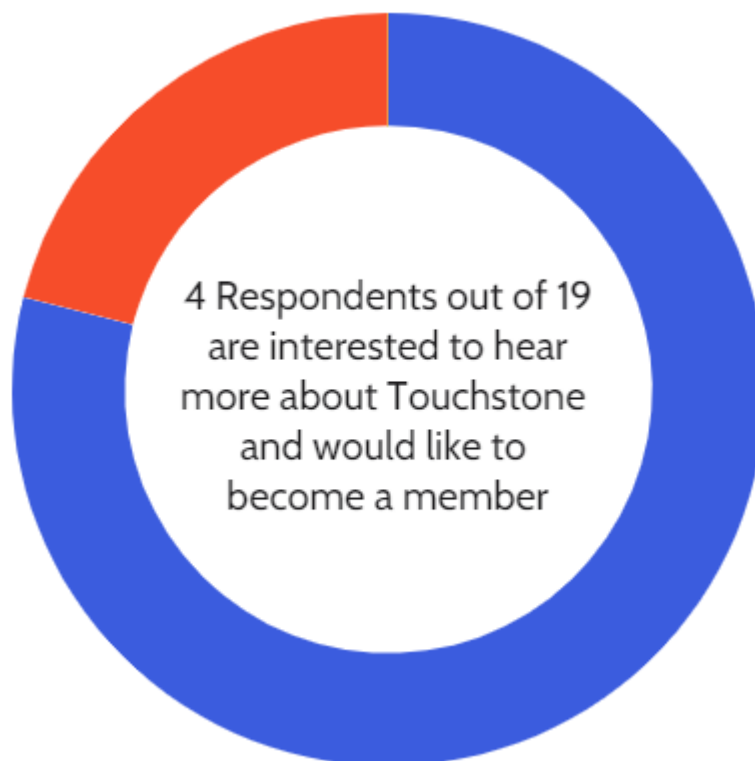
Answered: 8 Skipped: 11

- √ Potentially more planning time to get things planned and advertised
- √ Working more closely with VCH when clients are open to both CYMH and Touchstone services (or moving between these services e.g., psychiatry at VCH & clinician at Touchstone)
- √ I have no idea, keep doing what you're doing!
- √ I know space is hard to come by but may be smaller satellite locations instead of one big location?
- √ Continue doing the good work
- √ Good enough
- √ Ministry has to follow least intrusive measures before steps can progress. Understand that planning is never the same as each family's needs are different and require different response.
- √ TFA is doing a wonderful job and are a fantastic partner in the Richmond community



Question 7: Would you be interested in becoming a member of Touchstone to hear more about our workshops, seminars and programs?

Answered: 19 Skipped: 0



Comments:

Already receiving the information that I need,
thank you for the great work you do!

Stakeholder Survey Summary

Stakeholder feedback plays an important role in Touchstone's growth as a social service provider by allowing us to gain valuable insights from our referral agents, funders, schools, government organizations and community partners.

Stakeholder feedback provides information that comes directly from our stakeholders about their partnership with Touchstone. Stakeholders provide information to us about how our standards and practices impact the continuity of our services and how we can work to meet both the needs of our clients and those of our partners in the community in the most expedient and effective manner possible.

Touchstone Family Association is pleased with the comments and feedback received from our stakeholders.. We thank them for participating in the survey and look forward to continued strong working relationships in future.

The majority of respondents reported positive change and would recommend Touchstone's services.

We will continue to strive to increase the overall rate of survey return by coming up with creative ways to seek feedback.