



Touchstone Family Association

Strengthening Family + Building Community

2023 Stakeholder Survey Results



Executive Summary

Touchstone Family Association (TFA) is a non-profit, community social services agency providing services to children, youth and their families in Richmond since 1983. A vital family resource, our services primarily focus on preserving and enhancing family relationships. We offer a variety of programs and services designed to meet the needs of our community.

Over **2900** 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 values that guide how we treat each other and how we treat our clients include integrity, respect and cooperation.

Touchstone’s Approach to Stakeholder Feedback

Touchstone Family Association places great value on the relevance, responsiveness and overall quality of our services. With this in mind, we 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 feedback surveys, like this one, which assist us in getting timely and relevant information on the performance of our staff and our programs/services.

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

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.

Survey Methodology

Each year we ask our stakeholders and community partners to give feedback on their experience working with Touchstone Family Association via an online survey. Our stakeholders are defined as referral agents, donors/funders, school and government organizations and community partner organizations. Survey responses are anonymous and no names of stakeholders or community partners are collected or used in the report. Below are the details about survey respondents, surveys sent and response rate.

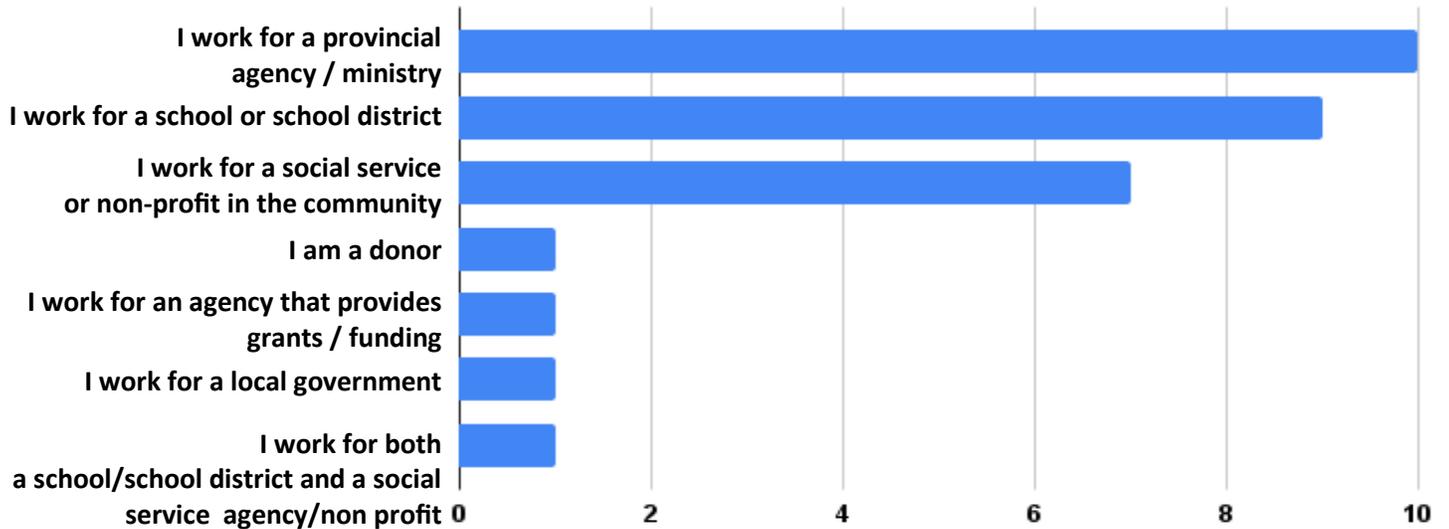
Surveys sent: 72 Respondents: 30 Response Rate: 42%

The stakeholder survey format was revised for 2023, including new qualitative and quantitative questions to elicit greater feedback. This report documents each question, the resulting responses, and comments provided by our respondents.

Question 1

Survey respondents indicated the organization they represent in their work with Touchstone Family Association.

Capacity Respondents Interact with Touchstone



Question 2

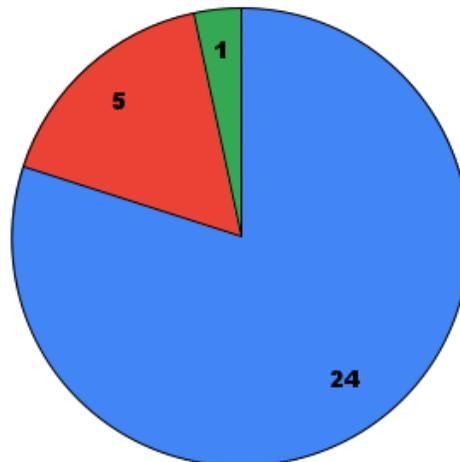
Survey respondents rated 7 statements regarding their experience with Touchstone Family Association.

Rating Scale

Strongly Agree—Agree—Neutral—Disagree—Strongly Disagree—No Opinion

Touchstone Has a Positive Impact on the Community

● Strongly Agree ● Agree ● Strongly Disagree

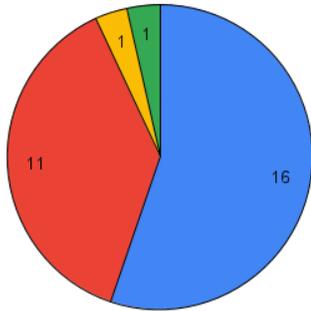


Question 2 continued...

Rating Scale - Strongly Agree—Agree—Neutral—Disagree—Strongly Disagree—No Opinion

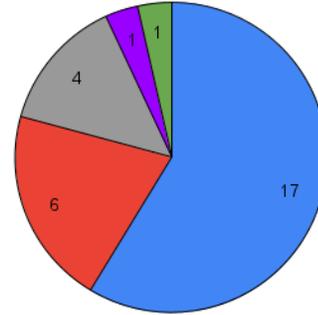
I have the Information I Need to Refer Clients to Programs or Services

● Strongly Agree ● Agree ● Disagree ● Strongly Disagree



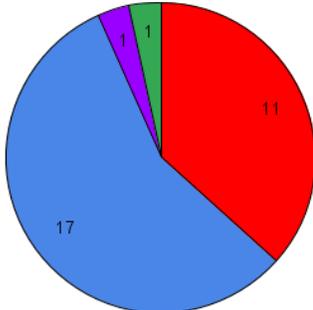
I am Happy to Donate, Volunteer or Partner with Touchstone

● Strongly Agree ● Agree ● Neutral ● No Opinion ● Strongly Disagree



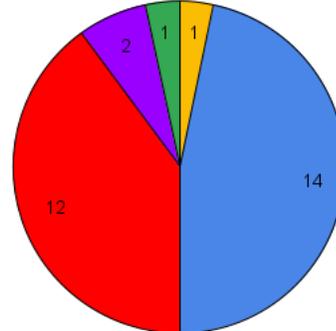
Programs & Services Offered by Touchstone are Culturally Inclusive

● Agree ● Strongly Agree ● No Opinion ● Strongly Disagree



Touchstone Programs and Services are Accessible

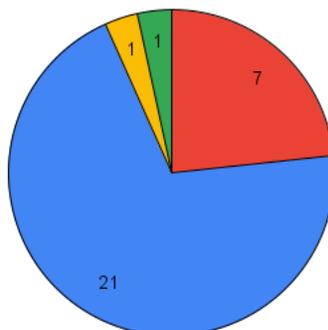
● Disagree ● Strongly Agree ● Agree ● No Opinion ● Strongly Disagree



Touchstone Collaborates with

Community Services Organizations, Agencies, Schools & Governments

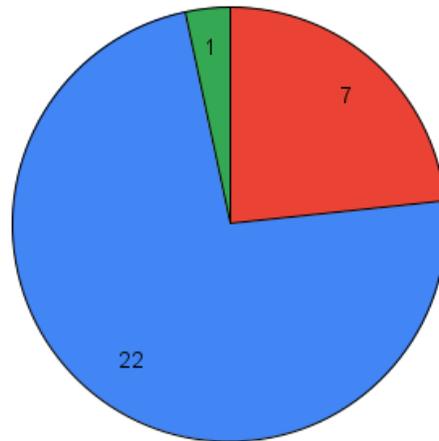
● Agree ● Strongly Agree ● Disagree ● Strongly Disagree



Question 2 continued...

I am Satisfied with my Experience with Touchstone

● Agree ● Strongly Agree ● Strongly Disagree



Comments

Survey respondents were then asked if they wanted to provide any additional comments with regards to the previous 7 ratings. Those comments, verbatim, are listed below:

- ◇ Great organization
- ◇ friendly organization
- ◇ Aspire's IDP has recently entered into a new partnership with Touchstone's Toddler Time Program. Having the program centrally located at Seedlings ECDH is beneficial to families in the community. Having families in that group connect with the IDP helps with early identification of children with developmental concerns. We appreciate our on-going partnership with Touchstone and the Pathways to Hope program as well.
- ◇ TFA play well in the Richmond sandbox! We are happy to work with their teams when appropriate and appreciate their input when requested.
- ◇ Staff are warm and engaging.
- ◇ We appreciate the level of communication in our partnership. Having a point person is very helpful. Our team is very happy to work with each and every member! We also appreciate the level of flexibility and willingness to support emergency events that arise.
- ◇ Touchstone is an important part of our community and offers services that enhance those that require additional support as well as being a great community partner.

Question 3

Are there any emerging gaps and needs in our services that you would like to bring to our attention?



- √ None Known
- √ Video game addiction has become so prevalent. I think it needs to be addressed in schools as students are often reluctant to join a group out of their comfort zone. If were offered on site there would be more of a chance of getting kids to attend.
- √ it would be good if we could collaborate more on initiatives in Richmond
- √ The physical distance of TFS is the only note that I hear clients mention that could change. Though staff members are mobile so it helps.
- √ More funding for youth services would be great.
- √ Not to my awareness
- √ More counsellors would be great, as the waitlist can be longer at times. In addition, some therapy/ therapeutic counsellors for children.
- √ I'm not aware of any
- √ Continuing to train and recruit high school youth to volunteer in programs offered to elementary students to promote sense of connection.
- √ not at this time
- √ It would be great if a DBT group could be offered.
- √ none

Question 4 **How can we improve our practices?**

- ⇒ It would be nice to have more of an in-school presence. Offering groups (Video gaming addiction, social media awareness etc) at lunch or after school, here on site. It would build a bridge to kids accessing other services at Touchstone.
- ⇒ More program promotion particularly after coming out of covid, my team is sometimes unsure if older services are still up and running.
- ⇒ increase awareness to your services and programs
- ⇒ The Men and Anger Group being able to be run for/in another language, especially Chinese, would be very beneficial if it was possible.
- ⇒ I'm unaware of any
- ⇒ Doing awesome work:)
- ⇒ I would recommend having a smaller office area (in a neutral space) in the center of Richmond so clients can attend sessions who find the current location too time consuming to get to especially if public transit is being used.
- ⇒ Doing a really great job.



Question 5

Are there any situations that you really appreciate in your dealings with Touchstone?

- * approachability of the staff
- * I think the summer recreation program is amazing and very valuable for our students
- * Staff are very positive and professional
- * Management and Leadership are always prompt in their replies and willing to partner.
- * Staff are always responsive, respectful, and great with our clients.
- * Overall good
- * Dave Cooper is amazing. He is very open, receptive, willing to take and receive feedback, willing to give feedback. He works diligently to assign counsellors, and tries to tackle the ongoing waitlists.
- * Great staff to collaborate with.
- * I'm assured that when I approach the organization that there will be a response in a timely fashion. Also appreciative of their practice of understanding a community need and working together to ensure the right services are involved in the conversations
- * Communicating with parents.
- * Communicating and working as partners with Leadership Skills team is greatly appreciated. The team is flexible, open, skilled and dependable.
- * I appreciate the flexibility of approach and commitment to providing excellent service.
- * being able to connect with staff when we require support.



Stakeholder Survey - Conclusions

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

With the addition of new questions around emerging gaps in service and areas in need of improvement, it opens up the opportunity for the Association's leadership to further assess our stakeholder's recommendations in our performance management measures. The new format will also allow us improved ability to track responses and analyze trends for each ratings question. We look forward to utilizing this data to further improve our impact in the community.

Overall, the survey results are positive and reflect the collaborative nature of our work with our referral agents, funders/donors, schools, government organizations and community partners. We are pleased to have more respondents to the survey this year (30 respondents in 2023 over 25 in 2022). We will continue to strive to increase the overall rate of survey return and look for creative ways to seek feedback.

*We thank our survey respondents for participating in the survey.
We look forward to continued strong working relationships in future.*