



Touchstone Family Association

Strengthening Family + Building Community

2024 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.

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.

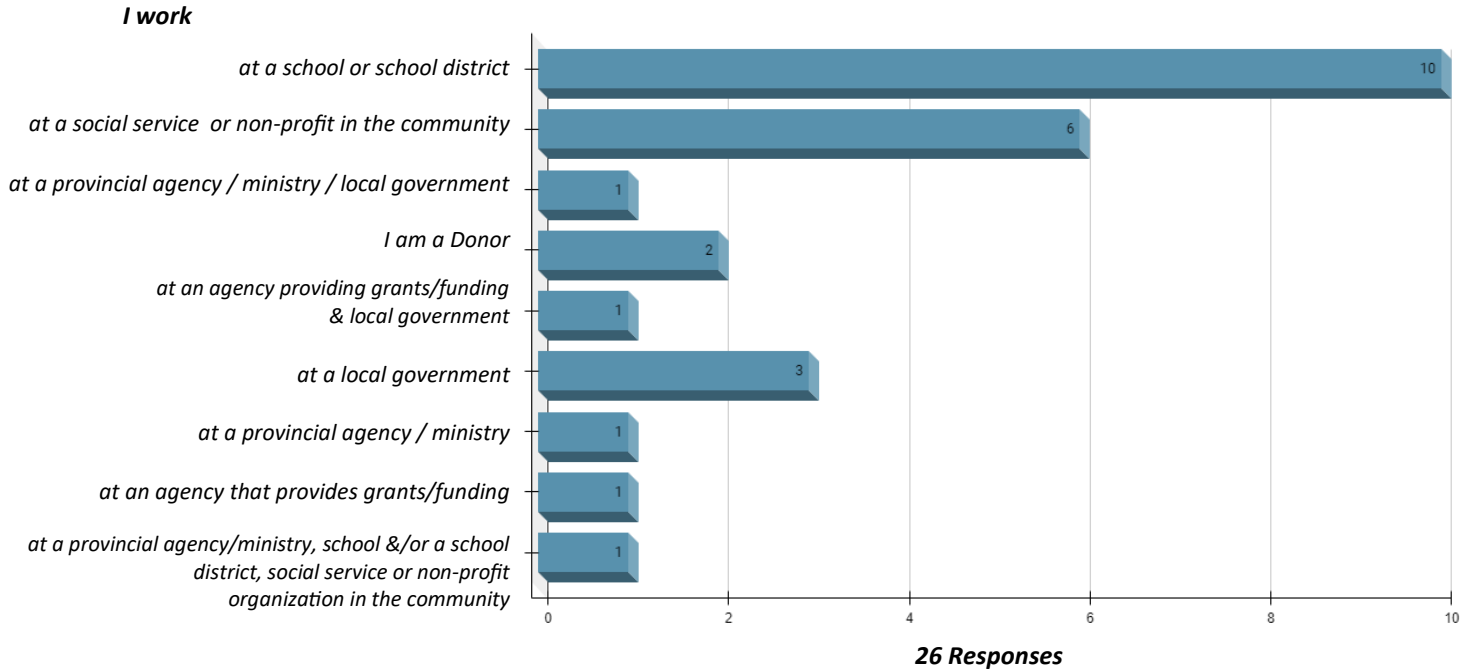
Surveys sent: 90 Respondents: 26 Response Rate: 29%

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.

In what capacity do you interact with Touchstone?



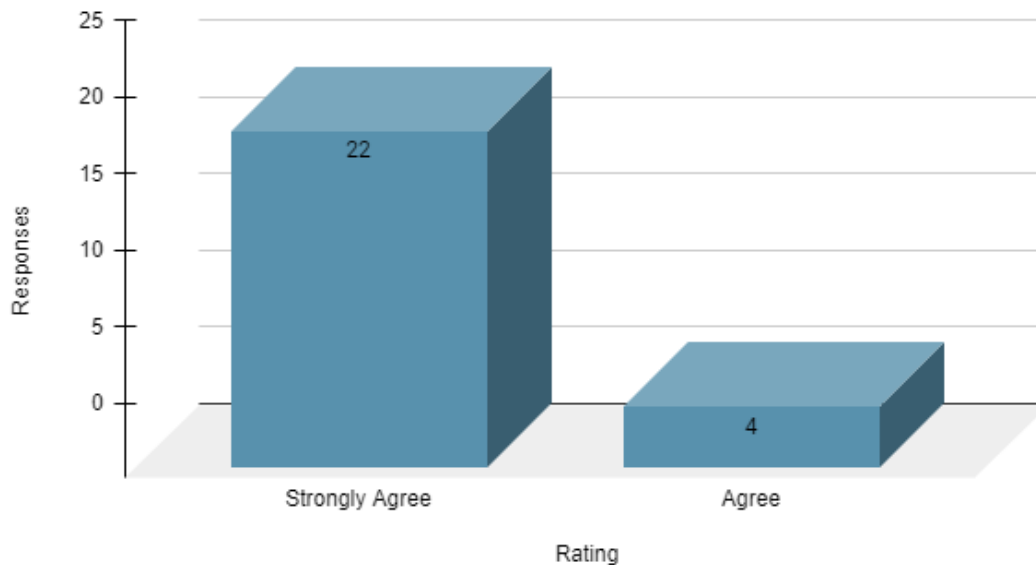
Question 2

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 in the community

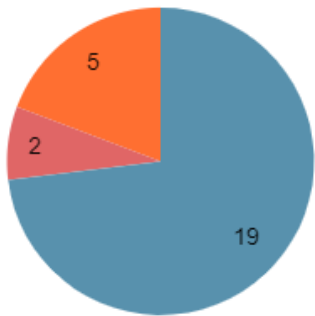


Question 2 continued...

Rating Scale - *Strongly Agree—Agree—Neutral—Disagree—Strongly Disagree—No Opinion*
26 Responses

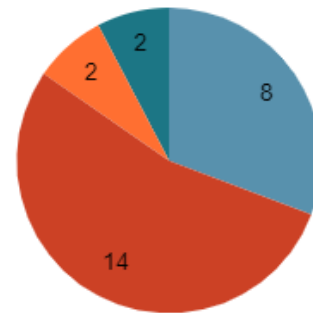
I have the information I need to refer clients to programs or services

● Strongly Agree ● Neutral ● Agree



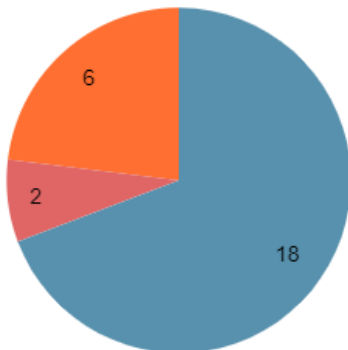
I am happy to donate, volunteer or partner with Touchstone

● Agree ● Strongly Agree ● No Opinion ● Neutral



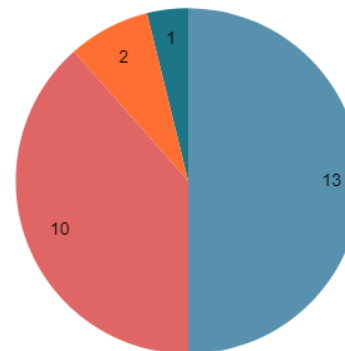
Programs and services offered by Touchstone are culturally inclusive

● Strongly Agree ● Neutral ● Agree



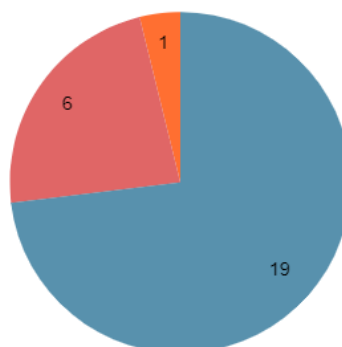
Touchstone programs and services are accessible

● Strongly Agree ● Agree ● Neutral ● No Opinion



Touchstone collaborates with community services organizations, agencies, schools & government

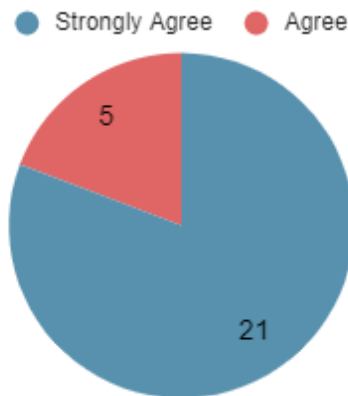
● Strongly Agree ● Agree ● Neutral



Question 2 continued...

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

I am satisfied with my experience with Touchstone



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:

- ◇ Touchstone is an open and collaborative community partner and we value our relationship with them. friendly organization
- ◇ Amazing community partner!
- ◇ Amazing team, super easy to collaborate with appreciate their input when requested.
- ◇ Staff are warm and engaging.
- ◇ We are grateful for our partnership and their ongoing support.
- ◇ No.
- ◇ They do so much for the community.



Question 3

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

- √ None (2)
- √ We would love to see more trauma based counseling services available for families in their first language, specifically Arabic.
- √ Nothing comes to mind right now
- √ Only drawback is the location. Amazing facilities but can be a challenge for students to get there
- √ No (4)

Question 4



How can we improve our practices?

- ⇒ Update website?
- ⇒ Continue with your flexible and accommodating approach. It really helps meet our needs and goals.
- ⇒ increase awareness to your services and programs
- ⇒ I am still getting to know Touchstone and the services it provides. To date I am satisfied. Thank you!
- ⇒ No specific improvement required as Touchstone has been providing outstanding social services to Richmond youth and families, including the Restorative Justice Program.
- ⇒ None

Question 5 Are there any situations that you really appreciate in your dealings with Touchstone?

- * Haroon and T run an after school program at my school and are always very flexible and a pleasure to work with.
- * Our partnerships and collaborations to deliver services. Touchstone's support of our services.
- * Being able to call their clinical supervisor to consult
- * Everything! Amazing staff who are always willing to come up with solutions, never trying to offload.
- * They have gone out of their way to support our emerging needs. Their teams are flexible and always seek to support. They are all caring people. It makes a big difference.
- * I work primarily with the early years team. The staff are friendly and approachable. I have a great working relationship with them.
- * I appreciate that families can reach out for support. I especially appreciate that our school site is a meeting space for Touchstone and our families. We are very fortunate!
- * Great staff and leadership. Always easy and a pleasure to work with
- * The City of Richmond's longstanding partnership with Touchstone Family Association (TFA) since 2008 has been instrumental in fostering positive outcomes within our community, particularly in the realms of restorative justice services and youth intervention services. Since 2023, TFA has been supporting Richmond with the implementation and oversight of initiatives aimed at addressing at-risk youth involved in gang and gun violence. TFA has been invaluable and contributing significantly to Richmond's efforts in promoting community safety and well-being. We value TFA's expertise and collaborative approach in tackling complex social issues.
- * The openness to collaborate.
- * Every dealing I have had with Touchstone is very collaborative
- * Friendly people



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 would like to have more survey respondents. Below are response levels over the last three years.

Year	# Responses
2024	26
2023	30
2022	25

We continue to strive to increase the 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.*