

2025 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 from the needs of the clients we serve, even as those needs evolve.

Survey Methodology

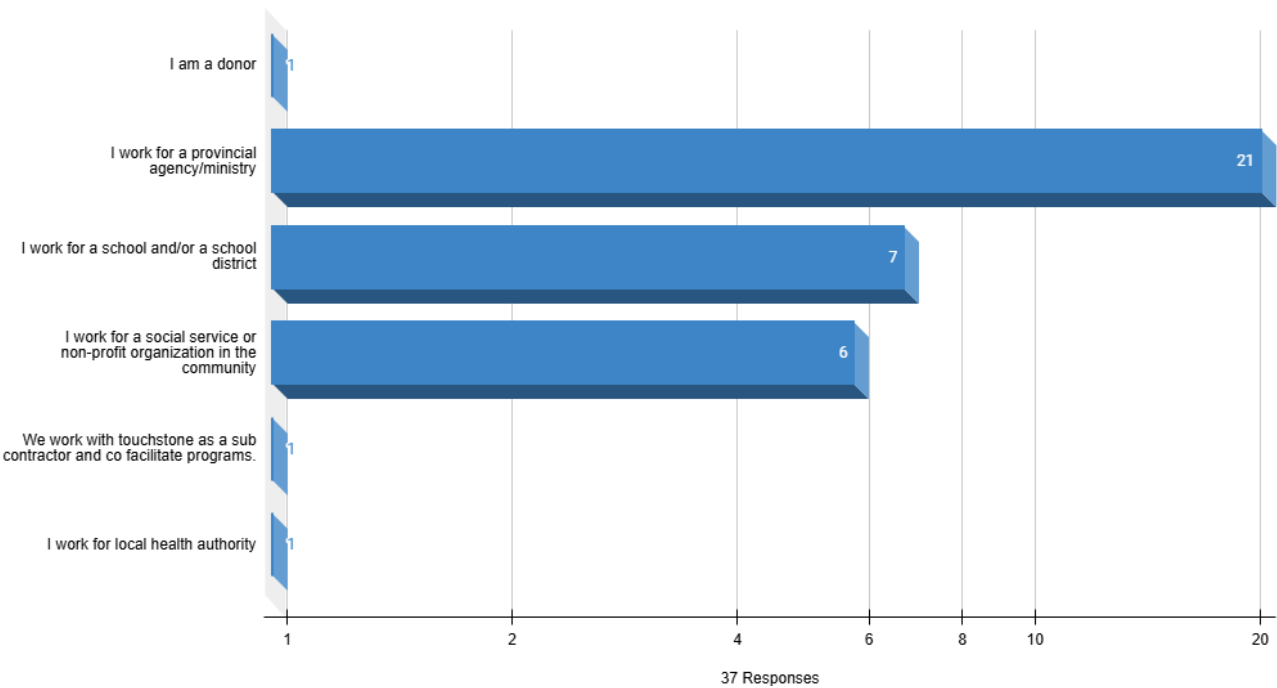
Each year we ask our stakeholders and community partners to give feedback on their experience working with Touchstone Family Association via an online survey. Our stakeholders are defined as referral agents, donors/funders, school and government organizations and community partner organizations. Survey 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: 95 Respondents: 37 Response Rate: 39%

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.



Question 2

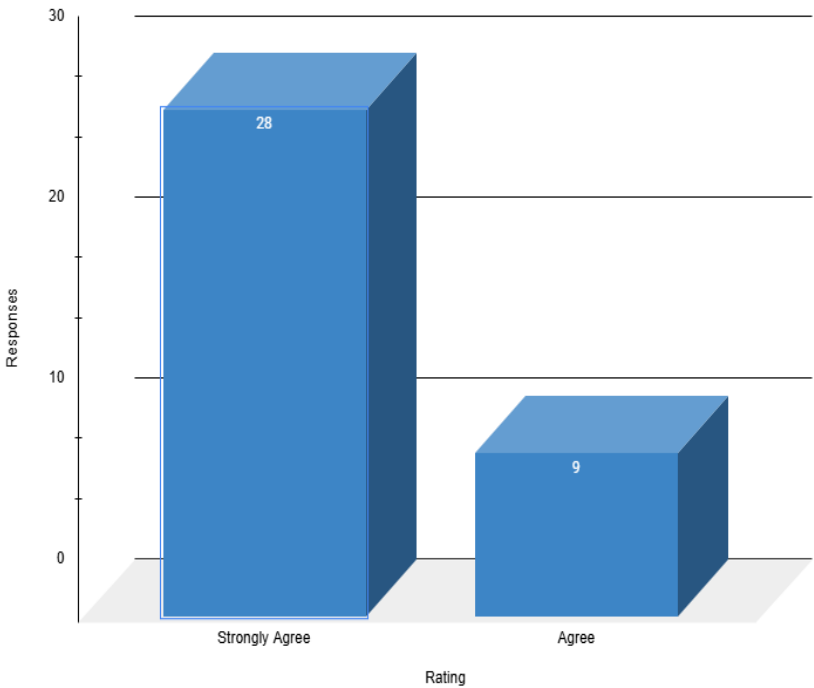
Survey respondents rated 7 statements regarding their experience with Touchstone Family Association.

Rating Scale

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

Rate the following statement:

Touchstone has a positive impact on the community

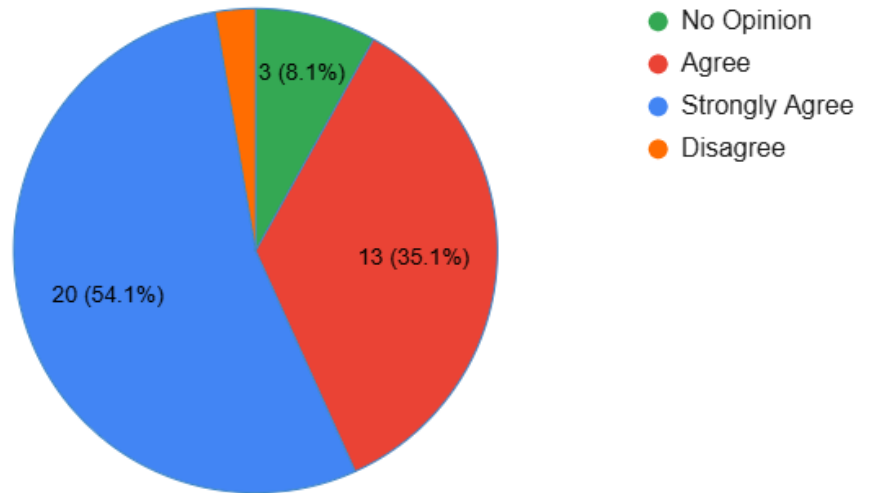


Question 2 continued...

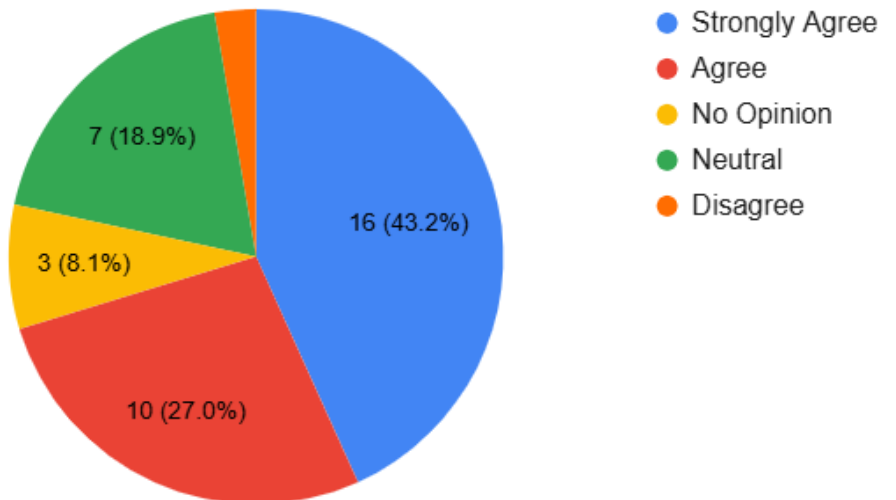
Rating Scale - *Strongly Agree—Agree—Neutral—Disagree—Strongly Disagree—No Opinion*

37 Responses

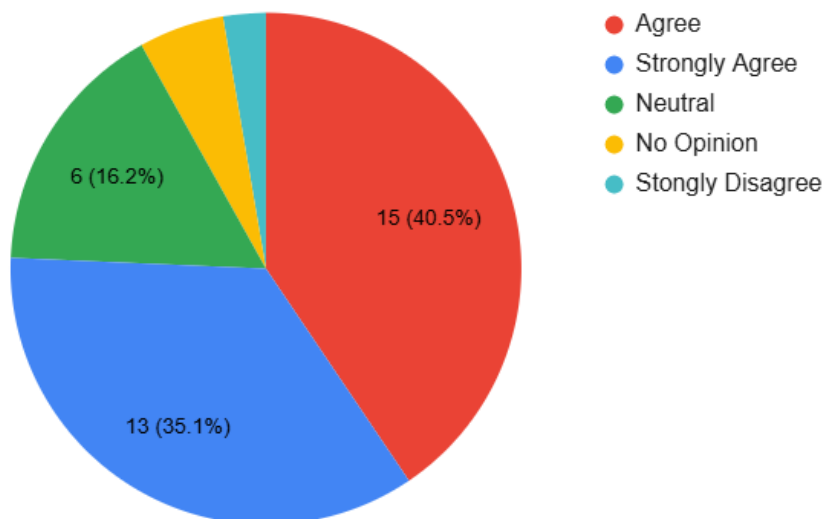
**I have the information
I need to refer clients to
programs and services.**



**I am happy to donate,
volunteer or partner
with Touchstone**



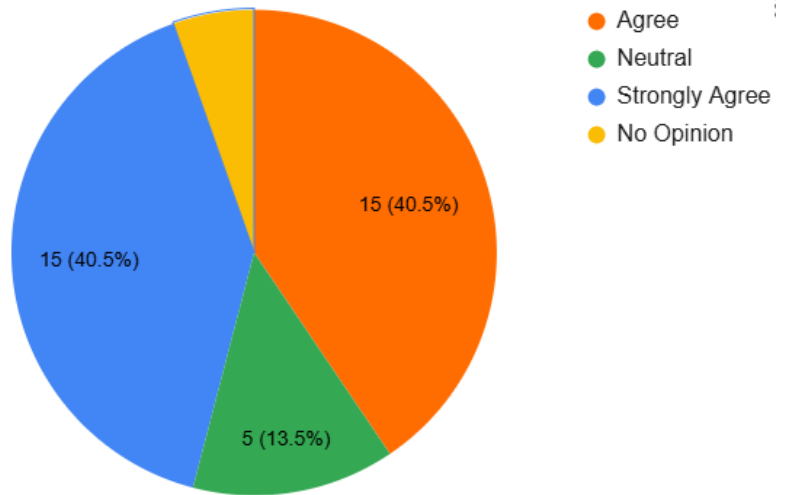
***Programs and services
offered by Touchstone are
culturally inclusive***



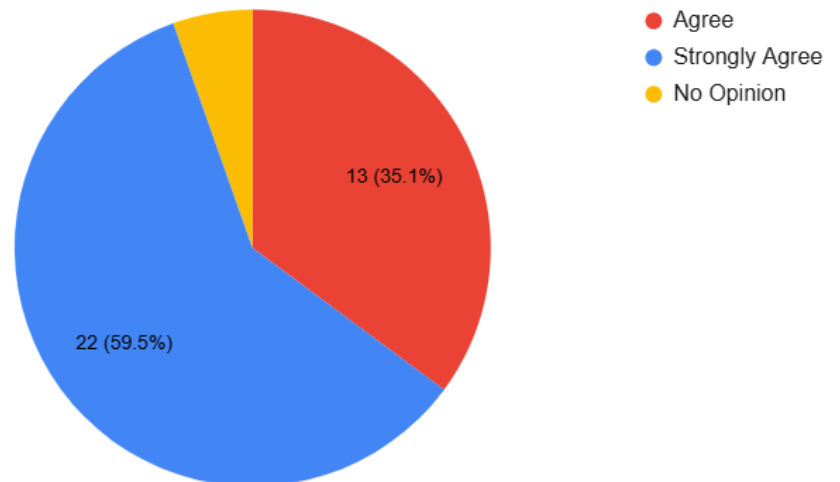
Question 2 continued...

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

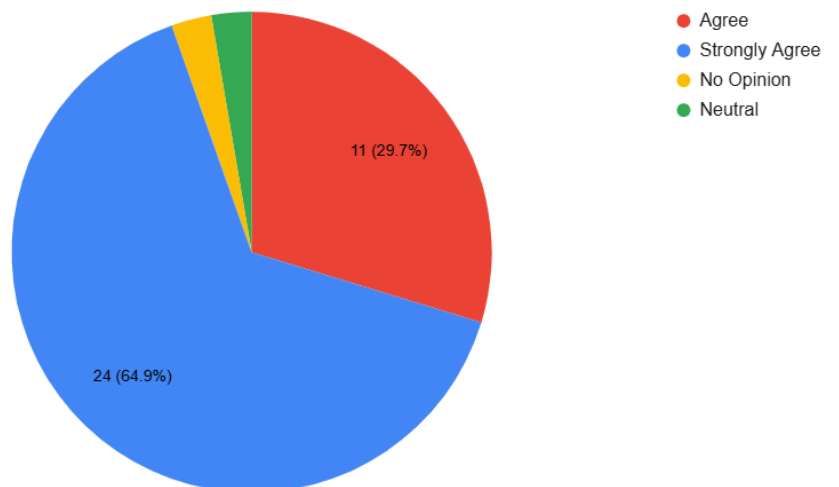
Touchstone programs and services are accessible



Touchstone collaborates with community services organizations, agencies, *schools* & *governments*



I am satisfied with my experience at Touchstone



Question 2 continued...Comments

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

- ◇ I marked neutral for accessibility only due to the location of Touchstone Family being situated on Viking Way in East Richmond, requiring youth clients to travel further to access programs/support resources unless they are outreach based.
- ◇ Francis House, the counsellor and manager, have consistently been amazing and wonderful to deal with
- ◇ Touchstone continues to be a leader in the community, putting children, youth and families at the center of their services and are continually adapting to meet needs
- ◇ touchstone is not the most central location
- ◇ I have limited experience with your organization
- ◇ More languages and more outreach by councillors needed.
- ◇ Really appreciated the revised application form
- ◇ Location is remote
- ◇ My main critique is that the website is clunky and confusing to navigate for clients. Information about groups is not presented - I've had to email every time I've wanted to know when exactly a group e.g. the social skills group, is being run.
- ◇ Super impressed with the staff and programming
- ◇ We consider Touchstone to be a valued partner.
- ◇ My experience involves working with School's Out team and After-school Hangout Club staff. I am very satisfied with my experience as the team is supportive, communicates timely and effectively and continues to provide quality programs to our students after-school.
- ◇ We cannot express enough gratitude for the incredible support provided by the Touchstone at SD38's StrongStart programs. Their partnership offering invaluable assistance to families with children aged 0-6 years who attend StrongStart programs in Richmond.
- ◇ The Outreach Workers at Touchstone are truly exceptional. They provide one-on-one support to families, helping them build connections with essential resources from home to the broader community. Their dedication to fostering a supportive environment has made a significant difference at all of our locations.
- ◇ They share comprehensive information and resources that empower our families. They focus on establishing connections and encouraging children's development . They offer guidance and support and help caregivers navigate the challenges of early childhood
- ◇ We are incredibly thankful for the Touchstone StrongStart support. Their commitment to strengthening families and building community is truly commendable. We hope for continued partnership in the future in the years to come.
- ◇ some courses held upstairs not accessible to those with mobility issues; interpreter service not necessarily available for various languages, especially during presentations/workshops



Question 3

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

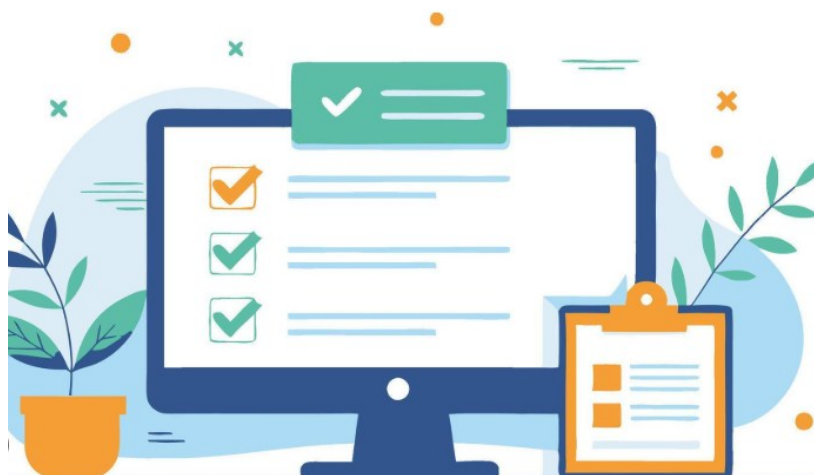
- ◇ Services/supports for Indigenous clients
- ◇ None so far, working with Francis House in particular is always such a relief
- ◇ Expanding support for families with Special or increased needs
- ◇ clients with other languages such as Spanish or Arabic
- ◇ More languages, autism supports and Indigenous supports
- ◇ More languages would help like European languages or Farsi etc
- Indigenous centered services
- ◇ Anger Management for female clients in a group setting.
- ◇ There is a need for more language diverse clinical counsellors / programs.
- ◇ Having Tagalog/Spanish speaking counsellors would help to meet the client population we serve.
- ◇ It was my understanding that previously, when children were referred to the children's social skills group, transportation was supported (pick up & drop off). This would be helpful.
- Women's Anger Group
- ◇ Men's Group in Chinese language
- ◇ A note on the social skills group - I think a different name might be less pejorative for the participants, I know kids may already feel ashamed of their perceived social flaws and the name of this group could perpetuate this.
- ◇ None
- ◇ I would appreciate continuing both the programs in our district and, scale up if possible so more students can benefit.
- ◇ Not from my perspective.
- ◇ no
- ◇ Language specific counselling supports, particularly more Arabic. Better access to interpreting services for workshops etc



Question 4

How can we improve our practices?

- ✓ Continued learning and training for staff, regular communication with MCFD, being a part of our collaborative meetings (MCFD needs to do better at this)
- ✓ Councillors need to do more outreach as clients are already struggling to meet and access services.
- ✓ If it make it clear how much info you need about the incident on application form that would be great especially non-protection file.
- ✓ Continuing to make programs accessible connecting with clients to see if they have met their goals before closing. Making sure referrals are followed through with (I've had an incident where someone was not added to a group because it wasn't running at the time. Never ended up joining)
- ✓ collaboration when couples go from individual to couples work
- ✓ Redesign the website with up-to-date information! Organization of groups seems lacking - I emailed a referral to a group for a client recently and receipt was never confirmed, it later turned out the referral had been missed.
- ✓ None
- ✓ Not at this time.
- ✓ You all do a fantastic job
- ✓ I would like to see all Touchstone staff refer to/ promote our agency as we refer to yours.
- ✓ offer workshops on zoom with translation subtitle?



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

- * opportunity to volunteer
- * Working in collaboration with Re-Set Program, youth counsellors, and TTI Workers.
- * I've worked with numerous youth as a SW and TL with Francis House, particularly with Chris, and I am always floored at how easy it is to work with the staff and manager on managing difficult circumstances. Trauma-informed, gentle, empathy, but with boundaries, setting guidelines, outlining concerns. Just wonderful.
- * Leadership is very strong; continuity is important to their success and ensuring agency grows with the community.
- * being able to consult/discuss a client with staff to figure out the best fit
- * I really appreciate Touchstone always being open to being flexible to meet families needs.
- * Open communication
- * Everyone is quick to respond, inclusive, understanding. The availability of interpreters and languages helps with those in our community.
- * Counsellors are very knowledgeable and go out of their way to help with other things like housing, employment, court etc.
- * All counsellors have always been very communicative and collaborative with us which has made the overall process with clients much smoother.
- * I really appreciate coming together for the meet and greet.
Collaborations to be able to connect and further collaborate with the counsellors.
- * The level of communication with clients and MCFD and the tremendous support you are able to give to clients.
- * Counsellors being part of case planning eg. attending FCPC
Handling situations where counsellors are able to provide practical support and hands on support.
Supervised visits programs - flexible, organized, easy to work with
- * Very strong communication allows for better collaboration
- * Dave is a very transparent and easy to work with
- * almost all the programs as well as the pro-d offerings
- * The individual staff are always very helpful when I've been in touch.
- * We appreciate Reset. We have made referrals to Touchstone for family counselling support.
- * Yes, Communication, Flexibility, Quality programs and willingness to grow our partnership strong.
- * The Early Childhood Team is remarkable. They seamlessly navigate a multitude of spaces, people and locations. They connect quickly with families and do so with care and sensitivity. We greatly appreciate the flexibility of the team and willingness to explore new programs and locations.
- * connecting with staff and all the trainings they've been offering to community
- * I run a Toddler Time for Chinese Speaking Families with Gloria and she's always well-prepared and easy to work with. When she's not able to attend, the volunteers that come in her place have always been professional, with lots of good cultural knowledge to share with the families.
- * In all aspects of our interactions with Touchstone, they are attentive, responsive and open. It is a pleasure to work with them.
- * opportunity to bring education to families



Stakeholder Survey - Conclusions

This year, we are pleased to see an increase in survey participation, with 37 responses compared to 26 in 2024. This growth reflects intentional efforts to diversify and expand the ways we gather feedback from our stakeholders. We will continue to explore creative, inclusive, and accessible approaches to ensure that all voices—especially those of our referral agents, funders, schools and community partners—are heard.

Stakeholder feedback is essential to Touchstone’s continued growth and effectiveness as a social service provider. It helps us assess our standards and practices, ensuring our services remain responsive and adaptable to the evolving needs of clients and partners.

This survey has provided valuable insights—highlighting strengths, identifying areas for growth and offering thoughtful recommendations.

Strengths and Highlights

- dedicated staff committed to flexibility and a client-centered approach
- strong community partnerships and collaboration
- high-quality, impactful programming

Opportunities for Enhancement

- Continuing to improve accessibility by removing barriers to service
- Expanding language and cultural supports to better serve Richmond’s diverse population
- Diversifying and growing program offerings to meet emerging community needs

We appreciate the time and thoughtful contributions from survey respondents. Your feedback will help guide our planning and strengthen our services for the community. Listening, learning, and evolving remain at the core of our mission, and we look forward to building on these insights together.

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