



Touchstone Family Association  
*Strengthening Family + Building Community*

# Stakeholder Survey Results 2026



## Executive Summary

Touchstone Family Association 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 is committed to continuous quality improvement, accountability, and responsiveness to community need. As part of this commitment, the annual *Stakeholder Survey* provides a structured mechanism to gather feedback from key partners, including referral sources, funders, and community collaborators. This feedback is integral to informing organizational learning, service planning, and performance management.

The 2026 Stakeholder Survey was conducted during the second year of implementation of the Association’s *2025–2029 Strategic Plan*. Findings from this report are analyzed through the lens of the three strategic directives: ***Prioritizing Integrated Planning, Investing in Our People, and Operational Excellence.***

This report also supports Touchstone’s preparation for Accreditation, reflecting the core principles of stakeholder engagement, outcomes measurement, service excellence, and continuous improvement. Stakeholder input is a key component of performance measurement systems, ensuring that services remain accessible, coordinated, culturally responsive, and aligned with community needs.

**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.**



# Stakeholder Survey Results

## Survey Methodology

Touchstone conducts an annual stakeholder survey to gather feedback on the experiences of community partners and stakeholders working with the organization. The survey is administered online and is intended to support continuous quality improvement, service planning, and performance evaluation.

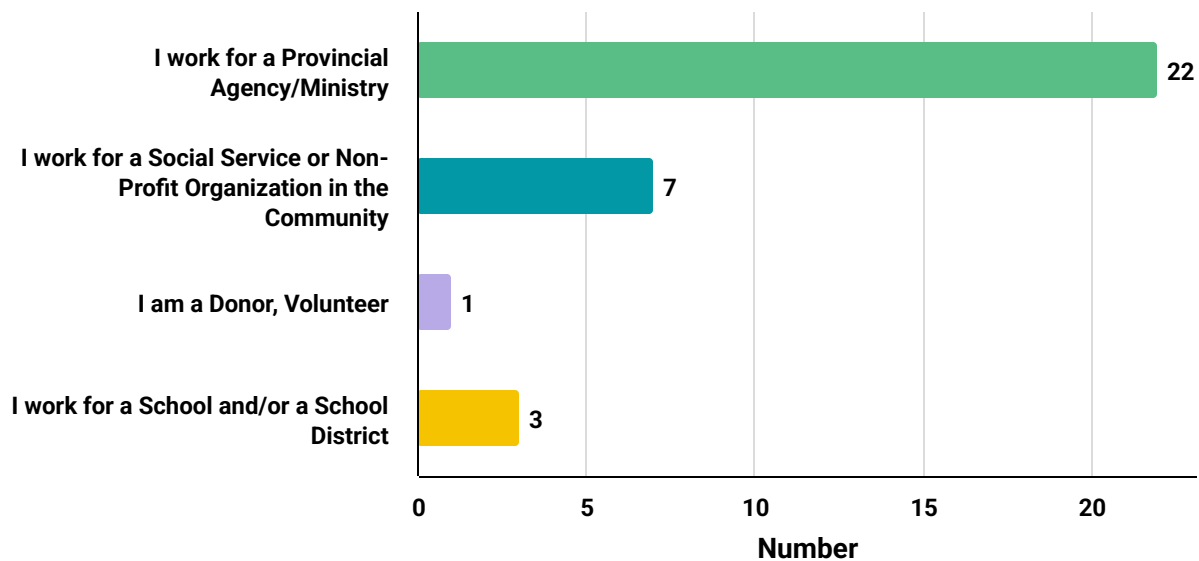
Stakeholders are defined as referral agents, donors and funders, school and government representatives, and community partner organizations. All responses are collected anonymously to encourage open and candid feedback. No identifying information is retained or reported.

**For the 2026 survey cycle, a total of 85 surveys were distributed, with 33 responses received, resulting in a 39% response rate.**

This report presents a summary of survey findings, including quantitative ratings and qualitative feedback. Responses have been analyzed to identify key themes, strengths, and opportunities for improvement to inform ongoing organizational planning and service delivery

## Total Responses: 33

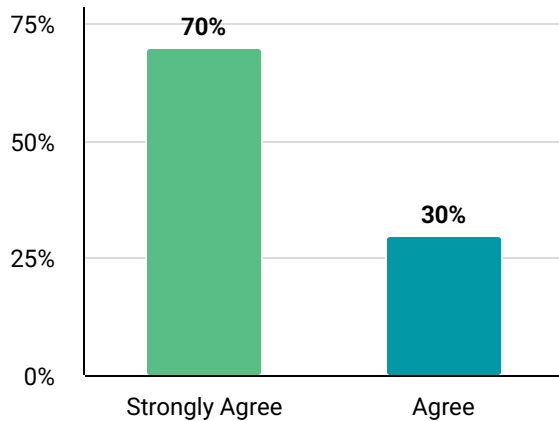
### Question 1: In what capacity do you interact with Touchstone? (Please choose the one that best applies)



## Question 2: Rating Our Stakeholders' Experiences

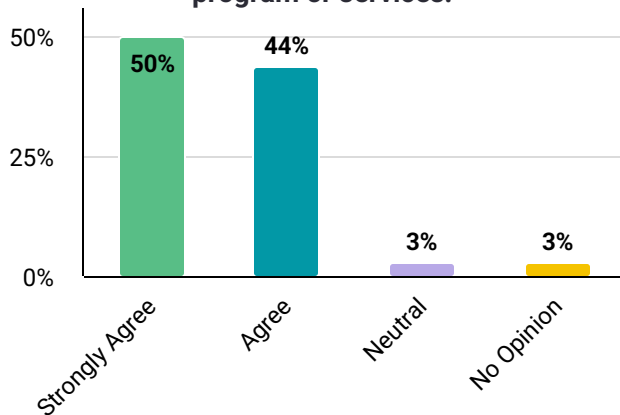
To assess stakeholder experience, respondents rated seven key statements using a scale ranging from Strongly Agree to Strongly Disagree (including Neutral and No Opinion). Each statement received **33 responses**, providing a consistent and reliable foundation for evaluating performance across strategic priority areas.

### "Touchstone has a positive impact in the community."



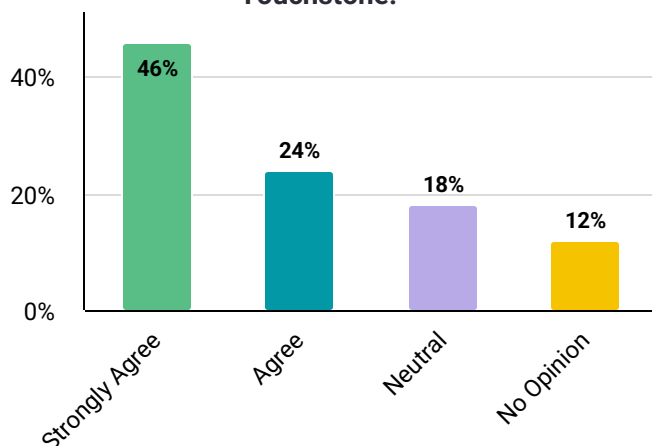
Stakeholders overwhelmingly affirm that Touchstone has a positive impact in the community, with 100% agreement. This strong result reinforces our strategic commitment to meaningful, community-driven outcomes and demonstrates that our programs are effectively supporting children, youth, and families.

### "I have the information I need to refer clients to program or services."



High levels of agreement indicate that stakeholders generally feel well-equipped to refer clients to Touchstone services, reflecting strong communication and partner engagement. The small proportion of neutral or "no opinion" responses suggests an opportunity to further strengthen clarity, outreach, and consistency of information sharing as part of our strategic focus on accessibility.

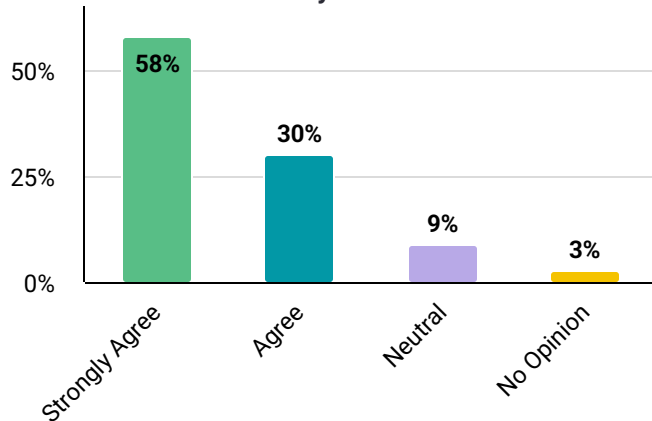
### "I am happy to donate, volunteer or partner with Touchstone."



While many stakeholders express a willingness to further engage, the presence of neutral and "no opinion" responses should be interpreted in context. A large proportion of respondents identified as working within a provincial agency, where opportunities to donate, volunteer, or partner are not applicable. These results highlight an opportunity to tailor engagement across stakeholder groups, strengthening community relationships.

## Question 2: Rating Our Stakeholders' Experiences (Continued)

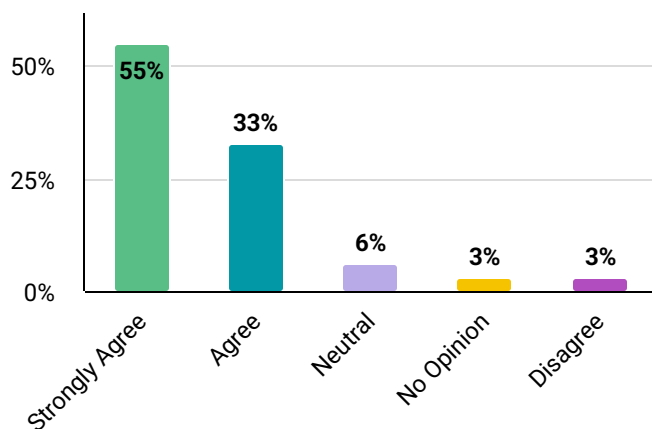
"Programs and services offered by Touchstone are culturally inclusive."



Strong positive responses demonstrate that Touchstone's programs are widely perceived as culturally inclusive. This reflects our ongoing commitment to equity, diversity, and inclusion.

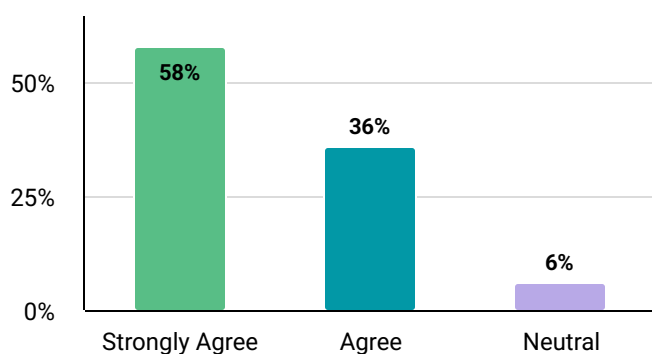
At the same time, neutral responses highlight opportunities to continue expanding culturally responsive programming and language accessibility to meet evolving community needs.

"Touchstone programs and services are accessible."



Most stakeholders agree that Touchstone's services are accessible, supporting our strategic goal of reducing barriers to care. However, the presence of neutral and some disagreement suggests a need to continue addressing accessibility challenges such as service location, hours, and outreach to ensure equitable access for all families.

"Touchstone collaborates with community services organizations, agencies, schools & governments."



Strong agreement underscores Touchstone's reputation as a highly collaborative and trusted community partner.

This aligns closely with our strategic direction to strengthen partnerships and coordinate services across sectors to better support complex client needs.

"I am satisfied with my experience with Touchstone."

Strongly Agree:  
61%



Overall satisfaction is exceptionally high, with 100% of respondents reporting a positive experience. This reflects the strength of service delivery, staffing, and community relationships, reinforcing our commitment to service excellence.

**Following the Statements in Question 2, Respondents were given the opportunity to comment on any of their ratings.**

**7 Responses Received**

- Amazing organization and every staff person I have worked with goes above and beyond to support youth.
- The website is sometimes not up to date. I think it's important to stay on top of that as many of our families self refer and when we recommend programs, it's good to know the dates they are offered.
- Touchstone continues to offer exceptional services and supports to many children youth and families across Richmond and surrounding communities. Their staff are committed to providing the optimum level of support to all families and their ability to operate in multiple languages is very much appreciated.
- I have had the opportunity to work with TFA for a number of years! they are an amazing organization and provide incredible services to the children youth and families they serve. They are adaptable to changing needs and are a leader in providing innovative and creative programs and supports.
- I am happy to work with the staff from Touchstone Family Association. They always provide up-to-date information in the community and share programs with families with different needs.
- Touchstone is a valued partner with the school district.
- The question above "2. I have the information I need to refer clients to programs or services" does not apply to me.

## Question 3

### Respondents were then asked to comment on Emerging Gaps & Needs in Touchstone Services

14 Responses Received

- If counsellors are more willing to do outreach, it would bridge gaps.
- Groups in other languages other than just Mandarin or Cantonese, Richmond has a growing population of other ethnicities (i.e. arabic, spanish)
- Parenting groups in Chinese for parents of teens.
- There are times when we need more supervised visit hours.
- I am seeing an increase of children with support needs (all ages but they are getting younger) being kept out of school due to behaviours. It might be a gap to consider something to work on getting them back in school.
- Further understanding around intimate partner violence and dynamics around this.
- Not at this time.
- They provide balancing programs in the community and work respectfully with the other organizations. I don't think there is any emerging gaps and need in their services.
- More counsellors that are able to speak various languages and more culturally inclusive programs
- There are no youth programs for children that fall in between the ages of the early years programs and youth services.
- No
- Perhaps a pre-teen peer support workers to help connect pre-teens with community and learning independence skills, such as taking public transportation and accessing community programs when their parents are not in a position to provide that support or time.
- Outreach support
- Having more programs for kids/preteens for their MH.

## Question 4

**Respondents were asked to comment on how Touchstone can improve services.**

**10 Responses Received**

- The location on Viking Way makes it a tad inaccessible for some youth clients.
- I think TFA used to do open houses for the community, but I have not heard of any for a while.
- Wait times?
- I think you are doing a great job!
- Not aware of any glaring issues that require improvements.
- I recommend that when using substitute staff in the program, they should be provided with an orientation. Additionally, the main staff should offer job shadowing opportunities to help them understand the general procedures and key points to watch for before they begin communicating with parents directly.
- More counsellors that are able to speak various languages and more culturally inclusive programs. More flexible hours to accommodate working families
- I think you are doing a great job
- More outreach from counsellors
- Offering more clinicians that speak different languages (ex. Mandarin, Cantonese, Hindi etc.)

## Question 5

**Respondents were asked to comment on situations they really appreciated in their engagement with Touchstone.**

**16 Responses Received**

- Touchstone Re-Set, TTI Workers, BSC workers, and counsellors have been awesome.
- Open to collaborations, variety of programs.
- Any time I am looking for support for a student with complex needs, or any family support.
- The front porch program is awesome! So many people cannot afford counselling but really need it; with this program that is one less barrier for them.
- Counsellors work collaboratively with me to help my clients
- Dave Cooper and counsellors are always willing to find a way to reduce barriers and provide the best service. I really appreciate everything Touchstone does for the community and the families we work with.
- Referrals are always handled in a timely and professional manner.
- Over the years have truly appreciated the ability of TFA to be creative and work in partnership to address complex issues with clients.
- The main staff are friendly and can provide families with lots of up-to-date information in the community. Their singing circle is engaging and interactive.
- Collaboration on complex client/family situations that required coordinated approach; community initiatives to address community needs; language specific options being available.
- Openness in communication and information sharing.
- The collaboration of the counsellors at TFA
- I appreciate Touchstone's willingness to collaborate.
- Very committed to serving the community to the best of the agency's ability.
- All of my interactions with TFA staff and leadership have been collaborative and positive.
- Highly collaborative, receptive to feedback and highly skilled staff.

# Report Summary

The 2026 Stakeholder Survey gathered feedback from 33 respondents across community partners, referral agents, and funders, representing a 39% response rate. Overall, findings demonstrate a high level of stakeholder satisfaction, with consistent themes of strong collaboration, responsiveness, and service quality.

## Key Strengths and Performance Highlights

Stakeholder feedback reflects strong alignment with all three strategic directives:

### 1. Strong Community Collaboration and Integrated Service Delivery

Stakeholders consistently identified Touchstone as a highly collaborative organization that is responsive, communicative, and effective in working across systems. This aligns directly with the strategic priority of Prioritizing Integrated Planning, including strengthened partnerships, coordinated care approaches, and leadership within community initiatives.

Feedback highlighted:

- Effective collaboration on complex cases
- Strong partnerships with schools and community organizations
- Leadership in coordinated, multi-agency responses

### 2. High Quality, Client-Centred Services

Respondents emphasized the professionalism, adaptability, and commitment of staff, reinforcing the organization's investment in workforce development under Investing in Our People.

Notable strengths include:

- Skilled and compassionate staff
- Ability to adapt to complex and evolving client needs
- Culturally responsive and multilingual service delivery

### 3. Accessibility and Barrier Reduction

Programs such as the Front Porch initiative were identified as critical in improving access to services, particularly for vulnerable populations. This reflects progress under Operational Excellence, including equitable service delivery and barrier reduction.

# Report Summary

## Emerging Trends and Service Gaps

While overall satisfaction is high, several consistent themes emerged that are important for performance improvement:

### 1. Increasing Demand and Service Capacity Pressures

- Requests for more counselling availability and reduced wait times
- Need for expanded supervised visitation and outreach services
  - ➔ Indicates growing complexity and demand, aligning with strategic priority for financial viability and capacity planning

### 2. Need for Expanded Cultural and Linguistic Services

- Requests for services in additional languages beyond existing offerings
- Desire for more culturally inclusive programming
  - ➔ Reinforces the need to continue advancing equity, diversity, and inclusion integration within service planning

### 3. Service Gaps Across Age Groups

- Identified gaps in programming for pre-teens and youth transitioning between service streams
  - ➔ Suggests opportunity for enhanced continuum of care planning, aligned with integrated service delivery goals

### 4. Increased Complexity of Client Needs

- Rising mental health concerns among younger children
- Challenges related to school disengagement and behavioural needs
- Continued need for intimate partner violence supports
  - ➔ Highlights importance of clinical capacity, training, and cross-sector coordination

### 5. Access and Communication Improvements

- Website updates and clearer program information needed
- Opportunities to increase outreach and community visibility
  - ➔ Aligns with Operational Excellence priorities in accessibility and communication systems

# Conclusion

The 2026 Stakeholder Survey confirms that Touchstone is performing strongly as a trusted, collaborative, and high-quality service provider within the community. Results demonstrate meaningful progress toward the priorities outlined in the 2025–2029 Strategic Plan.

At the same time, the survey identifies important opportunities to strengthen service capacity, enhance cultural and linguistic responsiveness, and improve program continuity across age groups and service areas. Addressing these themes will be critical to sustaining service excellence, supporting staff, and responding effectively to the increasing complexity of community needs. These findings will directly inform ongoing performance measurement and management processes, ensuring that organizational decisions remain data-informed, responsive, and aligned with strategic and accreditation commitments.

Touchstone recognizes the essential role that stakeholder feedback plays in evaluating service effectiveness, strengthening partnerships, and guiding continuous quality improvement. While the 39% response rate represents meaningful engagement, the organization is committed to increasing participation in future survey cycles to ensure a broader and more representative range of perspectives. Enhancing stakeholder engagement is a key component of integrated planning and organizational learning.

In addition to the annual survey, Touchstone remains committed to creating ongoing opportunities for feedback throughout the year. Stakeholders are encouraged to share their input through direct communication, collaborative initiatives, and other engagement activities as we continue to strengthen our services and partnerships.

By integrating stakeholder feedback, Touchstone will continue to evolve as a responsive, accountable, and client-centered organization, dedicated to strengthening the social health and independence of children, youth, and families in our community.



**We extend our sincere appreciation to all stakeholders who took the time to participate in this year's survey. Your insights and experiences are invaluable in helping us better understand what we are doing well and where we can improve.**