



Touchstone Family Association Stakeholder Survey Results 2021



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.

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 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 (TFA) 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 satisfaction surveys, like this one, which assist us in getting timely and relevant feedback on the performance of our staff and programs.

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

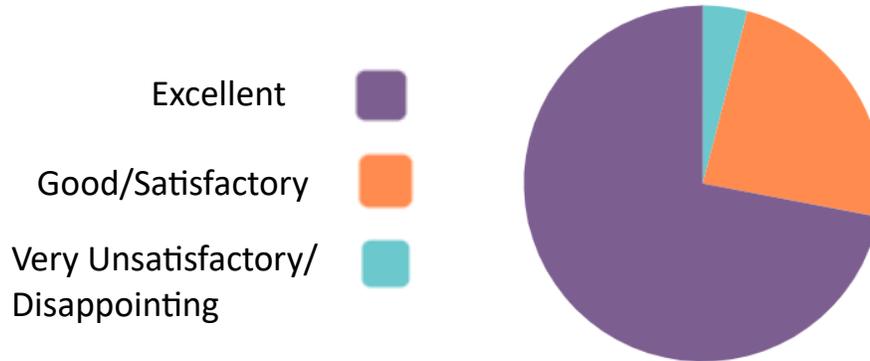
Each year we ask our stakeholders and community partners to give feedback on their experience working with Touchstone Family Association via an online survey. Our stakeholders are defined as referral agents, funders, school and government organizations and community partners. Survey responses are anonymous 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: 60 Respondents: 25 Response Rate: 42%

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?

25 Answered 0 Skipped



Answer Choices	Responses	
	%	#
Very Unsatisfactory / Disappointing	4%	1
Unsatisfactory/Needs Improvement	0%	0
Average	0%	0
Good/Satisfactory	24%	6
Excellent	72%	18
N/A	0%	0
Total	100%	25

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

25 Answered

0 Skipped



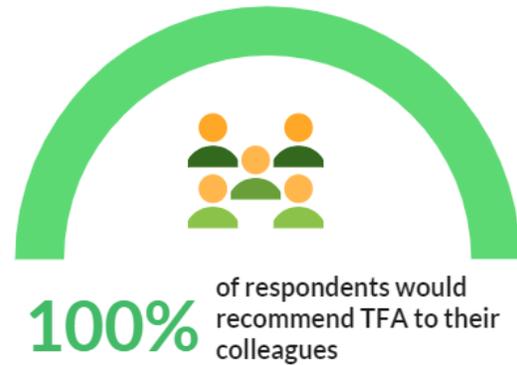
Community service providers surveyed responded **YES** Touchstone works in collaboration with the community, school, government and other partners

Question 3:

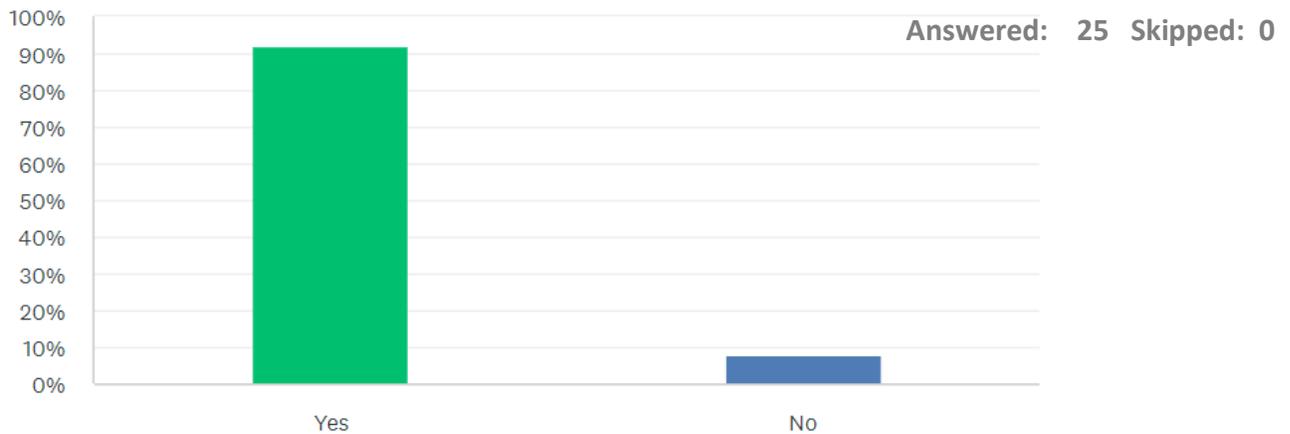
Would you be likely to recommend the TFA program?

Answered: 24

Skipped: 1



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



Answer Choices	Responses	
Yes	92%	23
No	8%	2
Total	100%	25

Comments

- √ I only work with the group home which is gate-kept by MCFD (Ministry of Children and Family Development) so accessibility is limited but there was not an n/a category
- √ Very accessible for MCFD referrals
- √ The Viking Way location is somewhat out of the way from Richmond City Centre
- √ Physically it's a bit tougher to access the main site. But the online and outreach services work.

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

Comments

Answered: 20 Skipped: 5



- √ Connect with community partners. Very collaborative.
- √ Great team facilitation skills.
- √ Support and work with difficult families, work collaboratively with agencies
- √ Collaborative work
- √ Serve the community in a good way.
- √ Good collaborative planning for CICs. Stability of long-term staff is amazing.
- √ Being accessible to the community and making every effort to reach those who need your services
- √ Works well with community partners
- √ Good variety of programs; friendly, helpful and knowledgeable staff who 'meet clients where they are at'
- √ Coordinated case management and clinical care
- √ Good community connection, good services and resources for families
- √ Awesome community partner agency to work with
- √ Collaboration, Communication, program delivery Contributing to healthy and happy community
- √ We have a leadership program happening at our school, and the students really enjoy it.
Staff have great communication and are very reliable.
- √ Working with youth
- √ TFA has a great response rate to outside organization requests.
- √ Open, collaborative communication – wide range of available services-passionate, caring staff.
- √ Meeting students and families where they are at.
- √ Collaboration. Responsive to community needs.
- √ Run a quality program that supports youth.



Question 6: How do we improve our practices?

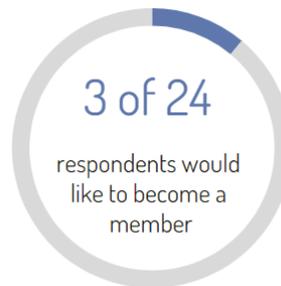
Answered: 9 Skipped: 16

- √ Expand your services
- √ Location
- √ I believe the new location isn't too well known
- √ Increased community collaboration
- √ A more central location
- √ Nothing
- √ Not sure

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

Answered: 24 Skipped: 1

Answer Choices	Responses	
Yes	12.50%	3
No	87.50%	21
Total	100%	24



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.

Overall the survey results are positive and reflect the collaborative nature of our work with our referral agents, funders, schools, government organizations and community partners. We are pleased to have more respondents to the survey this year (25 respondents in 2022 over 19 in 2021). We will continue to strive to increase the overall rate of survey return and look for creative ways to seek feedback.

There are some take aways we can consider to better our practices:

- √ One respondent reported their overall impression of the services provided by TFA was not favourable - we appreciate this feedback. There were no comments provided by respondents on this question. Touchstone has communication vehicles for feedback on our services and we invite survey respondents to continue to dialogue when our services are not received positively so we can understand and improve.
- √ Of 24 respondents, 21 would not be interested to become a member of Touchstone. This result is noted and will be reviewed in more detail.
- √ Comments for improvement included expanding services, increasing community collaboration and our location.

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