

2011 Stakeholder Survey Results

Question 1: What is your overall impression of the services provided by TFA?		
Answer options	Response Percent	Response Count
Very Unsatisfactory/Disappointing!	0	0
Unsatisfactory/Improvements Needed	0	0
Average	5.3%	1
Good/Satisfactory	21.1%	4
Excellent!	68.4%	13
N/A	5.3%	1
<i>Answered question</i>		19
<i>Skipped question</i>		0
Comments:		
<ul style="list-style-type: none"> • The range of service is impressive • Have continued to offer supports to a youth who left in the fall 2010 as youth feels a connection to the home and staff • Fantastic, positive, caring staff 		

Question 2: Do you believe TFA works in collaboration with other community services agencies, schools, governments etc?		
Answer options	Response Percent	Response Count
Yes	100%	19
No	0	0
<i>Answered question</i>		19
<i>Skipped question</i>		0
Comments:		
<ul style="list-style-type: none"> • RCMP, VCH, School District, Community Agencies, MCFD, etc are involved in many of their services. 		

Question 3: Would you be likely to recommend the TFA program to your colleagues?		
Answer options	Response Percent	Response Count
Yes	100%	19
No	0	0
<i>Answered question</i>		19
<i>Skipped question</i>		0
Comments:		
<ul style="list-style-type: none"> • n/a 		

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Question 4: Do you believe TFA services to be accessible and available?		
Answer options	Response Percent	Response Count
Yes	94.7%	18
No	5.3%	1
<i>Answered question</i>		19
<i>Skipped question</i>		0
Comments:		
<ul style="list-style-type: none"> • n/a 		

Question 5: What do you think we do well as an organization?	
<i>Answered question</i>	11
<i>Skipped question</i>	8
Comments:	
<ol style="list-style-type: none"> 1. Partnerships with other organizations, advocacy, excellent services and programs, sticks to mandate 2. Work collaboratively, flexible 3. Promote the importance of family in establishing a grounding environment for children. Uphold families as the place where healing occurs and provide supports to build the capacity of families to heal. 4. TFA is responsive, not only in its range of services, but in a timely manner. Families don't often experience the "We'll put you on the wait-list" syndrome. Even when a particular service is not available, "something" happens to tie them over until it is. 5. Work well with MCFD staff and provide excellent service to clients, very flexible with respect to what the workers will do with clients. 6. Flexible and client centered. 7. Well structured and managed, staff quite professional 8. You provide a very comforting, supportive environment...especially for youth! 9. Documentation, availability for ICM, short notice meetings etc., sense of humour! 10. You build relationships with families. This is strength of your staff. 11. Picking up referrals in a timely manner, clear and concise with goals and working respectfully with clients who are referred. It is also very helpful to have counselors from various backgrounds to assist immigrant families and minority groups. 	

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Question 6: How could we improve our practices?	
<i>Answered question</i>	8
<i>Skipped question</i>	11
<p>Comments:</p> <ol style="list-style-type: none"> 1. More access to your front door program. 2. Increase sites 3. Seek partners (community and corporate) that philosophically align with your services in order to offer greater access and build your own capacity to serve the community. 4. Some of the line workers, in an effort to be advocates for their clients, can set up adversarial relationships between the family and other agencies involved. When they support the thinking that some other body “should” be doing/ providing a specific service or that the family deserves that service it sets up an unrealistic expectation and can lead to upset or resentment. 5. Nothing. 6. It would be great to have more culturally appropriate service available to our clients, such as a true Mandarin speaking counsellor that can work with our growing Mandarin speaking population and clients in Richmond. 7. No recommendations at the moment 8. Possibly an aboriginal outreach worker may assist with our first nations communities and families. 	

Question 7: Are you aware that Touchstone accepts donations to support their programs?		
<i>Answer options</i>	Response Percent	Response Count
Yes	73.7%	14
No	26.3%	5
<p>Comment: Can donations be made via United Way Campaign?</p>		
<i>Answered question</i>		19
<i>Skipped question</i>		0

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Question 8: Would you be interested in becoming a member of Touchstone to hear more about our workshops, seminars and programs?		
Answer options	Response Percent	Response Count
Yes	22.2%	4
No	77.8%	14
<i>Answered question</i>		18
<i>Skipped question</i>		1
Comments: <ul style="list-style-type: none">• I am already a member.		