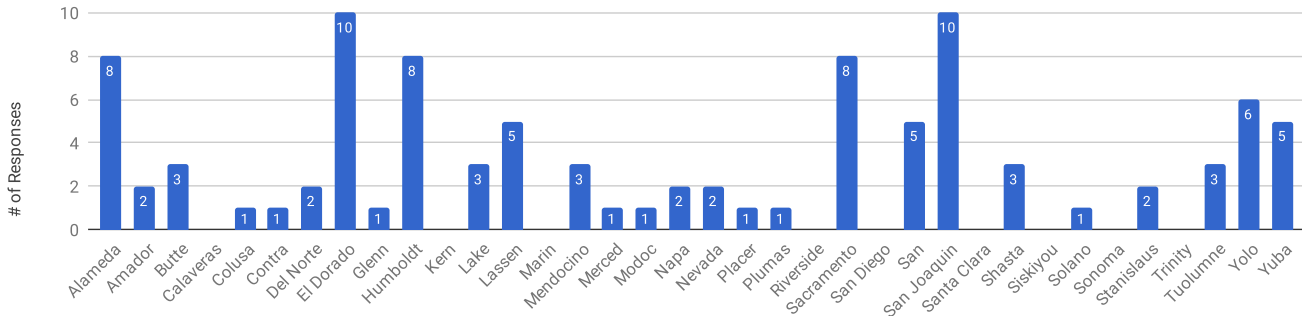


Stakeholder Satisfaction Survey 2020

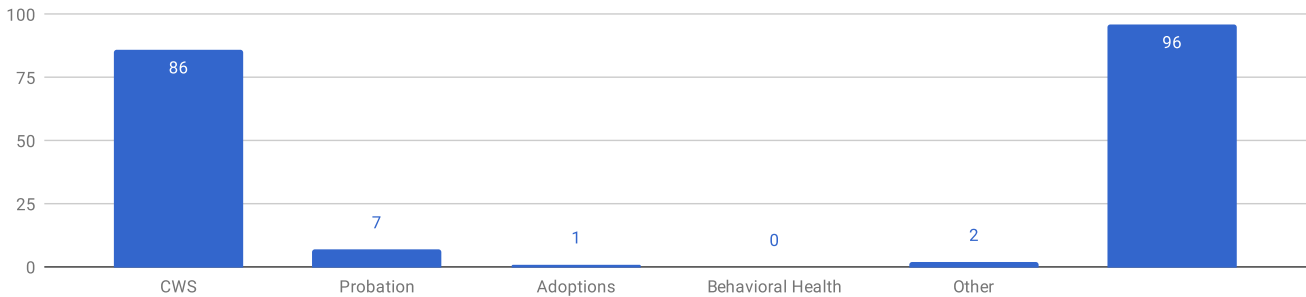


This satisfaction survey consists of sixteen items, thirteen of which are based on a 5-point Likert scale. The survey was administered via a SurveyMonkey link to EA stakeholders. Likert-scaled responses ranged from "I completely agree with this statement" to "I completely disagree with this statement". This survey ended with a sample size (n) of 99, up from 72 in 2019 (a 37.5% increase).

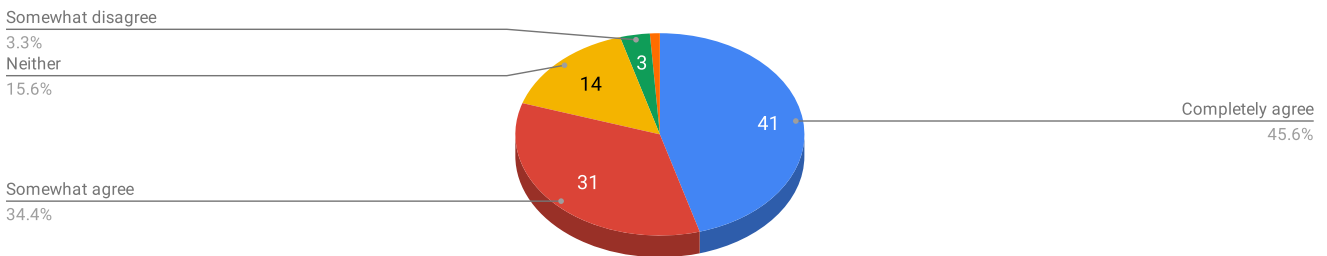
Q1: Which county do you represent?



Q2: With what county agency do you work?

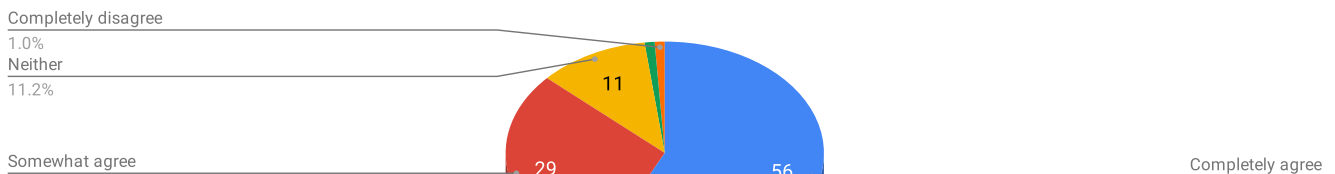


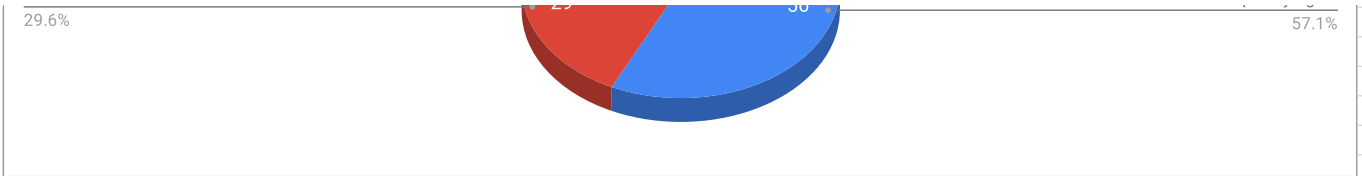
Q3: EA staff is easily accessible.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	41	31	14	3	1
Item Mean	4.2				
2019 Mean	4.51				

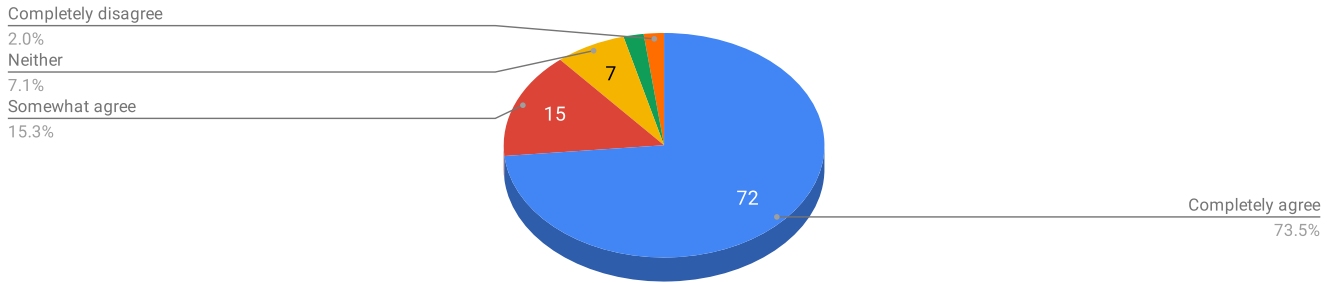
Q4: EA staff respond to my emails and phone calls in a timely manner.





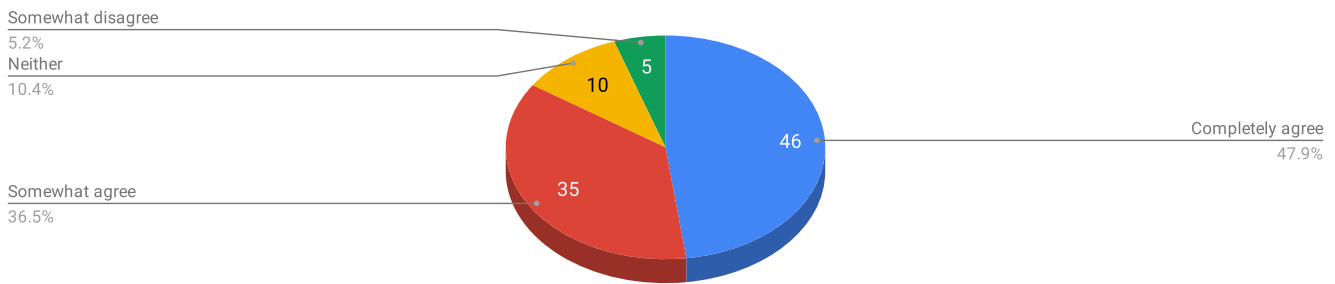
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	56	29	11	1	1
Item Mean	4.41				
2019 Mean	4.42				

Q5: EA staff is courteous in their interactions with me or my agency.



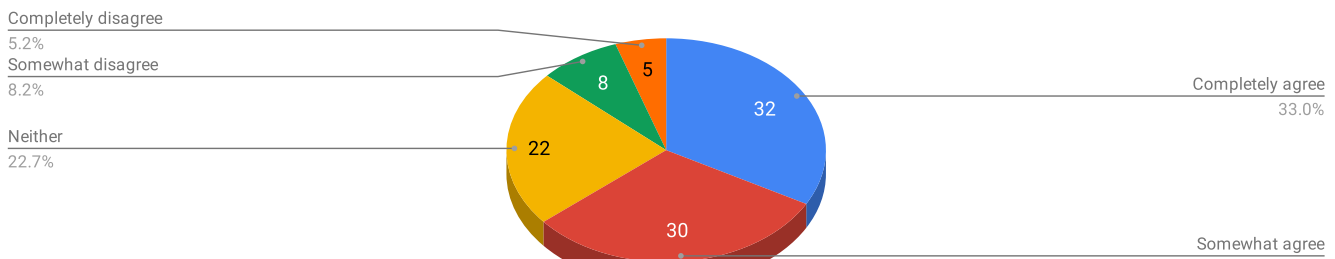
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	72	15	7	2	2
Item Mean	4.56				
2019 Mean	4.47				

Q6: EA staff is knowledgeable in their interactions with me or my agency.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	46	35	10	5	0
Item Mean	4.27				
2019 Mean	4.32				

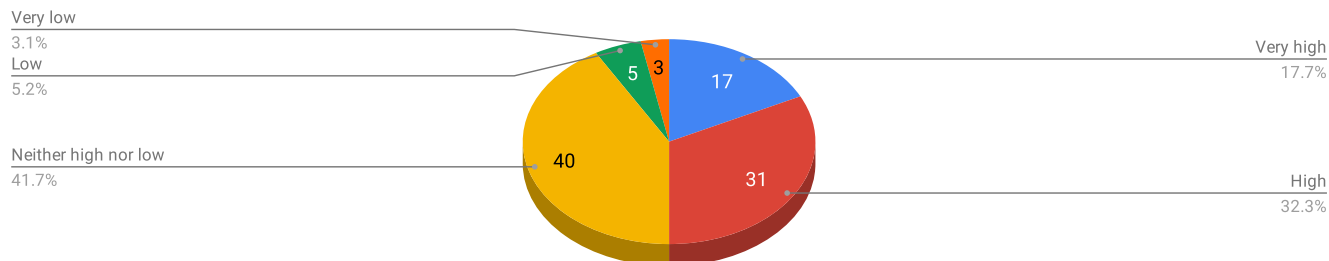
Q7: EA provides me with required reports and documents in a timely manner.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	32	30	22	8	5
Item Mean	4.27				
2019 Mean	4.32				

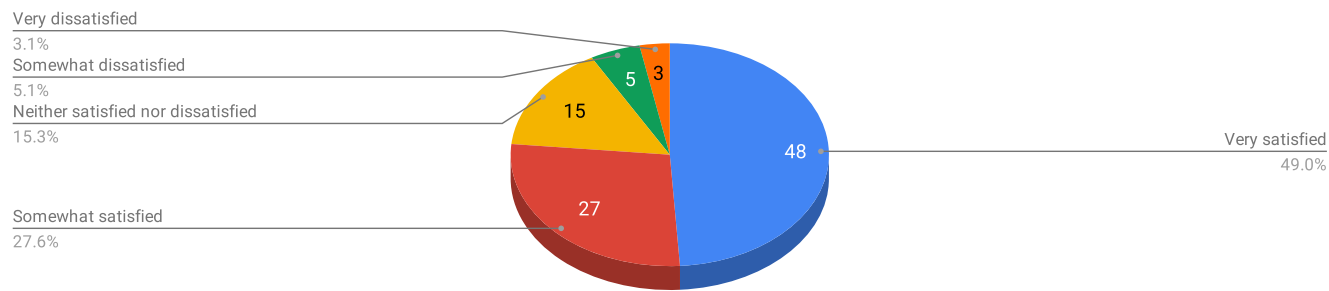
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	32	30	22	8	5
Item Mean	3.78				
2019 Mean	3.9				

Q8: Are the reports comprehensive and current?



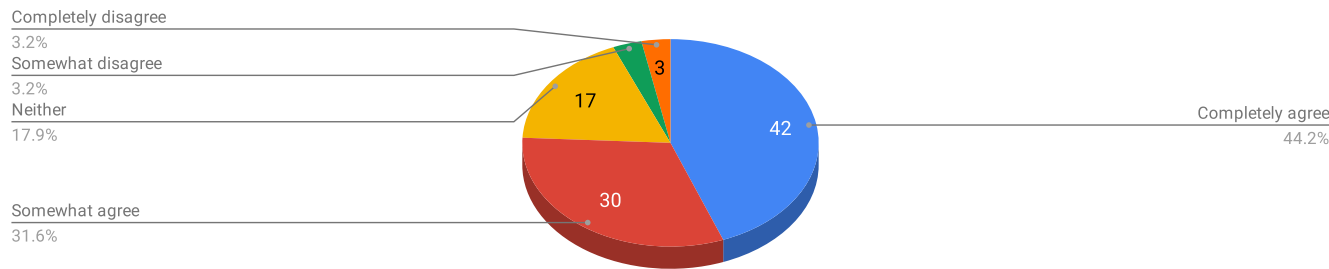
	Level of Quality				
	Very high	High	Neither high nor low	Low	Very low
# of Responses	17	31	40	5	3
Item Mean	3.56				
2019 Mean	3.64				

Q9: How satisfied are you that the services your client receives from EA are helping them to address



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	48	27	15	5	3
Item Mean	4.14				
2019 Mean	4.07				

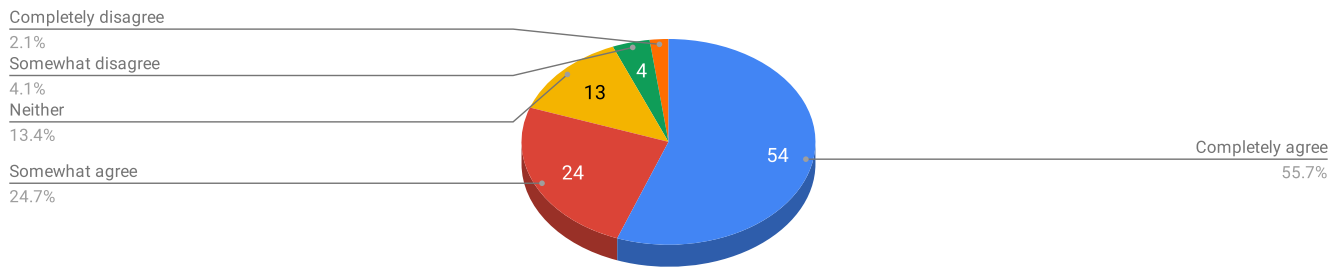
Q10: EA ensures services and supports to the family are provided in a coordinated manner.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
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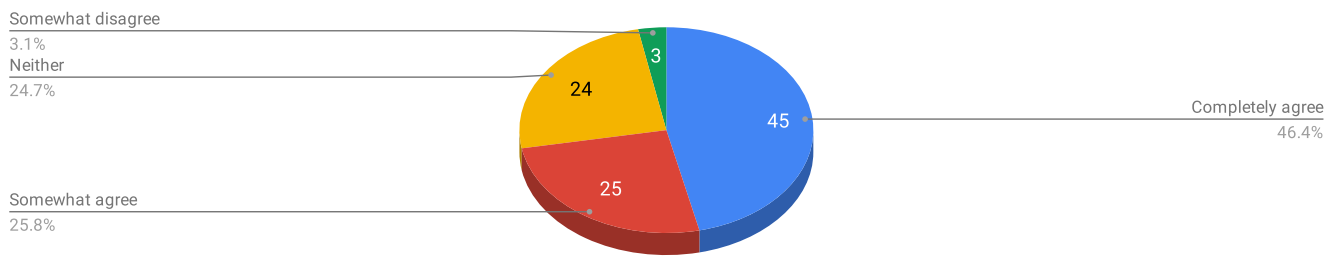
# of Responses	42	30	17	3	3
Item Mean	4.11				
2019 Mean	4.17				

Q11: EA consistently ensures the safety and well-being of children.



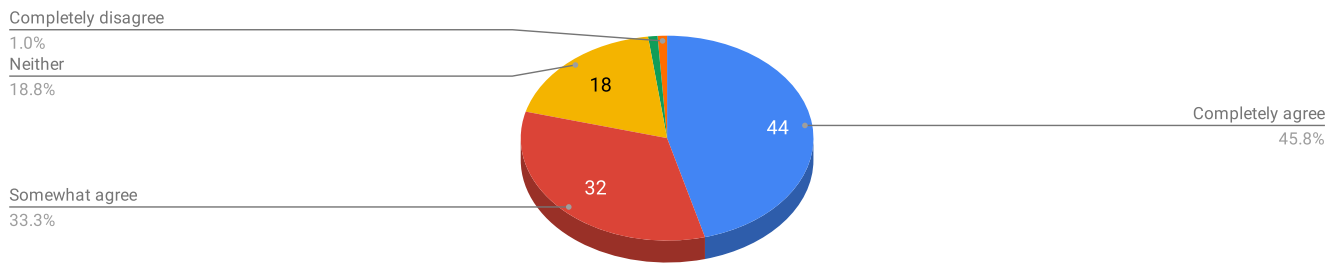
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	54	24	13	4	2
Item Mean	4.28				
2019 Mean	4.36				

Q12: Clients' cultural concerns and preferences (race, spirituality, identity, etc.) are respected by EA.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	45	25	24	3	0
Item Mean	4.15				
2019 Mean	4.15				

Q13: EA works to reduce barriers to promote clients' personal growth and success.



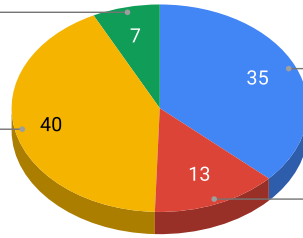
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	44	32	18	1	1
Item Mean	4.22				
2019 Mean	4.06				

Q14: The EA emergency/on-call after hours system is effective and efficient.

Q14: The EA emergency/on-call after hours system is effective and efficient.

Somewhat disagree
7.4%

Neither
42.1%



Completely agree
36.8%

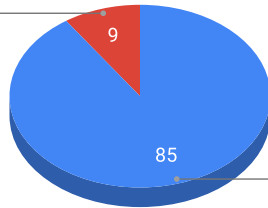
Somewhat agree
13.7%

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	35	13	40	7	0

Item Mean	3.8
2019 Mean	3.6

Q15: I would recommend EA to a friend or colleague.

No
9.6%

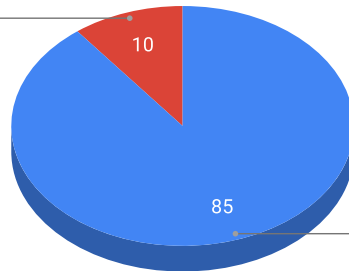


Yes
90.4%

	Yes	No
2020 Responses	85	9
2019 Responses	61	6

Q16: Would you refer clients to EA Family Services?

No
10.5%

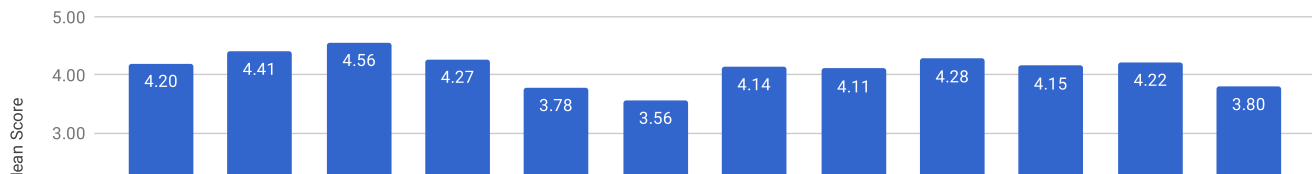


Yes
89.5%

	Yes	No
2020 Responses	85	10
2019 Responses	61	6

Means

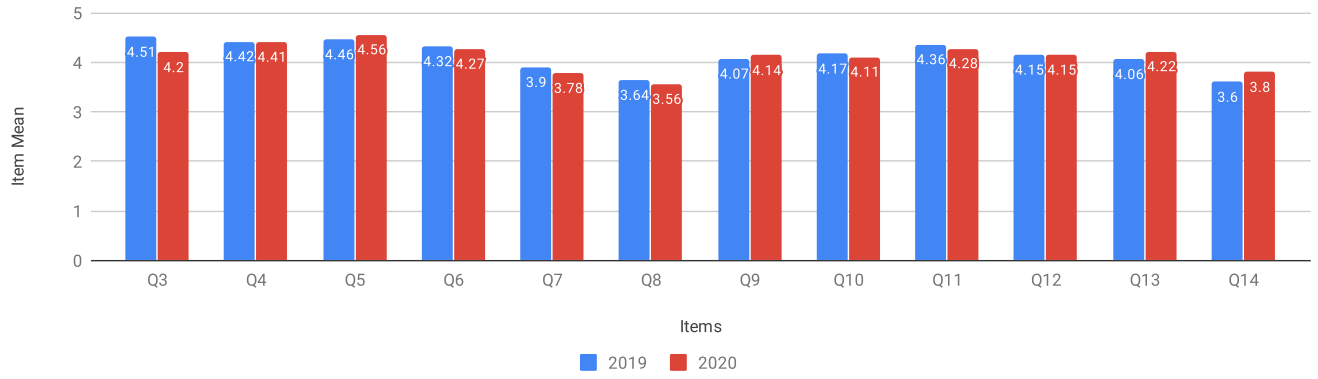
Item Means





Lowest Item Mean	3.56	Are the reports comprehensive and current? (2019 - The EA emergency/on-call after hours system is effective and efficient.)
Highest Item Mean	4.56	EA staff is courteous in their interactions with me or my agency. (2019 - EA staff is easily accessible.)

Means Comparison (2019 - 2020)



Greatest positive change	.2	The EA emergency/on-call after hours system is effective and efficient.
Greatest negative change	-0.31	EA staff is easily accessible.