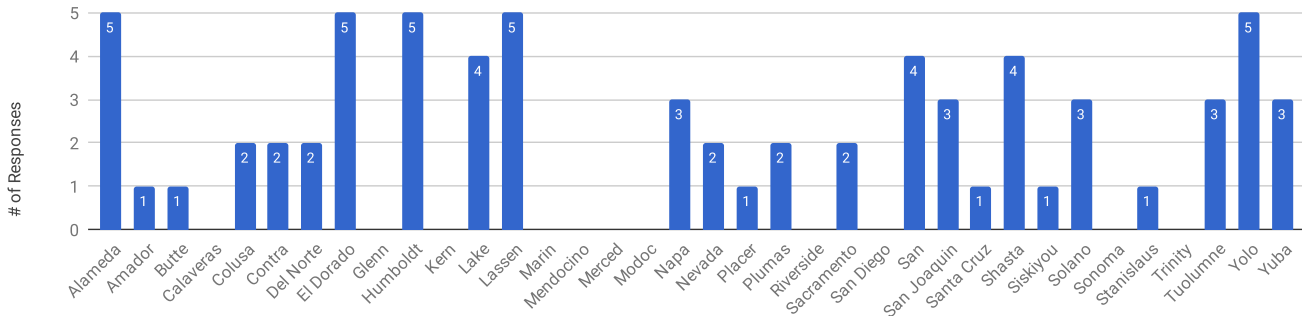


Stakeholder Satisfaction Survey 2021

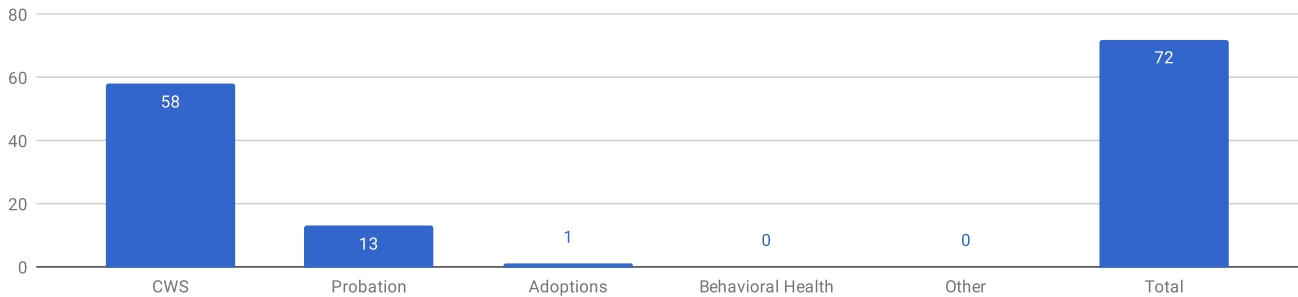


This satisfaction survey consists of sixteen items, thirteen of which are based on a 5-point Likert scale. The survey was administered via a SurveyMonkey link to EA stakeholders. Likert-scaled responses ranged from "I completely agree with this statement" to "I completely disagree with this statement". This survey ended with a sample size (*n*) of 72, down from 99 in 2020 (a 27.3% decrease).

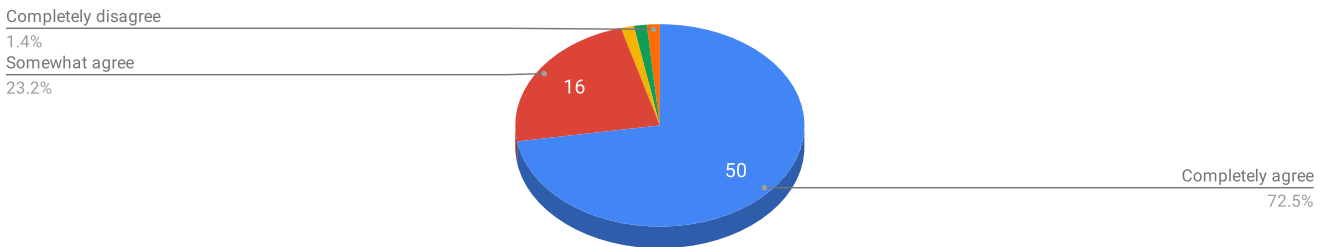
Q1: Which county do you represent?



Q2: With what county agency do you work?



Q3: EA staff is easily accessible.



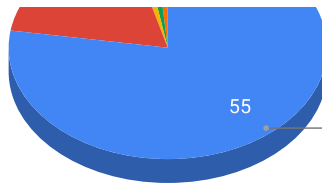
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	50	16	1	1	1
Item Mean	4.64				
2020 Mean	4.2				

Q3 Suggestions

N/A

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



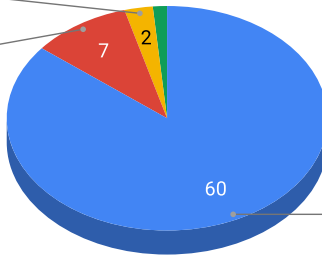


Completely agree
77.5%

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	55	13	1	1	1
Item Mean	4.69				
2020 Mean	4.42				

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

Neither
2.9%
Somewhat agree
10.0%

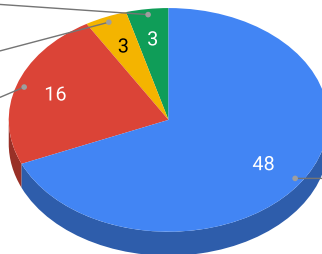


Completely agree
85.7%

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	60	7	2	1	0
Item Mean	4.8				
2020 Mean	4.56				

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

Somewhat disagree
4.3%
Neither
4.3%
Somewhat agree
22.9%

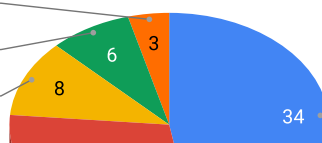


Completely agree
68.6%

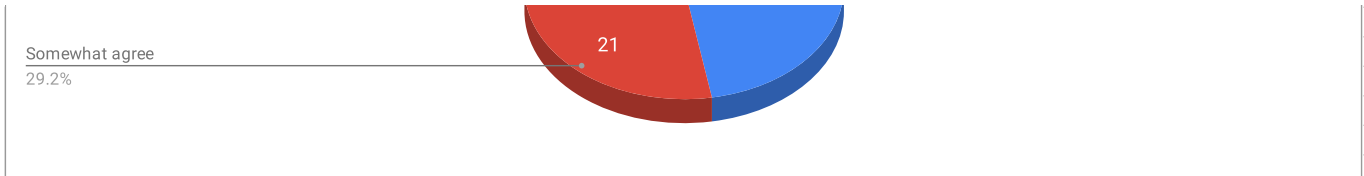
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	48	16	3	3	0
Item Mean	4.56				
2020 Mean	4.27				

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

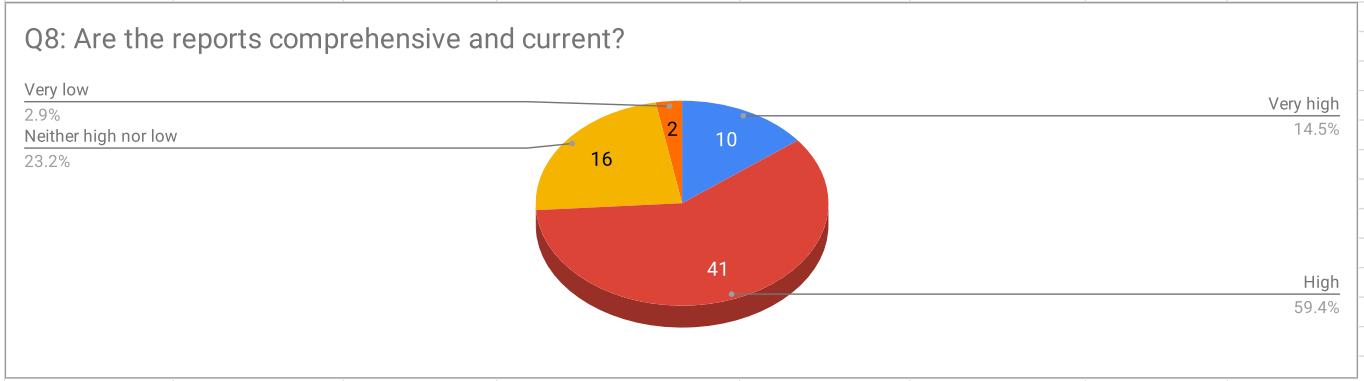
Completely disagree
4.2%
Somewhat disagree
8.3%
Neither
11.1%



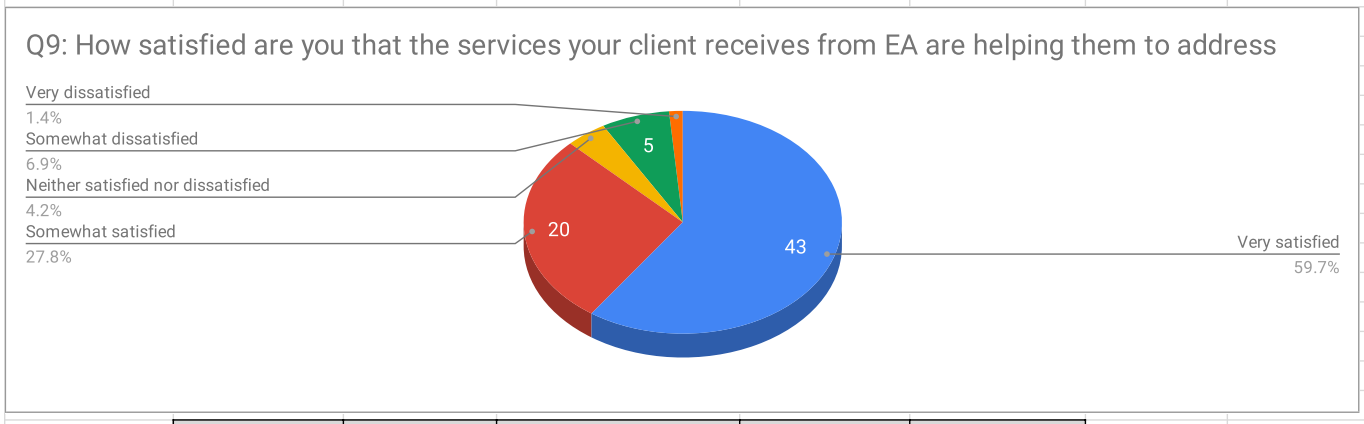
Completely agree
47.2%



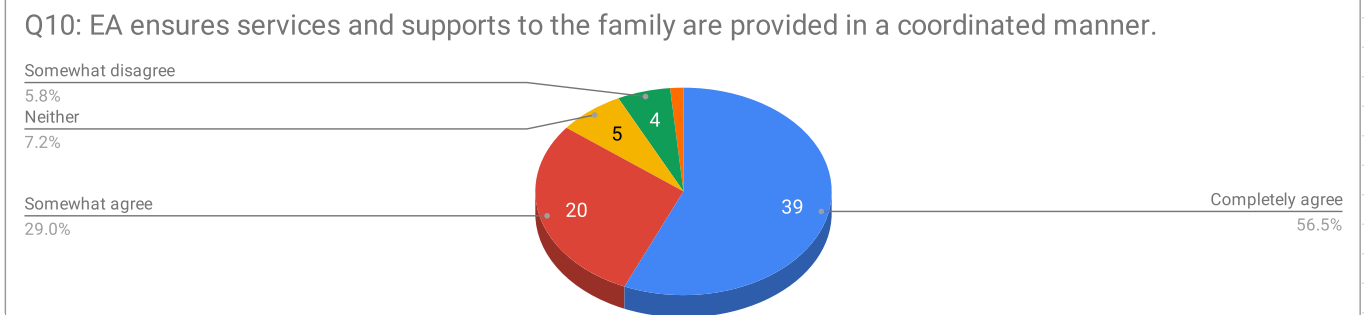
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	34	21	5	6	3
Item Mean	4.07				
2020 Mean	3.78				



	Level of Quality				
	Very high	High	Neither high nor low	Low	Very low
# of Responses	10	41	16	0	2
Item Mean	3.83				
2020 Mean	3.56				



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	43	20	3	5	1
Item Mean	4.38				
2020 Mean	4.14				

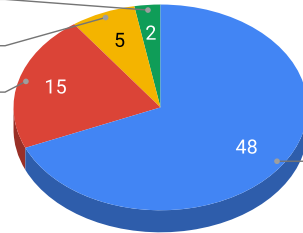


	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	39	20	5	4	1

Item Mean	4.33
2020 Mean	4.11

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

Somewhat disagree
2.9%
Neither
7.1%
Somewhat agree
21.4%



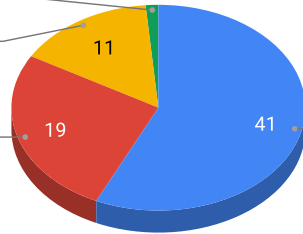
Completely agree
68.6%

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	48	15	5	2	0

Item Mean	4.56
2020 Mean	4.28

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

Somewhat disagree
1.4%
Neither
15.3%



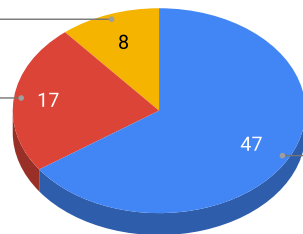
Completely agree
56.9%

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	41	19	11	1	0

Item Mean	4.39
2020 Mean	4.15

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

Neither
11.1%
Somewhat agree
23.6%

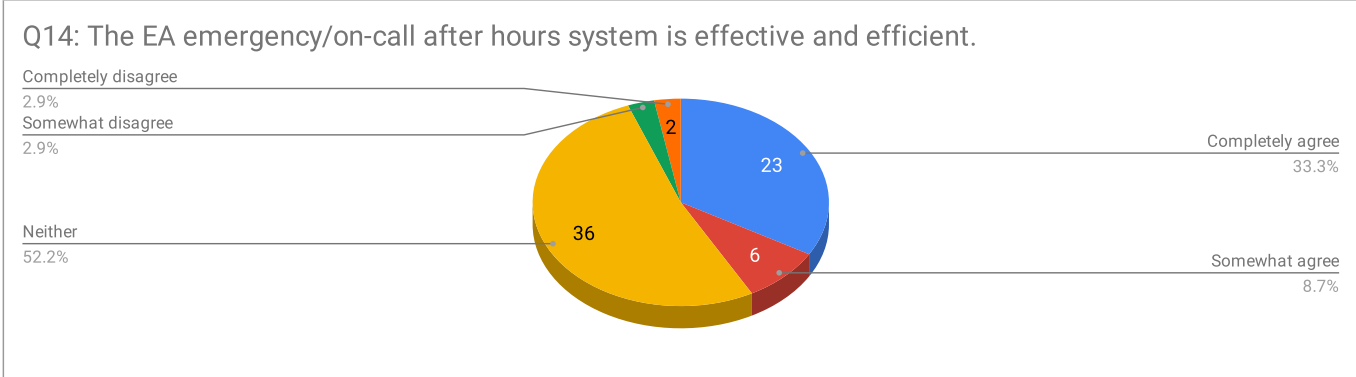


Completely agree
65.3%

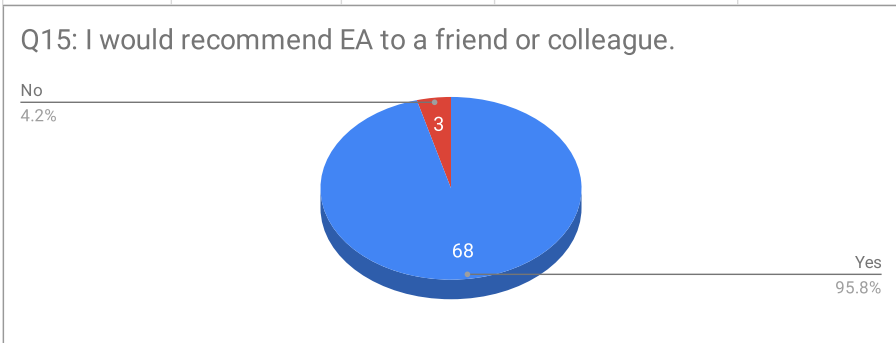
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	47	17	8	0	0

Item Mean	4.54
-----------	------

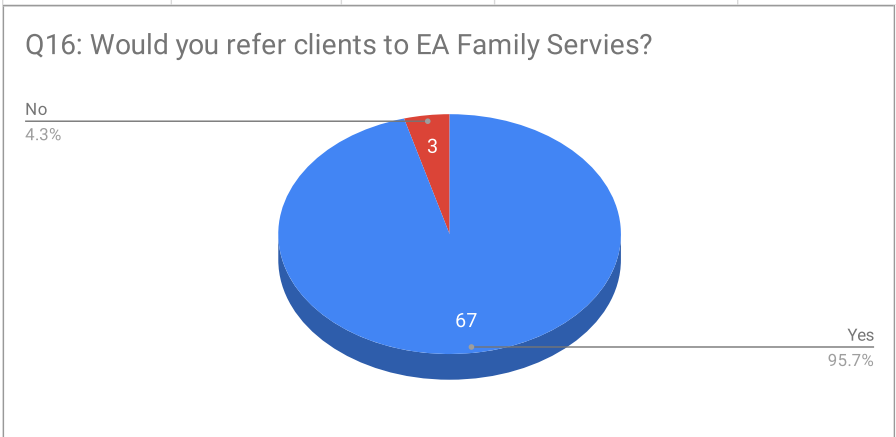
2020 Mean	4.22
-----------	------



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	23	6	36	2	2
Item Mean	3.67				
2020 Mean	3.8				



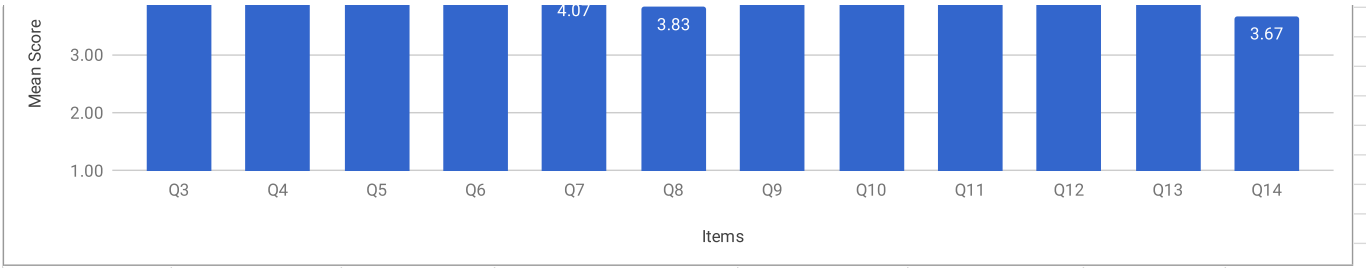
	Yes	No
2021 Responses	68	3
2020 Responses	85	9



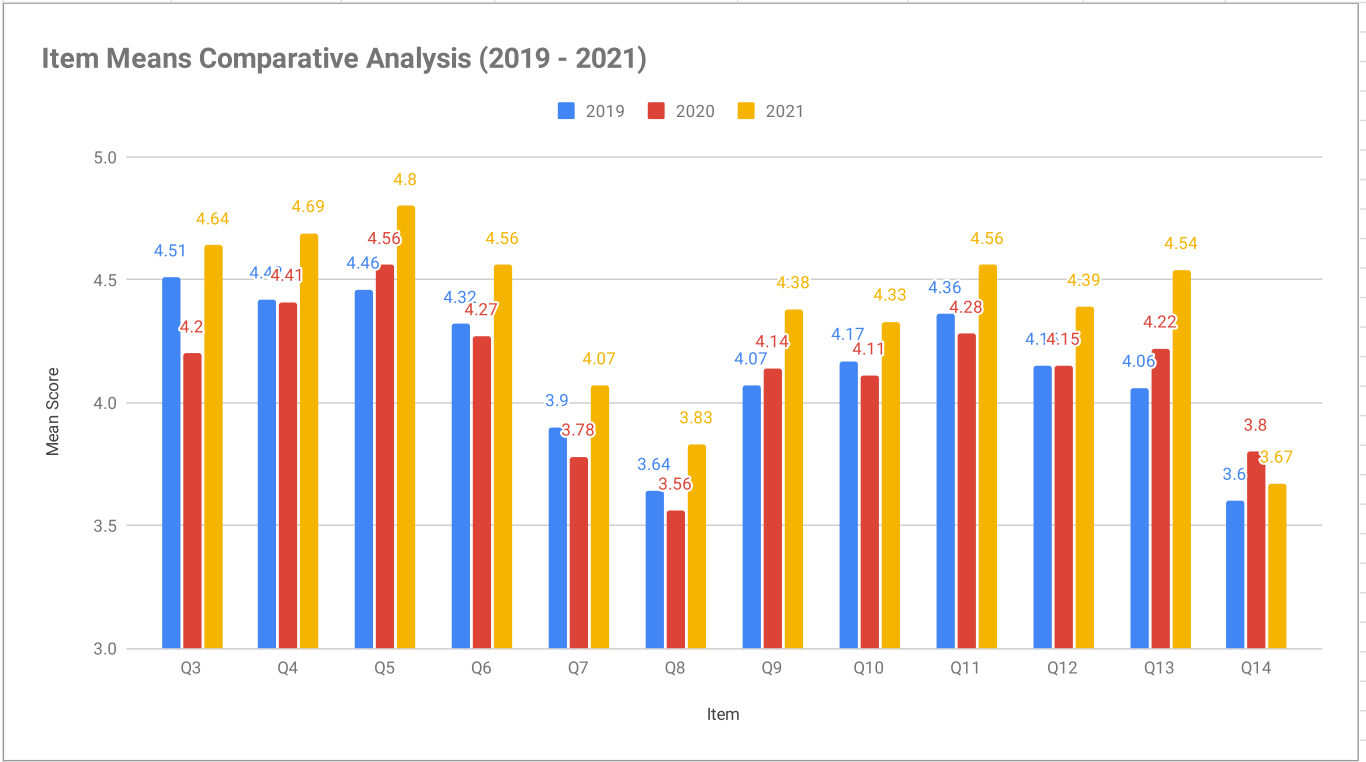
	Yes	No
2021 Responses	67	3
2020 Responses	85	10

Means





Lowest Item Mean	3.76	The EA emergency/on-call after hours system is effective and efficient. (2020 - Are the reports comprehensive and current?)
Highest Item Mean	4.8	EA staff is courteous in their interactions with me or my agency. (same in 2020)



Greatest positive change	.44	The EA emergency/on-call after hours system is effective and efficient.
Greatest negative change	-0.13	The EA emergency/on-call after hours system is effective and efficient. (This was the only item that declined in score)