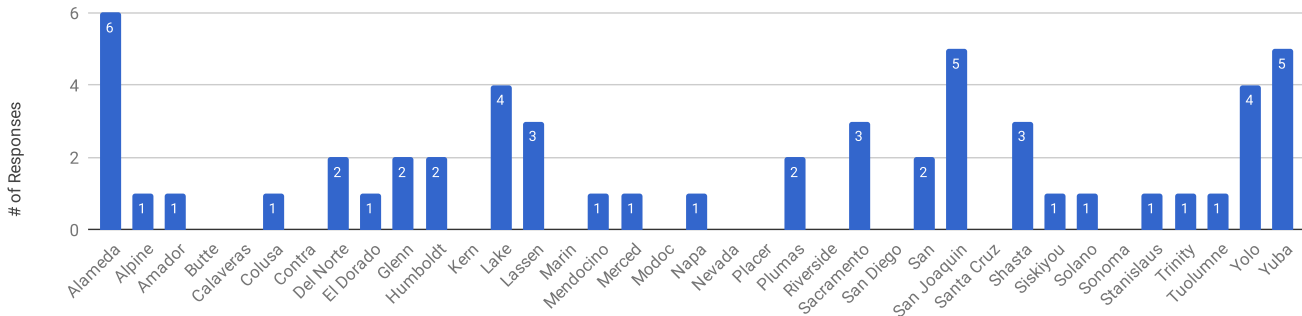


# Stakeholder Satisfaction Survey 2022

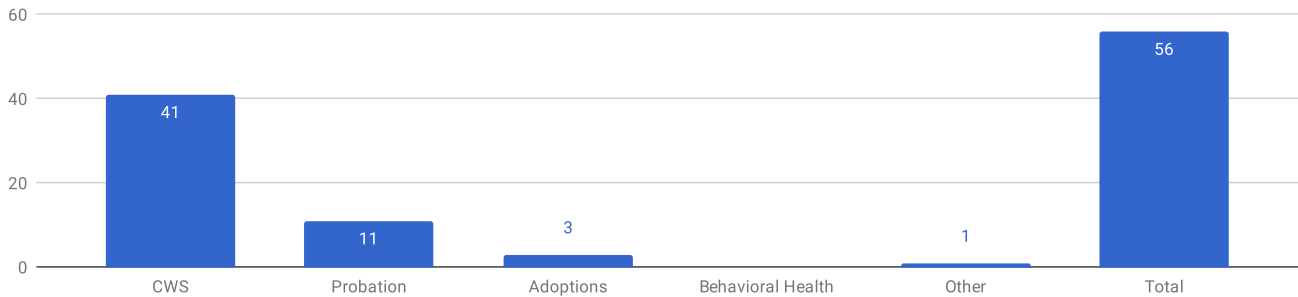


This satisfaction survey consists of sixteen items, thirteen of which are based on a 5-point Likert scale. The survey was administered via a SurveyMonkey link to EA stakeholders. Likert-scaled responses ranged from "I completely agree with this statement" to "I completely disagree with this statement". This survey ended with a sample size (n) of 56, down from 72 in 2021.

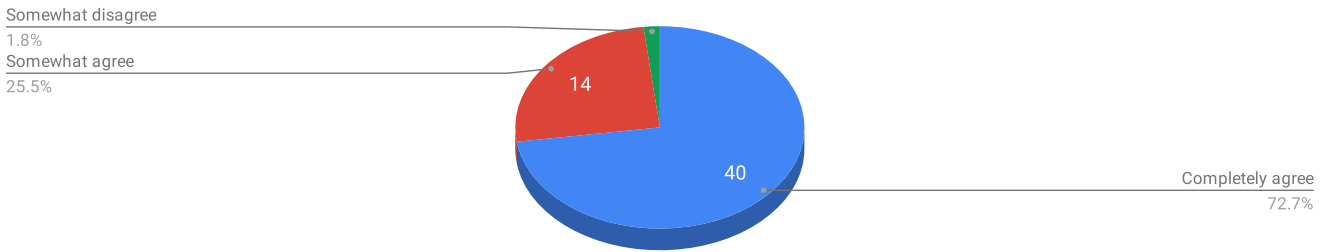
## Q1: Which county do you represent?



## Q2: With what county agency do you work?



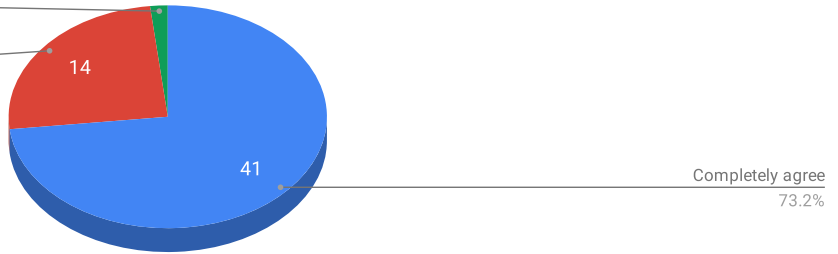
## Q3: EA staff is easily accessible.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	40	14	0	1	0
Item Mean	4.69				
2021 Mean	4.64				

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

Somewhat disagree  
1.8%  
Somewhat agree  
25.0%

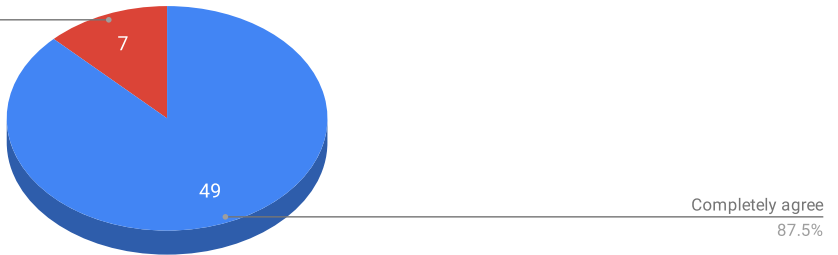


	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	41	14	0	1	0

Item Mean	4.7
2021 Mean	4.69

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

Somewhat agree  
12.5%

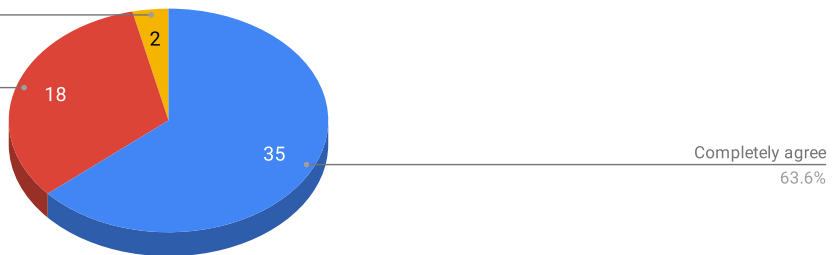


	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	49	7	0	0	0

Item Mean	4.88
2021 Mean	4.8

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

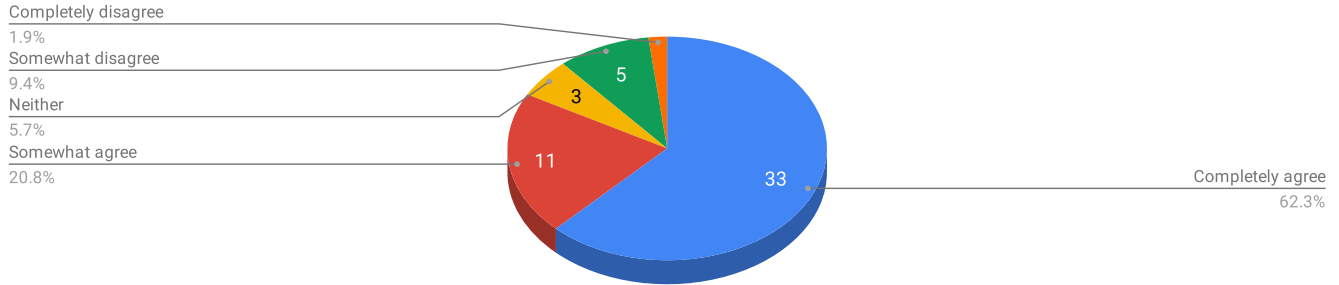
Neither  
3.6%  
Somewhat agree  
32.7%



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	35	18	2	0	0

Item Mean	4.6
2021 Mean	4.56

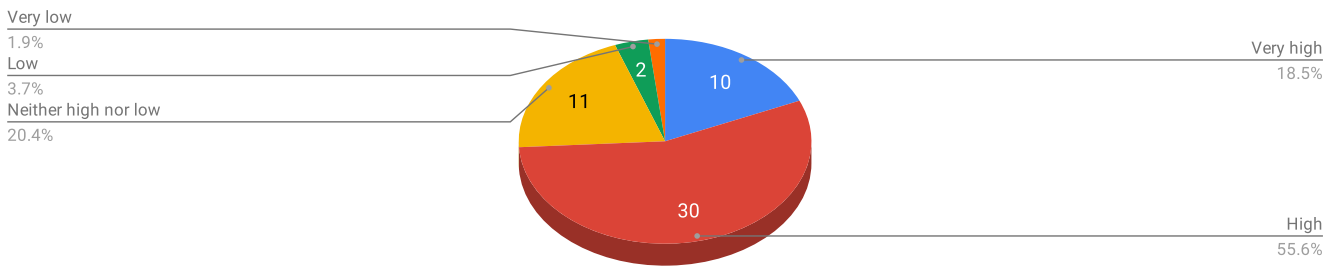
Q7: EA provides me with required reports and documents in a timely manner.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	33	11	3	5	1

Item Mean	3.9
2021 Mean	4.07

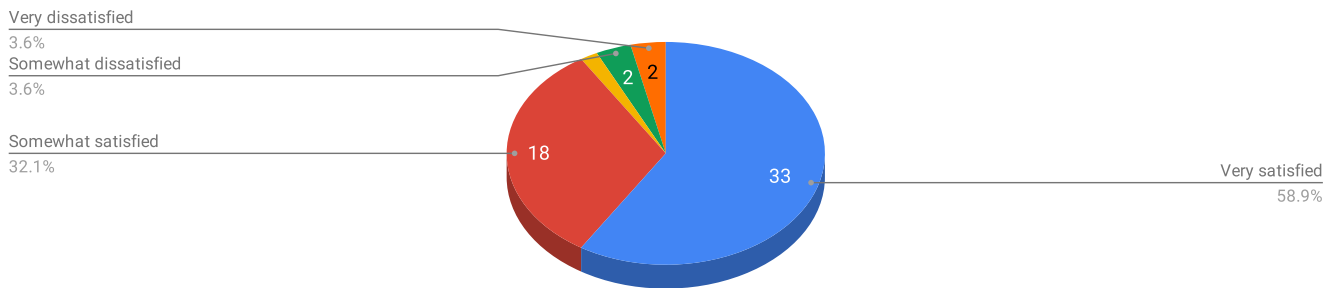
Q8: Are the reports comprehensive and current?



	Level of Quality				
	Very high	High	Neither high nor low	Low	Very low
# of Responses	10	30	11	2	1

Item Mean	3.85
2021 Mean	3.83

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	33	18	1	2	2

Item Mean	4.39
2021 Mean	4.38

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

Somewhat disagree

1.8%

Neither

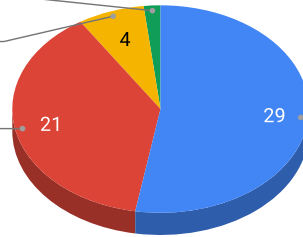
7.3%

Somewhat agree

38.2%

Completely agree

52.7%



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	29	21	4	1	0

Item Mean	4.42
2021 Mean	4.33

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

Completely disagree

1.8%

Neither

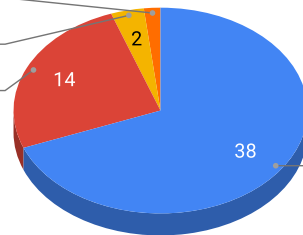
3.6%

Somewhat agree

25.5%

Completely agree

69.1%



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	38	14	2	0	1

Item Mean	4.6
2021 Mean	4.56

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

Neither

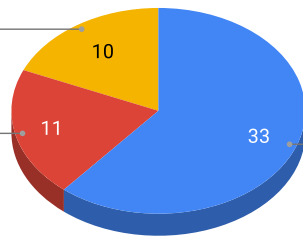
18.5%

Somewhat agree

20.4%

Completely agree

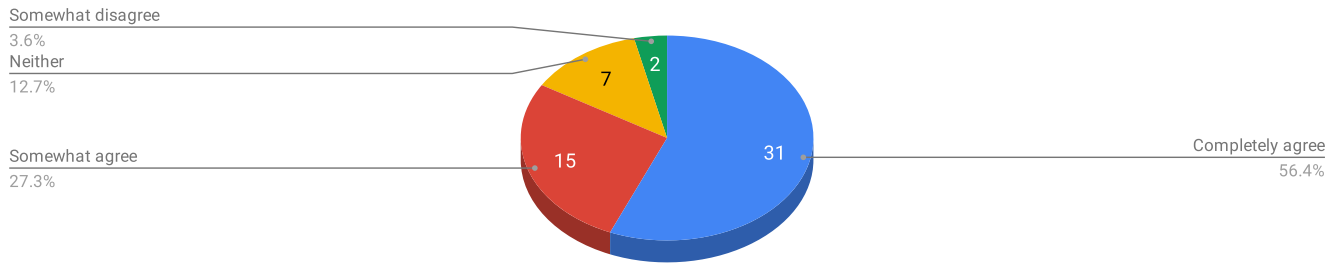
61.1%



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	33	11	10	0	0

Item Mean	4.43
2021 Mean	4.39

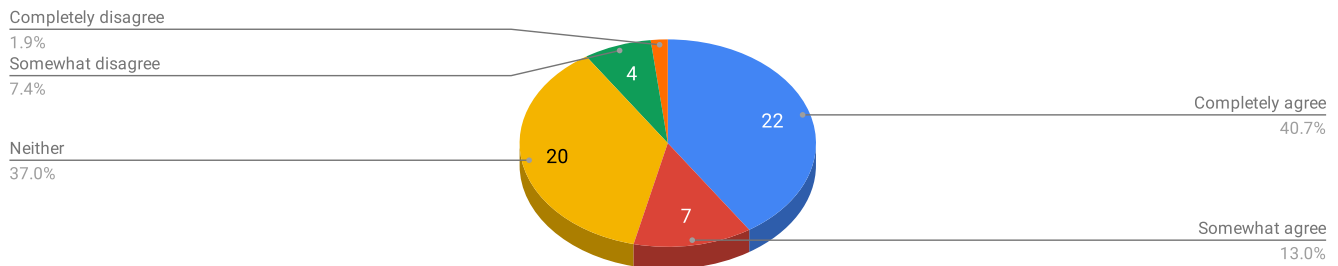
Q13: EA works to reduce barriers to promote clients' personal growth and success.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	31	15	7	2	0

Item Mean	4.36
2021 Mean	4.54

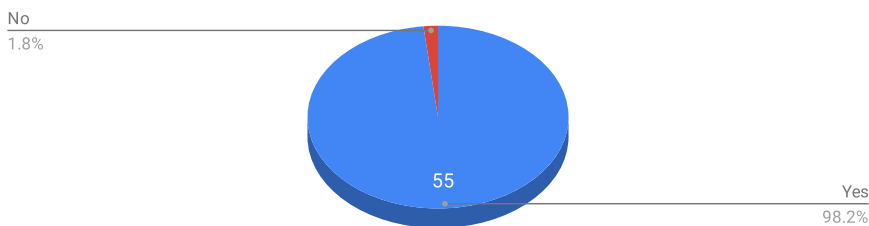
Q14: The EA emergency/on-call after hours system is effective and efficient.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	22	7	20	4	1

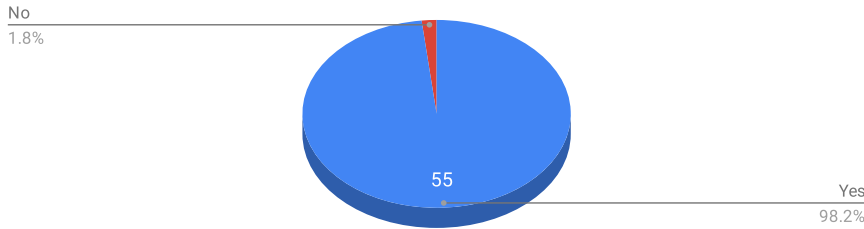
Item Mean	3.83
2021 Mean	3.67

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



	Yes	No
2022 Responses	55	1
2021 Responses	68	3

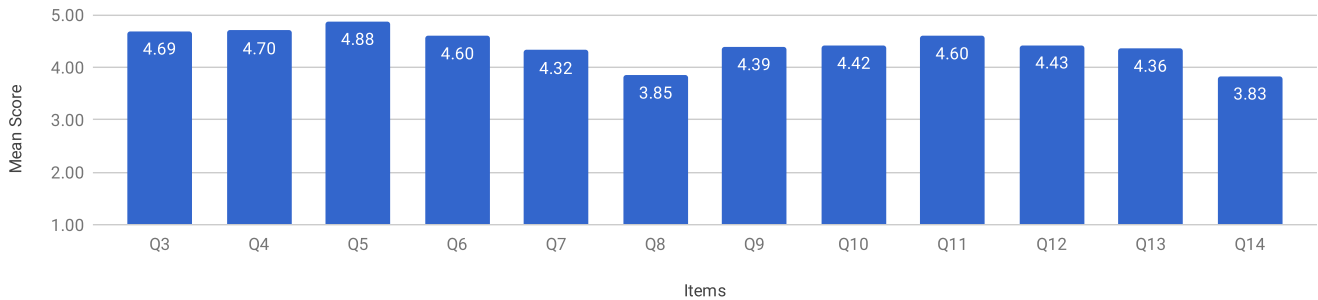
### Q16: Would you refer clients to EA Family Services?



	Yes	No
2022 Responses	55	1
2021 Responses	67	3

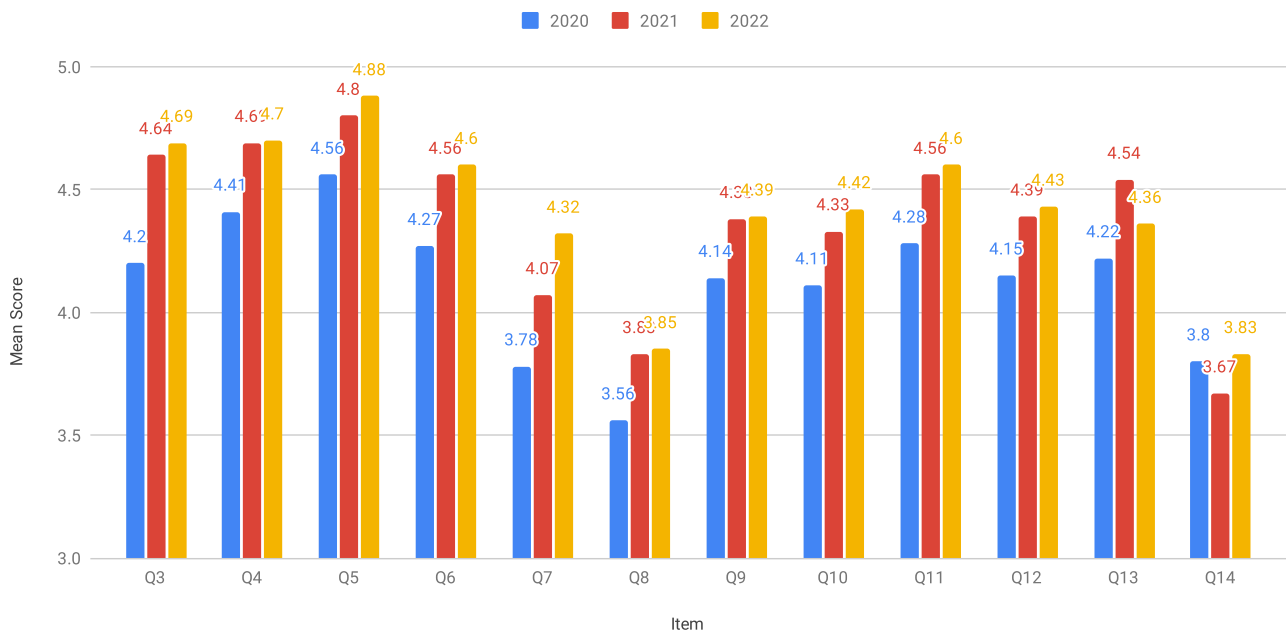
### Means

#### Item Means



Lowest Item Mean	3.83	The EA emergency/on-call after hours system is effective and efficient. (same in 2021)
Highest Item Mean	4.88	EA staff is courteous in their interactions with me or my agency. (same in 2021)

### Item Means Comparative Analysis (2020 - 2022)



Greatest positive change	.25	EA provides me with required reports and documents in a timely manner.
Greatest negative change	-0.18	EA works to reduce barriers to promote clients' personal growth and success.