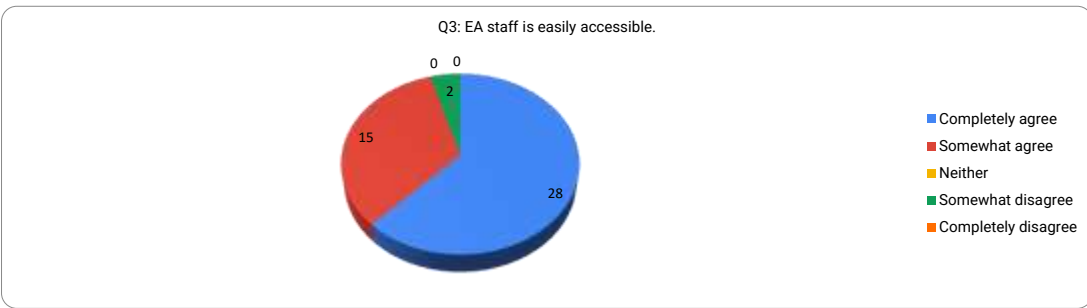
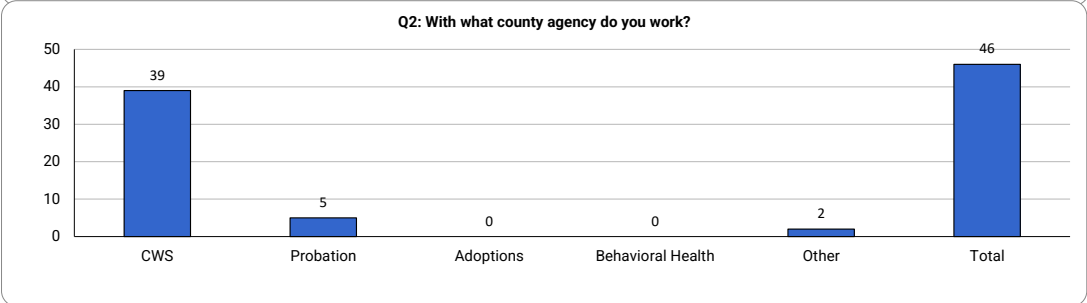
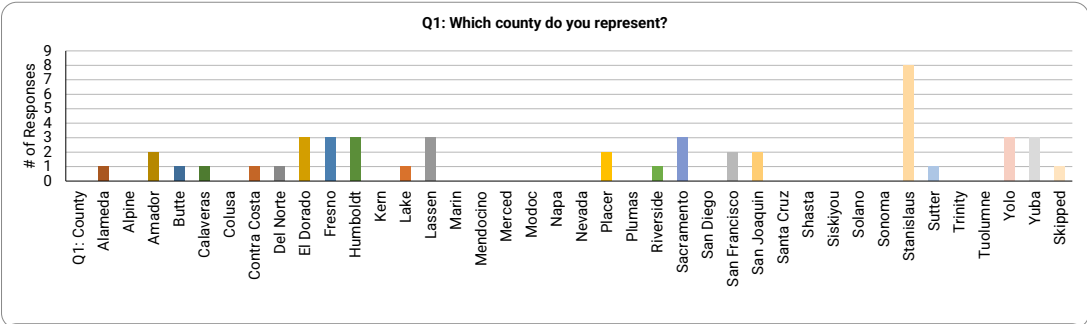


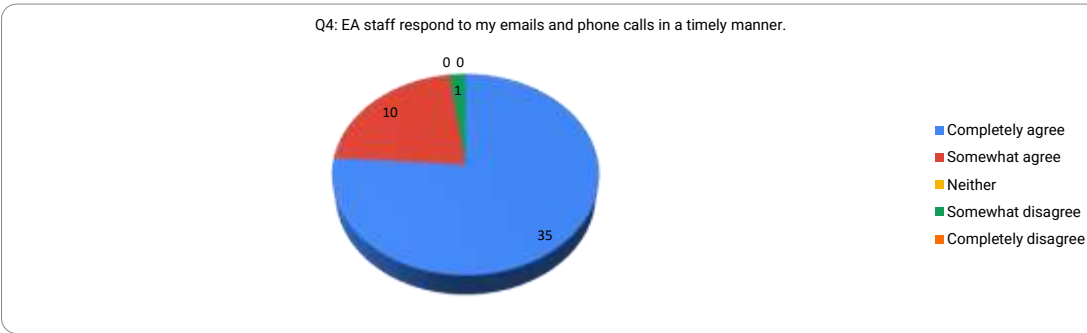
Stakeholder Satisfaction Survey 2023



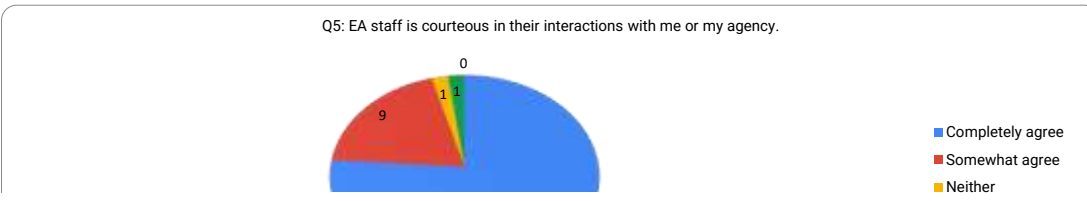
This satisfaction survey consists of sixteen items, thirteen of which are based on a 5-point Likert scale. The survey was administered via a SurveyMonkey link to EA stakeholders. Likert-scaled responses ranged from "I completely agree with this statement" to "I completely disagree with this statement". This survey ended with a sample size (n) of 46, down from 56 in 2022.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	28	15	0	2	0
Item Mean	4.53				
2022 Mean	4.69				



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	35	10	0	1	0
Item Mean	4.72				
2022 Mean	4.7				

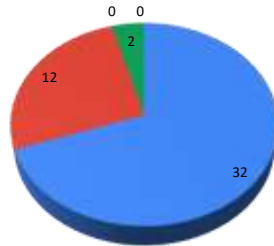




- Completely agree
- Somewhat disagree
- Completely disagree

# of Responses	35	9	1	1	0
Item Mean	4.7				
2022 Mean	4.88				

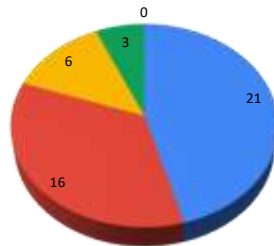
Q6: EA staff is knowledgeable in their interactions with me or my agency.



- Completely agree
- Somewhat agree
- Neither
- Somewhat disagree
- Completely disagree

# of Responses	32	12	0	2	0
Item Mean	4.61				
2022 Mean	4.6				

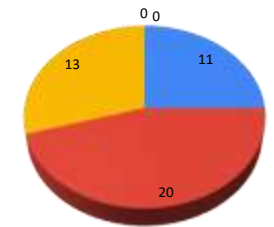
Q7: EA provides me with required reports and documents in a timely manner.



- Completely agree
- Somewhat agree
- Neither
- Somewhat disagree
- Completely disagree

# of Responses	21	16	6	3	0
Item Mean	4.2				
2022 Mean	3.9				

Q8: Are the reports comprehensive and current?



- Very high
- High
- Neither high nor low
- Low
- Very low

# of Responses	Level of Quality				
	Very high	High	Neither high nor low	Low	Very low
Item Mean	3.95				
2022 Mean	3.85				

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



- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	28	15	0	1	1
Item Mean	4.51				
2022 Mean	4.39				

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
# of Responses	30	12	1	1	1
Item Mean	4.53				
2022 Mean	4.42				

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	32	12	2	0	0
Item Mean	4.65				
2022 Mean	4.6				

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



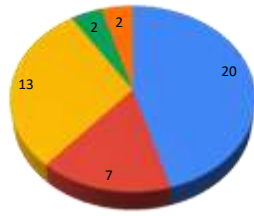
	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	34	6	5	1	0
Item Mean	4.59				
2022 Mean	4.43				

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	26	15	4	0	1
Item Mean	4.41				
2022 Mean	4.36				

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



- Completely agree
- Somewhat agree
- Neither
- Somewhat disagree
- Completely disagree

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	20	7	13	2	2
Item Mean	3.93				
2022 Mean	3.83				

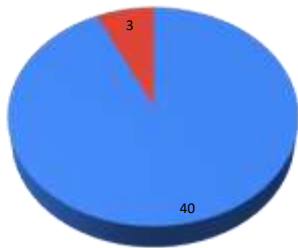
Q15: I would recommend EA to a friend or colleague.



- Yes
- No

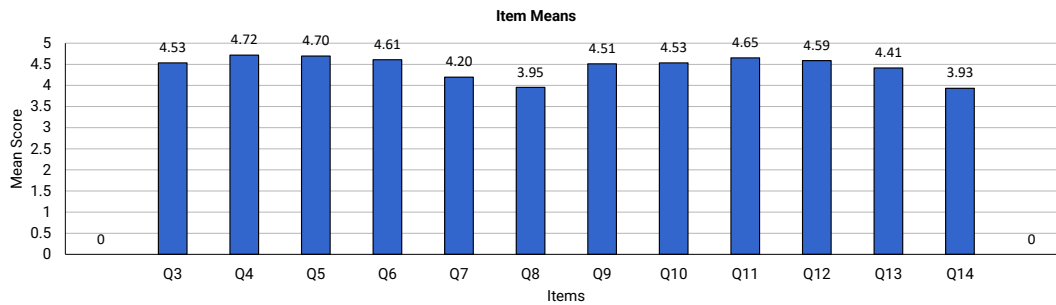
	Yes	No
2023 Responses	42	3
2022 Responses	55	1

Q16: Would you refer clients to EA Family Services?



- Yes
- No

Means



Lowest Item Mean	3.93	The EA emergency/on-call after hours system is effective and efficient. (same in 2021 & 2022)
Highest Item Mean	4.72	EA staff respond to my emails and phone calls in a timely manner. (2021 & 2022 - EA staff is courteous in their interactions)