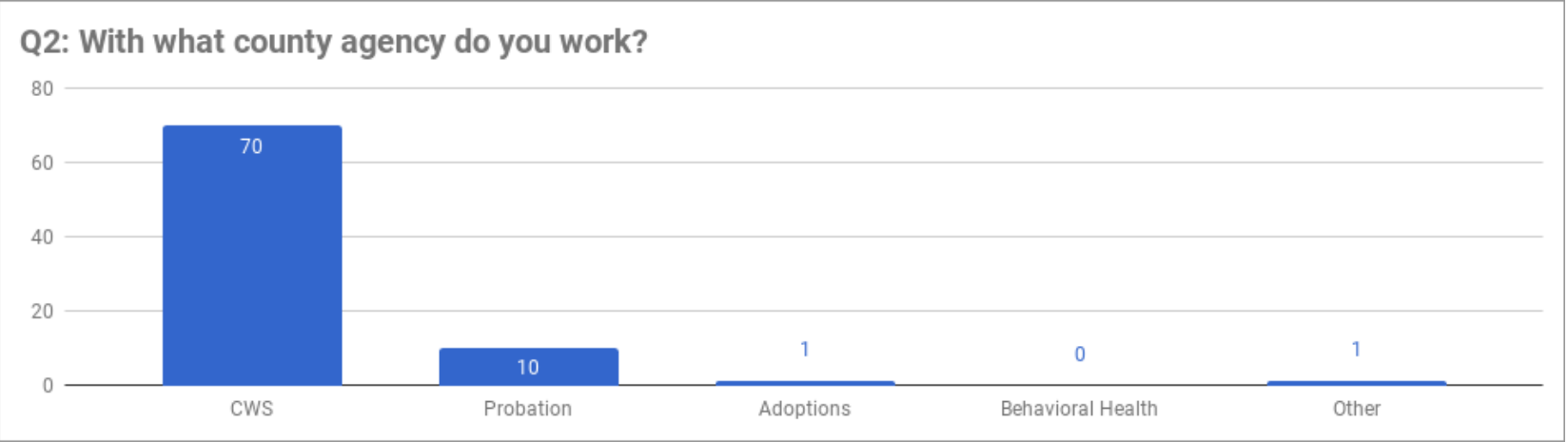
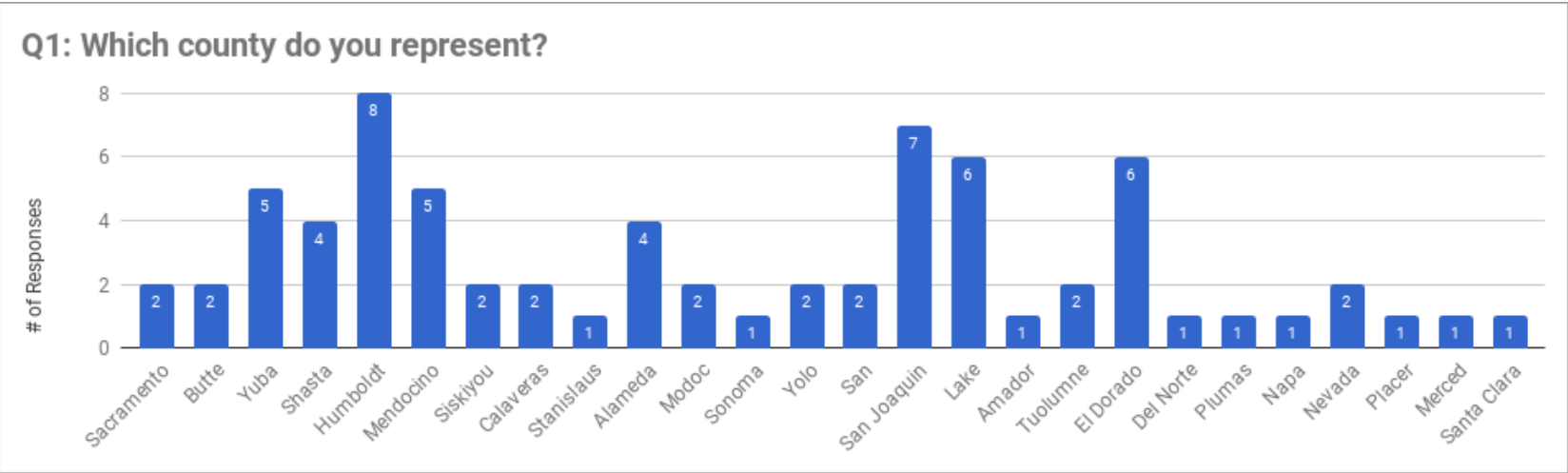


Stakeholder Satisfaction Survey 2018



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 84.



Q3: EA staff is easily accessible.

Completely disagree

3.8%

Somewhat disagree

11.5%

Neither

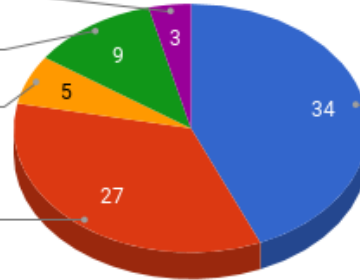
6.4%

Somewhat agree

34.6%

Completely agree

43.6%



| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 82 | 27 | 5 | 0 | 0 |

| | |
|-----------|------|
| Item Mean | 4.68 |
|-----------|------|

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

Completely disagree

3.6%

Somewhat disagree

9.6%

Neither

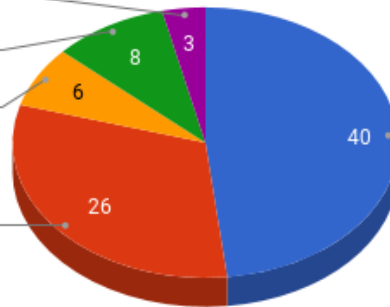
7.2%

Somewhat agree

31.3%

Completely agree

48.2%



| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 40 | 26 | 6 | 8 | 3 |

| | |
|-----------|------|
| Item Mean | 4.41 |
|-----------|------|

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

Completely disagree

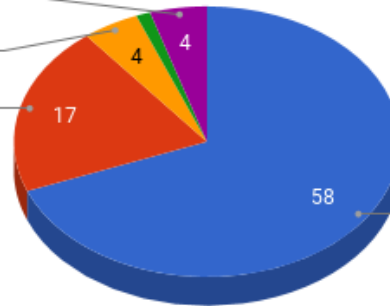
4.8%

Neither

4.8%

Somewhat agree

20.2%



Completely agree

69.0%

| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 58 | 17 | 4 | 1 | 4 |
| Item Mean | 4.4 | | | | |

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

Completely disagree

6.0%

Somewhat disagree

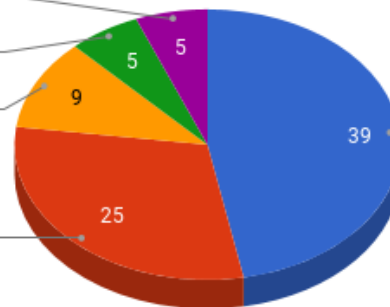
6.0%

Neither

10.8%

Somewhat agree

30.1%



Completely agree

47.0%

| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 39 | 25 | 9 | 5 | 5 |
| Item Mean | 4.7 | | | | |

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

Completely disagree

7.3%

Somewhat disagree

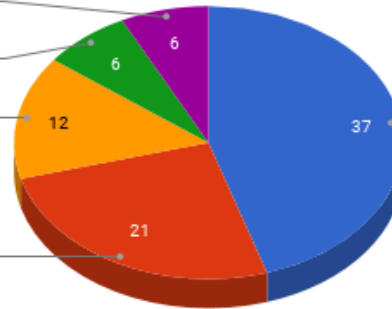
7.3%

Neither

14.6%

Somewhat agree

25.6%



Completely agree

45.1%

| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 37 | 21 | 12 | 6 | 6 |

| | |
|-----------|------|
| Item Mean | 4.37 |
|-----------|------|

Q8: Are the reports comprehensive and current?

Very low

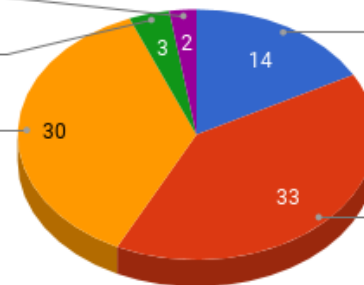
2.4%

Low

3.7%

Neither high nor low

36.6%



Very high

17.1%

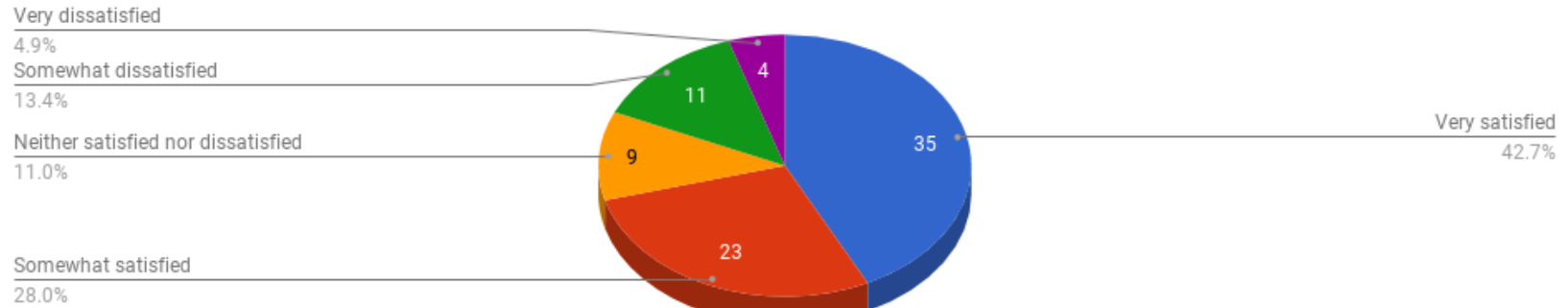
High

40.2%

| | Level of Quality | | | | |
|----------------|------------------|------|----------------------|-----|----------|
| | Very high | High | Neither high nor low | Low | Very low |
| # of Responses | 14 | 33 | 30 | 3 | 2 |

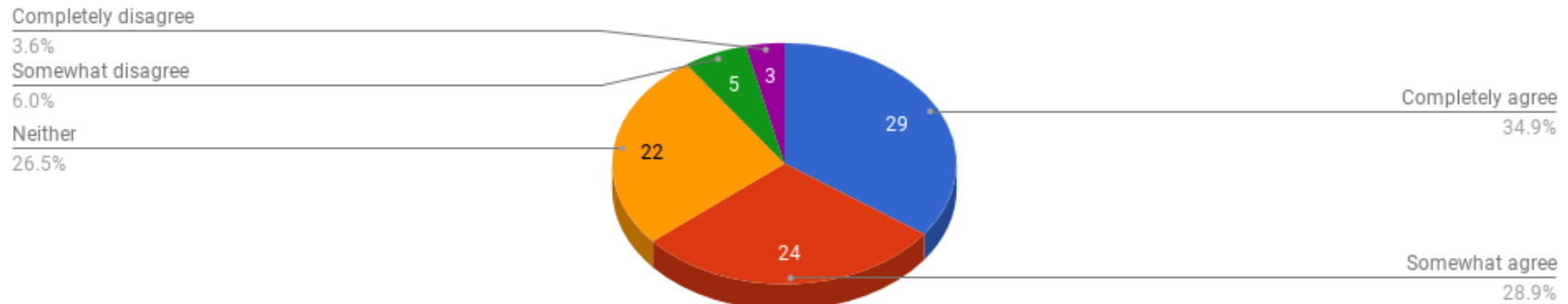
| | |
|-----------|------|
| Item Mean | 4.45 |
|-----------|------|

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



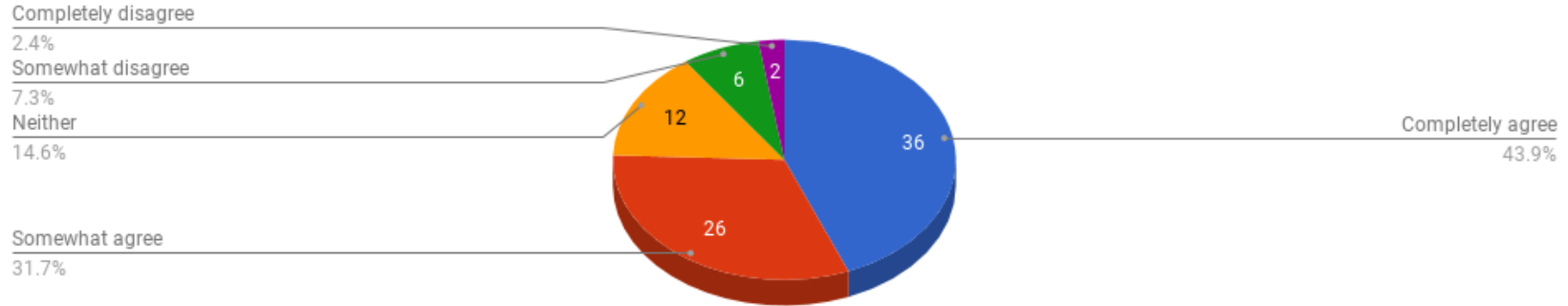
| | Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied |
|----------------|----------------|--------------------|------------------------------------|-----------------------|-------------------|
| # of Responses | 35 | 23 | 9 | 11 | 4 |
| Item Mean | 4.58 | | | | |

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



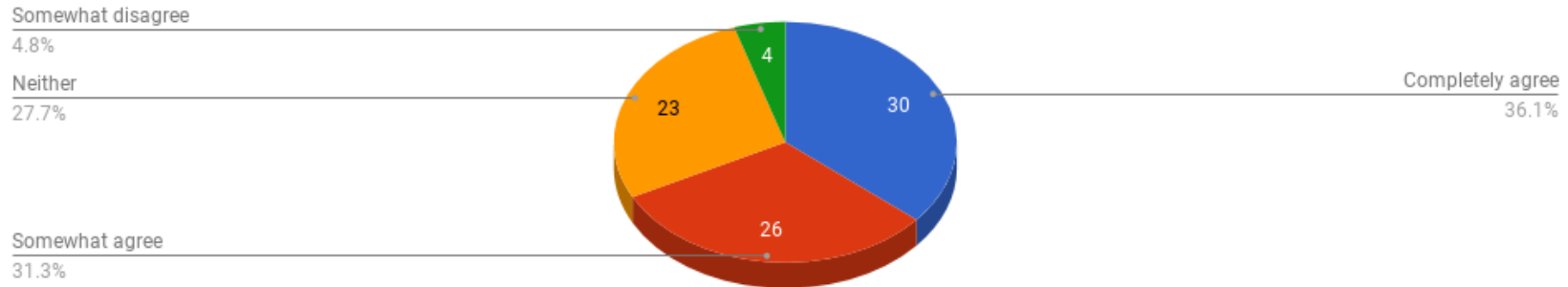
| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 29 | 24 | 22 | 5 | 3 |
| Item Mean | 4.66 | | | | |

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



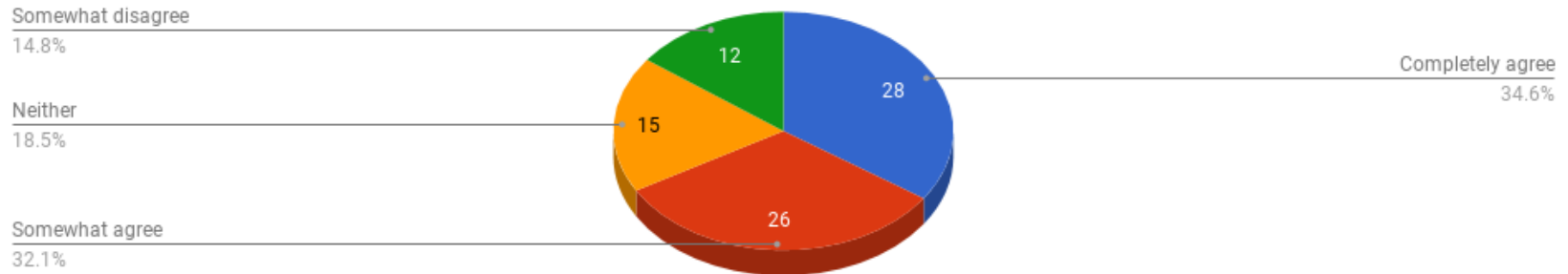
| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 36 | 26 | 12 | 6 | 2 |
| Item Mean | 4.68 | | | | |

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



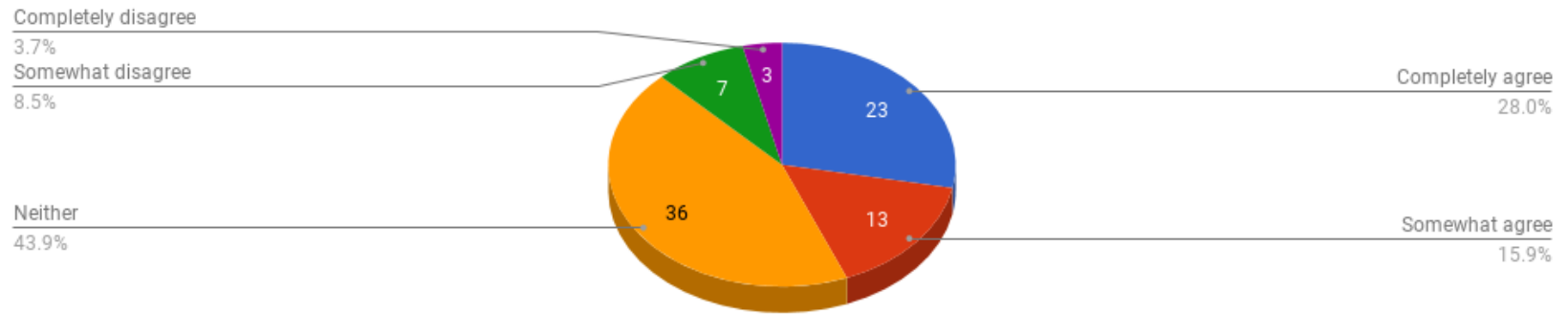
| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 30 | 26 | 23 | 4 | 0 |
| Item Mean | 4.4 | | | | |

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 | 28 | 26 | 15 | 12 | 0 |
| Item Mean | 4.55 | | | | |

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 | 23 | 13 | 36 | 7 | 3 |
| Item Mean | 4.55 | | | | |

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

Completely disagree

6.0%

Somewhat disagree

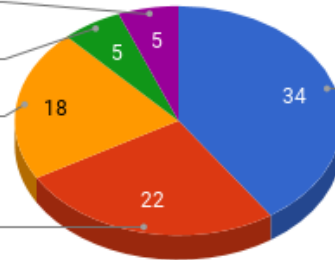
6.0%

Neither

21.4%

Somewhat agree

26.2%



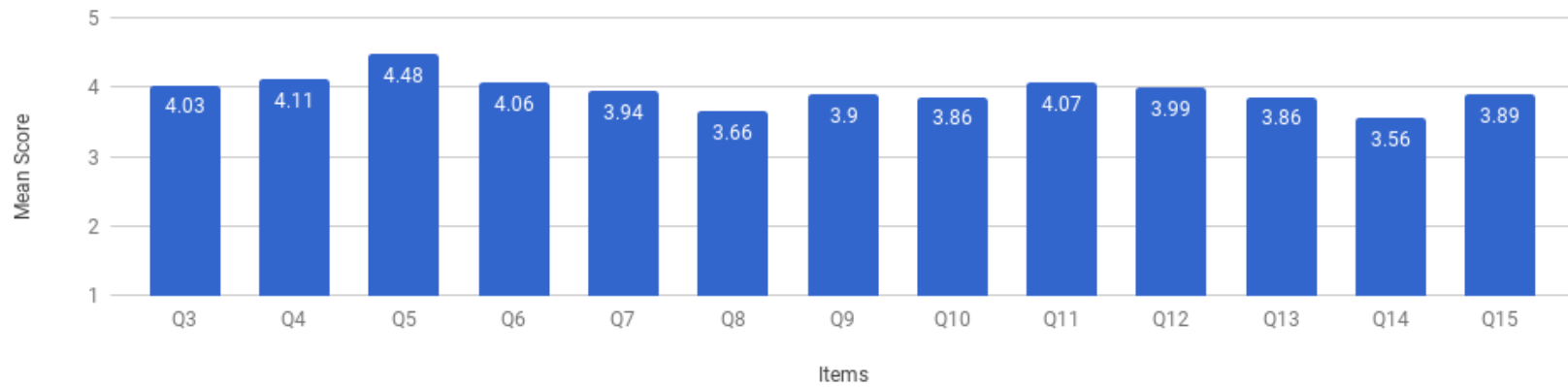
Completely agree

40.5%

| | Completely agree | Somewhat Agree | Neither agree nor disagree | Somewhat disagree | Completely disagree |
|----------------|------------------|----------------|----------------------------|-------------------|---------------------|
| # of Responses | 34 | 22 | 18 | 5 | 5 |
| Item Mean | 4.55 | | | | |

Means

Item Means



| | | |
|-------------------|------|---|
| Lowest Item Mean | 3.56 | The EA emergency/on-call after hours system is effective and efficient. |
| Highest Item Mean | 4.48 | EA staff is courteous in their interactions with me or my agency. |