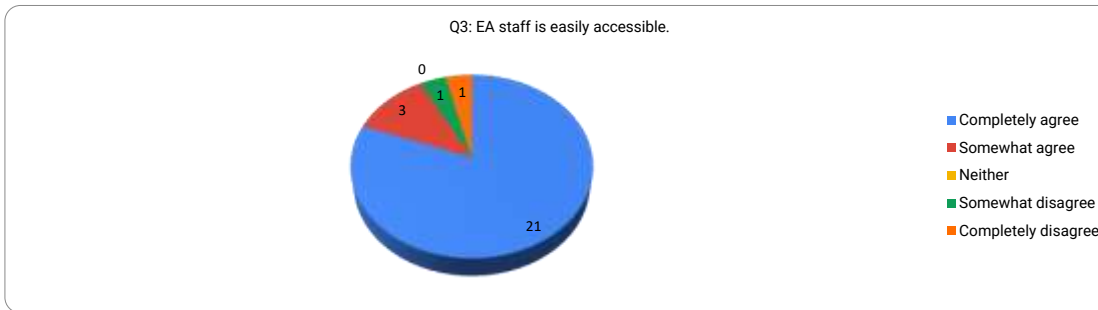
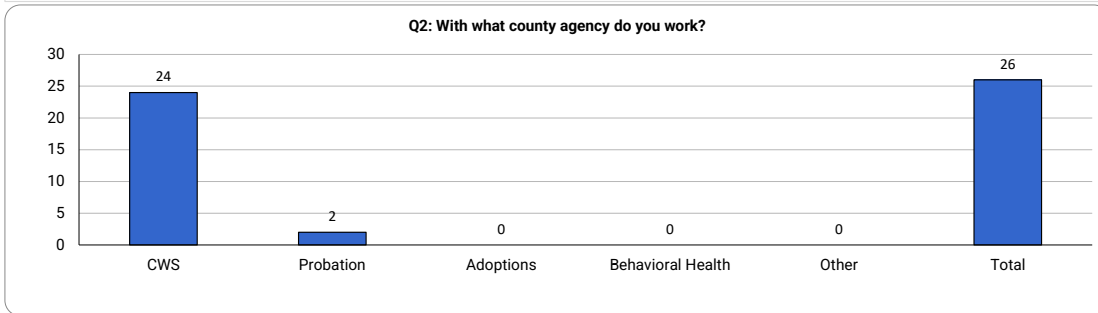
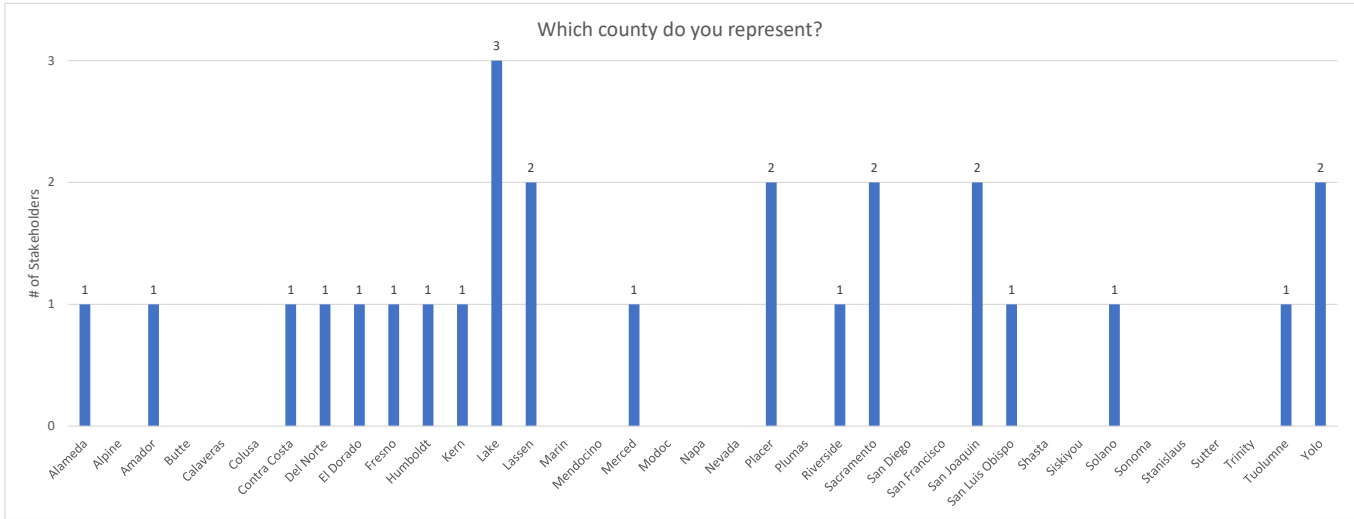


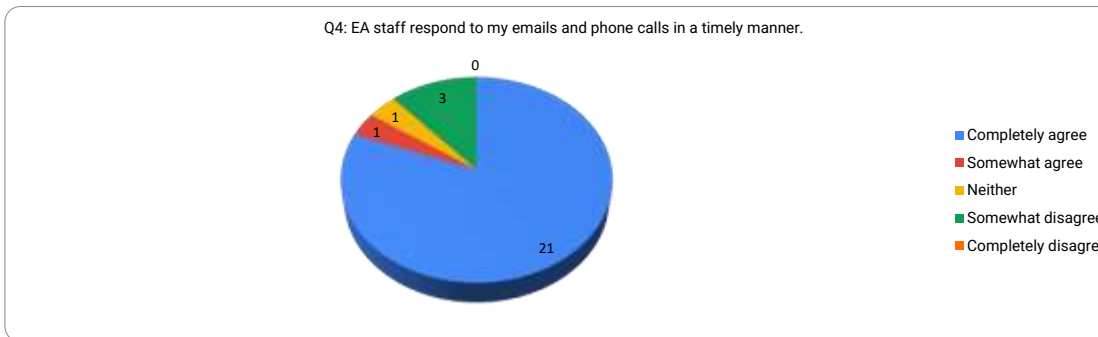
Stakeholder Satisfaction Survey 2024



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 26, down from 46 in 2023.



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	21	3	0	1	1
Item Mean	4.62				
2023 Mean	4.53				



	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	21	1	1	3	0
Item Mean	4.54				

2023 Mean	4.72
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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	23	1	1	0	1

Item Mean	4.73
2023 Mean	4.7

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	18	4	0	2	0

Item Mean	4.58
2023 Mean	4.61

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	18	4	1	2	1

Item Mean	4.38
2023 Mean	4.2

Q8: Are the reports comprehensive and current?



# of Responses	Level of Quality				
	Very high	High	Neither high nor low	Low	Very low
# of Responses	3	18	4	1	0

Item Mean	3.88
2023 Mean	3.95

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
# of Responses	19	5	2	0	0
Item Mean	4.65				
2023 Mean	4.51				

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	18	5	2	1	0
Item Mean	4.54				
2023 Mean	4.53				

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	22	2	2	0	0
Item Mean	4.77				
2023 Mean	4.65				

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	19	2	5	0	0
Item Mean	4.54				
2023 Mean	4.59				

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





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

	Completely agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Completely disagree
# of Responses	18	6	1	1	0
Item Mean	4.58				
2023 Mean	4.41				

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	3	2	18	1	0
Item Mean	3.29				
2023 Mean	3.93				

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



- Yes
- No

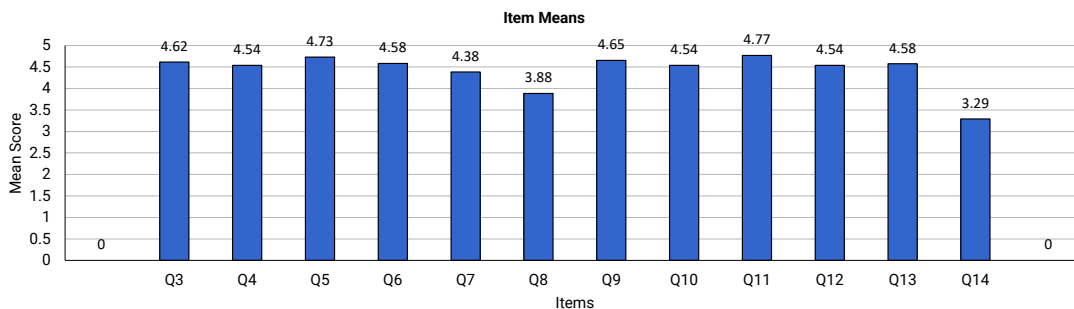
	Yes	No
2024 Responses	24	2
2023 Responses	42	3

Q16: Would you refer clients to EA Family Services?



- Yes
- No

Means



Lowest Item Mean	3.29	The EA emergency/on-call after hours system is effective and efficient. (same for the last 3 years)
Highest Item Mean	4.77	EA consistently ensures the safety and well-being of children.