

2022 Neighbor To Family Stakeholders' Satisfaction Survey Summary of Findings

Participation

A stakeholders' satisfaction survey was distributed to 201 external stakeholders in February 2022. Surveys were sent through a series of emails that contained links to an online survey in SurveyMonkey. Sixty-three surveys were completed, representing a response rate of 31%. This is higher than 29% achieved in 2020, which was the last time an NTF survey was used. (In 2021 a COA survey was distributed.)

Program	Number of Contacts	Number of Survey Responses
Baltimore	45	7
Bartow	109	33
Daytona (FIRST & Sibling)	27	21
Georgia East	6	0
Georgia West	11	1
Treasure Coast	8	1
	201	63

Evaluation of Responses

Here are the highest ratings for those who responded to the following statements. (Not all respondents answered every question as there were some that did not apply to them.) Given the smaller sample size this year, the changes are not significant. The topic with an increase in the satisfaction level was for NTF's provision of services to meet client needs. The statement with the greatest decrease was staff's openness to the stakeholders' ideas.

Survey Statement	2020 Rating	2022 Rating	% Change
NTF staff members are easily accessible and respond to my telephone calls, emails, and letters in a timely manner.	97%	95	-2%
NTF staff members are courteous and knowledgeable in their interactions with me.	97%	95	-2%
NTF staff engaged the family and demonstrated respect for family members.	96%	95	-1%
I believe that the services that children and families receive from NTF help them address their identified needs.	93%	95	+2%
NTF staff demonstrated overall knowledge of the children and families' strengths needs.	94%	93	-1%
NTF staff was open to my ideas.	94%	88	-6%

All responses were submitted anonymously.