



Haldimand-Norfolk

REACH

supporting children, families, communities

Summary of Our 2018 Community Partner Survey

H-N REACH surveys our community partners every 2 years to hear about how we are doing and to gather their input on areas of future focus.

The following is a summary of what we heard and some of the actions we are taking in response.

✓ **Our partners want to learn more about our services.**

In the upcoming year we are engaging in many activities to help our community and partners know more about us. This includes:

- Updating our website
- Continuing to share information on Facebook
- Launching Instagram
- Posting information about our programs on our YouTube page
- Updating our marketing materials
- Spreading the word about specific program changes

✓ **Our partners tell us that our services are responsive and timely!**

Challenges with accessibility were also noted and here is what we are doing:

- Providing volunteer drives
- Ensuring satellite spaces are available in many of our communities
- Providing some of our services in the home
- Putting strategies in place to reduce wait times

✓ **Our community partners value the way we work with them and those we serve. This is evident in the following response rates:**

- 95% agreed that REACH services are respectful
- 85% agreed that we coordinate well with our partners & those we serve
- 96% agreed we work in partnership with the children, youth & families we serve
- 81% agreed that we partner well with other services

Wait times for some of our services were noted as an area of ongoing concern, and we could not agree more! In this coming year there will be significant changes in our Children's Mental Health Service wait times and we will keep the community informed about these changes and our progress.

We value the strength of our community partnerships and our collective work toward common community goals. The results of our survey tell us that we continue to practice our values and continue to demonstrate our commitment to building positive relationships with our community partners. Your feedback to us helps us to shape our future work. Thanks to all who took the time to complete this survey.