

2008 TCJFS Agency Survey

Date Created: 1/20/2009 2:18:04 PM

No. of Respondents: 60

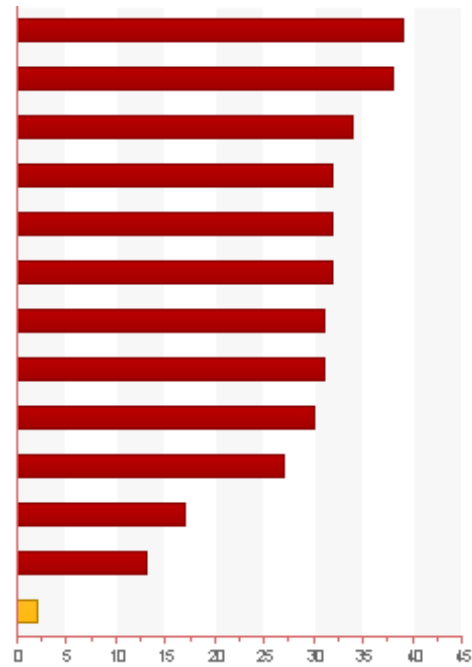
Completed Responses: 41

Average Response Time: 5 m 44 secs

Question 1

Please check those services you are aware of that Tuscarawas County Job & Family Services provides:
 No. of users who responded to this question: 39 (65.00%) - No. of users who did not answer this question: 21

Child Protective Services	39	10.89%
Food Stamps	38	10.61%
Medicaid (aged, blind, disabled)	34	9.50%
Medicaid (Healthy Families)	32	8.94%
Medicaid (Healthy Start)	32	8.94%
Disability Assistance	32	8.94%
Adoption Services	31	8.66%
Child Care Assistance	31	8.66%
Adult Protective Services	30	8.38%
Ohio Works First	27	7.54%
Kinship Care	17	4.75%
PRC	13	3.63%
Other	2	0.56%
Total:	358	

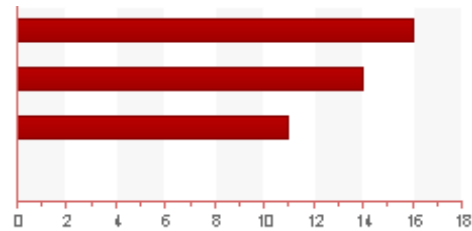


Note: See section 2 of this report for 'other' responses.

Question 2

How many contacts have you had with Job & Family Services in the past year?
 No. of users who responded to this question: 41 (68.33%) - No. of users who did not answer this question: 19

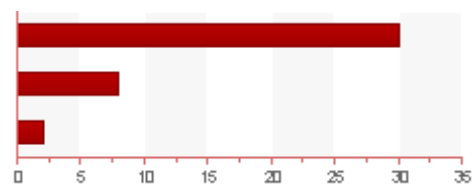
11 or more	16	39.02%
5 to 10	14	34.15%
1 to 5	11	26.83%
No contact	0	0.00%
Total:	41	



Question 3

I received prompt attention.
 No. of users who responded to this question: 40 (66.67%) - No. of users who did not answer this question: 20

Agree	30	75.00%
Neutral	8	20.00%
Disagree	2	5.00%
Total:	40	

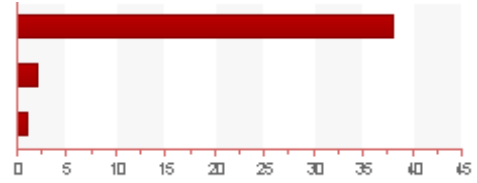


Question 4

Agency staff was courteous.

No. of users who responded to this question: 41 (68.33%) - No. of users who did not answer this question: 19

Agree	38	92.68%
Neutral	2	4.88%
Disagree	1	2.44%
Total:	41	

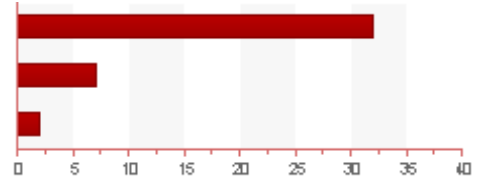


Question 5

Agency staff was skilled and knowledgeable.

No. of users who responded to this question: 41 (68.33%) - No. of users who did not answer this question: 19

Agree	32	78.05%
Neutral	7	17.07%
Disagree	2	4.88%
Total:	41	

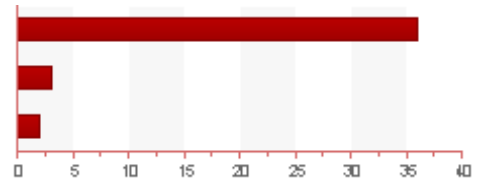


Question 6

Agency staff was professional.

No. of users who responded to this question: 41 (68.33%) - No. of users who did not answer this question: 19

Agree	36	87.80%
Neutral	3	7.32%
Disagree	2	4.88%
Total:	41	

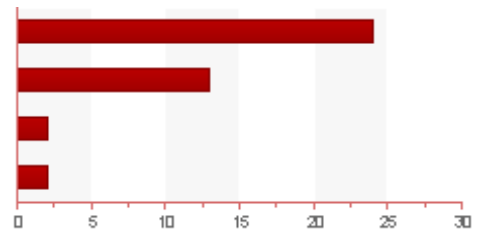


Question 7

Staff conferences regarding mutual clients were helpful.

No. of users who responded to this question: 41 (68.33%) - No. of users who did not answer this question: 19

Agree	24	58.54%
N/A	13	31.71%
Neutral	2	4.88%
Disagree	2	4.88%
Total:	41	

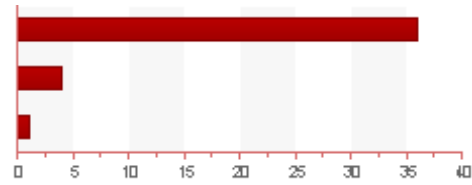


Question 8

I would make referrals to Job & Family Services.

No. of users who responded to this question: 41 (68.33%) - No. of users who did not answer this question: 19

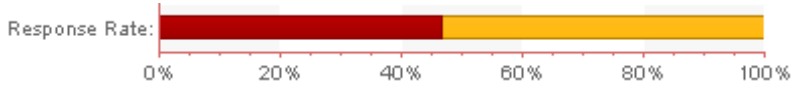
Agree	36	87.80%
Neutral	4	9.76%
Disagree	1	2.44%
Total:	41	



Question 9

Was communication between your organization and Job & Family Services easily accomplished and helpful in your service delivery? Please explain:

No. of users who responded to this question: 28 (46.67%) - No. of users who did not answer this question: 32



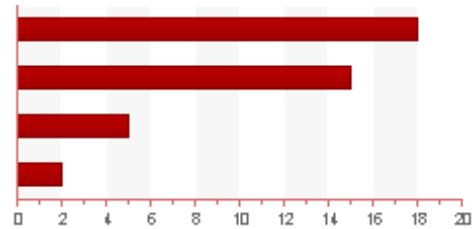
Note: See section 2 of this report to view individual responses.

Question 10

Overall rating of Agency:

No. of users who responded to this question: 40 (66.67%) - No. of users who did not answer this question: 20

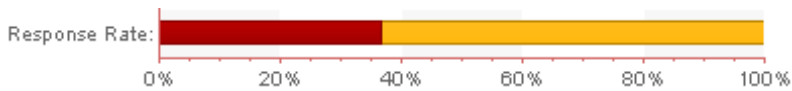
Very Good	18	45.00%
Good	15	37.50%
Fair	5	12.50%
Poor	2	5.00%
Total:	40	



Question 11

What do you feel are the agency's strengths?

No. of users who responded to this question: 22 (36.67%) - No. of users who did not answer this question: 38



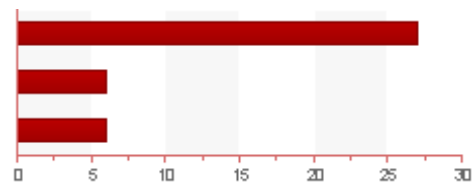
Note: See section 2 of this report to view individual responses.

Question 12

If you left a message (voice mail) with a worker, was your call returned in a timely manner?

No. of users who responded to this question: 39 (65.00%) - No. of users who did not answer this question: 21

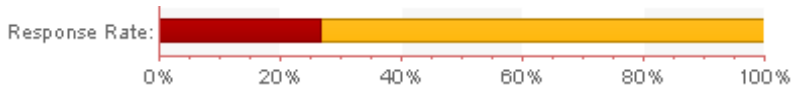
Yes	27	69.23%
N/A	6	15.38%
No	6	15.38%
Total:	39	



Question 13

In what areas could the agency improve?

No. of users who responded to this question: 16 (26.67%) - No. of users who did not answer this question: 44

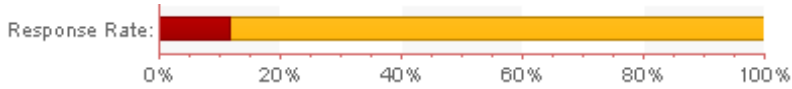


Note: See section 2 of this report to view individual responses.

Question 14

Other comments:

No. of users who responded to this question: 7 (11.67%) - No. of users who did not answer this question: 53

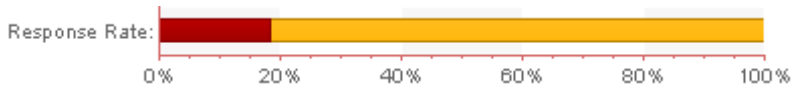


Note: See section 2 of this report to view individual responses.

Question 15

What is your e-mail address?

No. of users who responded to this question: 11 (18.33%) - No. of users who did not answer this question: 49



Note: See section 2 of this report for a full email report.

Section 2: Detailed Question Report

Question 1

Please check those services you are aware of that Tuscarawas County Job & Family Services provides:

ALL ABOVE

transportation

transportation

Question 2

How many contacts have you had with Job & Family Services in the past year?

No 'Other' responses were collected for this question.

Question 3

I received prompt attention.

No 'Other' responses were collected for this question.

Question 4

Agency staff was courteous.

No 'Other' responses were collected for this question.

Question 5

Agency staff was skilled and knowledgeable.

No 'Other' responses were collected for this question.

Question 6

Agency staff was professional.

No 'Other' responses were collected for this question.

Question 7

Staff conferences regarding mutual clients were helpful.

No 'Other' responses were collected for this question.

Question 8

I would make referrals to Job & Family Services.

No 'Other' responses were collected for this question.

Question 9

Was communication between your organization and Job & Family Services easily accomplished and helpful in your service delivery? Please explain:

Yes

yes

Very good and reliable always...

Yes. I deal mostly with Protective care and I have been almost always satisfied with the outcome but always satisfied when making a referral to that department.

Since most of our contact is through our school social worker, I would defer this question to her.

As an administrator of an elementary school, my main assistance is for the suspicion of child abuse. In some cases, it is with possible child neglect. In most cases, we have had a quick response, but a times a concern if our call is pertinent or not.

Yes, As a school district we must communicate several times throughout the school year.

JFS is easy to work with and is very visible in Tusc. County

Very much so. I work very closely with our representative.

Tusc Co JFS does a good job and is available and professional. Do we ALWAYS agree on action (or inaction) taken, no. But it's not realistic to think we would always agree. We do, as an organization, feel valued and supported. You guys are doing a good job.

Yes, The Job and Family services Staff has always been very helpful and easy to work with when seeking information and assistance for service to a common client.

Yes. When I contact someone from TCJFS, I'm generally referred to the appropriate person who can answer my questions.

Yes. I have only made calls regarding concerns about children and I have always received prompt follow up information.

Phone calls are not returned in a timely manner and often not returned at all. Makes communication difficult and does not benefit clients.

Communication was 'Easily Accomplished' but knowledgeable answers were not.

YES

APS SOMETIMES DIFFICULT TO REACH DUE TO ONLY ONE STAFF AND OUT OF OFFICE FOR VISITS AND COURT ETC

Yes

for the most part

By phone- most times someone answers when I call. If I have to leave a message, someone returns my call very quickly. Very much appreciated!

Child Protective Service employees work well with our officers. We receive written communication on case status promptly. I am not aware of any problems with officer/case workers communications.

Customer service is very good.

Really cannot answer fairly... I have not made any referrals myself.

Yes - have been pleased with responses given to questions.

No comment

Yes. The Case Managers and Intake Specialists at the CSEA are in contact with the Case Workers at JFS regarding interface information, non-cooperation, foster care and other matters.

Yes, the meeting with the legal staff regarding transportation issues and the RFP was very organized and helpful.

We always have good cooperation regarding mutual customers.

Question 10

Overall rating of Agency:

No 'Other' responses were collected for this question.

Question 11

What do you feel are the agency's strengths?

accessible and welcoming

Communication and caring.

You appear to have many good caring people on staff.

They probably are overstressed with cases, so making an effort to provide adequate attention to all of them. I am sure the staff accomplishes a maximum use of their time.

Willingness to assist in numerous capacities

Good collaboration, focus on the customer, do a great deal with few resources.

I only work with Medicaid for the aged.

Well organized Staff that cares about the clients and are willing to go the second mile with people.

The courteousness and professionalism of the receptionist is a strength. The ability of agency staff to work with other agency representatives is also a strength.

You do an excellent job of keeping tabs on children and families that are already in the system.

PRC program

Hours of operation

EVERYONE SEEMS TO HAVE A GOOD SENSE OF WHAT THEY NEED TO DO TO COMPLETE AN INVESTIGATION.

Cooperative spirit with community partners; diversity of programming; knowledgeable staff

Initial involvement into cases referred to us

Able and willing to help children/families in a timely manner with respect.

Programs provided to the county.

knowledge of programs

The protective services unit is open to communication. Shannon Gribble has been most helpful.

Food Stamps aren't the answer to every problem.

The agency is always looking for ways to improve service and assist clients.

Experienced and dedicated staff, strong and fair leadership, support of the County Commissioners and the community.

Question 12

If you left a message (voice mail) with a worker, was your call returned in a timely manner?

No 'Other' responses were collected for this question.

Question 13

In what areas could the agency improve?

Just continue to work to help people in need and work with schools.

Continue to prioritize the needs of the children, and family support. What ever we can do to make the parents become accountable for their responsibilities.

Obviously with finances it would be to employee more support staff

Would like to see some of the former PRC services brought back but realize this may be unrealistic based on funding.

Sometimes feel certain workers are on overload, may need additional staff.

When we make a referral, we have tried every means to help the situation. When we are rejected, what are we to do then? We don't refer unless we have tried everything we know. Are we to just forget about the situation and allow the worst to happen?

I don't have any suggestions at this time.

Return calls Operate from a strengths based perspective Understand why other agencies operate in the manner that they do Do not have meetings with no purpose

More workers in the Nursing Home Unit and more training. At times I have known more than the caesworker.

I DON'T KNOW ABOUT YOUR AGENCY BUT WE SURE COULD USE A DETECTIVE TO ASSIT YOUR AGENCY WITH SOME OF THESE INVESTIGATIONS.

CALLS SOMETIMES TIMELY OTHER TIMES NEXT DAY OR TWO

There are times when from another perspective, it looks like clients are not given the care they need. But I am not normally in a position to always know all of the details.

n/a

Case Management Unit rarely makes communication with the school. feel it would be benefital to work more closely together.

I do not know their procedures in-depth enough to feel I can make a recommendation.

Switchboard needs extra help -- without an extension it is very difficult to get a person to answer.

Question 14

Other comments:

Very impressed... thank you for all of your efforts on behalf of our area people..

Shannon Gribble is wonderful! She is always helpful, kind and respectful to the caller.

Thanks for the service you have provided to our school to support the students and families. It is a united effort.

I am concerned that any further funding cuts will impact valuable programs like PRC.

Job and Family Services seems to be 'On top of' new ideas and trends in serving the people in need of their assistance.

Collaborate with other agencies in a positive manner Work with families to keep them together

survey respnses were in collaberation between the principal and social worker at the school.

Question 15

What is your e-mail address?

millert@dover.k12.oh.us

comptonj@dover.k12.oh.us

alison@tuscunitedway.org

mooredj3@neohio.twcbc.com

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