

TUSCARAWAS COUNTY JOB & FAMILY SERVICES

July 1 – September 30, 2009

12 Responses

Your opinion is important to us. Please complete the following survey to help us improve our services. We will use this information to assist with our future planning. Your response will be confidential and anonymous.

1. Agency services you are currently receiving (as applicable):

4----- Food Stamps	1----- Medicaid (aged, blind, disabled)
Disability Assistance	4----- Medicaid (Healthy Families)
1----- Ohio Works First	2----- Medicaid (Healthy Start)
PRC	Child Care Assistance
7----- Adoption Services	Child Protective Services
Kinship Care	Adult Protective Services
Other (please specify):	-Foster Parent

2. How did you learn about our agency and services?

2----- Friend	Radio
3----- Family	Newspaper
3----- Other Agency	Attorney
Minister	Physician
1----- Phone Book	Other (please specify):
	-NOAS Adoption Services - 2
	-Adopt Ohio Website
	-Foster Parent
	-Through Adoption

3. Please indicate level of agreement with each statement:

Agree = 1 Neutral = 2 Disagree = 3

1.16 I received prompt attention.
1.16 Agency staff was courteous.
1.33 Agency staff was skilled and knowledgeable.
1.25 First appointment occurred in reasonable time.
1.16 Caseworker was professional.
1.16 I felt comfortable with my caseworker.
1.08 Caseworker encouraged family participation.
1.16 Services were helpful.
1.25 I would recommend the agency to others.

4. How many agency staff did you see before receiving your initial assistance or service?

Average of 1.9

5. Were there any services you needed or expected that you did not receive?
NO- 7

-Yes, I was seeking information pertaining to a child I adopted and my call was not returned.
-Yes, helping us with housing.
-Not yet

6. A. Were there any barriers to receiving services (transportation, hours, etc.)?
-NO - 7

-Distance has become an issue. I live in Florida.

-My pay stub was misplaced and not put in as my income and so I had to re-sign up for stamps.

B. How can these barriers be eliminated?

-NO – 1

-We do interviews over the phone and via mail.

-I believe that if social workers would call us back within 24 hrs. like they say they will, this problem would be eliminated.

-There is none.

7. If you left a message (voice mail) with a worker, was your call returned in a timely manner? **9 – Yes 1 - No – Not returned at all.**

8. Overall rating of the agency:
7 - Very Good 2 - Good 3 - Fair Poor

9. What do you feel are the agency's strengths/good points?
-Friendly & courteous staff

-The people I work with are very knowledgeable. They always have the answers I need.

-I like the way they deal with adoption lawyers – lawyer works with the agency for payment. Adoption process moves efficient and fast unlike some counties.
-Always very helpful.
-Excellent communication skills.
-People at the Agency are very informative and friendly.
-Helping place children with families as soon as possible.
-No good points.
-Hopefully helping people who are desperately needing it.
