

TUSCARAWAS COUNTY JOB & FAMILY SERVICES

April 1 – June 30, 2009

18 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):

- | | |
|------------------------------|---|
| 9..... Food Stamps | 4..... Medicaid (aged, blind, disabled) |
| 2..... Disability Assistance | 7..... Medicaid (Healthy Families) |
| 3..... Ohio Works First | 6..... Medicaid (Healthy Start) |
| PRC | 2..... Child Care Assistance |
| 3..... Adoption Services | Child Protective Services |
| Kinship Care | Adult Protective Services |
| Other (please specify): | <u>Adoption Assistance; BVR</u> |

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

- | | |
|---------------------|--|
| 3..... Friend | Radio |
| 8..... Family | 1..... Newspaper |
| 5..... Other Agency | Attorney |
| Minister | 1..... Physician |
| 1..... Phone Book | Other (please specify): |
| | <u>-Harcatus</u> |
| | <u>-Foster children we adopted were from your county</u> |
| | <u>-Board MRDD</u> |

3. Please indicate level of agreement with each statement:

Agree = 1 Neutral = 2 Disagree = 3

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

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

- Average of 1.5

-Girls had a caseworker already when we got them.

5. Were there any services you needed or expected that you did not receive?
-13 NO
-Yes, I couldn't receive help with PRC because 2002 the agency overpaid me and I owe \$140.00.

-Food Stamp Assistance
-No, just have SSI for hearing problem and I'm developmentally delayed.

6. A. Were there any barriers to receiving services (transportation, hours, etc.)?
-11 NO
-Transportation was hard but, only to and from appointments.

-Transportation at times

- B. How can these barriers be eliminated?
-1 NO
-Provide transportation to and from appointments at Job & Family Services.
-Sometimes people can't even afford gas money when applying for food & OWF. Maybe the Welfare can provide transportation to appointments, just as medical transportation.

7. If you left a message (voice mail) with a worker, was your call returned in a timely manner?
15...Yes 2...No –But my new caseworker does!
8. Overall rating of the agency:
11...Very Good 5...Good 1...Fair Poor
9. What do you feel are the agency's strengths/good points?
-1 NONE
-In helping families provide food and helping with costs for living in needing situations.

-The quality and service and prompt attention for a child's welfare that is priority.

-Receptionist is always pleasant and courteous.
-Helpful and courteous.
-Seemed to work together.
-They want to help. There not like some other agencies in other counties where people don't care.
-Child protective services
-A lot better than the foster agency we had. You were more helpful than they were 95% of the time.
-User friendly waiting area
-The Receptionist is very polite! The waiting time isn't long.
-Staff
-Professionalism & respect for those less fortunate at the time.
-I want to try to help everyone.

10. In what areas could the agency improve?
-I think the agency could improve by providing transportation to jobs.
-The PRC Plan and overpayments that are not actually the clients fault. You receive a check you automatically assume you're entitled.
-Some people don't know about all services available.
-Maybe listen to the situation a little closer.
-Our experience was very good.
-Security/wheelchair access (electric doors/access to lower level)
-The waiting room needs to be cleaned more often.
- 2 Nothing
-

11. Demographics (optional):
- | | | |
|--------------------|-------------------|---------------------------------|
| Age... 38.5 | 2...Male | Race/Ethnicity: 11 White |
| | 11..Female | Black |
| | | Hispanic |
| | | Asian |
| | | 1 Native American |

Thank you for your time and input.
Please return this form to the receptionist or mail in the provided envelope.

The results of the quarterly surveys are posted on the bulletin board in our reception. Also, the results are posted on our public agency website.