

TUSCARAWAS COUNTY JOB & FAMILY SERVICES

July 1 – September 30, 2008

19 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):

- | | | | |
|--------------------------|-------------------------|--------------------------|----------------------------------|
| 12 | Food Stamps | 3 | Medicaid (aged, blind, disabled) |
| 1 | Disability Assistance | 6 | Medicaid (Healthy Families) |
| <input type="checkbox"/> | Ohio Works First | 6 | Medicaid (Healthy Start) |
| <input type="checkbox"/> | PRC | <input type="checkbox"/> | Child Care Assistance |
| 2 | Adoption Services | 3 | Child Protective Services |
| 1 | Kinship Care | <input type="checkbox"/> | Adult Protective Services |
| <input type="checkbox"/> | Other (please specify): | | |

WIC

-Visitation with kids in agency

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

- | | | | |
|--------------------------|--------------|--------------------------|-------------------------|
| 7 | Friend | <input type="checkbox"/> | Radio |
| 10 | Family | <input type="checkbox"/> | Newspaper |
| 3 | Other Agency | <input type="checkbox"/> | Attorney |
| <input type="checkbox"/> | Minister | <input type="checkbox"/> | Physician |
| 1 | Phone Book | <input type="checkbox"/> | Other (please specify): |
- Have participated in programs off/on for years**
-

3. Please indicate level of agreement with each statement:

Agree = 1 Neutral = 2 Disagree = 3

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

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

-Just two workers during my visits.

-An average 1.47

5. Were there any services you needed or expected that you did not receive?
-Went to get assistance with gas for car so spouse could get to and from work and was told since it wasn't a new job they couldn't help which also has prevented me from looking for employment due to no fuel to go to put applications in or go for interviews.

-I got all my services I needed.

-No -10 responses

-Yes, food stamps, medical

-Cash assistance, Medicaid

-Had I received faster assistance (services) my family would have remained together.

6. A. Were there any barriers to receiving services (transportation, hours, etc.)?

-Fuel to get to services i.e. when assistance to replace broken hot water tank had to drive to get (3) estimates.

-Transportation-getting treated fairly by CPS investigators would have helped my family much better.

-None – 1 response

-No – 14 responses

B. How can these barriers be eliminated?

Couldn't the companies fax the estimates to the JFS office preventing the use of gas that is needed to get to & from work/doctors/store.

-Keeping CPS investigators impartial to some and showing favoritism to others

-None – 2 responses

-No – 1 response

7. If you left a message (voice mail) with a worker, was your call returned in a timely manner? **15---Yes 2---No**

8. Overall rating of the agency:

7---Very Good

8---Good

3---Fair

Poor

9. What do you feel are the agency's strengths/good points?

Willing to help but only minimally. We have food & medical assistance but no money for gas to go to doctors or to seek employment to get off assistance.

-They help people and go beyond their point of helping people.

-Help when needed.

-Everything

-Personable people.

-Trying to keep families together

-PRC was a great help. The worker was efficient and nice. My caseworker is very nice.

-Kind nature very personable down to earth
