

TUSCARAWAS COUNTY JOB & FAMILY SERVICES

October 1 – December 31, 2007

(11 Client 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):

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

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

- | | | | |
|--------------------------|--------------|----------------------------------|-----------|
| 2 | Friend | <input type="checkbox"/> | Radio |
| 2 | Family | 2 | Newspaper |
| 1 | Other Agency | <input type="checkbox"/> | Attorney |
| <input type="checkbox"/> | Minister | <input type="checkbox"/> | Physician |
| 1 | Phone Book | 5 - Other please specify: | |

**-Poor;
-Been here before;
-St. Joseph;
-Self;
-My father made a call to agency after someone gave him the number and Threatened to kill people. So I got a call from S.S. clerical person who recommended I call & try to get some assistance for him. He has Dementia & the V.A. told him for 10 years he was going to get money. In fact, he never was. He can't get this out of his mind and he had a meltdown. That's when everything happened.**

3. Please indicate level of agreement with each statement:

Agree = 1 Neutral = 2 Disagree = 3

- 1.73 I received prompt attention.
1.27 Agency staff was courteous.
1.27 Agency staff was skilled and knowledgeable.
1.45 First appointment occurred in reasonable time. **-Waited for 2 hrs.**

- 1.2 Caseworker was professional.
- 1.6 I felt comfortable with my caseworker.
- 1.3 Caseworker encouraged family participation.
- 1.6 Services were helpful.
- 1.7 I would recommend the agency to others.

4. How many agency staff did you see before receiving your initial assistance or service?
-(2) maybe just one it's been awhile.
-Average of 1 staff person was seen.

5. Were there any services you needed or expected that you did not receive?
 -I needed rent assistance but couldn't get right now. More funds need to be available. Don't make someone wait two years to receive help.

-Yes – 1
-No – 5
-None - 1

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

-Transportation I don't have.
-Translation; Transportation
-Waiting, had I not been representing my father & he would have been there, he would have been very upset. Glad I chose to come and not him.
-No - 5

B. How can these barriers be eliminated?
-They were just because of my work schedule.

-Help with Transportation for those whom might need it available.
-St. Joe's helped; they offered rides and translation services for appointments.
-Made appointments not 1st come, 1st served. If people "really" want help, they will come for an appointment.

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

8. Overall rating of the agency:
2 Very Good 5 Good 1 Fair 1 Poor

9. What do you feel are the agency's strengths/good points?
-Very good program for people in need.

-Everyone has always been friendly and helpful. The front desk has always been exceptionally friendly no matter how busy.

-Effective Caseworkers
-The caseworkers explain my case in good details. They were friendly to me.

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- Very organized and excellent programs.
 - Getting people in – out as soon as possible.
 - Helping people.
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10. In what areas could the agency improve?

-Not have to wait as long in waiting room

-Keep Transportation open for those who can't afford a car. More funds available for everyone.

-Not sure.

-Making appointments by time, not going on a 1st come, 1st serve basis. No one tells you that between 9 – 3 there is a lunch hour from 1 -2. You will have to wait that out if you want served. I represented my father (81 yrs.). I have never been to the agency before. I felt as though I was just a number. I realize they deal with a lot of people who don't want to help their self, but I was trying to help my father; he is on a fixed income, worked every day of his working days. I felt as though I was nothing. I'm sure it's hard to handle each person differently, but that's how I felt.

11. Demographics (optional):

Average Age **3 Male**
31.7 years

6 Female

Race/Ethnicity: **8 White**

Black

1 Hispanic

Asian

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.