

## TUSCARAWAS COUNTY JOB & FAMILY SERVICES

7/1/07 – 9/30/07 (18 Client Responses)

September 2007

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):

7 Food Stamps	3 Medicaid (aged, blind, disabled)
0 Disability Assistance	7 Medicaid (Healthy Families)
0 Ohio Works First	5 Medicaid (Healthy Start)
1 PRC	1 Child Care Assistance
3 Adoption Services	0 Child Protective Services
0 Kinship Care	0 Adult Protective Services
1 Other (please specify):	<u>-Child support, medical</u>

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

3 Friend	0 Radio
6 Family	0 Newspaper
1 Other Agency	0 Attorney
0 Minister	1 Physician
4 Phone Book	3 Other (please specify):
	<u>-Foster/Adopt Parent</u>
	<u>-Just knew about it</u>
	<u>-NOAS</u>

3. Please indicate level of agreement with each statement:

Agree = 1    Neutral = 2    Disagree = 3

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

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

1.5

5. Were there any services you needed or expected that you did not receive?  
**No - 17**
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6. A. Were there any barriers to receiving services (transportation, hours, etc.)?  
**No - 18**
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- B. How can these barriers be eliminated?  
**None - 2**
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7. If you left a message (voice mail) with a worker, was your call returned in a timely manner?  
**14--Yes      2--No**
8. Overall rating of the agency:  
**15-Very Good      3-Good      0-Fair      0-Poor**
9. What do you feel are the agency's strengths/good points?  
**That they work with you and your work schedule.  
Understanding.  
A lot of help is offered.  
-Everyone is very polite and helpful.  
-Very friendly atmosphere. Sometimes it feels like our other home.  
-Friendly  
-They do try to help.  
-Lots of strengths – very good staff with a very had job.  
-Friendly people  
-Very nice, explains everything with you.  
-Staff, the staff for the most part was friendly and helpful.  
-Very knowledgeable and helpful.  
-Friendly staff**
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10. In what areas could the agency improve?  
**-None that I can think of.  
-They are good for me.  
-I had a problem receiving things in the mail.  
-None – they are doing a good job.  
-Shorter time period after adoptions to receive children in our home to help - especially for the more experienced family.  
-Time we wait.  
-More people  
-At this moment, none.**

11. Demographics (optional):

**Average Age**      **2 - Male**  
**32**  
**15 - Female**

Race/Ethnicity: **16 White**  
**1 Black**  
**0 Hispanic**  
**0 Asian**  
**0 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.**