

## 2009 TCJFS Agency Survey

Date Created: 3/22/2010 10:25:40 AM

No. of Respondents: 48

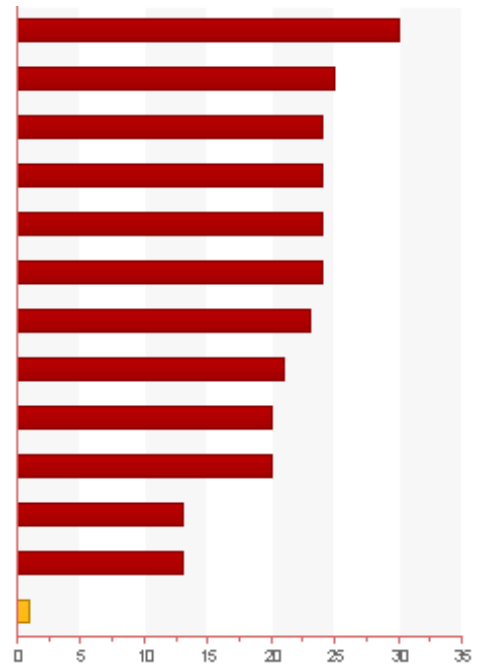
Completed Responses: 32

Average Response Time: 3 m 08 secs

Question 1

Please check those services you are aware of that Tuscarawas County Job & Family Services provides:  
 No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

Child Protective Services	30	11.45%
Food Assistance	25	9.54%
Disability Assistance	24	9.16%
Medicaid (aged, blind, disabled)	24	9.16%
Medicaid (Healthy Families)	24	9.16%
Medicaid (Healthy Start)	24	9.16%
Adult Protective Services	23	8.78%
Adoption Services	21	8.02%
Child Care Assistance	20	7.63%
Ohio Works First	20	7.63%
PRC	13	4.96%
Kinship Care	13	4.96%
Other	1	0.38%
<b>Total:</b>	<b>262</b>	

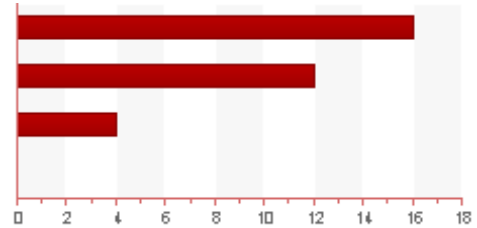


Note: See section 2 of this report for 'other' responses.

Question 2

How many contacts have you had with Job & Family Services in the past year?  
 No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

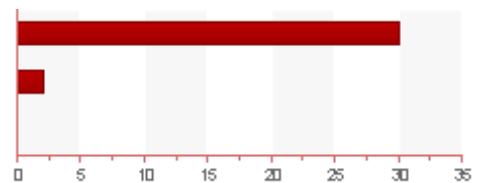
11 or more	16	50.00%
5 to 10	12	37.50%
1 to 5	4	12.50%
No contact	0	0.00%
<b>Total:</b>	<b>32</b>	



Question 3

I received prompt attention.  
 No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

Agree	30	93.75%
Neutral	2	6.25%
Disagree	0	0.00%
<b>Total:</b>	<b>32</b>	

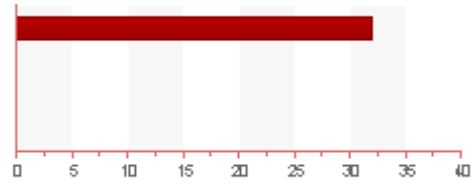


Question 4

Agency staff was courteous.

No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

Agree	32	100.00%
Disagree	0	0.00%
Neutral	0	0.00%
<b>Total:</b>	<b>32</b>	

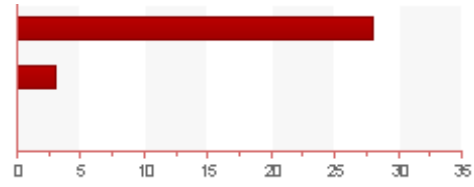


Question 5

Agency staff was skilled and knowledgeable.

No. of users who responded to this question: 31 (64.58%) - No. of users who did not answer this question: 17

Agree	28	90.32%
Neutral	3	9.68%
Disagree	0	0.00%
<b>Total:</b>	<b>31</b>	

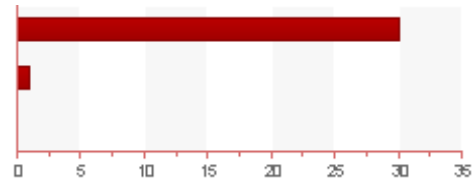


Question 6

Agency staff was professional.

No. of users who responded to this question: 31 (64.58%) - No. of users who did not answer this question: 17

Agree	30	96.77%
Neutral	1	3.23%
Disagree	0	0.00%
<b>Total:</b>	<b>31</b>	

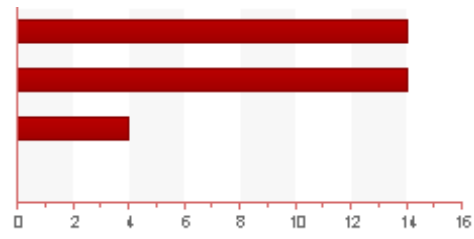


Question 7

Staff conferences regarding mutual clients were helpful.

No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

Agree	14	43.75%
N/A	14	43.75%
Neutral	4	12.50%
Disagree	0	0.00%
<b>Total:</b>	<b>32</b>	

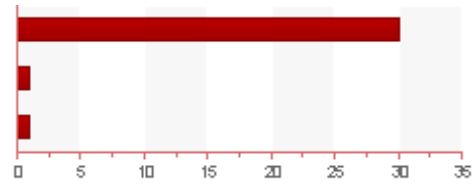


Question 8

I would make referrals to Job & Family Services.

No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

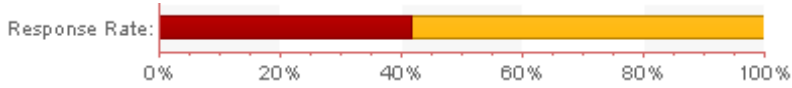
Agree	30	93.75%
Disagree	1	3.13%
Neutral	1	3.13%
Total:	32	



### Question 9

Was communication between your organization and Job & Family Services easily accomplished and helpful in your service delivery? Please explain:

No. of users who responded to this question: 20 (41.67%) - No. of users who did not answer this question: 28



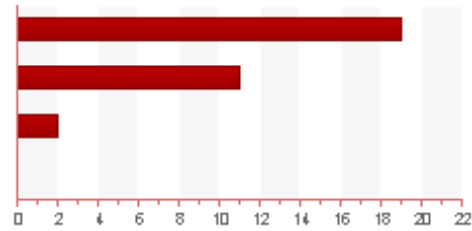
Note: See section 2 of this report to view individual responses.

### Question 10

Overall rating of Agency:

No. of users who responded to this question: 32 (66.67%) - No. of users who did not answer this question: 16

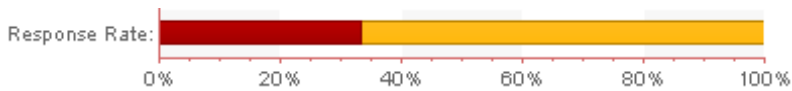
Very Good	19	59.38%
Good	11	34.38%
Fair	2	6.25%
Poor	0	0.00%
Total:	32	



### Question 11

What do you feel are the agency's strengths?

No. of users who responded to this question: 16 (33.33%) - No. of users who did not answer this question: 32



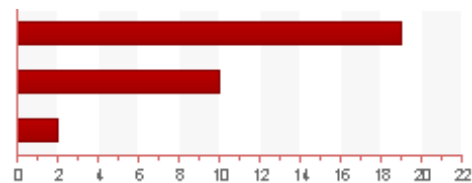
Note: See section 2 of this report to view individual responses.

### Question 12

If you left a message (voice mail) with a worker, was your call returned in a timely manner?

No. of users who responded to this question: 31 (64.58%) - No. of users who did not answer this question: 17

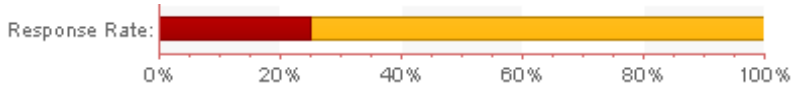
Yes	19	61.29%
N/A	10	32.26%
No	2	6.45%
Total:	31	



### Question 13

In what areas could the agency improve?

No. of users who responded to this question: 12 (25.00%) - No. of users who did not answer this question: 36

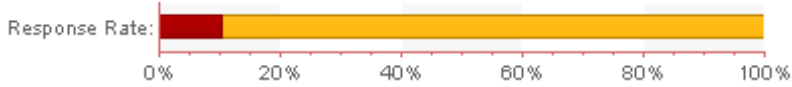


Note: See section 2 of this report to view individual responses.

#### Question 14

Other comments:

No. of users who responded to this question: 5 (10.42%) - No. of users who did not answer this question: 43

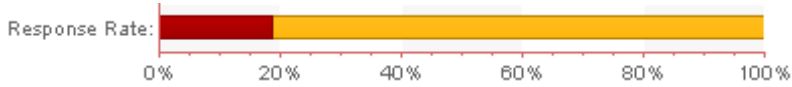


Note: See section 2 of this report to view individual responses.

#### Question 15

What is your e-mail address?

No. of users who responded to this question: 9 (18.75%) - No. of users who did not answer this question: 39



Note: See section 2 of this report for a full email report.

## Section 2: Detailed Question Report

### Question 1

Please check those services you are aware of that Tuscarawas County Job & Family Services provides:

SEP

### Question 2

How many contacts have you had with Job & Family Services in the past year?

No 'Other' responses were collected for this question.

### Question 3

I received prompt attention.

No 'Other' responses were collected for this question.

### Question 4

Agency staff was courteous.

No 'Other' responses were collected for this question.

### Question 5

Agency staff was skilled and knowledgeable.

No 'Other' responses were collected for this question.

### Question 6

Agency staff was professional.

No 'Other' responses were collected for this question.

### Question 7

Staff conferences regarding mutual clients were helpful.

No 'Other' responses were collected for this question.

### Question 8

I would make referrals to Job & Family Services.

No 'Other' responses were collected for this question.

### Question 9

Was communication between your organization and Job & Family Services easily accomplished and helpful in your service delivery? Please explain:

ALOT OF TIMES GET VOICEMAL

Yes, but sometimes we have a concern and all we hear back is that the referral has been denied. We don't get more information. As a school, I don't think we understand the process that is used to determine whether a case will be reviewed or not. This could be solved with more communication between schools and Job & Family Services. It would be great to have someone visit schools a couple of times a year to meet and hear more about the process that you use.

Yes Shannon Gribble is wonderful to work with!

My agency works closely in conjunct with JFS to provide services to mutual customers.

Communication is always courteous and helpful!

My contacts were with child protection. I have always felt that my concerns were taken seriously, and I have always been helped. great communication!

Very personable, helpful and was given prompt attention.

The JFS director and I serve together on the Family Children First Council and I serve on the JFS planning commission. We have NO problems communicating our concerns or interests.

Staff and administrators were responsive and open. Collaborative plans were created as a result of efforts.

Goes through our school social worker

I appreciate the work we do together. Sometimes we look at a case differently, but that's just how it's going to be. (We do agree many more times than not.)

Yes, communication by e-mail and phone is always well-received.

Child Protective and Adult Protective Units have been most helpful

Most of the time.

Communication was given quickly and the people from JFS always tried to help or direct us to another service.

Very helpful.

It has improved. Working with placement team to prepare for future transitions is valuable.

Yes, they are always willing to listen

yes

I was always able to talk with a human being when calling JFS. I was always welcomed and the staff is very professional. They always followed through with what they said would be done regarding interviewing, sending correspondence, etc. Our county is grateful to have you helping others!

#### Question 10

Overall rating of Agency:

No 'Other' responses were collected for this question.

#### Question 11

What do you feel are the agency's strengths?

Excellent leadership, dedicated staff, commitment to vision and mission.

professional personnel open communication

Their people are their strength.

Professionalism, tenure of staff

CPS, APS

Your people are your strength.

Good communication, timeliness in handling people, and services provided inspite of tight budgets.

Agency Director is very proactive and involved. Her concern for Tuscarawas County families and her staff that supports these families is apparent. She models a team approach and the staff follows.

They do provide a service to our children best they can do with the personnel they have on staff.

Lynn Angelozzi's leadership, the agency's willingness to collaborate and work together on workforce and training issues.

Its personnel

Attempting to meet the variety of needs with decreasing resources.

Knowledgeable and understanding workers. They are interested in the people they serve.

The caring, professional people that work for the agency.

Willingness to work in collaboration with other agencies

Easy to talk to

#### Question 12

If you left a message (voice mail) with a worker, was your call returned in a timely manner?

No 'Other' responses were collected for this question.

#### Question 13



In what areas could the agency improve?

Ability to assist hospitalized patients with Medicaid application when there are not identified family/friends.

More training to local providers/Council regarding eligibility criteria, referral process, timelines, general info, etc. around the many services. The most specific area to strengthen community awareness would be options around Medicaid and Medicaid eligibility for adults and children.

Understaffed and overworked.

None

No suggestions

Most case workers are very prompt and collaborative. There are times when one or two are less collaborative and cooperative.

With the cut backs in staff this isn't a fair question. The new process of working with the clients may bring about faster service. Hopefully they wouldn't lose the personal touch.

It is very good now.

Increase education of staff to better understand workings of other agencies.

I am completely satisfied with the services.

The agency has struggled with funding cuts this year and done much reorganization in an effort to maintain their level of services. They need more money at this point where more need is being experienced in the community.

#### Question 14

Other comments:

I feel that, given the current financial constraints in available funding, the agency is very well run and 'user friendly'. My hope would be that there is an eventual funding improvement.

Thanks for your support

I think the agency as a whole is making an exceptional effort to help people in our area with shrinking monetary resources.

The people at JFS deserve our praise while working with all types of clients. It is hard to motivate so many clients to improve their station in life.

A big THANK YOU for all you do.

#### Question 15

What is your e-mail address?

kathyc@unionhospital.org

cadlepa00@nctschools.org

phickman@bjvs.k12.oh.us

jmeekeells@eswork.com

jsaylor@tuscbbdd.org

traviscasey@garaway.k12.oh.us

millert@dover.k12.oh.us

bcascioli@eswork.com

shermanti00@nctschools.org