

2011 TCJFS Agency Survey

Date Created: 05/11/2011 13:46:18

No. of Respondents: 43

Completed Responses: 28

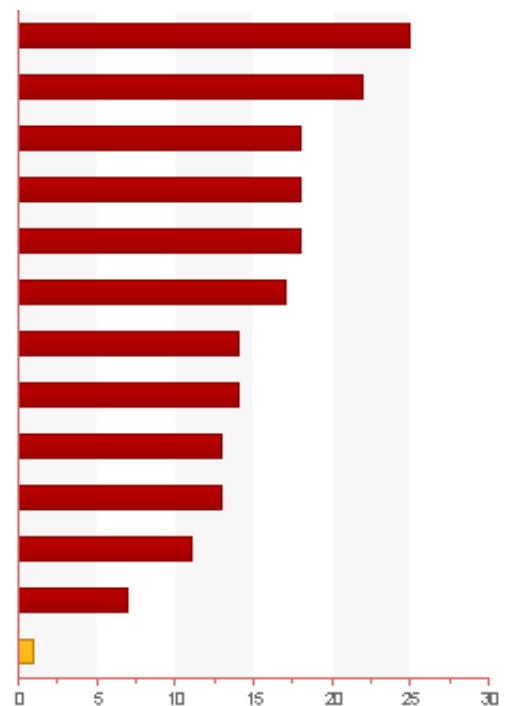
Average Response Time: 3 m 32 secs

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: **28** (65.1%) - No. of users who did not answer this question: **15** (34.9%)

Child Protective Services	25	13.1%
Adoption Services	22	11.5%
Medicaid (Healthy Families)	18	9.4%
Medicaid (Healthy Start)	18	9.4%
Child Care Assistance	18	9.4%
Food Assistance	17	8.9%
Kinship Care	14	7.3%
Disability Assistance	14	7.3%
Adult Protective Services	13	6.8%
Medicaid (aged, blind, disabled)	13	6.8%
Ohio Works First	11	5.8%
PRC	7	3.7%
Other	1	0.5%
Total:	191	



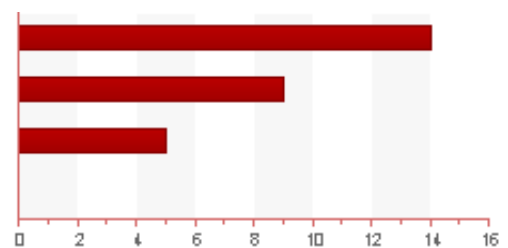
Note: See section 2 of this report to view individual responses.

Question 2

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

No. of users who responded to this question: **28** (65.1%) - No. of users who did not answer this question: **15** (34.9%)

11 or more	14	50.0%
5 to 10	9	32.1%
1 to 5	5	17.9%
No contact	0	0%
Total:	28	



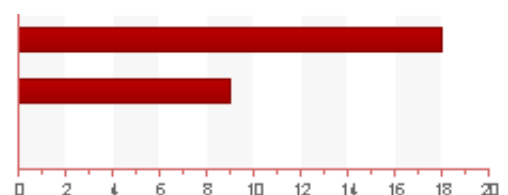
Note: See section 2 of this report to view individual responses.

Question 3

I received prompt attention.

No. of users who responded to this question: **27** (62.8%) - No. of users who did not answer this question: **16** (37.2%)

Agree	18	66.7%
Neutral	9	33.3%
Disagree	0	0%
Total:	27	



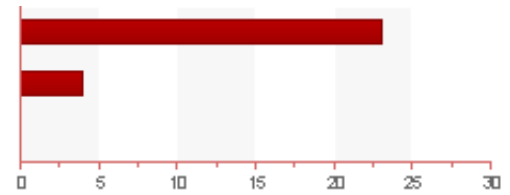
Note: See section 2 of this report to view individual responses.

Question 4

Agency staff was courteous.

No. of users who responded to this question: **27** (62.8%) - No. of users who did not answer this question: **16** (37.2%)

Agree	23	85.2%
Neutral	4	14.8%
Disagree	0	0%
Total:	27	



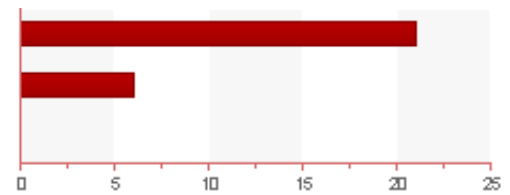
Note: See section 2 of this report to view individual responses.

Question 5

Agency staff was skilled and knowledgeable.

No. of users who responded to this question: **27** (62.8%) - No. of users who did not answer this question: **16** (37.2%)

Agree	21	77.8%
Neutral	6	22.2%
Disagree	0	0%
Total:	27	



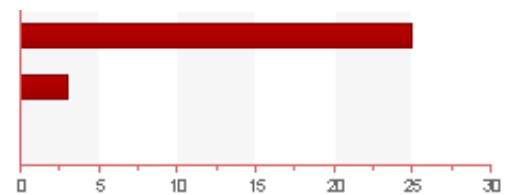
Note: See section 2 of this report to view individual responses.

Question 6

Agency staff was professional.

No. of users who responded to this question: **28** (65.1%) - No. of users who did not answer this question: **15** (34.9%)

Agree	25	89.3%
Neutral	3	10.7%
Disagree	0	0%
Total:	28	



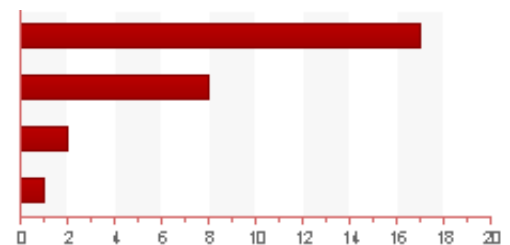
Note: See section 2 of this report to view individual responses.

Question 7

Staff conferences regarding mutual clients were helpful.

No. of users who responded to this question: **28** (65.1%) - No. of users who did not answer this question: **15** (34.9%)

Agree	17	60.7%
N/A	8	28.6%
Neutral	2	7.1%
Disagree	1	3.6%
Total:	28	



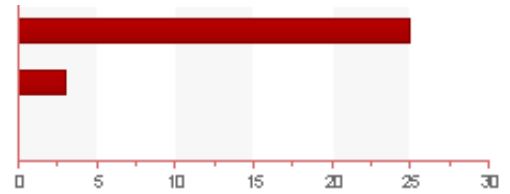
Note: See section 2 of this report to view individual responses.

Question 8

I would make referrals to Job & Family Services.

No. of users who responded to this question: **28** (65.1%) - No. of users who did not answer this question: **15** (34.9%)

Agree	25	89.3%
Neutral	3	10.7%
Disagree	0	0%
Total:	28	



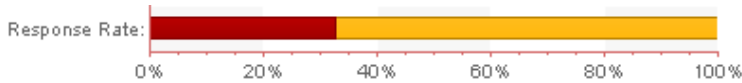
Note: See section 2 of this report to view individual responses.

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: **14** (32.6%)

No. of users who did not answer this question: **29** (67.4%)



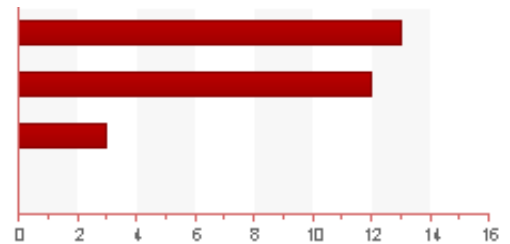
Note: See section 2 of this report for a full to view individual responses report.

Question 10

Overall rating of Agency:

No. of users who responded to this question: **28** (65.1%) - No. of users who did not answer this question: **15** (34.9%)

Good	13	46.4%
Very Good	12	42.9%
Fair	3	10.7%
Poor	0	0%
Total:	28	



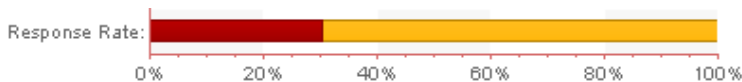
Note: See section 2 of this report to view individual responses.

Question 11

What do you feel are the agency's strengths?

No. of users who responded to this question: **13** (30.2%)

No. of users who did not answer this question: **30** (69.8%)



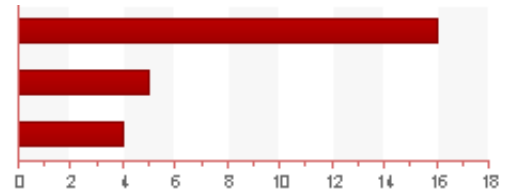
Note: See section 2 of this report for a full to view individual responses report.

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: **25** (58.1%) - No. of users who did not answer this question: **18** (41.9%)

Yes	16	64.0%
N/A	5	20.0%
No	4	16.0%
Total:	25	



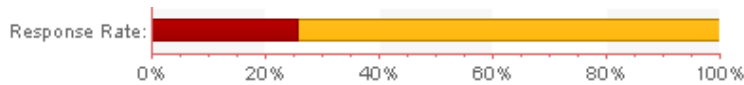
Note: See section 2 of this report to view individual responses.

Question 13

In what areas could the agency improve?

No. of users who responded to this question: **11** (25.6%)

No. of users who did not answer this question: **32** (74.4%)



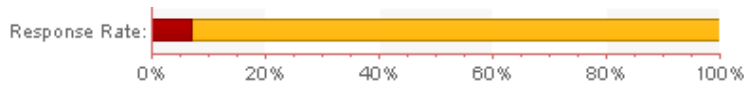
Note: See section 2 of this report for a full to view individual responses report.

Question 14

Other comments:

No. of users who responded to this question: **3** (7.0%)

No. of users who did not answer this question: **40** (93.0%)



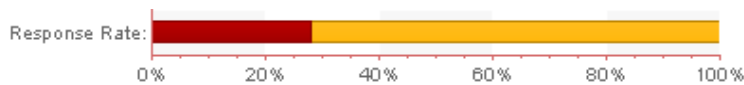
Note: See section 2 of this report for a full to view individual responses report.

Question 15

What is your e-mail address?

No. of users who responded to this question: **12** (27.9%)

No. of users who did not answer this question: **31** (72.1%)



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

Section 2: Detailed Question Report

Question 1

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

transportation assistance, gas, etc.

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:

I deal mostly with Shannon Gribble and she is always helpful and professional. I would really like your staff to be able to come to the school to meet with students in some cases. I feel the workers don't always get the whole story and in some instances I know they didn't get a true picture of the situation since the kids told us they lied to her. I know it is more difficult to do this but not impossible.

Like that the workers have direct phone numbers so not necessary to go through the switchboard for every call.

Our contacts with Tusc. JFS have been very positive. The staff is very skilled, responsive, and progressive in their approaches to children and families.

Communication was rapid and most helpful as we coordinated placement services for children, along with crisis intervention to foster/adoptive families

excellent relationship with Director Lynn Angelozzi and her staff

For the most part. We serve some of the same clients

As a placement provider we feel our recommendations for future planning for a child were minimized. We provided 24/7 care to this child we feel we were in the best position to make recommendations.

Job & Family Services always keeps my organization informed of any changes in services. Having up-to-date information is always essential in making good referrals.

I don't have many direct contacts with Job & Family Services staff, but those contacts I've had have always been very positive. Even if the topic or situation is not pleasant, the Tusc. administration and staff remain focused on resolving the situation for the best outcome for children and families. My staff loves working with Gayle Hahn! Tusc. is a real partner in permanence.

yes

Yes, the organization is professional and always helpful. I am a mandated reporter working with children everyday.

Communication was good. Verbal followup was precise.

Yes, I was able to report situations very easily.

Yes - we partner through the One Stop system. Staff is always helpful and professional. We also worked together on a Subsidized Employment Program through TANF.

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?

Partnering and strong community involvement

-ability to build and maintain positive relationships

-honesty

-shows follow through on cases

Provide a variety of support to a variety of people.

knowledge of the staff.

Thoroughness. Commitment to children served.

Professionalism and experience of staff. Staff turnover appears to be low. The work as a team, so if one person is unavailable, another can help. They communicate well, keep their word, are respectful in all dealings with others, conflicts are handled in a forthright and honest manner, always focused on the best interests of the children served.

My experience has been based on my contact with Gail Haun and Beverly Gerber, Both are very experienced and aware of the ups and downs of foster care and adoption. They are willing to share their expertise and have a realistic approach.

Answering/Returning calls, providing prompt attention to referrals.

care about people in the community

Don't know enough of it to make a comment

Collaboration with all outside entities.

Communication through planning commission activities

Connection with Family Children First Council

They are very involved in the community and are easy to collaborate with.

Tusc. is committed to permanence for children, and works pro-actively to make sure that children do not linger forever in foster care.

Every staff person I've encountered has been friendly, helpful, and professional.

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?

In a couple of situations, I never heard if there was follow-up with the family that I called about. I don't know if the report I made was reviewed, accepted, or denied.

None

not really anything I can think of. You are all very supportive of us when there needs to be some action to help kids.

Working in a school setting, at times, we see many areas that children could use a boost with cleanliness, clothing, food, and family support. At times, there has been limited response to the issues we see, which could be a result of limited personnel.

Be strength based

Respect the clients

Respect other professionals

I do not have any complaints . My contact has been just with foster care and adoption

More staffing to handle more issues.

NA

Timeliness of response, respecting the expertise and skill level of a placement provider.

If funding becomes available I would like to see some PRC services return.

Can't think of any

Question 14

Other comments:

Keep up the good work!

NA

I am interested to see if online applications make it more difficult to catch fraud?

Question 15

What is your e-mail address?

comptonj@dover.k12.oh.us

millert@dover.k12.oh.us

slhursey@yahoo.com

csanders@noas.com

kfranz@noas.com

mjones@noas.com

phickman@bjvs.k12.oh.us

uwtc@neohio.twcbc.com

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cdeal@noas.com

ctravis@garaway.org

jmeekeells@eswork.com