

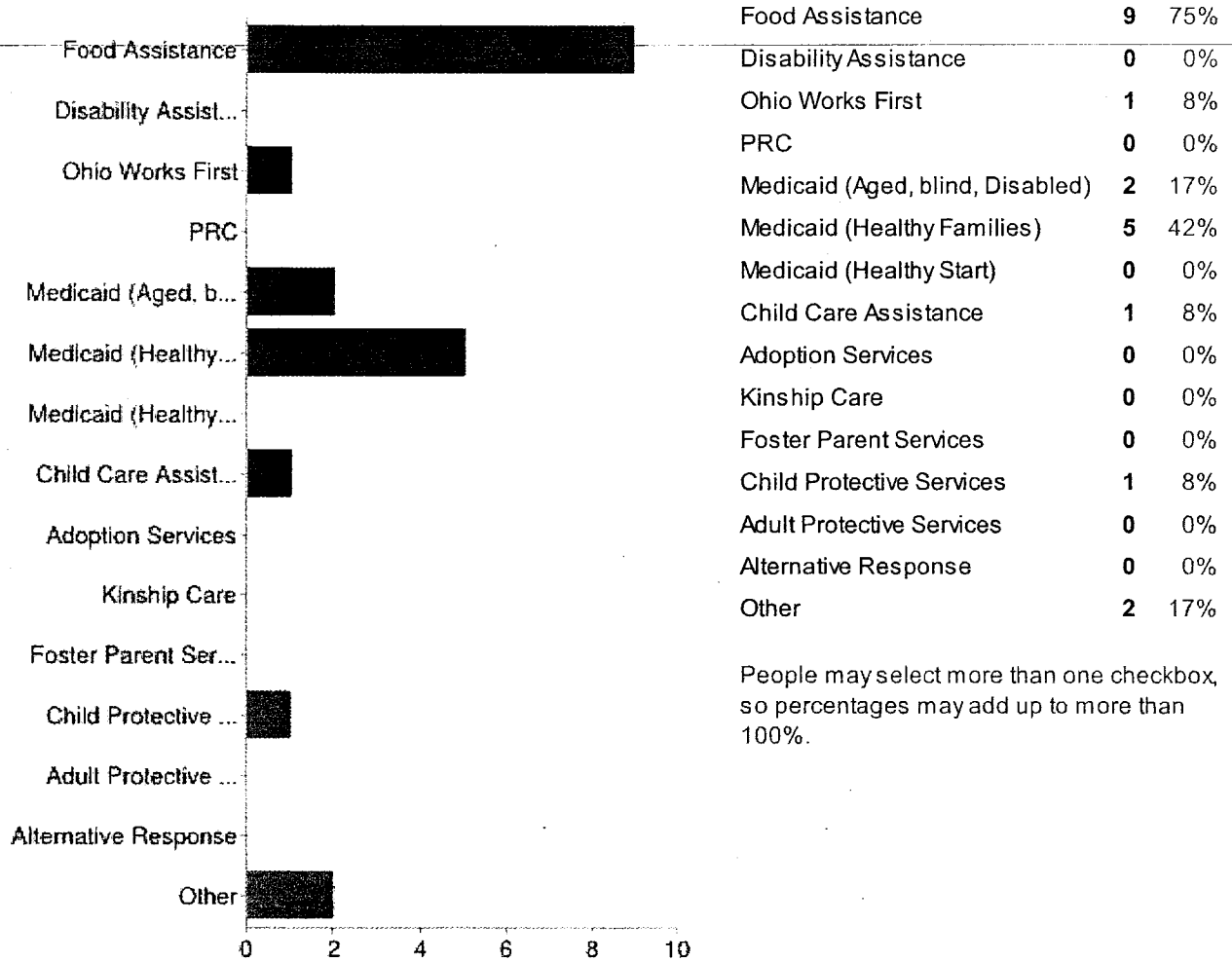
Handwritten signature

12 responses

April 1, 2012 through June 30, 2012

Summary [See complete responses](#)

1. Agency services

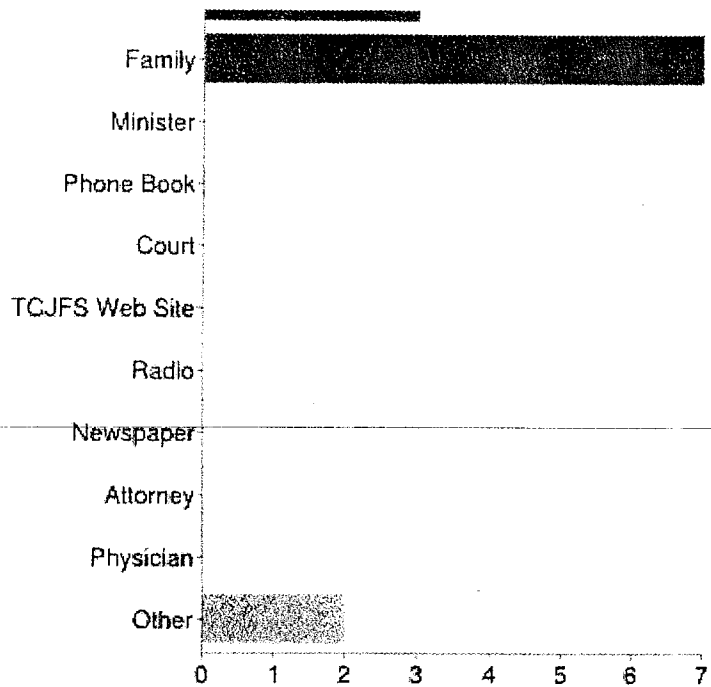


People may select more than one checkbox, so percentages may add up to more than 100%.

2. Our Agency and Services

Friend	3	25%
Family	7	58%
Minister	0	0%
Phone Book	0	0%
Court	0	0%
TCJFS Web Site	0	0%
Radio	0	0%
Newspaper	0	0%

Friend

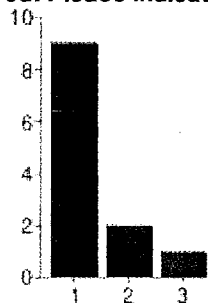


Attorney	0	0%
Physician	0	0%
Other	2	17%

People may select more than one checkbox, so percentages may add up to more than 100%.

Page 2 - Client Survey

3a. Please indicate level of agreement with each statement:

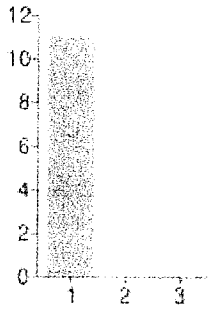


1	9	75%
2	2	17%
3 -I received prompt attention.	1	8%

I received prompt attention.

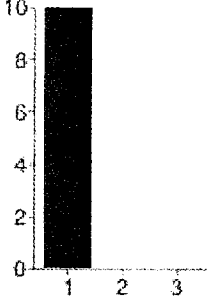
3b.

1	11	92%
2	0	0%
3 -Agency staff was courteous.	0	0%



Agency staff was courteous.

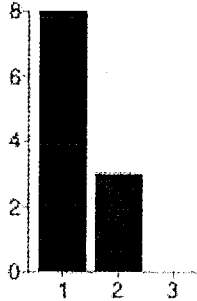
3c.



1	10	83%
2	0	0%
3 -Agency staff was skilled and knowledgeable.	0	0%

Agency staff was skilled and knowledgeable.

3d.

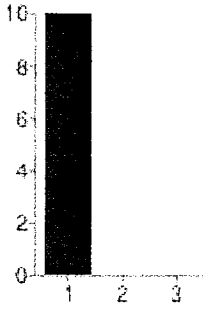


1	8	67%
2	3	25%
3 -First appointment occurred in a reasonable time.	0	0%

First appointment occurred in a reasonable time.

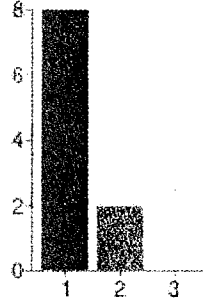
3e.

1	10	83%
2	0	0%
3 -Staff was professional.	0	0%



Staff was professional.

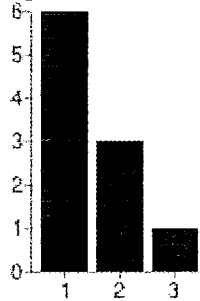
3f.



I felt comfortable with my caseworker.

1	8	67%
2	2	17%
3 -I felt comfortable with my caseworker.	0	0%

3g.



Caseworker encouraged family participation.

1	6	50%
2	3	25%
3 -Caseworker encouraged family participation.	1	8%

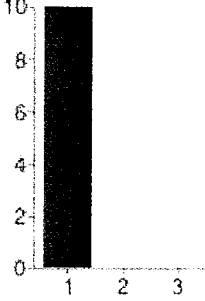
3h.

1	9	75%
2	1	8%
3 -Services were helpful.	0	0%



Services were helpful.

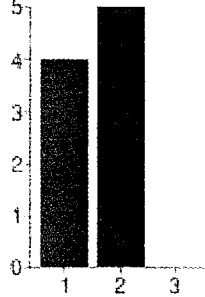
3i.



I would recommend the agency to others.

1	10	83%
2	0	0%
3 -I would recommend the agency to others.	0	0%

3j.



A supervisor was available if requested.

1	4	33%
2	5	42%
3 -A supervisor was available if requested.	0	0%

Page 3 - Client Survey

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

2 1 I think only 1 person no one 1 2 1

4b. How was your experience with a phone interview, if applicable?

good n/a Excellent/ no problems N/A pleasant n/a Very easy. Caseworker was wonderful

5. Were there any services you needed or expected that you did not receive?

food assistance -just over eligibility no none NO no no no

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

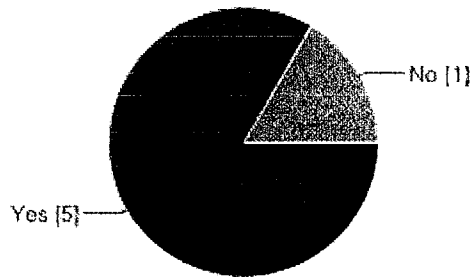
no no none N/A no no no

6b. How can these barriers be eliminated?

n/a n/a

Page 4 - Client Survey

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



Yes	5	42%
No	1	8%

8a. Have you visited the agency's public web site (www.tcjfs.org)?

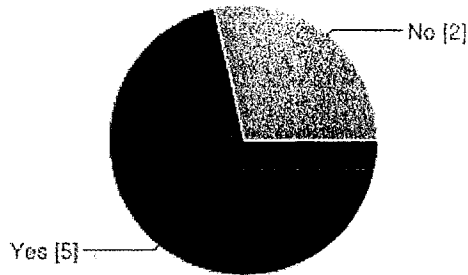


Yes	2	17%
No	5	42%

8b. What suggestions do you have to improve our agency's public web site?

difficult to use-- make it easier to use Don't know because I never used the website. none Have more than one receptionist.

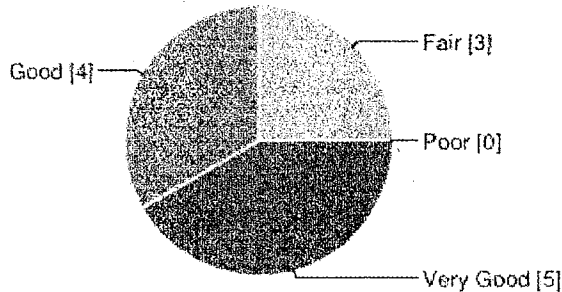
9. When applying for services, were you informed of your rights and responsibilities?



Yes	5	42%
No	2	17%

Page 5 - Client Survey

10. Overall rating of the agency:



Very Good	5	42%
Good	4	33%
Fair	3	25%
Poor	0	0%

11. What do you feel are the agency's strenghts/good points?

helpful with questions The agency's strong points are the caring and compassionate staff. I enjoy walking in and seeing Susie's smiling face. I really enjoyed working with Nicole Peoples for my state hearing. their respect and friendliness getting timely answers ? They really do everything they can to get you the help you need. There when help is needed. agency is always of assistance The caseworker and supervisor I worked with were VERY good.

12. In what areas could the agency improve?

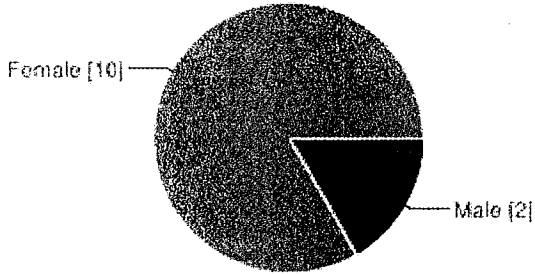
I have to ask the questions - when I don't know what to ask. time No improvement is needed at this agency. being able to talk to a caseworker in a timely manner more help can't think of any Have another

receptionist so your not in line forever. Everything is just fine. n/a

13a. Demographics (optional)

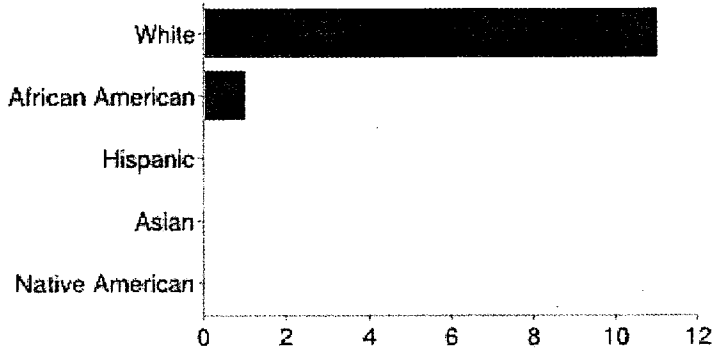
50+ 44 40 57 18 25 25 35 31 33 59

13b.



Male	2	17%
Female	10	83%

13c.



White	11	92%
African American	1	8%
Hispanic	0	0%
Asian	0	0%
Native American	0	0%

Number of daily responses

