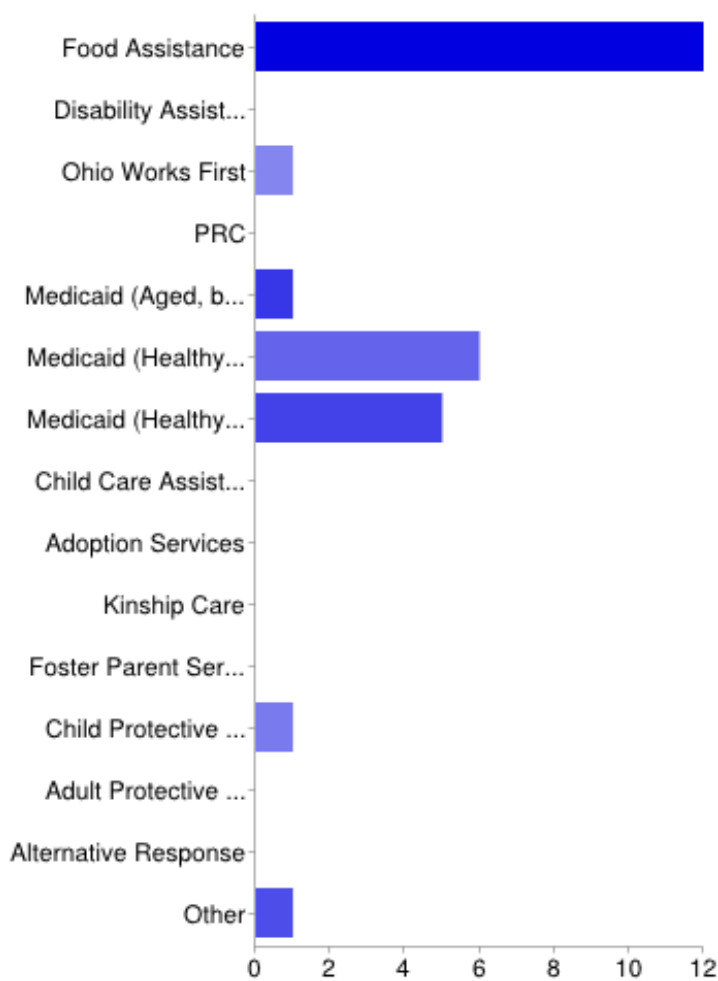


# 14 [responses](#)

## Summary [See complete responses](#)

### 1. Agency services



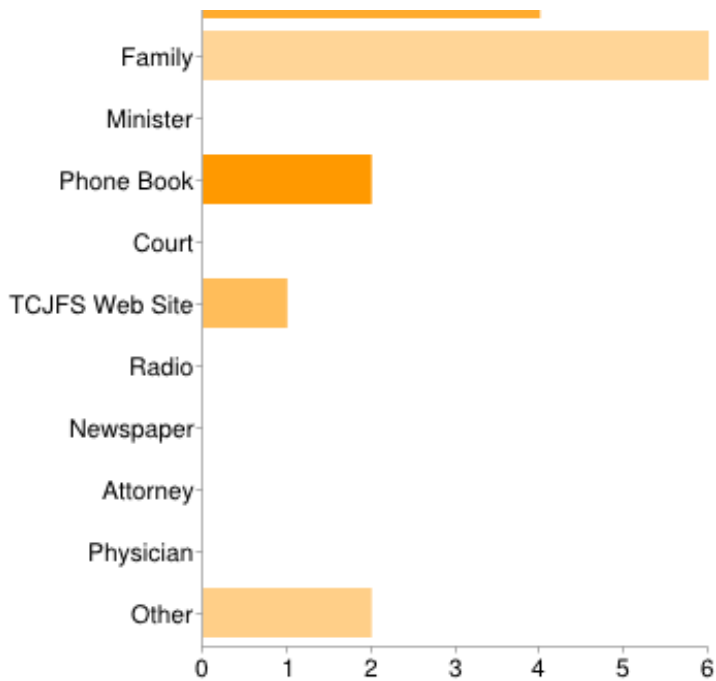
Food Assistance	12	86%
Disability Assistance	0	0%
Ohio Works First	1	7%
PRC	0	0%
Medicaid (Aged, blind, Disabled)	1	7%
Medicaid (Healthy Families)	6	43%
Medicaid (Healthy Start)	5	36%
Child Care Assistance	0	0%
Adoption Services	0	0%
Kinship Care	0	0%
Foster Parent Services	0	0%
Child Protective Services	1	7%
Adult Protective Services	0	0%
Alternative Response	0	0%
Other	1	7%

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

### 2. Our Agency and Services

Friend	4	31%
Family	6	46%
Minister	0	0%
Phone Book	2	15%
Court	0	0%
TCJFS Web Site	1	8%
Radio	0	0%
Newspaper	0	0%
Attorney	0	0%



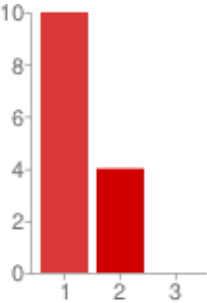


Physician	0	0%
Other	2	15%

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:

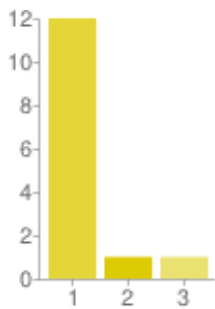


1	10	71%
2	4	29%
3 -I received prompt attention.	0	0%

I received prompt attention.

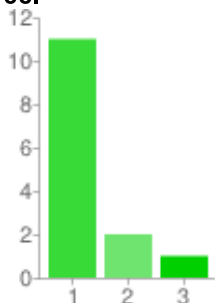
### 3b.

1	12	86%
2	1	7%
3 -Agency staff was courteous.	1	7%



Agency staff was courteous.

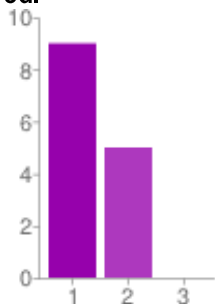
**3c.**



Agency staff was skilled and knowledgeable.

1	<b>11</b>	79%
2	<b>2</b>	14%
3 -Agency staff was skilled and knowledgeable.	<b>1</b>	7%

**3d.**

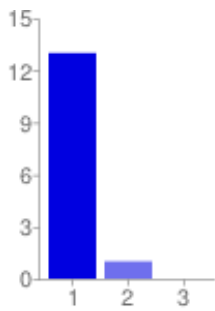


First appointment occurred in a reasonable time.

1	<b>9</b>	64%
2	<b>5</b>	36%
3 -First appointment occurred in a reasonable time.	<b>0</b>	0%

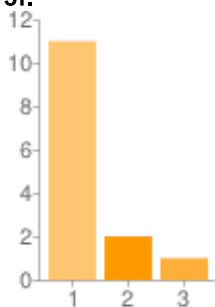
**3e.**

1	<b>13</b>	93%
2	<b>1</b>	7%
3 -Staff was professional.	<b>0</b>	0%



Staff was professional.

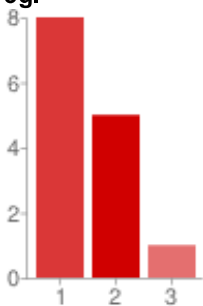
**3f.**



I felt comfortable with my caseworker.

1	<b>11</b>	79%
2	<b>2</b>	14%
3 -I felt comfortable with my caseworker.	<b>1</b>	7%

**3g.**

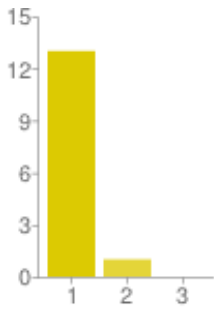


Caseworker encouraged family participation.

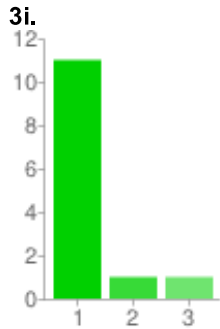
1	<b>8</b>	57%
2	<b>5</b>	36%
3 -Caseworker encouraged family participation.	<b>1</b>	7%

**3h.**

1	<b>13</b>	93%
2	<b>1</b>	7%
3 -Services were helpful.	<b>0</b>	0%

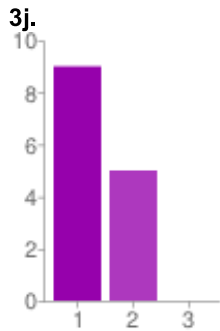


Services were helpful.



I would recommend the agency to others.

1	11	79%
2	1	7%
3 -I would recommend the agency to others.	1	7%



A supervisor was available if requested.

1	9	64%
2	5	36%
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?

one 2 one one 2 2 2 2 too many two 1 one 1 2

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

n/a good n/a/ n/a n/a no phone experience very positive, helpful, and respectful confusing fine n/a good good, she answered most questions but not all because she was unsure

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

no no no no medicaid for me no no cps caseworkers with heart who don't judge a person on their past mistakes no no. doing everything they can to help our family. no no no

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

no no no no no no transportation. being late none no no no no

**6b. How can these barriers be eliminated?**

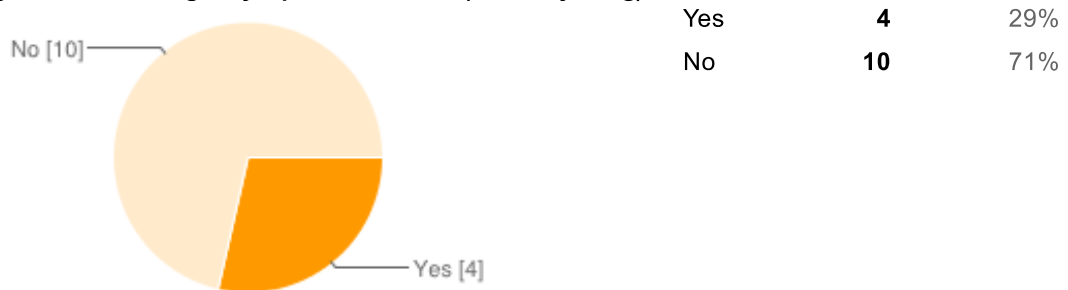
n/a n/a be on time yes. call SEA to get a ride. n/a n/a n/a

**Page 4 - Client Survey**

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



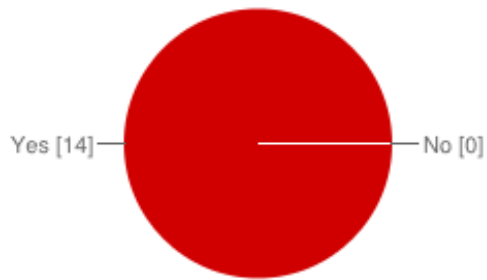
**8a. Have you visited the agency's public web site (www.tcjfs.org)?**



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

n/a the web page was very explainable/ need to improve on verification ease of use-liked n/a - disliked n/a

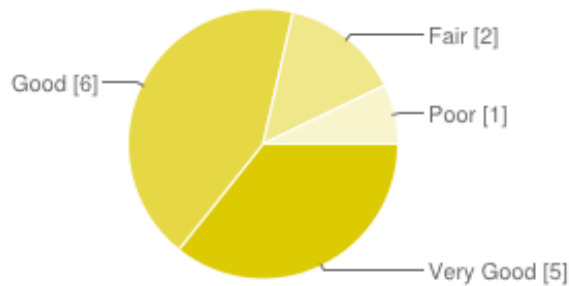
**9. When applying for services, were you informed of your rights and responsibilities?**



Yes	<b>14</b>	100%
No	<b>0</b>	0%

**Page 5 - Client Survey**

**10. Overall rating of the agency:**



Very Good	<b>5</b>	36%
Good	<b>6</b>	43%
Fair	<b>2</b>	14%
Poor	<b>1</b>	7%

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

They try to be as helpful as possible. good. agency personnel. the receptionist susie. awesome personality, always helpful, informative and thorough. Susie has always displayed an upbeat personality. having Susie at the front. She is the best. Beth in blue bank went out of her way to help me. She was wonderful. What a great asset to your company. all the agency's have good strengths courteous, respectful, and that they really care. dignified treatment receptionist is kind and understanding everything is fine helping people in a courteous manner courteous and helpful

**12. In what areas could the agency improve?**

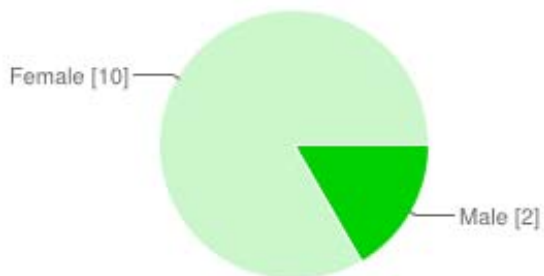
n/a call you when an appointment is changed give the gal Susie a raise. and maybe have her do a training class

on courteous/professional behavior. get more people like Susie to work for you consistency-- i get told different things by different workers. none that I see n/a do away with cps . let parents provide and care for children how they see fit as long as they are not being physical or sexually abusive than they should be allowed to care for their children happy with the services wait time organization needs to be a little cleaner and neater in waiting area

**13a. Demographics (optional)**

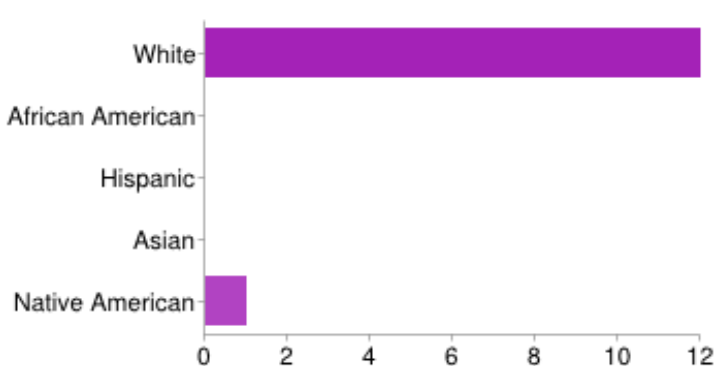
22 27 46 39 51 41 49 39 25 27 21 42

**13b.**



Male	2	14%
Female	10	71%

**13c.**



White	12	86%
African American	0	0%
Hispanic	0	0%
Asian	0	0%
Native American	1	7%



**Number of daily responses**

