

2012 TCJFS Agency Survey

Date Created: 01/26/2012 09:48:35

No. of Respondents: 39

Completed Responses: 24

Average Response Time: 3 m 20 secs

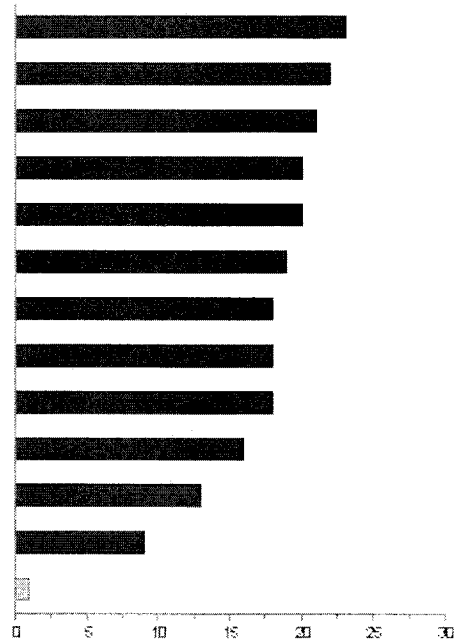
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Question 1

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

No. of users who responded to this question: **24** (61.5%) - No. of users who did not answer this question: **15** (38.5%)

Child Protective Services	23	10.6%
Adoption Services	22	10.1%
Medicaid (Healthy Families)	21	9.6%
Food Assistance	20	9.2%
Medicaid (aged, blind, disabled)	20	9.2%
Medicaid (Healthy Start)	19	8.7%
Adult Protective Services	18	8.3%
Child Care Assistance	18	8.3%
Disability Assistance	18	8.3%
Kinship Care	16	7.3%
Ohio Works First	13	6.0%
PRC	9	4.1%
Other	1	0.5%
Total:	218	



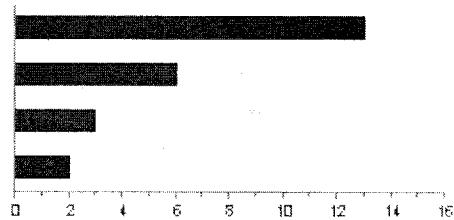
Note: See section 2 of this report to view individual responses.

Question 2

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

No. of users who responded to this question: **24** (61.5%) - No. of users who did not answer this question: **15** (38.5%)

11 or more	13	54.2%
5 to 10	6	25.0%
1 to 5	3	12.5%
No contact	2	8.3%
Total:	24	



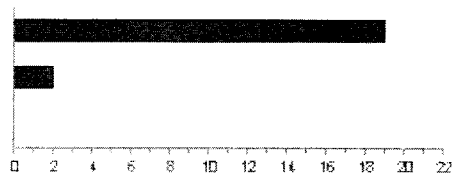
Note: See section 2 of this report to view individual responses.

Question 3

I received prompt attention.

No. of users who responded to this question: **21** (53.8%) - No. of users who did not answer this question: **18** (46.2%)

Agree	19	90.5%
Neutral	2	9.5%
Disagree	0	0%
Total:	21	



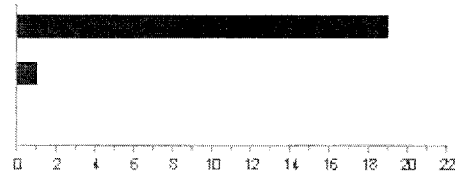
Note: See section 2 of this report to view individual responses.

Question 4

Agency staff was courteous.

No. of users who responded to this question: **20** (51.3%) - No. of users who did not answer this question: **19** (48.7%)

Agree	19	95.0%
Neutral	1	5.0%
Disagree	0	0%
Total:	20	



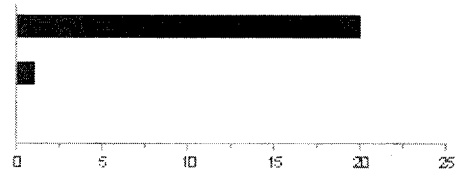
Note: See section 2 of this report to view individual responses.

Question 5

Agency staff was skilled and knowledgeable.

No. of users who responded to this question: **21** (53.8%) - No. of users who did not answer this question: **18** (46.2%)

Agree	20	95.2%
Neutral	1	4.8%
Disagree	0	0%
Total:	21	



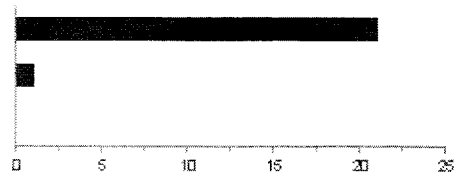
Note: See section 2 of this report to view individual responses.

Question 6

Agency staff was professional.

No. of users who responded to this question: **22** (56.4%) - No. of users who did not answer this question: **17** (43.6%)

Agree	21	95.5%
Neutral	1	4.5%
Disagree	0	0%
Total:	22	



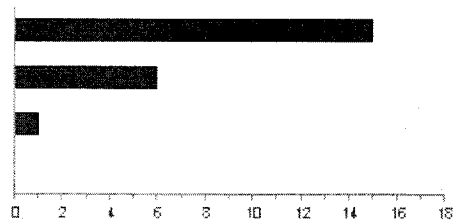
Note: See section 2 of this report to view individual responses.

Question 7

Staff conferences regarding mutual clients were helpful.

No. of users who responded to this question: **22** (56.4%) - No. of users who did not answer this question: **17** (43.6%)

Agree	15	68.2%
N/A	6	27.3%
Neutral	1	4.5%
Disagree	0	0%
Total:	22	



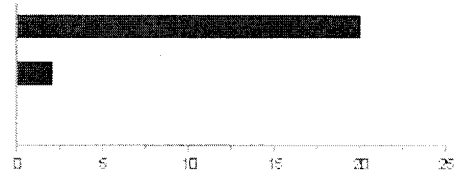
Note: See section 2 of this report to view individual responses.

Question 8

I would make referrals to Job & Family Services.

No. of users who responded to this question: **22** (56.4%) - No. of users who did not answer this question: **17** (43.6%)

Agree	20	90.9%
Neutral	2	9.1%
Disagree	0	0%
Total:	22	



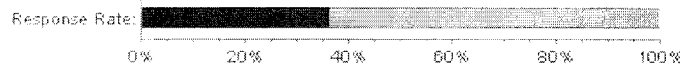
Note: See section 2 of this report to view individual responses.

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** (35.9%)

No. of users who did not answer this question: **25** (64.1%)



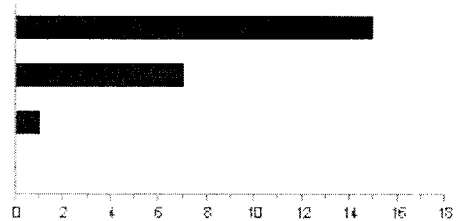
Note: See section 2 of this report for a full to view individual responses report.

Question 10

Overall rating of Agency:

No. of users who responded to this question: **23** (59.0%) - No. of users who did not answer this question: **16** (41.0%)

Very Good	15	65.2%
Good	7	30.4%
Fair	1	4.3%
Poor	0	0%
Total:	23	



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: **14** (35.9%)

No. of users who did not answer this question: **25** (64.1%)



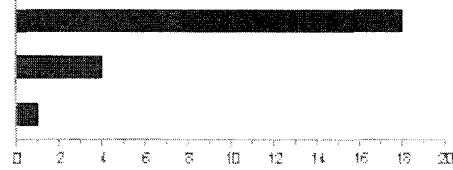
Note: See section 2 of this report for a full to view individual responses report.

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: **23** (59.0%) - No. of users who did not answer this question: **16** (41.0%)

Yes	18	78.3%
N/A	4	17.4%
No	1	4.3%
Total:	23	



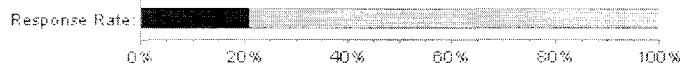
Note: See section 2 of this report to view individual responses.

Question 13

In what areas could the agency improve?

No. of users who responded to this question: **8** (20.5%)

No. of users who did not answer this question: **31** (79.5%)



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: **5** (12.8%)

No. of users who did not answer this question: **34** (87.2%)



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: **8** (20.5%)

No. of users who did not answer this question: **31** (79.5%)



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:

know of all but work with adoption unit

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:

Most of the time I have been pleased with services.

I have been very pleased with the help and professionalism of your agency.

The staff at DJFS has been very helpful in working with the families I am sharing with them. They make appropriate referrals and stay in touch regarding the youth we share.

Always. JFS has been a very big supporter of our organization and I do believe that we work well together.

Very Someone always gets back to me as soon as possible.

Most of the time I am told to let our social worker handle the communication between us and JFS. However, sometimes I cannot wait and do it myself. Easy to do myself.

Like any agency interactions, there were times when we didn't respond as quick as they would like, and times when they seemed to take longer. But for the most part it seemed to work well.

I have sometimes daily conversations with a JFS representative and although I do not always agree with the outcome, the communication is easy and helpful.

Yes

I participated in several outreach program meetings this year and felt that this type of meeting was helpful.

The staff at JFS has always been very attentive and helpful with issues that we have dealt with this year at IVMS. I would not hesitate to contact JFS with concerns or issues that we experience within our school. The staff does a very good job of listening and offering assistance to our needs.

This depends on which worker you are communicating with. Some workers are exceptional and some not as much. Shannon Gribble is the best staff member.: courteous, professional, hard working. More workers should take tips from her professional and courteous manner!

Yes. TCJFS is a GREAT One Stop partner!

Yes. Always prompt, thorough and competent

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?

Shannon Gribble

Personal service and willingness to help.

The caring staff. The staff are committed to their jobs and really care about the individuals and families they serve and are not just doing a job.

Lots of programs with lots of people who know what they are doing and are very helpful.

caring, well trained people

People care for the clients they serve

Prompt return on phone calls. Good feedback information on families. Cooperation among most caseworkers.

People skills

Agency outreach

This is the only area that I have had contact with the agency this year.

Ability to offer advice and assistance, professionalism, and willingness to work with and cooperate with the schools.

Like the electronic letters that let you know decision on intake status for protective services. So much quicker than the mail.

Quick responsiveness to meet the needs of Tuscarawas County residents. Openness to discuss programs and collaboration to assist individuals to find employment.

passion for the care of the clients served

Placement Staff answer their phone in a timely manner and are polite and helpful.

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?

Most of the time my calls were returned in a timely manner.

This is an ongoing issue in all public service agencies but making sure that the public is aware of the benefits they have available to assist families.

Feel people are very stressed, so whatever could be done to help to reduce their stress would be an improvement

Need more workers (funding, I know). Have someone hired to just call back to say, we received your message, and when the proper worker gets time, she will return your call with answers.

consistency among workers

All of my experiences working with JFS up to this point have been positive ones, keep up the good work.

More consistent standards on case decisions.

None

Question 14

Other comments:

Contact with mid-management and administrative staff is professional and respectful. Unfortunately, direct line staff tend to be condescending and 'know-it-all' while minimizing the expertise we bring to the table.

JFS has and hopefully will always be a very supportive agency, not just to me but to those who are truly in need of support.

Have you notified schools that we are ALL mandatory reporters, and should not be funneling through 1 person from our district?

Continue agency outreach

Stress of the job has to be incredible, hope there is wellness program, support for staff.

Question 15

What is your e-mail address?

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]