

2013 TCJFS Agency Survey

Date Created: 02/05/2013 11:10:16

No. of Respondents: 21

Completed Responses: 17

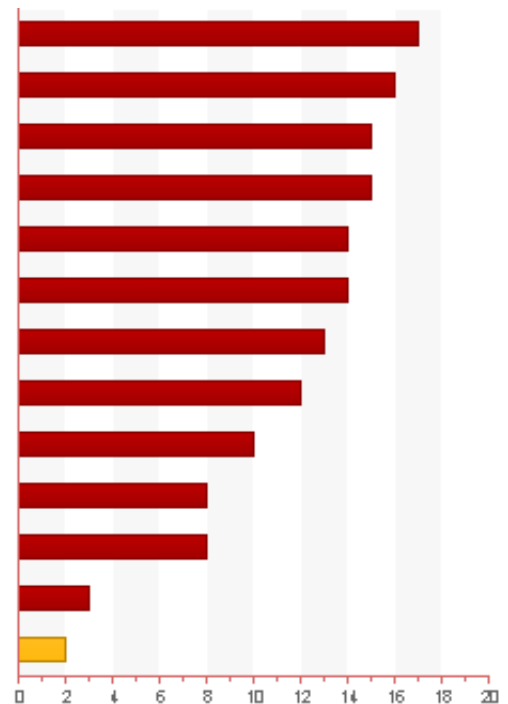
Average Response Time: 3 m 25 secs

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: **17** (81.0%) - No. of users who did not answer this question: **4** (19.0%)

Child Protective Services	17	11.6%
Adult Protective Services	16	10.9%
Food Assistance	15	10.2%
Adoption Services	15	10.2%
Medicaid (Healthy Start)	14	9.5%
Medicaid (Healthy Families)	14	9.5%
Medicaid (aged, blind, disabled)	13	8.8%
Child Care Assistance	12	8.2%
Disability Assistance	10	6.8%
Kinship Care	8	5.4%
Ohio Works First	8	5.4%
PRC	3	2.0%
Other	2	1.4%
Total:	147	



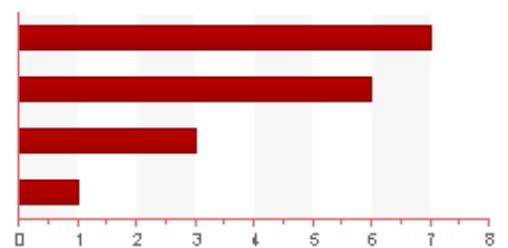
Note: See section 2 of this report to view individual responses.

Question 2

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

No. of users who responded to this question: **17** (81.0%) - No. of users who did not answer this question: **4** (19.0%)

11 or more	7	41.2%
5 to 10	6	35.3%
1 to 5	3	17.6%
No contact	1	5.9%
Total:	17	



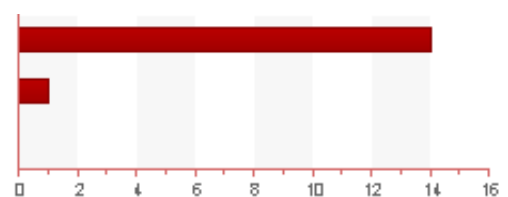
Note: See section 2 of this report to view individual responses.

Question 3

I received prompt attention.

No. of users who responded to this question: **15** (71.4%) - No. of users who did not answer this question: **6** (28.6%)

Agree	14	93.3%
Neutral	1	6.7%
Disagree	0	0%
Total:	15	



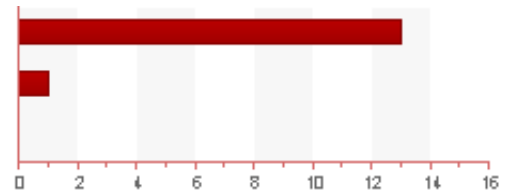
Note: See section 2 of this report to view individual responses.

Question 4

Agency staff was courteous.

No. of users who responded to this question: **14** (66.7%) - No. of users who did not answer this question: **7** (33.3%)

Agree	13	92.9%
Disagree	1	7.1%
Neutral	0	0%
Total:	14	



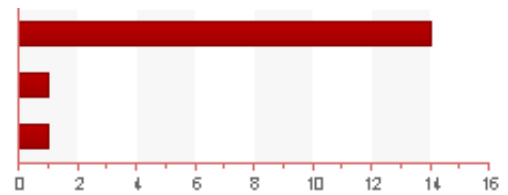
Note: See section 2 of this report to view individual responses.

Question 5

Agency staff was skilled and knowledgeable.

No. of users who responded to this question: **16** (76.2%) - No. of users who did not answer this question: **5** (23.8%)

Agree	14	87.5%
Disagree	1	6.2%
Neutral	1	6.2%
Total:	16	



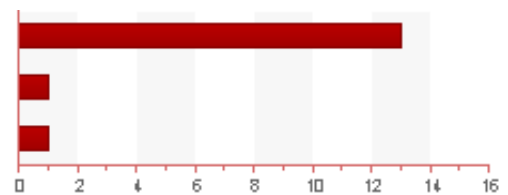
Note: See section 2 of this report to view individual responses.

Question 6

Agency staff was professional.

No. of users who responded to this question: **15** (71.4%) - No. of users who did not answer this question: **6** (28.6%)

Agree	13	86.7%
Disagree	1	6.7%
Neutral	1	6.7%
Total:	15	



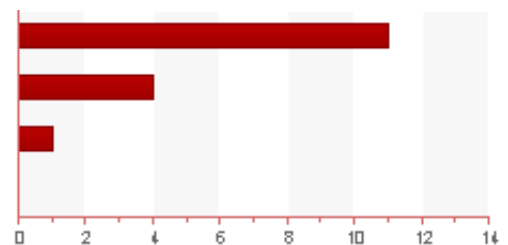
Note: See section 2 of this report to view individual responses.

Question 7

Staff conferences regarding mutual clients were helpful.

No. of users who responded to this question: **16** (76.2%) - No. of users who did not answer this question: **5** (23.8%)

Agree	11	68.8%
N/A	4	25.0%
Disagree	1	6.2%
Neutral	0	0%
Total:	16	



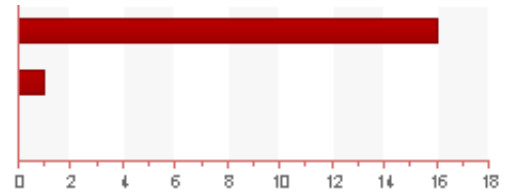
Note: See section 2 of this report to view individual responses.

Question 8

I would make referrals to Job & Family Services.

No. of users who responded to this question: **17** (81.0%) - No. of users who did not answer this question: **4** (19.0%)

Agree	16	94.1%
Disagree	1	5.9%
Neutral	0	0%
Total:	17	



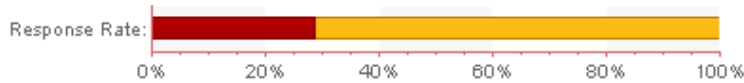
Note: See section 2 of this report to view individual responses.

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: **6** (28.6%)

No. of users who did not answer this question: **15** (71.4%)



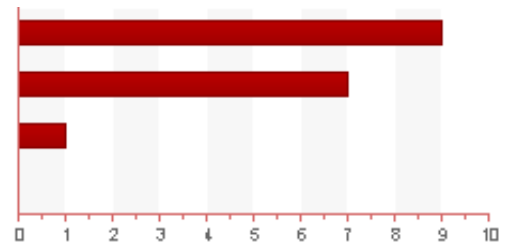
Note: See section 2 of this report for a full to view individual responses report.

Question 10

Overall rating of Agency:

No. of users who responded to this question: **17** (81.0%) - No. of users who did not answer this question: **4** (19.0%)

Very Good	9	52.9%
Good	7	41.2%
Fair	1	5.9%
Poor	0	0%
Total:	17	



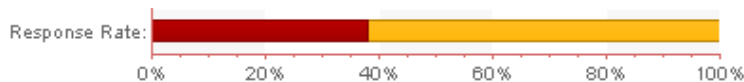
Note: See section 2 of this report to view individual responses.

Question 11

What do you feel are the agency's strengths?

No. of users who responded to this question: **8** (38.1%)

No. of users who did not answer this question: **13** (61.9%)



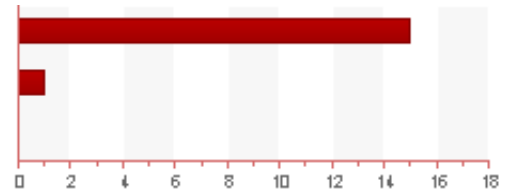
Note: See section 2 of this report for a full to view individual responses report.

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: **16** (76.2%) - No. of users who did not answer this question: **5** (23.8%)

Yes	15	93.8%
No	1	6.2%
N/A	0	0%
Total:	16	



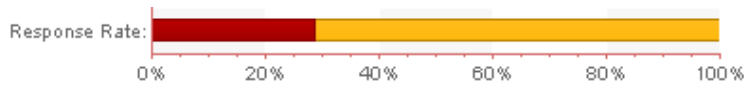
Note: See section 2 of this report to view individual responses.

Question 13

In what areas could the agency improve?

No. of users who responded to this question: **6** (28.6%)

No. of users who did not answer this question: **15** (71.4%)



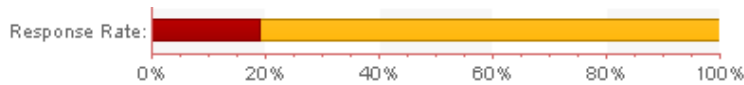
Note: See section 2 of this report for a full to view individual responses report.

Question 14

Other comments:

No. of users who responded to this question: **4** (19.0%)

No. of users who did not answer this question: **17** (81.0%)



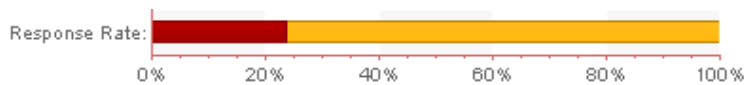
Note: See section 2 of this report for a full to view individual responses report.

Question 15

What is your e-mail address?

No. of users who responded to this question: **5** (23.8%)

No. of users who did not answer this question: **16** (76.2%)



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:

Share-A-Christmas

Non Emergency Transportation

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:

Yes, definitely the staff across the board at Tusc JFS is professionally and courteous. They are highly competent and prove that by attending training and seeking to continually expand their knowledge. They also innovate by offering special trainings for the community such as the Diversity Series.

I have been in communication with CPS staff regarding a family they are assisting. I have always been pleased and impressed with the professionalism, advice, and sincerity of the staff. They are always more than helpful and I am grateful for the work they do. I know it is not an easy job, but it is a job they do very well.

Yes, I feel we have a working relationship based upon mutual respect.

T4C utilizes the services of JFS for our joint Share-A-Christmas program. Questions are always answered in a timely manner and thoroughly. If an answer is not readily available, someone is always timely in getting back with us.

I have a good rapport with JFS and feel that my concerns are typically addressed promptly and appropriately.

Yes. Calls were returned promptly. I was kept informed of all progress and the final outcome.

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?

Competence and overall professionalism!

caring service

For me, the agency's strength are the mannerism in which they communicate. I have always been treated with respect and kindness and honestly believe they have the best interest of their clients in mind when making decisions and delivering service.

All my dealings with the agency (professional and personal) were very positive. Staff are very helpful and professional.

Prompt attention to Children. Prompt attention to calls.

Easy of reporting

Helpful and attentive staff

I believe they are caring and conscientious.

courteous and knowledgeable staff.

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?

None known.

Please understand that when we refer, we have tried every avenue to us to help the person or family before we call. Sometimes your people act as though we haven't done anything or they don't ask or don't seem like they want to know.

While I don't have specific suggestions, I would say just listen/read the survey comments and try to address any concerns or questions that are listed. Maybe you could communicate the survey results and any planned action or explanation for questions?

More manpower, but that is not their fault.

Protecting the reporter.

I would like to see them forward copies of all court documents pertaining to mutual clients/families automatically. This would really help us ensure that we had the most current information. Families don't generally see it as a priority to provide us with copies. Also, I realize that there are legal limits to what information they can share, but it would be beneficial if they were able to divulge more in some cases.

Question 14

Other comments:

KEEP UP THE GOOD WORK!!

As a school counselor I appreciate the working relationship I have with this agency.

Pleased to have the support of TCJFS in our area.

We appreciate the cooperation we receive from your organization!

Question 15

What is your e-mail address?

woodyyoung2000@yahoo.com

tlayton@cducation.org

heidi.briggs@omeresanet

t4cdirector@neohio.twcbc.com

julie.peterson@tvtrajans.org