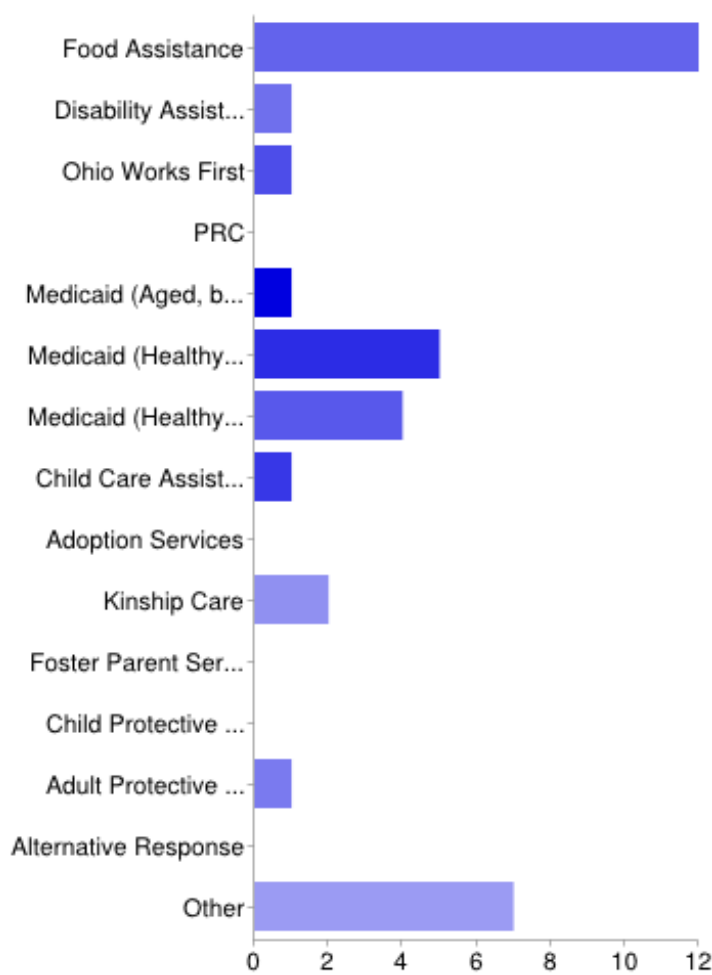


# 19 [responses](#)

## Summary [See complete responses](#)

### 1. Agency services



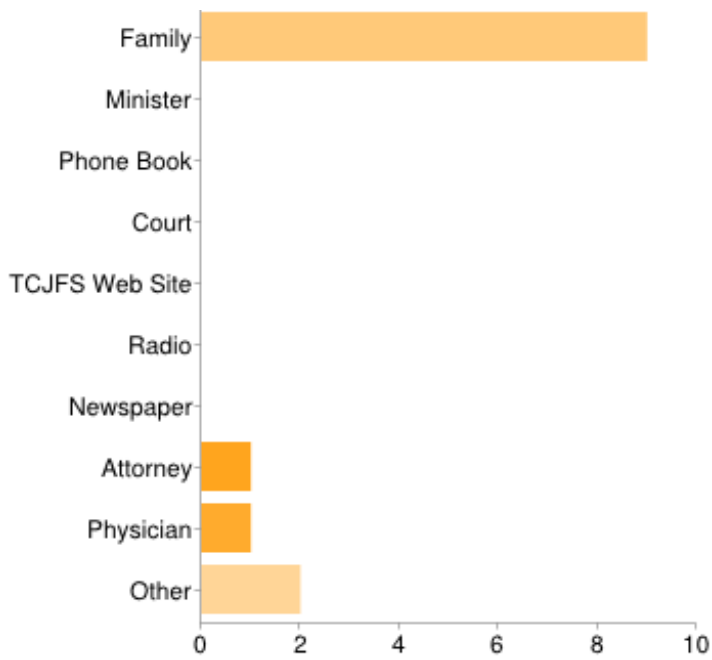
Agency Service	Count	Percentage
Food Assistance	12	63%
Disability Assistance	1	5%
Ohio Works First	1	5%
PRC	0	0%
Medicaid (Aged, blind, Disabled)	1	5%
Medicaid (Healthy Families)	5	26%
Medicaid (Healthy Start)	4	21%
Child Care Assistance	1	5%
Adoption Services	0	0%
Kinship Care	2	11%
Foster Parent Services	0	0%
Child Protective Services	0	0%
Adult Protective Services	1	5%
Alternative Response	0	0%
Other	7	37%

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

### 2. Our Agency and Services



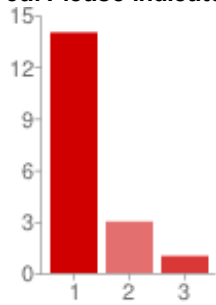
Category	Count	Percentage
Friend	9	50%
Family	9	50%
Minister	0	0%
Phone Book	0	0%
Court	0	0%
TCJFS Web Site	0	0%
Radio	0	0%
Newspaper	0	0%
Attorney	1	6%



Physician	<b>1</b>	6%
Other	<b>2</b>	11%

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

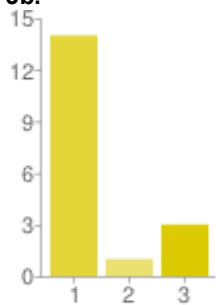
**3a. Please indicate level of agreement with each statement:**



1	<b>14</b>	74%
2	<b>3</b>	16%
3 -I received prompt attention.	<b>1</b>	5%

I received prompt attention.

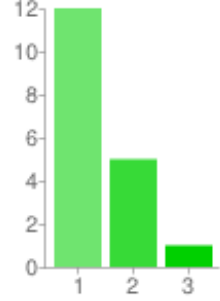
**3b.**



1	<b>14</b>	74%
2	<b>1</b>	5%
3 -Agency staff was courteous.	<b>3</b>	16%

Agency staff was courteous.

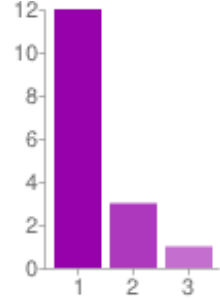
3c.



Agency staff was skilled and knowledgeable.

1	12	63%
2	5	26%
3 -Agency staff was skilled and knowledgeable.	1	5%

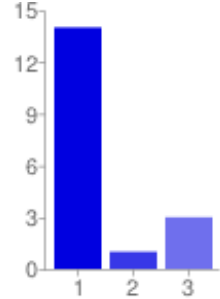
3d.



First appointment occurred in a reasonable time.

1	12	63%
2	3	16%
3 -First appointment occurred in a reasonable time.	1	5%

3e.

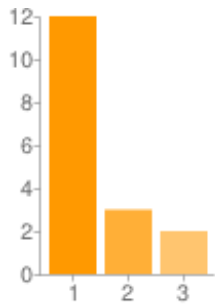


Staff was professional.

1	14	74%
2	1	5%
3 -Staff was professional.	3	16%

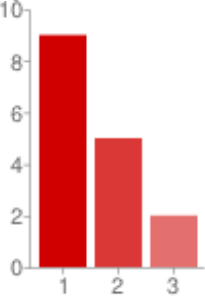
3f.

1	12	63%
2	3	16%
3 -I felt comfortable with my caseworker.	2	11%



I felt comfortable with my caseworker.

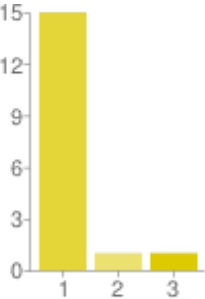
**3g.**



Caseworker encouraged family participation.

1	<b>9</b>	47%
2	<b>5</b>	26%
3 -Caseworker encouraged family participation.	<b>2</b>	11%

**3h.**

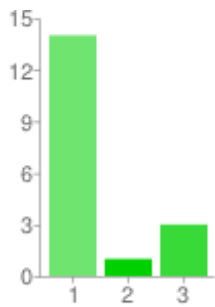


Services were helpful.

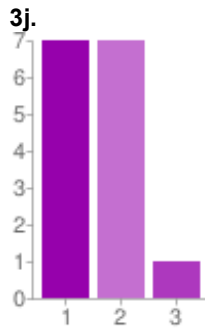
1	<b>15</b>	79%
2	<b>1</b>	5%
3 -Services were helpful.	<b>1</b>	5%

**3i.**

1	<b>14</b>	74%
2	<b>1</b>	5%
3 -I would recommend the agency to others.	<b>3</b>	16%



I would recommend the agency to others.



1	7	37%
2	7	37%
3 -A supervisor was available if requested.	1	5%

A supervisor was available if requested.

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

4 1 so far 2 lobby staff only 1 1 one 1 2 2 one TWO 2/3/2013 2 1 4

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

n/a very convenient and quick n/a never had one great good I didn't get a phone interview. OK n/a went fairly smoothly all through-- face to face communication is preferred ok I've not had one. Very unhelpful, Staff was rude and condescending. Information was not give when requested unless it was asked for several times. Prior reported Information reported was not documented in my case log. Was accused of lying and trying to dupe the system

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

I thought I would get health care help but all they would give me was birth controll no return phone calls no no n/a no no none no All of our services were received. no NO no no no no Transitional Medicaid

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

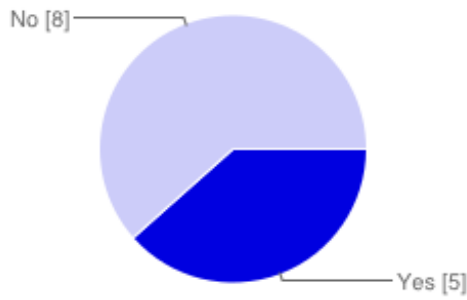
transportation not enough contact with people. always transferred to ananswering

service. no n/a no no none no Transportation. I should have paid \$6.00 that was wrong.  
 no NO no no no n/a No

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

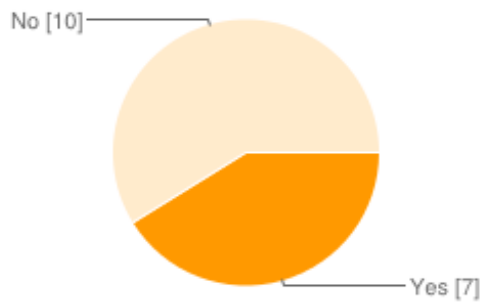
yes i found a ride more face to face employees n/a If the transportation lower the cost for a  
 all round trip, maybe they be N/A n/a n/a

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



Yes	5	26%
No	8	42%

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



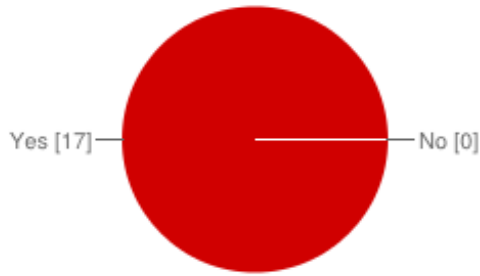
Yes	7	37%
No	10	53%

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

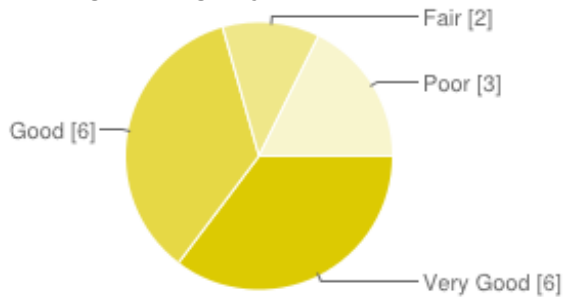
extend where and how and make individual sections for each county the website is easy to navigate. would not  
 make any changes. easier and faster to apply make the site a little easier to navigate none easy to find  
 things I thought the form selection was not clear. I wasn't able to access the forms I needed. EASIER  
 ACCESS

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

Yes	17	89%
No	0	0%



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



Very Good	<b>6</b>	32%
Good	<b>6</b>	32%
Fair	<b>2</b>	11%
Poor	<b>3</b>	16%

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

they have a very nice secretary and a very nice building good parking great receptionist. great services when people can be reached via phone or in person. Most of the employees are very personable & patient. Especially the secretary Strengths are the pleasant staff, however, unfortunately my only issues lies within the CPS department. very courteous staff very willing to help How they explain stuff and help you if you don't understand. Very good at what they do! More and more people need these services. We are fortunate to have it in our county. nothing really service N/A staff is friendly cari ...

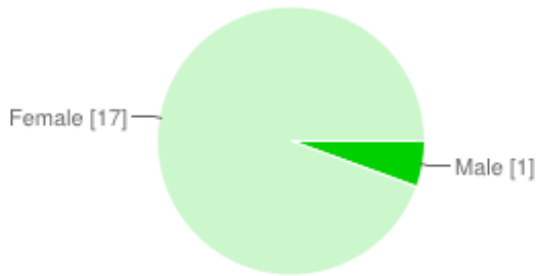
**12. In what areas could the agency improve?**

some of the staff are EXTREAMLY rude! needs more employees to better serve the public. i have called and left messages and don't get return calls. also, paperwork that i have mailed doesn't seem to be found once I send it in. n/a CPS department-- need people to actually do their job and SUPPORT families instead of doing evrythng to keep them apart (exception- Crystal Lawless). Time (waiting) I like it all. A case worker had called my house the other day and was very rude. Only problem I have had who I had talked to. (red bank) I received a fairly rude phone call at 6:45 a.m. about that I had ...

**13a. Demographics (optional)**

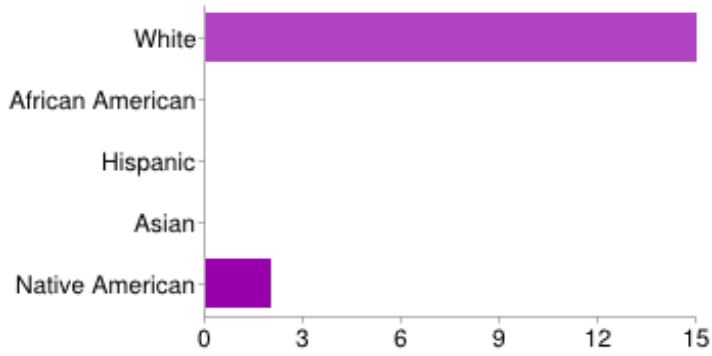
25 32 32 26 30 32 29 26 30 63 21 46 42 31 26 63 32 39

13b.



Male	1	5%
Female	17	89%

13c.



White	15	79%
African American	0	0%
Hispanic	0	0%
Asian	0	0%
Native American	2	11%

Number of daily responses

