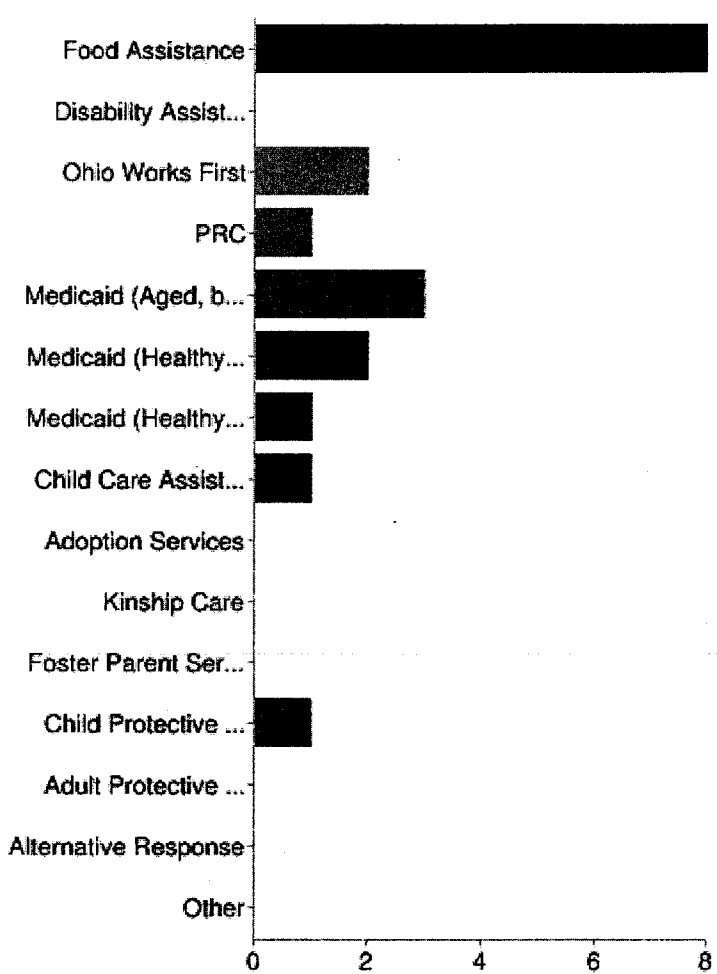


Client SURVEYS 2011

12 responses

Summary [See complete responses](#)

1. Agency services



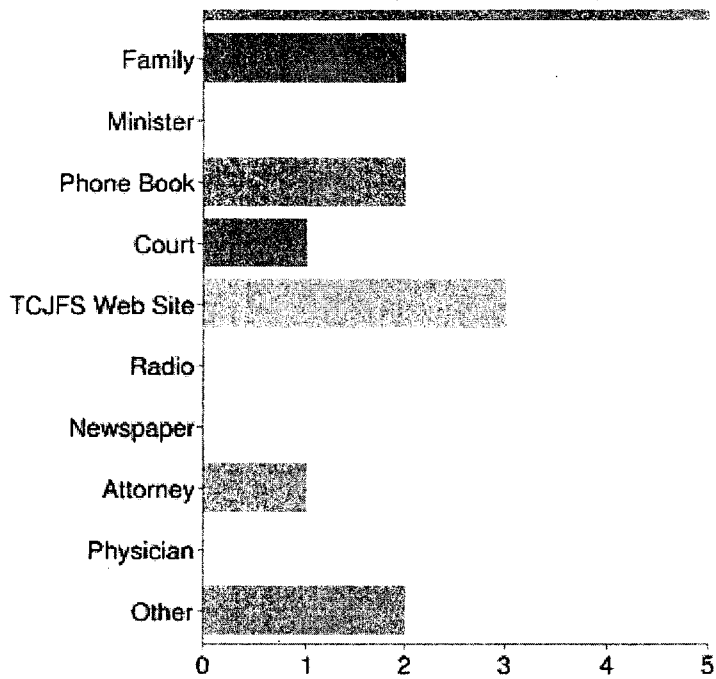
Agency Service	Count	Percentage
Food Assistance	8	73%
Disability Assistance	0	0%
Ohio Works First	2	18%
PRC	1	9%
Medicaid (Aged, blind, Disabled)	3	27%
Medicaid (Healthy Families)	2	18%
Medicaid (Healthy Start)	1	9%
Child Care Assistance	1	9%
Adoption Services	0	0%
Kinship Care	0	0%
Foster Parent Services	0	0%
Child Protective Services	1	9%
Adult Protective Services	0	0%
Alternative Response	0	0%
Other	0	0%

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

2. Our Agency and Services

Agency and Service	Count	Percentage
Friend	5	42%
Family	2	17%
Minister	0	0%
Phone Book	2	17%
Court	1	8%
TCJFS Web Site	3	25%
Radio	0	0%
Newspaper	0	0%
Attorney	1	8%

Friend [Redacted]

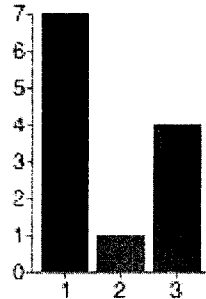


Physician	0	0%
Other	2	17%

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:

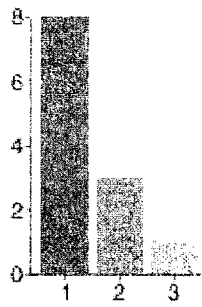


I received prompt attention.

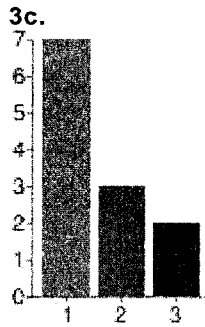
1	7	58%
2	1	8%
3 -I received prompt attention.	4	33%

3b.

1	8	67%
2	3	25%
3 -Agency staff was courteous.	1	8%

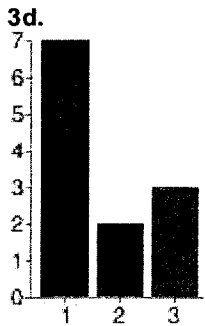


Agency staff was courteous.



Agency staff was skilled and knowledgeable.

1	7	58%
2	3	25%
3 -Agency staff was skilled and knowledgeable.	2	17%

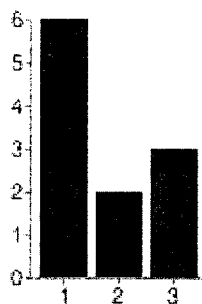


First appointment occurred in a reasonable time.

1	7	58%
2	2	17%
3 -First appointment occurred in a reasonable time.	3	25%

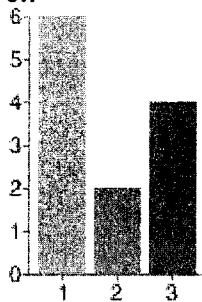
3e.

1	6	50%
2	2	17%
3 -Staff was professional.	3	25%



Staff was professional.

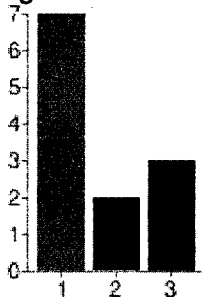
3f.



I felt comfortable with my caseworker.

1	6	50%
2	2	17%
3 -I felt comfortable with my caseworker.	4	33%

3g.

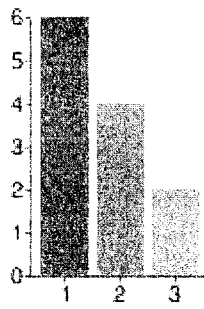


Caseworker encouraged family participation.

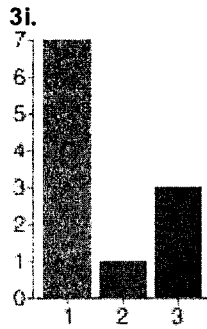
1	7	58%
2	2	17%
3 -Caseworker encouraged family participation.	3	25%

3h.

1	6	50%
2	4	33%
3 -Services were helpful.	2	17%

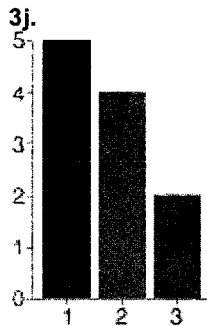


Services were helpful.



I would recommend the agency to others.

1	7	58%
2	1	8%
3 -I would recommend the agency to others.	3	25%



A supervisor was available if requested.

1	5	42%
2	4	33%
3 -A supervisor was available if requested.	2	17%

Page 3 - Client Survey

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

2 3 1 1 3 3 i want signalounge deaf call inpertering match appt right time . one 2-but 1 applied for cash assistance, made too much, had another case. 1 Front Desk/then one case banking person

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

It was easier than having to drive to the agency Good very easy N/A so so caseworker knew nothing about ssa disability no phone interview n/a Great N/A N/A No, in person

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

no Still waiting on process even after we turned in all items requested. We hated using services but were desperate and this overly delayed wait has killed us. no No a ono on one with caseworker your new system frinken sucks, ppl. call to ask a ? and caseworker never returns call waited 5 days and never called. bet if I was a illegal she'd called before I got my phon. hung up. yes, i was informed i could receive rental assistance and cash assistance if had a child in placement (an open cps case). No No Medicaid No

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

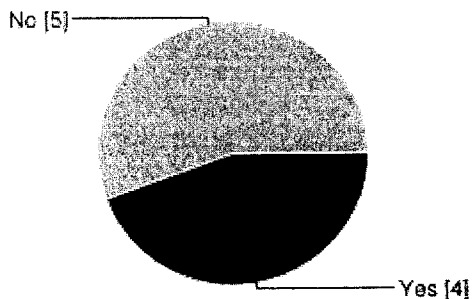
no, the only problem I had was I was on hold for 45 mins and still did not get anyone and then when i tried to do changes on the website I could not find the forms to make the changes. No no No yes, employees recanted their statements & offers. No N/A No No

6b. How can these barriers be eliminated?

I know there are many cases but being on hold for 45 mins is a little long and I still had not tlaked to someone. Website could be more specific on how to make changes on it N/A implement standards for employees, some are letting their so called "power" go to their head. changing the rules without court rulings or even any form of proof or evidence. reprimand employees when they go outside of the "handbook" standards. N/A Services and staff are amazing and a blessing from God. Wish the community would be more thankful for your services like my family is.

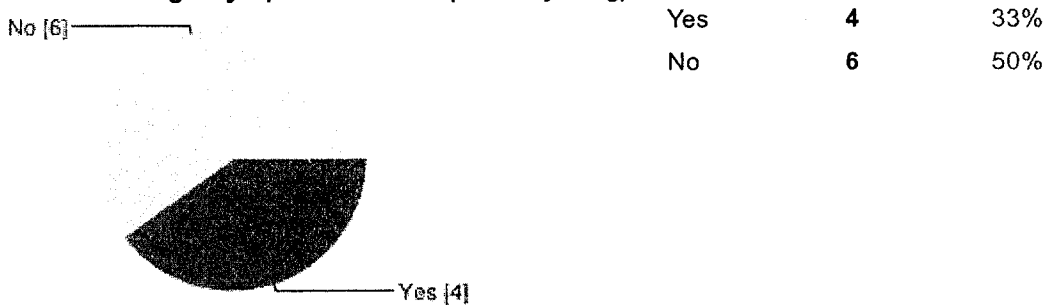
Page 4 - Client Survey

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



Yes	4	33%
No	5	42%

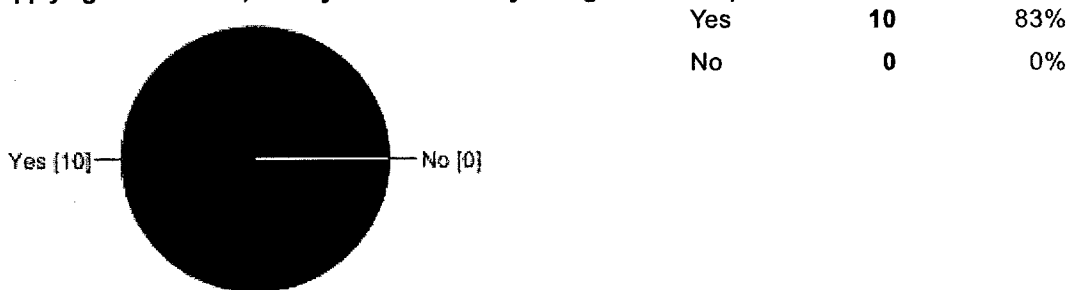
8a. Have you visited the agency's public web site (www.tcjfs.org)?



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

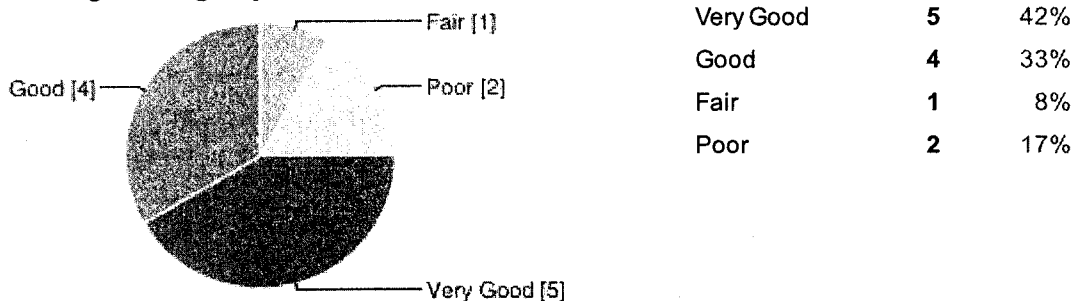
Be more specific on how to make changes to a persons case We left numerous VM for case worker which were never returned and also sent two emails that were never responded too. Had to go through another worker to learn of delays. none so far do away with it go back to one on one face to face your website is okay. Haven't had time to review it. What a great feature though.

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



Page 5 - Client Survey

10. Overall rating of the agency:



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

I usually always got help when I needed it and they were very understanding with my child support issues and with me not getting it. Most are compassionate and know good people run into hard times the people are quick to help. Helpful, courteous, understanding none i have few question make sure right food stamps year until done. 6 month back welfare. I have always been very satisfied. Concern for everyone's safety Helpful, nice caseworkers that want to assist and help Being such a blessing by helping our family during these times of needs with food assistance and CareSource insurance. ...

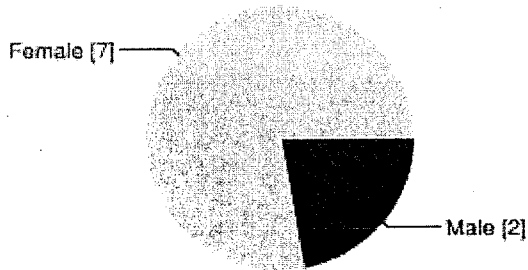
12. In what areas could the agency improve?

Phone answering Advise ASAP if something is needed, return messages so we are not thinking all is well until after we expected to receive a service. none one on one caseworkers with clients improve standards & rules. maybe caseworkers should have their work evaluated by 3rd, 4th, and 5th parties to see whats going on. Getting through on the phone faster (do away with recordings) N/A All staff need to be more friendlier and remember they could be in our position. Just wish the people in the waiting area would not use foul language and be more respectful to the employees and appreciate your service ...

13a. Demographics (optional)

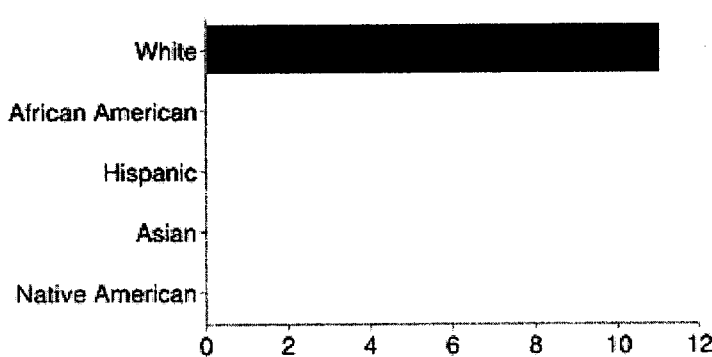
28 37 40 41 46 56 50 28 31

13b.



Male	2	17%
Female	7	58%

13c.



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

Number of daily responses

