

TUSCARAWAS COUNTY JOB & FAMILY SERVICES

July – September 2011 Recap of 19 Client Surveys

Your opinion is important to us. Please complete the following survey to help us improve our services. We will use this information to assist with our future planning. Your response will be confidential and anonymous.

1. Agency services you are currently receiving (as applicable):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Food Assistance 11 | <input checked="" type="checkbox"/> Adoption Services 3 |
| <input checked="" type="checkbox"/> Disability Assistance 1 | <input type="checkbox"/> Kinship Care |
| <input checked="" type="checkbox"/> Ohio Works First 1 | <input checked="" type="checkbox"/> Foster Parent Services 1 |
| <input type="checkbox"/> PRC | <input checked="" type="checkbox"/> Child Protective Services 4 |
| <input checked="" type="checkbox"/> Medicaid (Aged, Blind, Disabled) 2 | <input type="checkbox"/> Adult Protective Services |
| <input checked="" type="checkbox"/> Medicaid (Healthy Families) 12 | <input type="checkbox"/> Alternative Response |
| <input type="checkbox"/> Medicaid (Healthy Start) | |
| <input type="checkbox"/> Child Care Assistance | |
| <input checked="" type="checkbox"/> Other (please specify): <u>-Applying for food stamps & Medical</u> | |
-

2. How did you learn about our agency and services?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Friend 8 | <input type="checkbox"/> Radio |
| <input checked="" type="checkbox"/> Family 4 | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Minister | <input checked="" type="checkbox"/> Attorney 2 |
| <input checked="" type="checkbox"/> Phone Book 2 | <input checked="" type="checkbox"/> Physician 2 |
| <input checked="" type="checkbox"/> Court 2 | |
| <input checked="" type="checkbox"/> TCJFS Web site 2 | <input type="checkbox"/> Other Web site |
| <input checked="" type="checkbox"/> Other Agency (specify): <u>-Northeast Ohio Adoption; Fostered with Pathway, took in Tuscarawas children; Job & Family previous county</u> | |
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3. Please indicate level of agreement with each statement:

Agree = 1

Neutral = 2

Disagree = 3

1.32 I received prompt attention.

1.25 Agency staff was courteous.

1.35 Agency staff was skilled and knowledgeable.

1.40 First appointment occurred in reasonable time.

1.30 Staff was professional.

1.65 I felt comfortable with my caseworker.

1.58 Caseworker encouraged family participation.

1.37 Services were helpful.

1.53 I would recommend the agency to others.

1.40 A supervisor was available if requested.

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

- None
- Too many to count
- Just one
- I don't remember
- Not long
- Not sure just yet. One possible, maybe two.
- Don't remember

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

- Hard to reach caseworker
- Good (4)
- Never had one
- Well before it was better.
- I've worked with several agencies. Tuscarawas has been my best experience.
- No-1
- N/A 6

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

- Missed legal advice
- I expect
- None - 13
- I did not get medical, because I didn't have my kids.
- Now just applying for cash.
- Food & medical, haven't ate in a week, lost 30 pounds

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

- No- 15
- Hours
- Cancellation of previous county

6 b. How can these barriers be eliminated?

- N/A - 6
- Get here earlier
- My benefits in previous county were cancelled. They should have looked.

7. If you left a message (voice mail) with a worker, was your call returned in a timely manner? Yes **11** No **4** **Sometimes - 1**

8. Have you visited the agency's public Web site (www.tcjfs.org)? Yes 5 No 13
If Yes, what did you like about the Web site?

- Lots of options
- Easy to locate what I was looking for
- Easy to use

What suggestions do you have to improve our agency's public Web site?

- More caseworkers like the one I had
- Treat people how you'd like to be treated and take someone to quiet area to speak instead of around other applicants.
- Put details about facts for benefits able to apply for.
- None – 3
- Not Sure

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

- Yes 14 No 2
-but wrong

10. Overall rating of the agency:

- Very Good 13 Good 6 Fair 3 Poor 2

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

- Most all
- Kind and courteous; Willing to listen
- You guys have a wonderful secretary who is always nice and courteous! She is always very friendly!!
- They try to get as many people as they can seen in a day.
- Very knowledgeable staff – if they couldn't answer you they always found someone who did know the answer right away.
- Helping people with food assistance and medical
- They help people who need help.
- The adoption was a breeze. The female adoption worker made everything very easy.
- Don't know.
- Prompt phone call backs, always kind and courteous
- Some of the workers are friendly and truthful. Most of the workers are helpful. Yet some of the caseworkers could use a lesson in credibility.
- They help people with benefits that is for them and/or their family. Also, provide transportation and daycare.
- Some employees are very friendly and helpful.
- Not sure
- You need bigger sign for NO Cell Phone while in building!!!

12. In what areas could the agency improve?

-Give clear advice.

-The time it takes to call someone back.

-Most workers have attitude and faulty beliefs towards the population being served and they need to resolve these issues.

-None -1

-Children Services (2)

-Not sure; doing a fine job.

-To have the people who work for the agency to answer questions truthfully. If they don't know an answer, say so. If they cannot reply to a question due to case sensitivity, say so don't beat around the bush. Show some credibility in answering our questions. No one likes to be lied to and find out later that they were. Also, don't make us feel as if what we have to say is going to just be ignored. We're not stupid! We live with the children who come into custody 24/7, you don't. So listen when we tell you what we see happening in their lives. It really matters.

-Things they make pregnant people do at 6-7 months pregnant. I feel they should not have to do work that far along.

-Some caseworkers need to lose their attitudes and not work on hearsay when the facts are in print and stop treating the other party like a criminal

-Not sure

13. Demographics (optional):

Average Age **37**

Male **3**

Female **14**

Race/Ethnicity: White **16**

African American

Hispanic

Asian

Native American

Thank you for your time and input.

Please return this form to the receptionist or mail in the provided envelope.

The results of the quarterly surveys are posted on the bulletin board in our reception.

Also, the results are posted on our public agency website at www.tcjfs.org