

# TUSCARAWAS COUNTY JOB & FAMILY SERVICES

January – March 2011 (24 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 <b>11</b>  | <input checked="" type="checkbox"/> Adoption Services <b>2</b>         |
| <input checked="" type="checkbox"/> Disability Assistance <b>1</b>   | <input type="checkbox"/> Kinship Care                                  |
| <input checked="" type="checkbox"/> Ohio Works First <b>3</b>  | <input type="checkbox"/> Foster Parent Services                        |
| <input type="checkbox"/> PRC   | <input checked="" type="checkbox"/> Child Protective Services <b>5</b> |
| <input checked="" type="checkbox"/> Medicaid (Aged, Blind, Disabled) <b>1</b>                                    | <input type="checkbox"/> Adult Protective Services                     |
| <input checked="" type="checkbox"/> Medicaid (Healthy Families) <b>9</b>   | <input type="checkbox"/> Alternative Response                          |
| <input checked="" type="checkbox"/> Medicaid (Healthy Start) <b>5</b>  |  |
| <input checked="" type="checkbox"/> Child Care Assistance <b>1</b>   |  |
| <input checked="" type="checkbox"/> Other (please specify): <u>PASSS program – Group Parenting – Care Source</u> |  |

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Friend <b>8</b>  | <input type="checkbox"/> Radio          |
| <input checked="" type="checkbox"/> Family <b>11</b>   | <input type="checkbox"/> Newspaper      |
| <input checked="" type="checkbox"/> Minister <b>1</b>  | <input type="checkbox"/> Attorney       |
| <input checked="" type="checkbox"/> Phone Book <b>1</b>  | <input type="checkbox"/> Physician      |
| <input checked="" type="checkbox"/> Court <b>3</b>   |   |
| <input type="checkbox"/> TCJFS Web site  | <input type="checkbox"/> Other Web site |
| <input checked="" type="checkbox"/> Other Agency (specify): <u>House of New Hope (Foster Parent) – Pathway (Foster Parent) – Stark JFS</u> |   |

3. Please indicate level of agreement with each statement:

Agree = 1

Neutral = 2

Disagree = 3

1.32 I received prompt attention.

1.18 Agency staff was courteous.

1.00 Agency staff was skilled and knowledgeable.

1.41 First appointment occurred in reasonable time.

1.14 Staff was professional.

1.24 I felt comfortable with my caseworker.

1.36 Caseworker encouraged family participation.

1.27 Services were helpful.

1.39 I would recommend the agency to others.

1.32 A supervisor was available if requested.

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

- None (2)
  - One (8)
  - Two (6)
  - We just called.
  - Don't remember.
  - We came in as foster parents through Pathway so saw the right person right away.
  - Three for the Food Stamps.
  - Still haven't got anything.
- 

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

- None (4)
  - Excellent, no problems; spoke with foster care worker.
  - OK (3)
  - N/A (5)
  - It was good. (3)
  - Good when I have them.
  - I really like it.
  - Good
  - Fine
  - Very good
- 

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

- None (3)
- Would be nice if you could call the on-call worker directly if it's after hours instead of police department.
- No (11)
- Cash Assistance
- Help with rent, but they did give information on places that do help.

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

- Caseworker not here
- N/A (2)
- We didn't use it.
- No (13)
- Transportation (2)
- Hours

6 b. How can these barriers be eliminated?

**-Meet with another person who knows your case so they don't have to ask you the same questions.**

**-N/A (4)**

**-Can provide transportation**

**-More transportation**

**-Was none (2)**

**-See people in the time allotted.**

7. If you left a message (voice mail) with a worker, was your call returned in a timely manner?  Yes 11  No 18

**-Never left a message.**

**-Sometimes**

**-N/A**

**-Never did**

8. Have you visited the agency's public Web site ([www.tcjfs.org](http://www.tcjfs.org))?  Yes 2  No 18

If Yes, what did you like about the Web site?

**-Good**

**-Didn't visit it yet.**

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

**-Keep up the great work.**

**-I don't know...never been on it.**

**-None (5)**

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

Yes 1  No

10. Overall rating of the agency:

Very Good 6  Good 10  Fair 6  Poor 1

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

**-Be more people friendly, meaning be understanding that people are on time for appointment would like to be seen on time.**

**-Services: Foster care/Adoption & follow through.**

**-Keeping children's "foster" best interest in priority.**

**-Both as foster parent & adoptive parent we were treated with respect & always felt the agency had the best interest of our boys in mind.**

**-Professional**

**-Receptionist is helpful. Open early hours.**

**-Mean caseworkers that have their noses too high.**

**-Yes**

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

**-Friendly staff**

**-Kindness**

**-N/A –Not sure**

**-Very timely – very helpful**

**-They're OK**

**-They are very friendly people & take the new case as if it was the 1<sup>st</sup>. As if it never gets old to them & to me that's always a good thing.**

12. In what areas could the agency improve?

**-Tell you before they take away food stamps so you have time to fix what needs to be fixed.**

**-Don't know. (2)**

**-None (3)**

**-We hope the ladies in adoptive services are well compensated because they are truly an asset that we benefit from.**

**-The time the people wait to get called back**

**-The workers that handle the kids could be more respectful and know what they are talking about before saying or doing something.**

**-Returning phone calls**

**-Longer times to see people for assistance**

**-I have never really had a major problem so I'm not too sure.**

13. Demographics (optional):

Average Age **34.9**

Male **4**

Female **16**

Race/Ethnicity:

White **19**

African American

Hispanic **1**

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](http://www.tcjfs.org)**