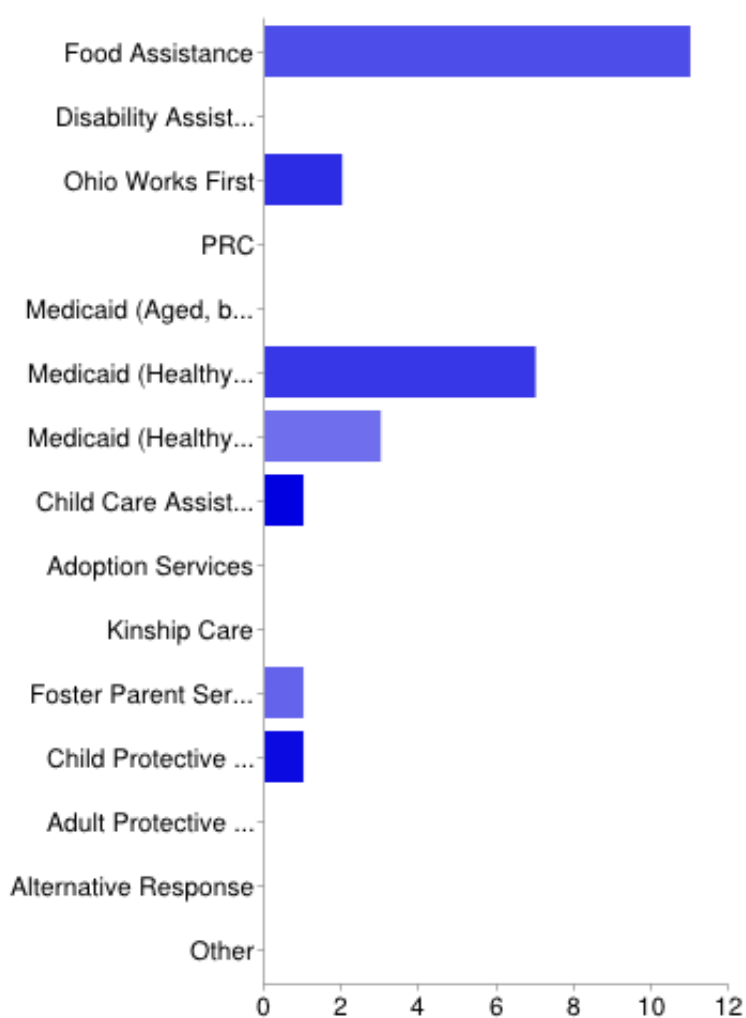


14 [responses](#)

Summary [See complete responses](#)

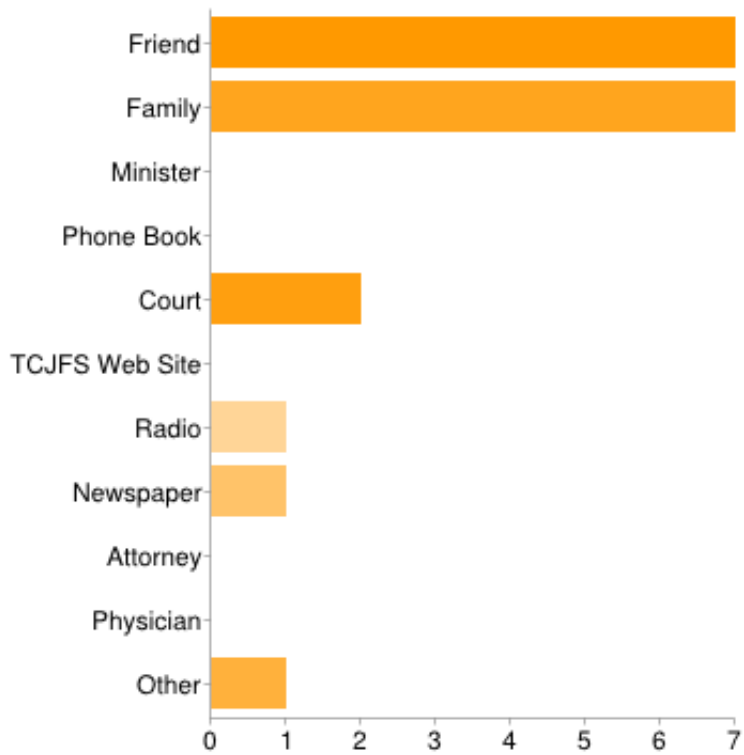
1. Agency services



Agency Service	Number of Responses	Percentage
Food Assistance	11	79%
Disability Assistance	0	0%
Ohio Works First	2	14%
PRC	0	0%
Medicaid (Aged, blind, Disabled)	0	0%
Medicaid (Healthy Families)	7	50%
Medicaid (Healthy Start)	3	21%
Child Care Assistance	1	7%
Adoption Services	0	0%
Kinship Care	0	0%
Foster Parent Services	1	7%
Child Protective Services	1	7%
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%.

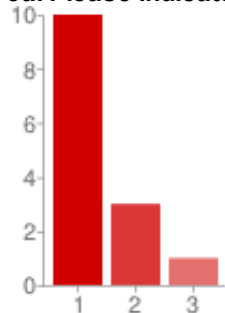
2. Our Agency and Services



Friend	7	50%
Family	7	50%
Minister	0	0%
Phone Book	0	0%
Court	2	14%
TCJFS Web Site	0	0%
Radio	1	7%
Newspaper	1	7%
Attorney	0	0%
Physician	0	0%
Other	1	7%

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

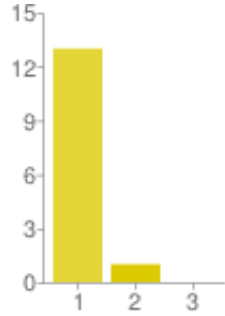
3a. Please indicate level of agreement with each statement:



I received prompt attention.

1	10	71%
2	3	21%
3 - I received prompt attention.	1	7%

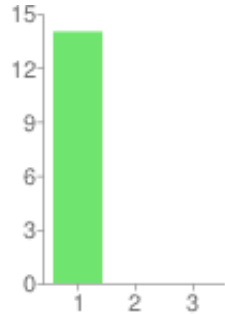
3b.



Agency staff was courteous.

1	13	93%
2	1	7%
3 - Agency staff was courteous.	0	0%

3c.

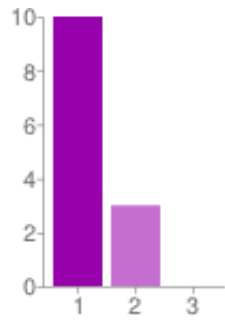


Agency staff was skilled and knowledgeable.

1	14	100%
2	0	0%
3 - Agency staff was skilled and knowledgeable.	0	0%

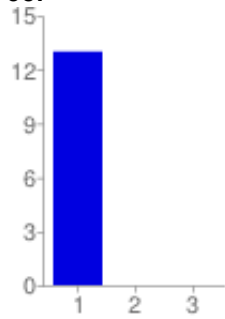
3d.

1	10	71%
2	3	21%
3 - First appointment occurred in a reasonable time.	0	0%



First appointment occurred in a reasonable time.

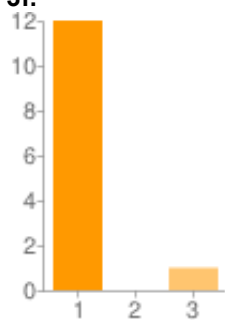
3e.



Staff was professional.

1	13	93%
2	0	0%
3 - Staff was professional.	0	0%

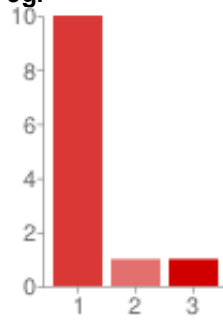
3f.



1	12	86%
2	0	0%
3 - I felt comfortable with my caseworker.	1	7%

I felt comfortable with my caseworker.

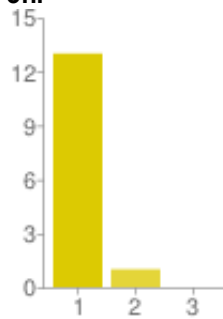
3g.



Caseworker encouraged family participation.

1	10	71%
2	1	7%
3 - Caseworker encouraged family participation.	1	7%

3h.

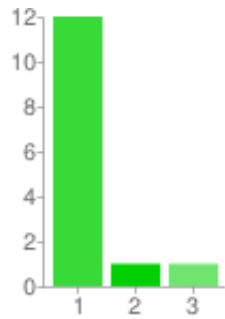


Services were helpful.

1	13	93%
2	1	7%
3 - Services were helpful.	0	0%

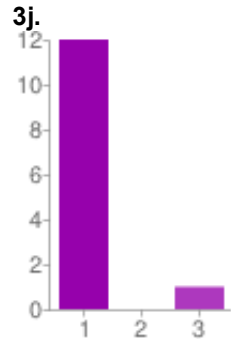
3i.

1	12	86%
2	1	7%



I would recommend the agency to others.

3 - I would recommend the agency to others. **1** 7%



A supervisor was available if requested.

1 **12** 86%
 2 **0** 0%
 3 - A supervisor was available if requested. **1** 7%

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

1-front desk 1 1 1 2/3/2013 I don't remember 1 1 1 1

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

good ok GOOD n/a very well no - great VERY GOOD PROFESSIONAL It was good my caseworker was nice. was wonderful and couteous

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

no yes NO n/a no no yes no NO NO no none Yes. I am told that being a student, holding a 3.8 GPA and being on the Dean's list does not allow me to qualify for food stamp assistance. Allowing someone to provide the agency with grades and helping them get through school would be better than keeping them down. I will make more money in 2 years with my degree than I ever could without it. Once I graduate, I will never need food assistance again. The employees could also be kinder when telling someone that they should "drop out of school and get a job at McDonald's or Family Dollar so you can get assistance" ...

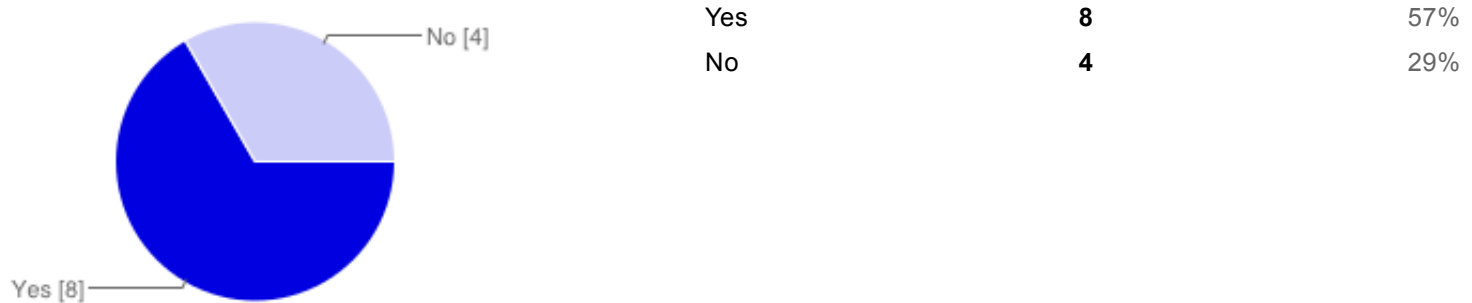
6a. Were there any barriers to receiving services (transportation, hours, etc.)?

no no NO no no no just myschedule or health no NO NO I have called for transportation and every time they were very nice to me. no No one seems to be available. I have called in and am moved through on the phone too quickly without much help. I am given numbers for the state and they are not reachable. It would be nice for this agency to be able to: A.) Make changes to healthcare plan B.) Have someone from the other agencies call me. C.) Take the time to speak with me like I am a person and not a number.

6b. How can these barriers be eliminated?

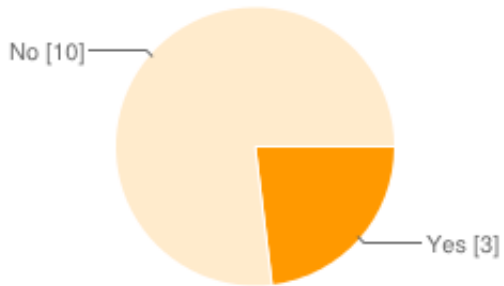
- people could answer phones instead of having do not disturb blocks everytime you call n/a 0 - - no

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



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

Yes 3 21%



No

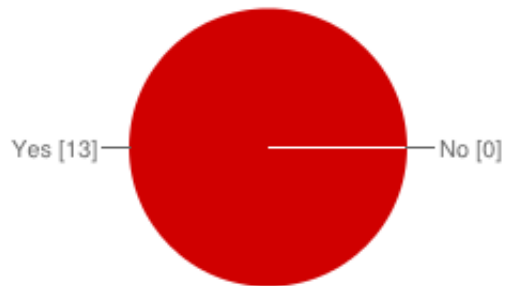
10

71%

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

bring back social workers n/a none IT WAS VERY CONFUSING. NOT A FAN. MAKE IT EASIER TO USE. NONE

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



Yes

13

93%

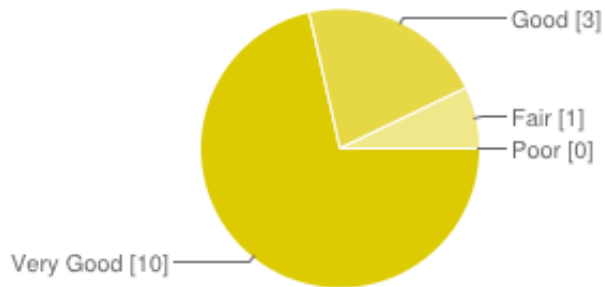
No

0

0%

10. Overall rating of the agency:

Very Good	10	71%
Good	3	21%
Fair	1	7%
Poor	0	0%



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

politeness, knowledge front desk receptionist GIVING GREAT INFORMATION. Giving great help to the ones who really & truly need it. We greatly appreciate it. very polite and efficient very patient the personal & helpful staff I lovethat it's very nice & courteous to everyone. VERY HELPFUL AND COURTEOUS- PROFESSIONAL. PROFESSIONAL AND COURTEOUS excellent attitude- wanted to help

12. In what areas could the agency improve?

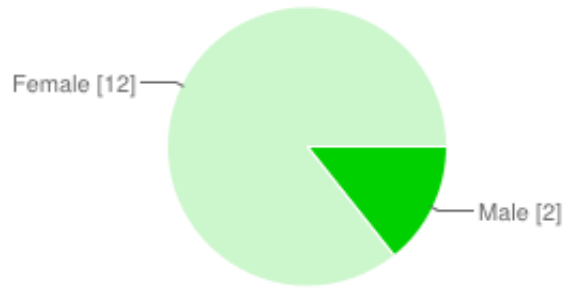
long waits on the phone In getting things going and help with meds till things get started. I'm on meds now that must have including oxygen and you say can only help 100.00 dollars. Giving a call back in a timely manner. I like personal contact, not phone when I come in. bringing back individual case workers 0 none foster help CALL BACK TIME. NONE none at this time All members of the agency should have to take courses in public relations, appropriate treatment of people and sensitivity training. They are too often rude and treat those coming for assistance as below them. Not everyone who is in this ...

13a. Demographics (optional)

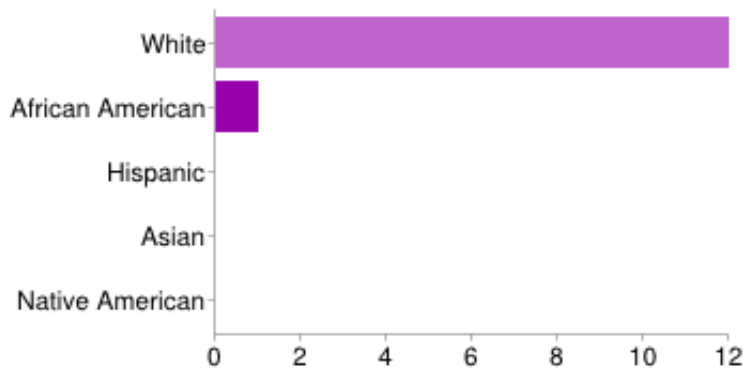
19 59 27 48 26 23 24 37 24 41 29 58 33

13b.

Male	2	14%
Female	12	86%



13c.



White	12	86%
African American	1	7%
Hispanic	0	0%
Asian	0	0%
Native American	0	0%

Number of daily responses

