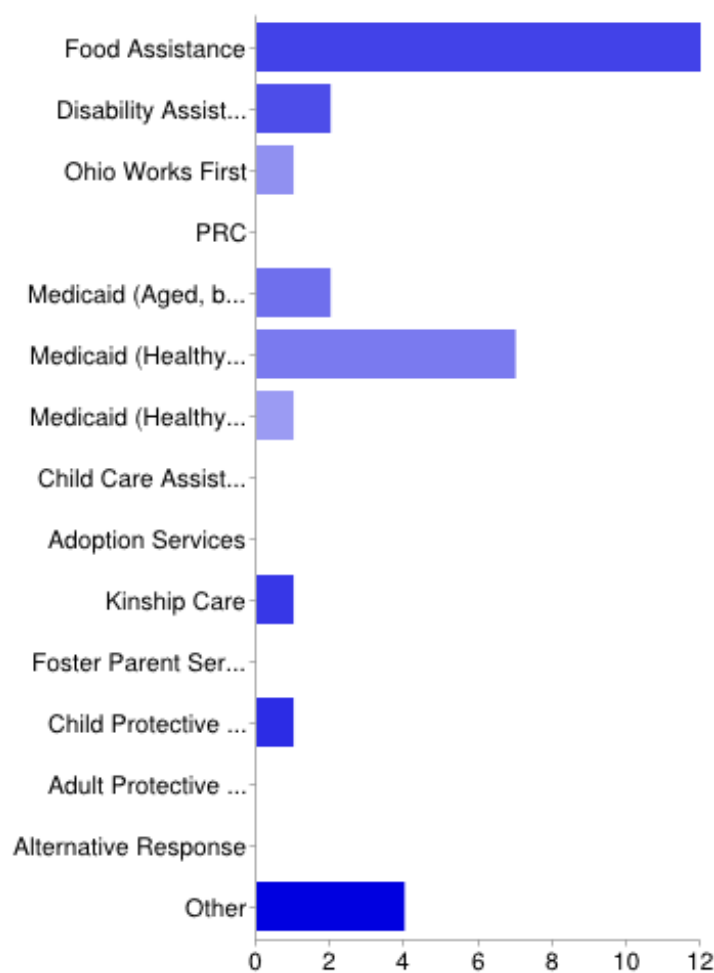


20 [responses](#)

Summary [See complete responses](#)

1. Agency services



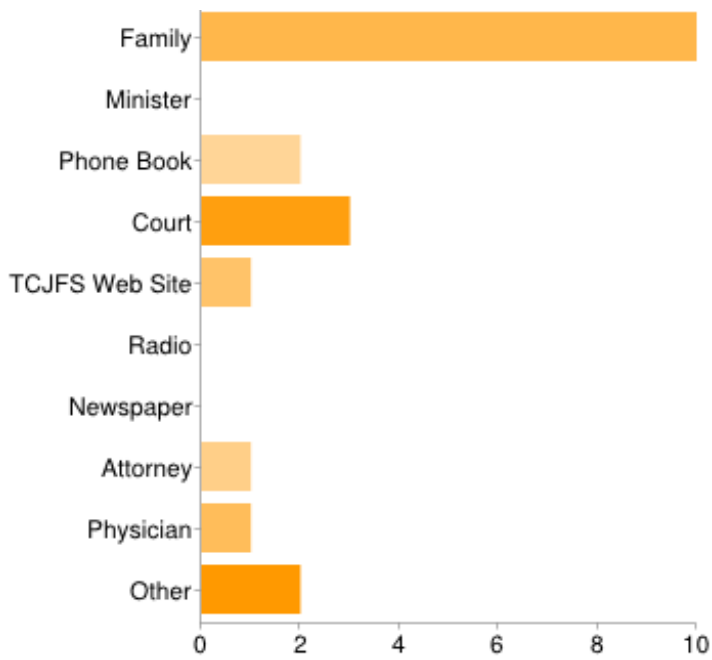
Food Assistance	12	63%
Disability Assistance	2	11%
Ohio Works First	1	5%
PRC	0	0%
Medicaid (Aged, blind, Disabled)	2	11%
Medicaid (Healthy Families)	7	37%
Medicaid (Healthy Start)	1	5%
Child Care Assistance	0	0%
Adoption Services	0	0%
Kinship Care	1	5%
Foster Parent Services	0	0%
Child Protective Services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

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

2. Our Agency and Services



Friend	6	30%
Family	10	50%
Minister	0	0%
Phone Book	2	10%
Court	3	15%
TCJFS Web Site	1	5%
Radio	0	0%
Newspaper	0	0%
Attorney	1	5%

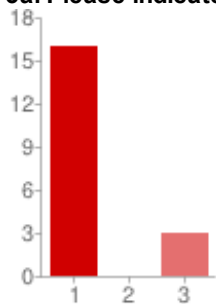


Physician	1	5%
Other	2	10%

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

Page 2 - Client Survey

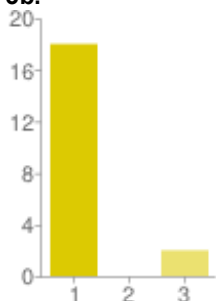
3a. Please indicate level of agreement with each statement:



1	16	80%
2	0	0%
3 -I received prompt attention.	3	15%

I received prompt attention.

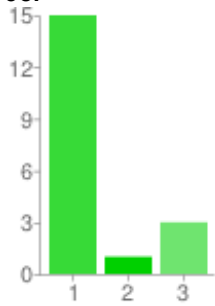
3b.



1	18	90%
2	0	0%
3 -Agency staff was courteous.	2	10%

Agency staff was courteous.

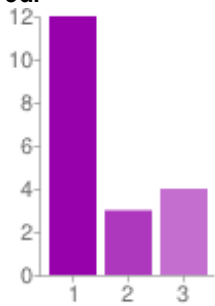
3c.



1	15	75%
2	1	5%
3 -Agency staff was skilled and knowledgeable.	3	15%

Agency staff was skilled and knowledgeable.

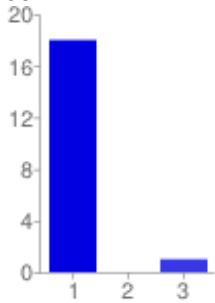
3d.



1	12	60%
2	3	15%
3 -First appointment occurred in a reasonable time.	4	20%

First appointment occurred in a reasonable time.

3e.



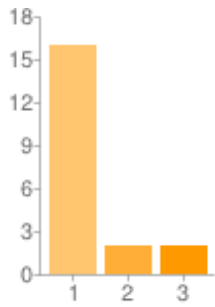
1	18	90%
2	0	0%
3 -Staff was professional.	1	5%

Staff was professional.

3f.

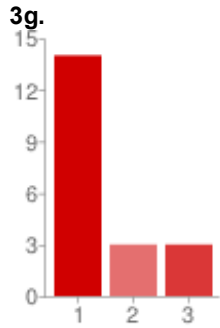
1

16 80%



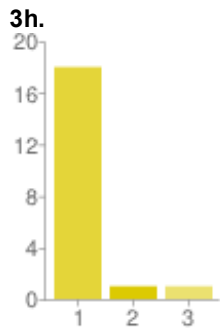
2	2	10%
3 -I felt comfortable with my caseworker.	2	10%

I felt comfortable with my caseworker.



1	14	70%
2	3	15%
3 -Caseworker encouraged family participation.	3	15%

Caseworker encouraged family participation.

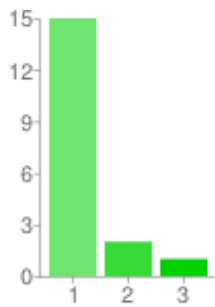


1	18	90%
2	1	5%
3 -Services were helpful.	1	5%

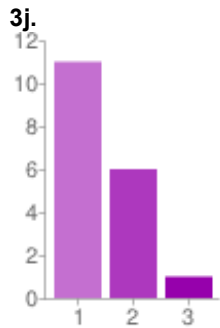
Services were helpful.

3i.

1	15	75%
2	2	10%
3 -I would recommend the agency to others.	1	5%



I would recommend the agency to others.



1	11	55%
2	6	30%
3 -A supervisor was available if requested.	1	5%

A supervisor was available if requested.

Page 3 - Client Survey

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

several 2 2 1 3 1 1/2/2012 1 3 one 1 2 1 1 2 1 2 1 n/a

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

horrible confusing good fine good Excellent yes n/a somewhat helpful Agent was excellent, courteous, helpful, & treated me with dignity. good good good- quick and very polite. Suzie (she is wonderful). n/a easy good n/a

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

yes! there is a famil in Canton ohio that happens to be childrens other parent and i was unable to get any results on having them investigated or being given info on how to go about the pcedures of it. Yes. My husband meets his spenddown but doesn't get his medical card until middle of month. no no no -0- No no n/a n/a n/a n/a Not happy with my husband's disability medical cause of spend down. Only receiving little income and can't afford rent and cost of living. How is someone who can't

work live on so less. no n/a no no n/a

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

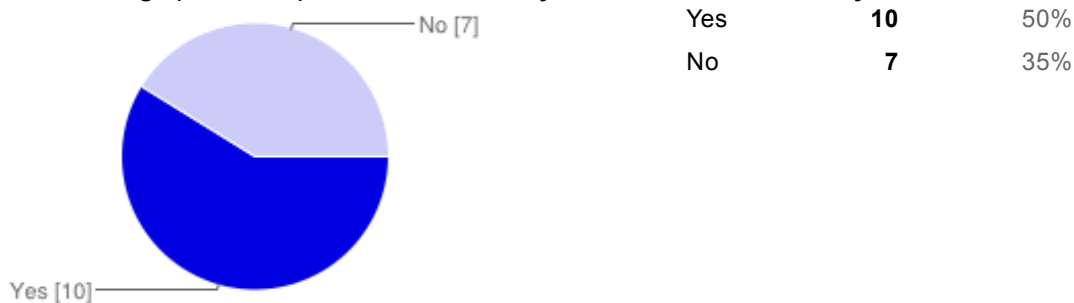
need to treat every case the same and stop showing favoritism! no no no n/a No no wheel chair accessibility--hard to maneuver no no n/a no no no no no n/a

6b. How can these barriers be eliminated?

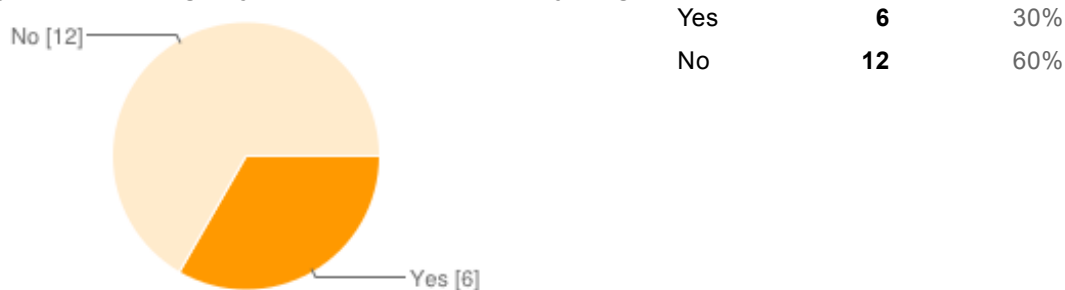
retrain employees and make sure they follow proper procedures! proper scheduling no -0- n/a ? ramps no n/a n/a n/a n/a

Page 4 - Client Survey

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)?

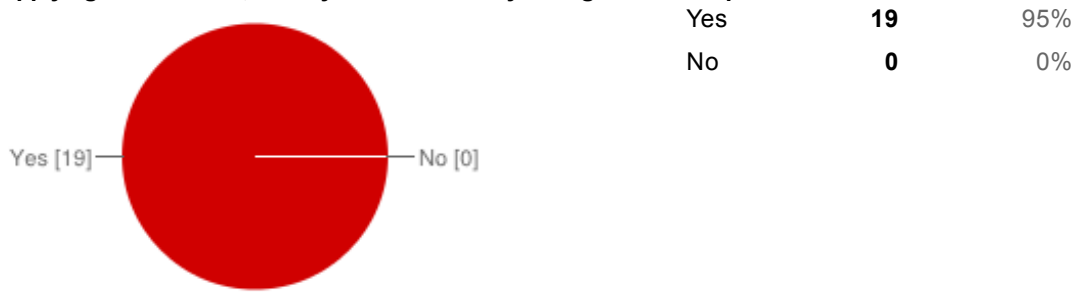


8b. What suggestions do you have to improve our agency's public web site?

being able to properly report child/elderly abuse online. no computer No problems with website. can get paperwork needed n/a ? n/a none give more detail on medical insurance n/a able to print

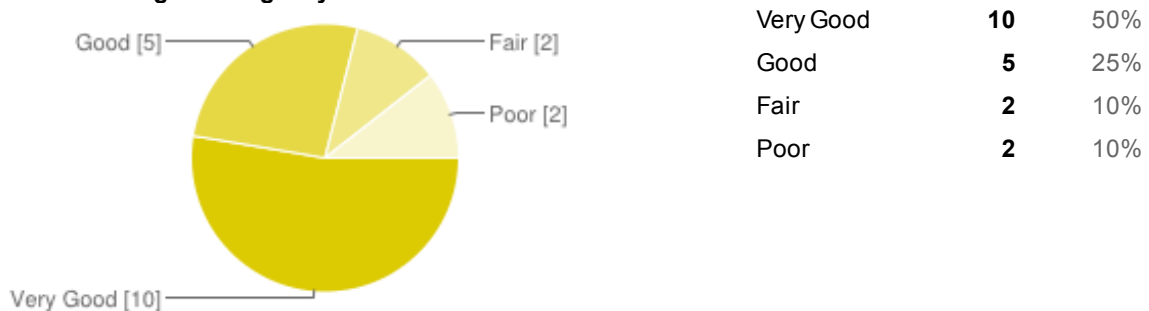
transportation papers n/a didn't have any issues none no computer

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?

really no strengths coz they srve illigal aliens better than us citizens and they do not do anything about certain situations that involve child abuse whern it needs to be! good workers being overwhelmed not enough training adequate staffing, organized customer service The help that is given. very friendly receptionist and phone operator. most of the workers i've dealt with over the years are professional and friendly all very respectful helping the community pleasant to talk to very courteous staff Personable and respectful service. Treat clients with dignity & respect. Every efficient. like the p ...

12. In what areas could the agency improve?

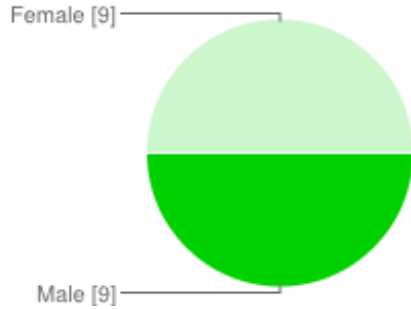
Stop giving handouts to illigals and start improveing the services offerd to us citizens and improve your investigations on child/elderly abuse, ect....Go investigate the people that need to be investigated and leave others alone! get back individual caseworkers for disabled clients. HVe someone who you can call and gets answers. better contact over the

phone Urgency in food stamps when families are in need. Waiting time needs improvement. Knowing what all is needed before I come in would be nice. Not having to come back 5 times for the same thing. none ? being on time none need to let people kno ...

13a. Demographics (optional)

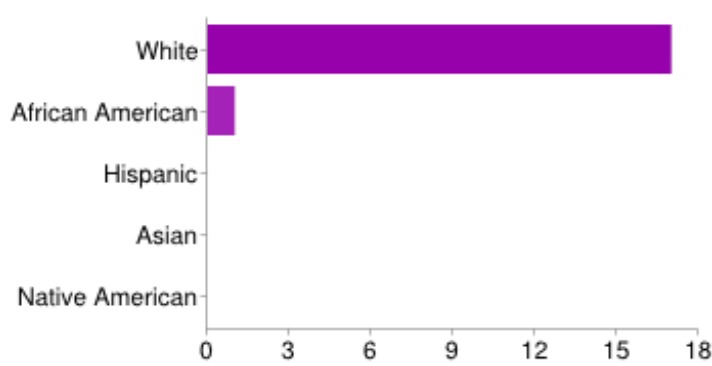
dont want to anwser however if I would anwser 13c as hispanic I bet i would stand a better chance in this county! 53 30 36 42 52 44 31 57 38 31 47 40 41 32 26 74 40

13b.



Male	9	45%
Female	9	45%

13c.



White	17	85%
African American	1	5%
Hispanic	0	0%
Asian	0	0%
Native American	0	0%

Number of daily responses

