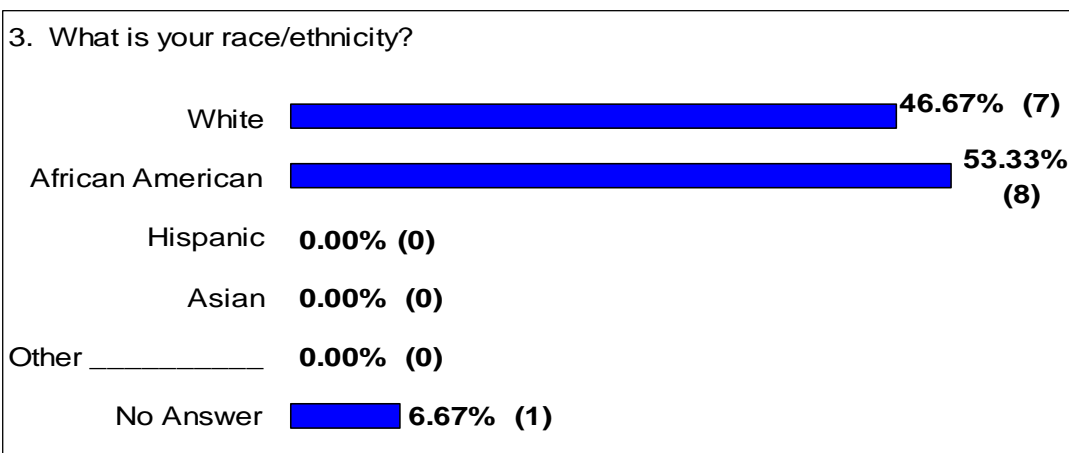
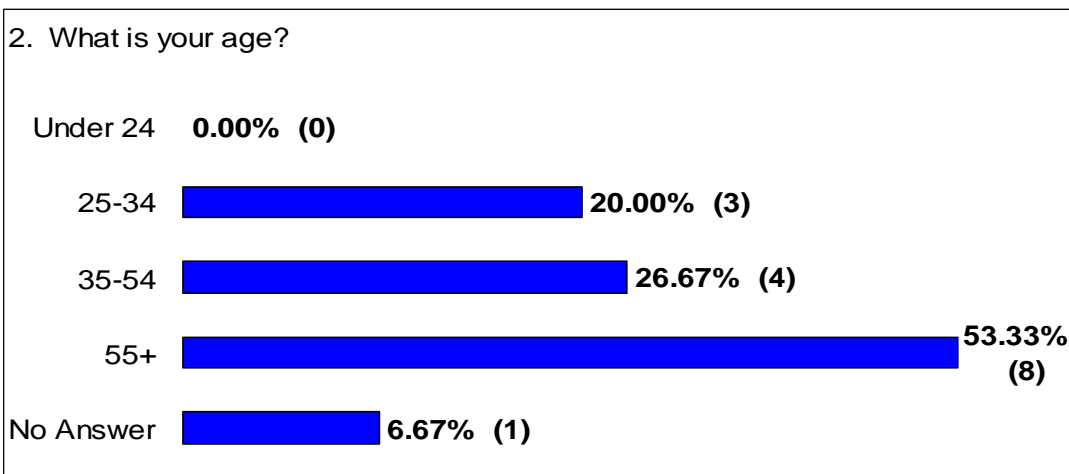
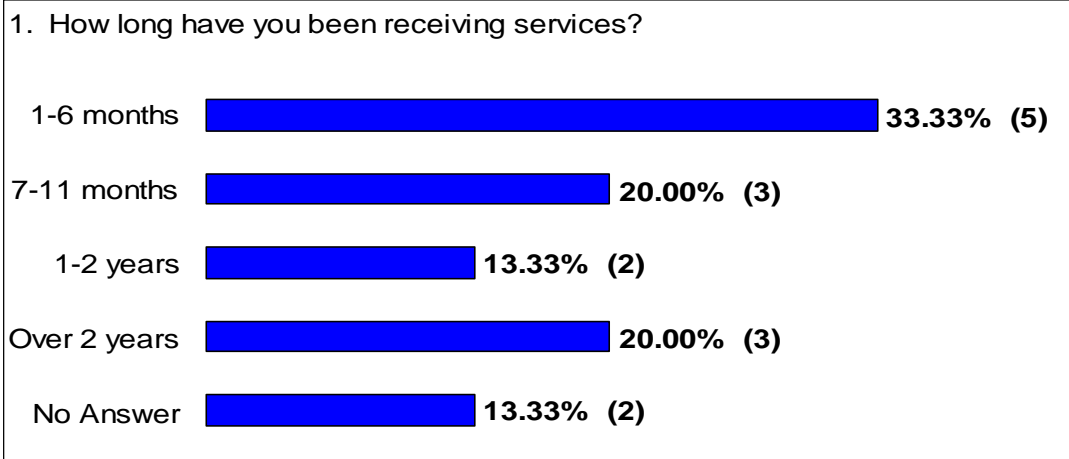




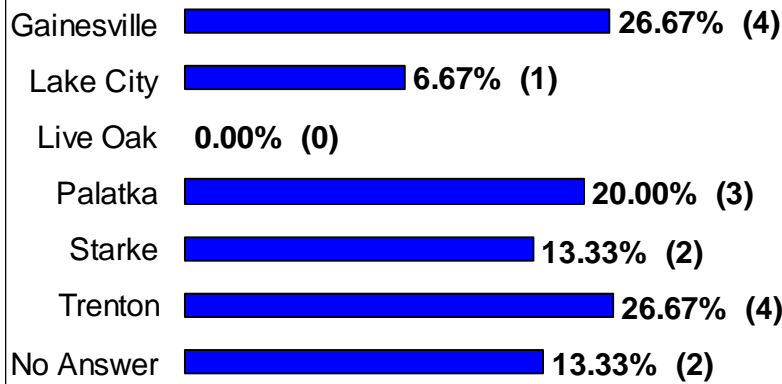
Relatives Satisfaction Survey Results January 2007

Number Mailed 2006: 77
Number Mailed 2007: 62

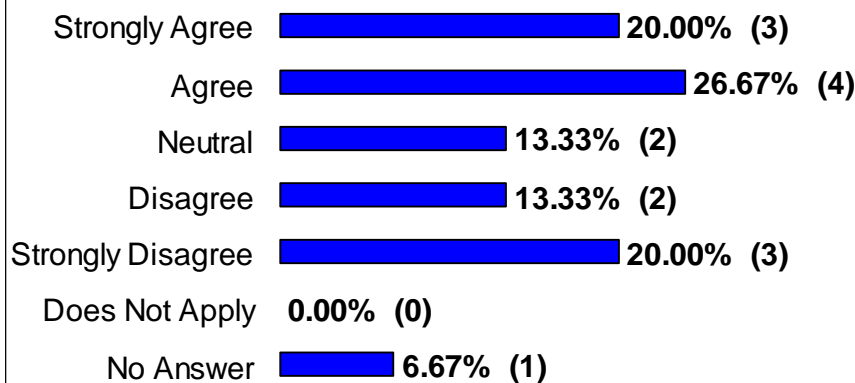
Number Received 2006: 27
Number Received 2007: 15



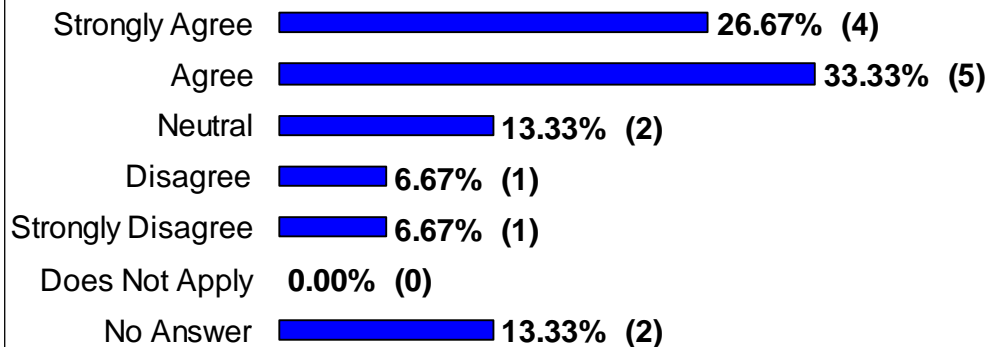
4. PSF Office of the Family Care Counselor who works with you most often:

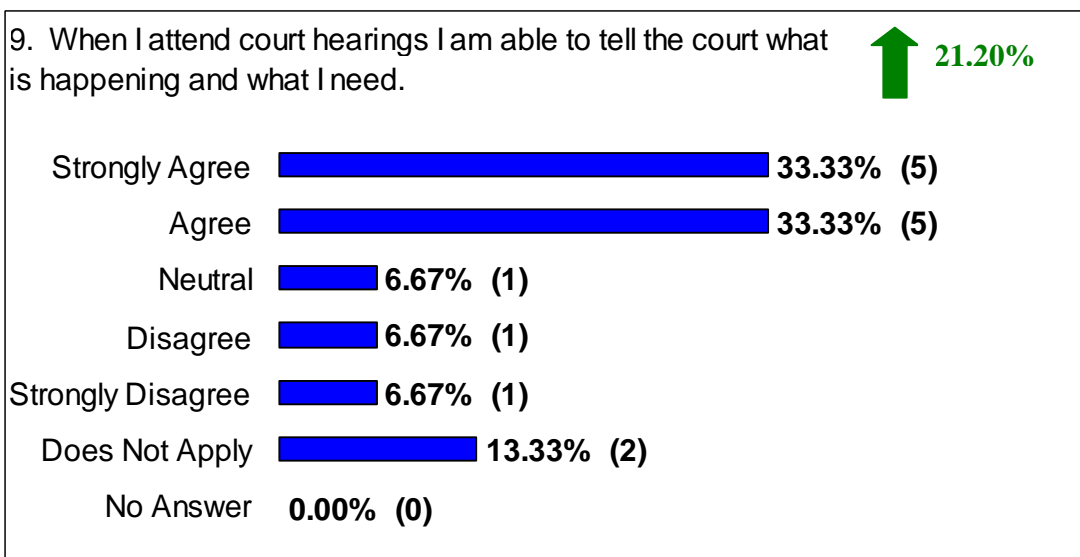
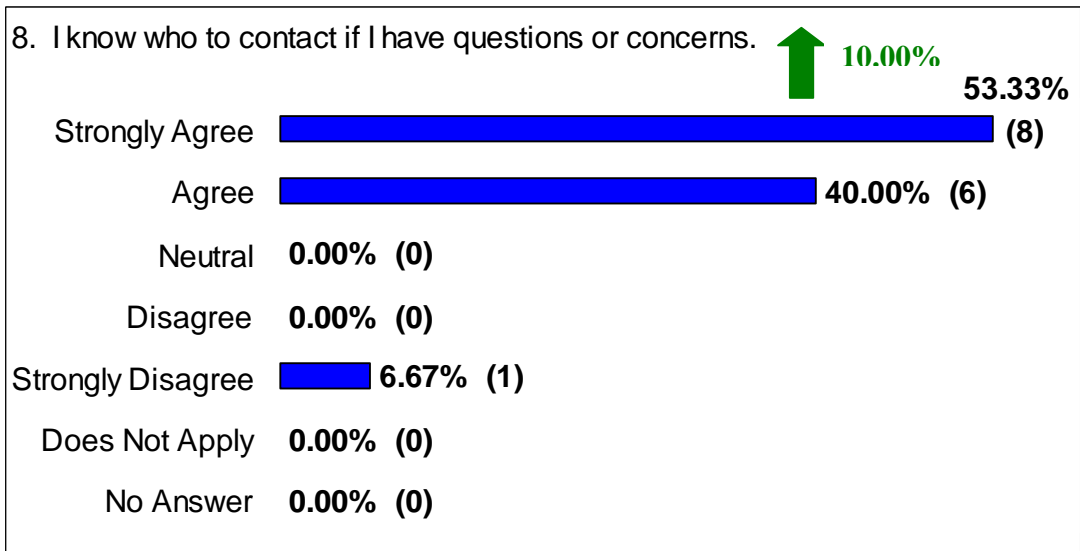
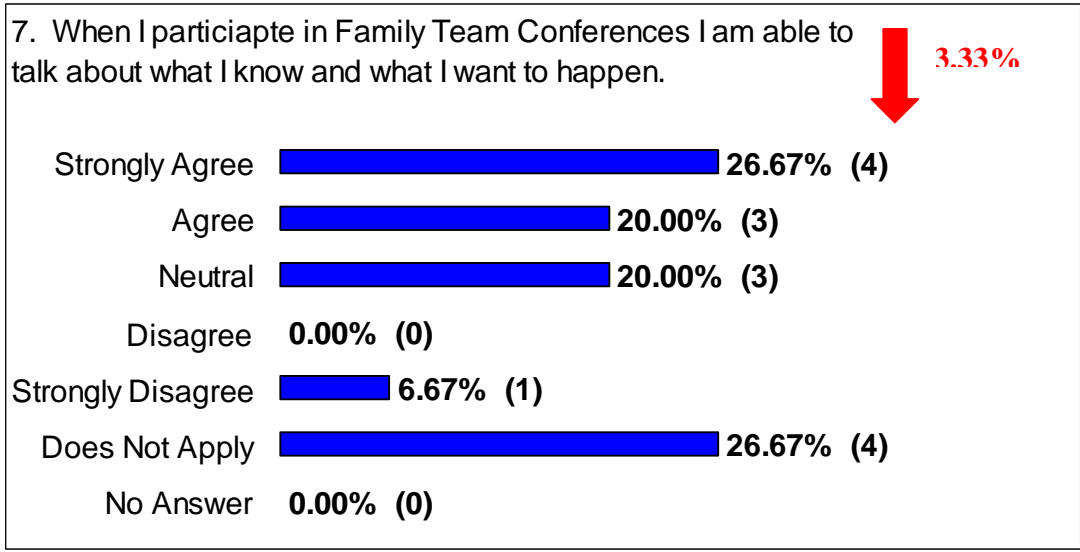


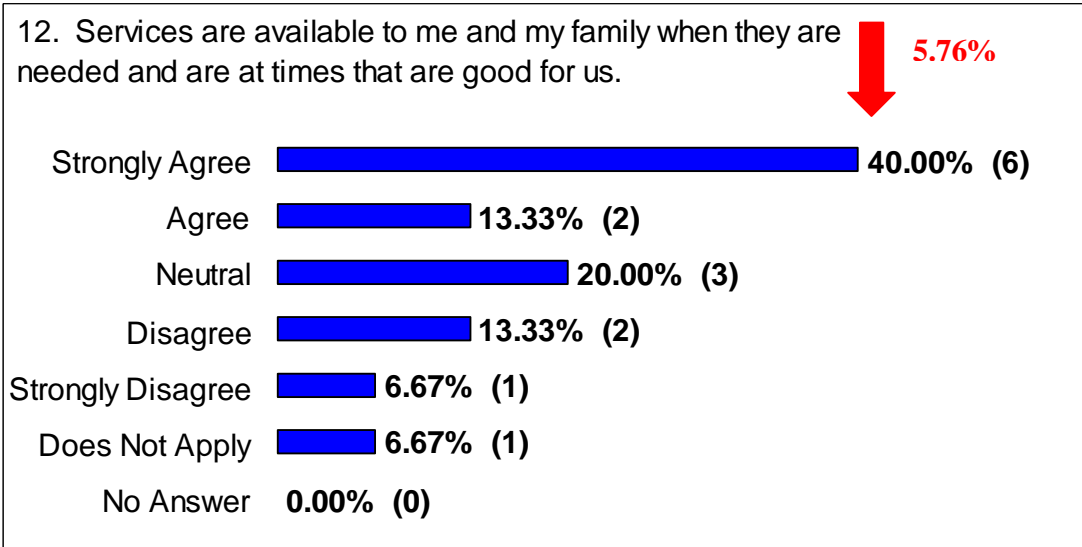
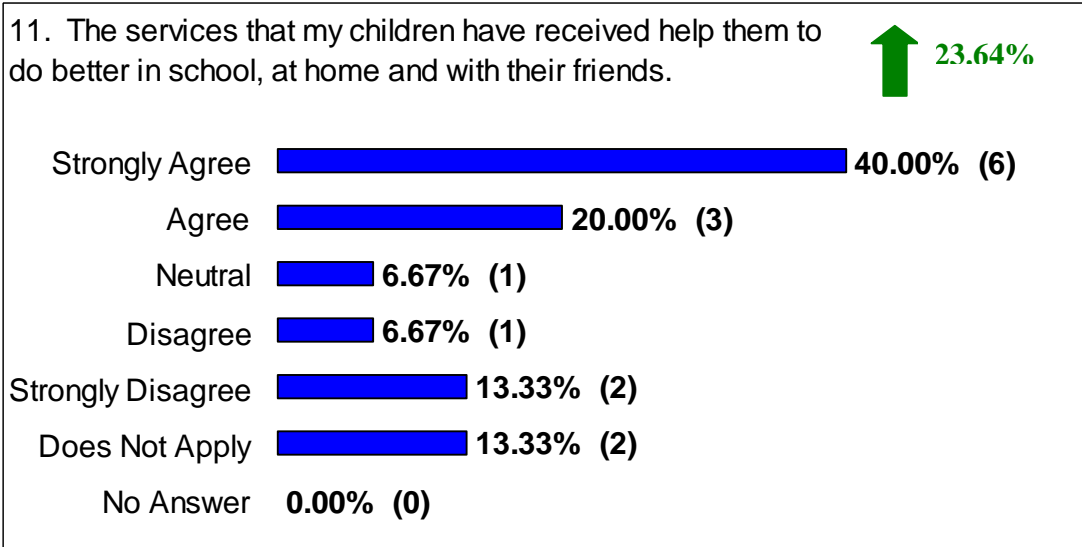
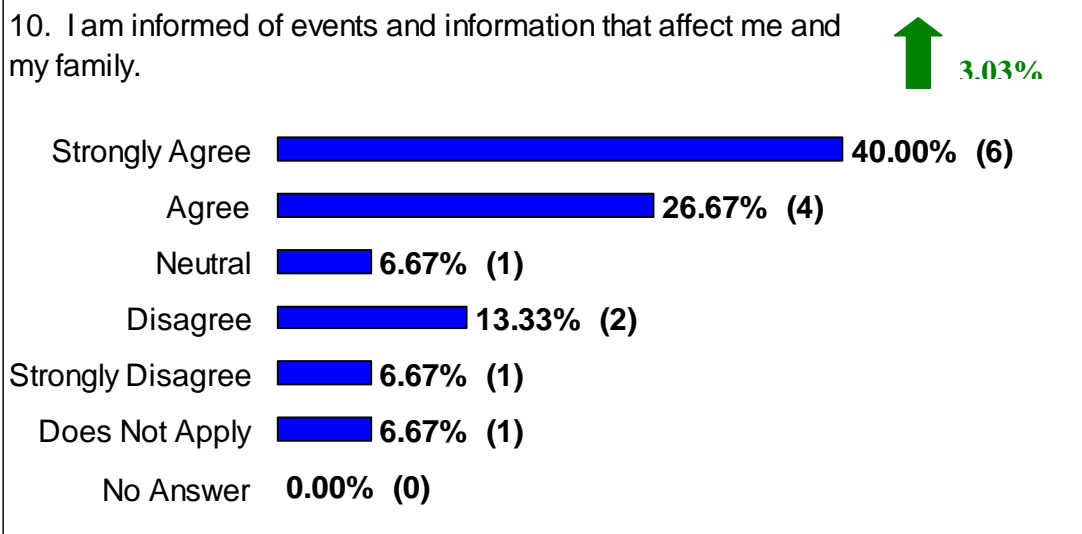
5. My Family Care Counselor asks me about my family's traditions and beliefs and uses these in providing us help.

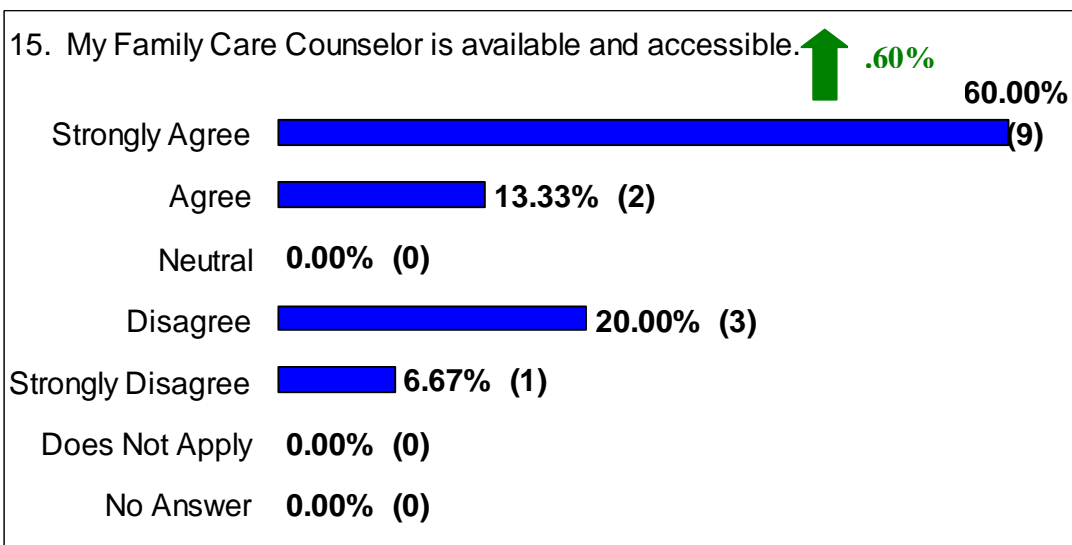
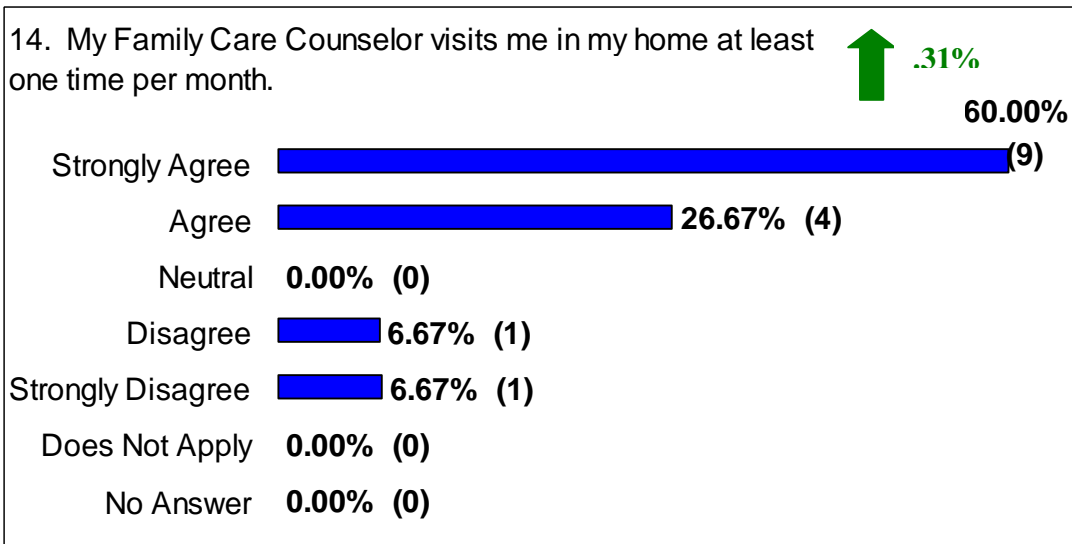
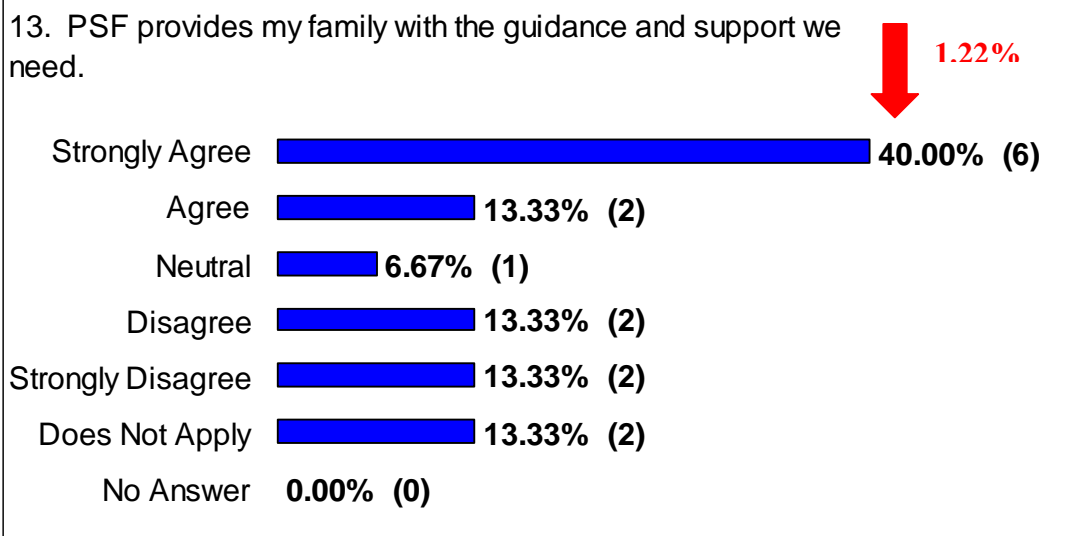


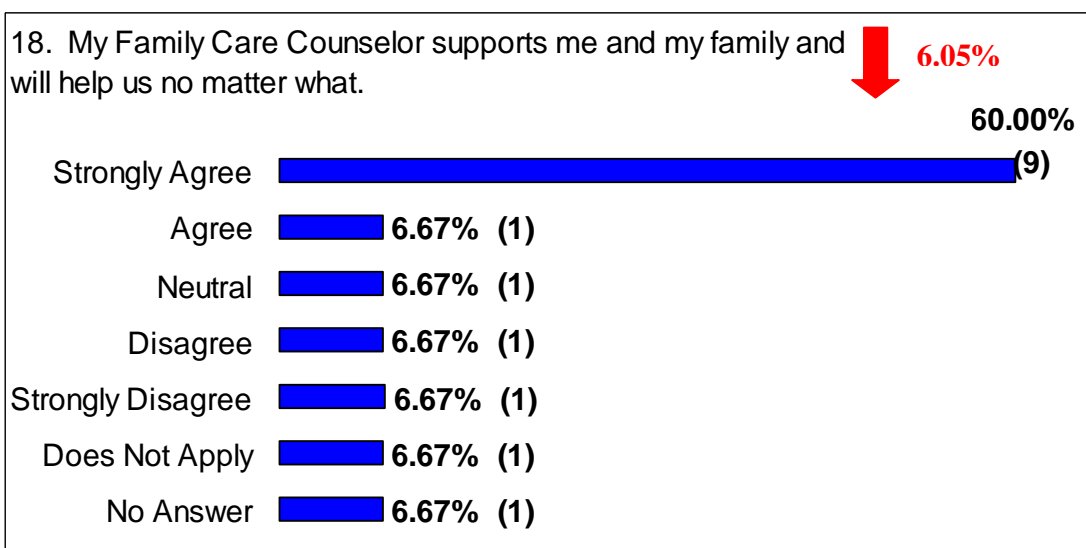
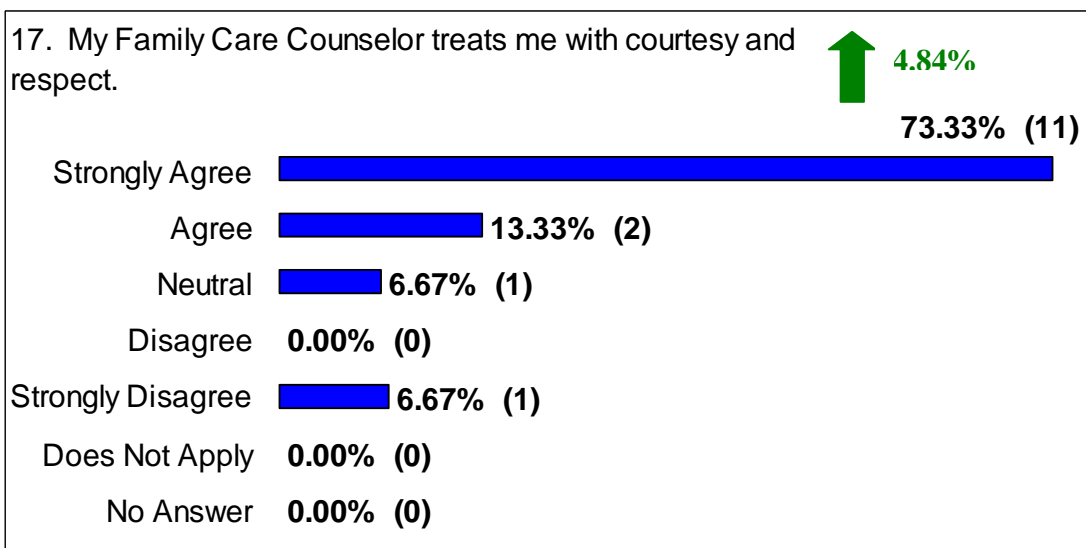
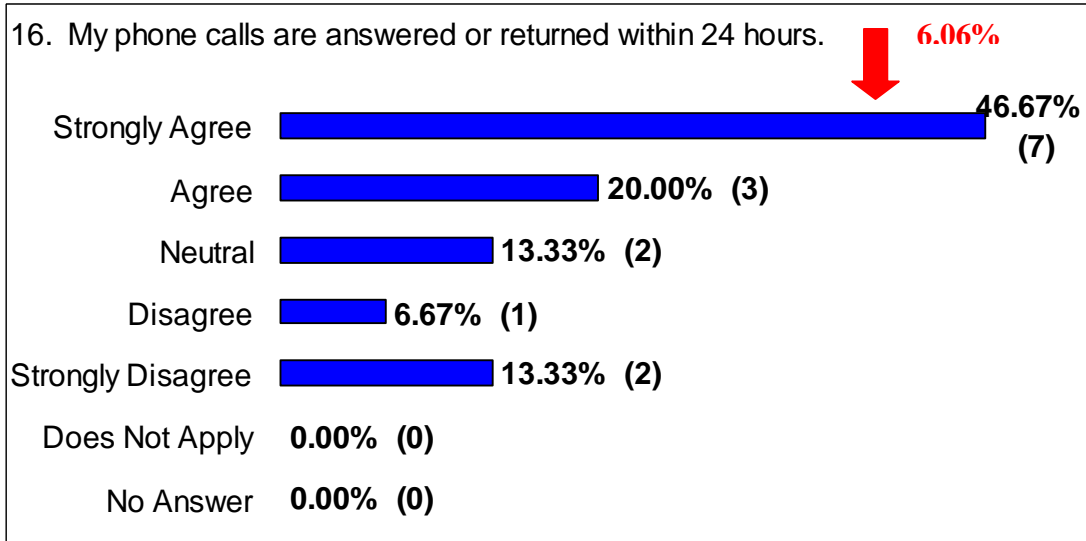
6. I participated in the creation of the case plan and my opinions and recommendations were heard and included in the case plan.











Comments:

19. Please let us know how we can improve:

1. Please don't promise families help with beds etc...Keeping them waiting for months to have you say no way.
2. The welfare of the children should come first. Appointments to see the child should be made after school hours. Workers should not have students taken out of their classes for visits. Also discretion should be used when the worker is discussing the family. Example: Telling the child that her mother is a liar. This child has had a many as two workers in one day pull her out of class. One being when the child was taking a reading test.
3. A little lacking in referral knowledge.
4. We have only been in this situation for about three months and we have been the ones to contact case workers. In the beginning all these services have been promised and we have received nothing. To improve please keep in contact with families, return calls, during home visits go through the house and please try to do things in a timely manner. Home visits need to be more than five minutes.
5. Just keep doing the job you are doing.
6. No improvement needed.
7. You all are doing a great job.

20. Please let us know of things we are doing well:

1. My counselor was one of the best. She took a lot of lashing because of the statement above. She is the greatest. Hire more counselors with her attitude.
2. If your department ever does anything well regarding the child in our care I will be sure to let you know.
3. We have not had a very lengthy association with PSF but our worker is very friendly and seems truly interested in the children.
4. The people seem to be nice. I know there are many cases but each one is and should be very important and a priority.
5. I thank you for doing a good job just like you all are doing. I am very pleased.
6. The Family Care Counselor who works with me us very knowledgeable. She helps me and goes out of her way at times to make sure I get the help I need. I encourage Tara Thompson and commend her on a job well done.
7. Family Care Counselor, Attoya Glynn, is excellent. Always professional, helpful and knowledgeable. Thank you for her.
8. They come out and check on the family to see if there is any way they can help. Help very very good and help in any way they can. I thank them very very much for help with my nephew he is so much better.