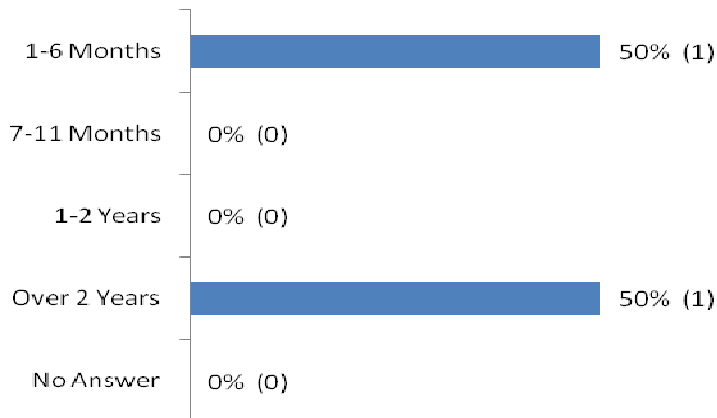




## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

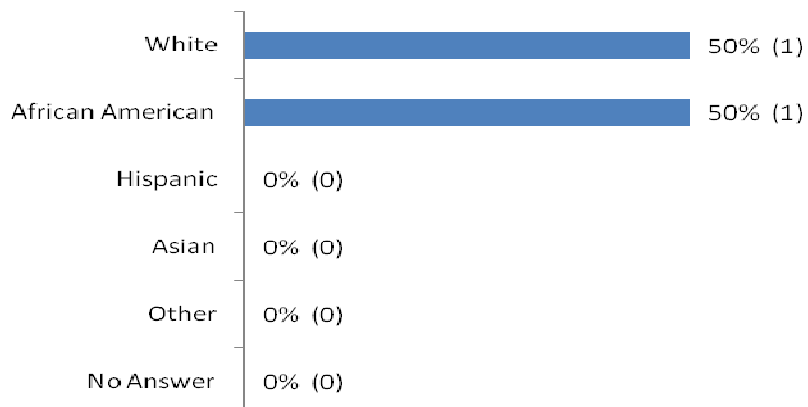
### 1. How long have you been receiving services?



### 2. What is your age?



### 3. What is your race/ethnicity?





## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

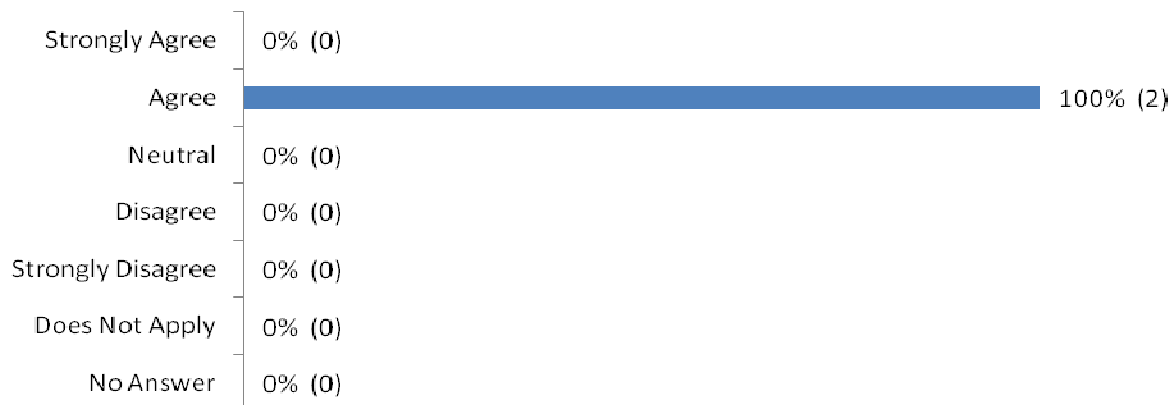
### 4. PSF Office of the Family Care Counselor who works with you most often:



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



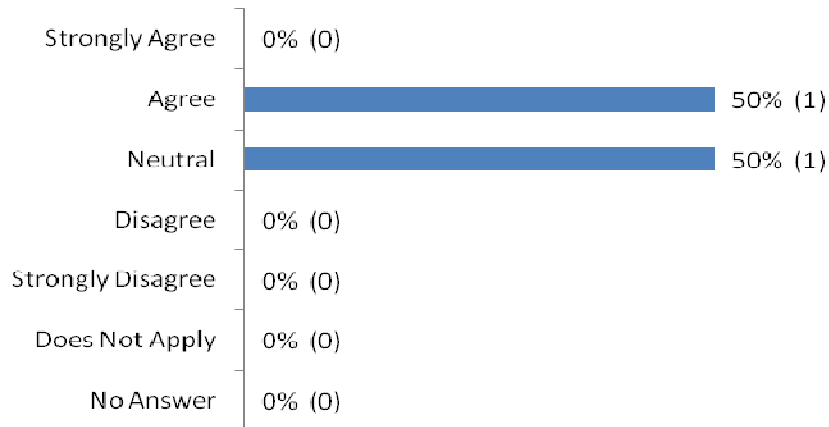
### 6. I participated in the creation of the case plan and my opinions and recommendations were heard and included in the case plan.



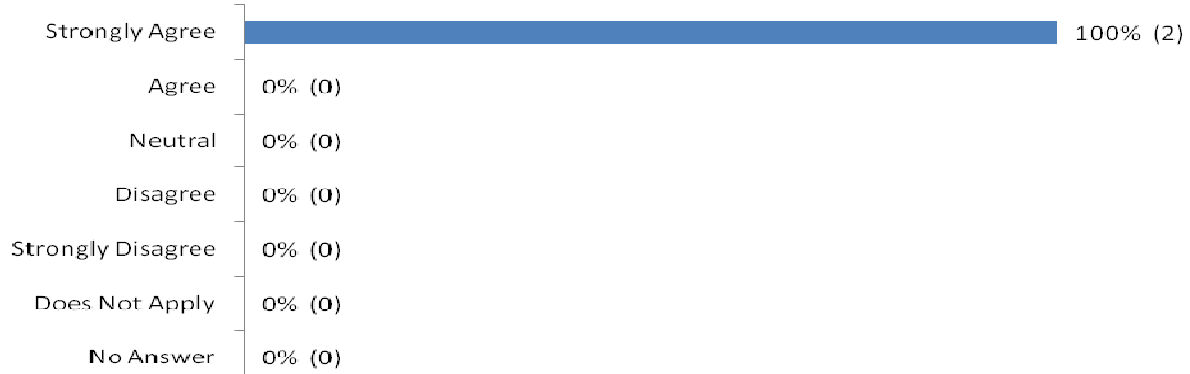


## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

### 7. When I participate in Family Team Conferences I am able to talk about what I know and what I want to happen.



### 8. I know who to contact if I have questions or concerns.



### 9. When I attend court hearings I am able to tell the court what is happening and what I need.



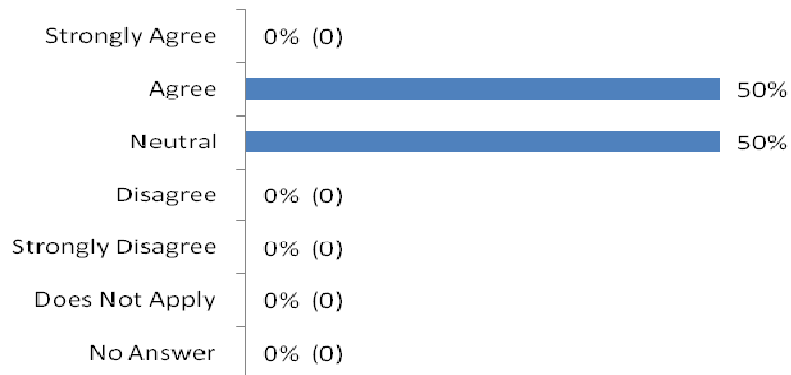


## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

### 10. I am informed of events and information that affect me and my family.



### 11. The services that my children have received help them to do better in school, at home and with their friends.



### 12. Services are available to me and my family when they are needed and are at times that are good for us.



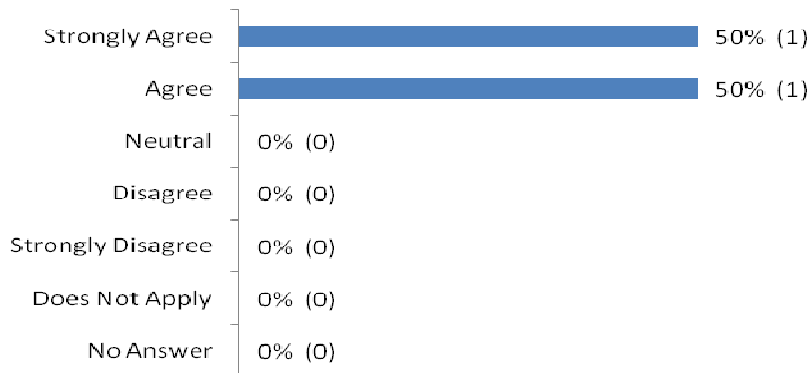


## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

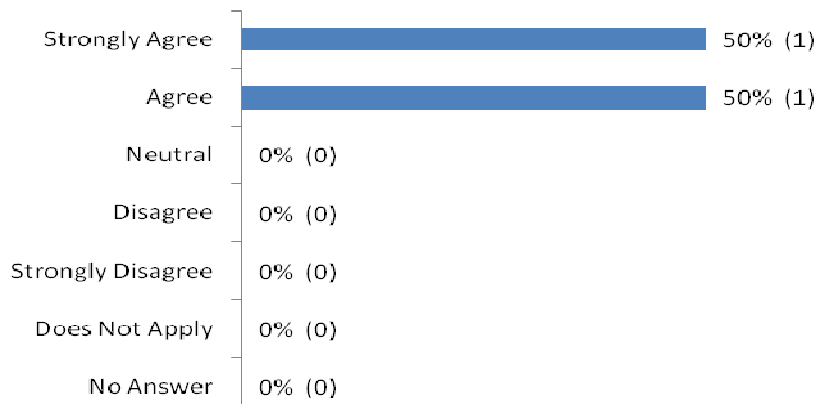
### 13. PSF provides my family with the guidance and support we need.



### 14. My Family Care Counselor visits me in my home at least one time per month.



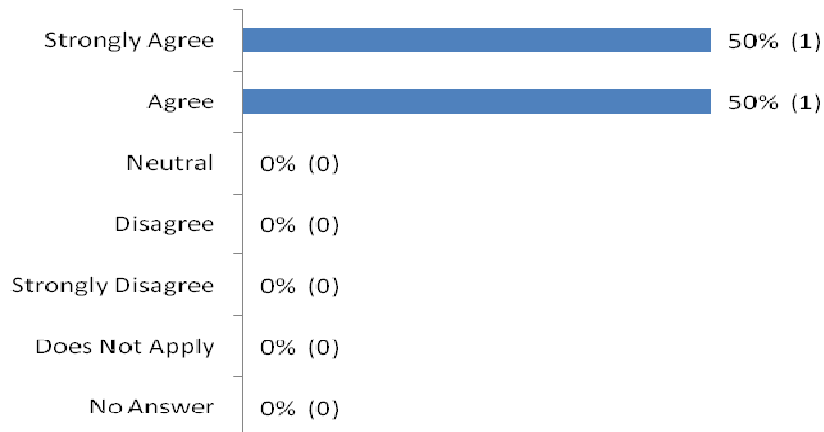
### 15. My Family Care Counselor is available and accessible.



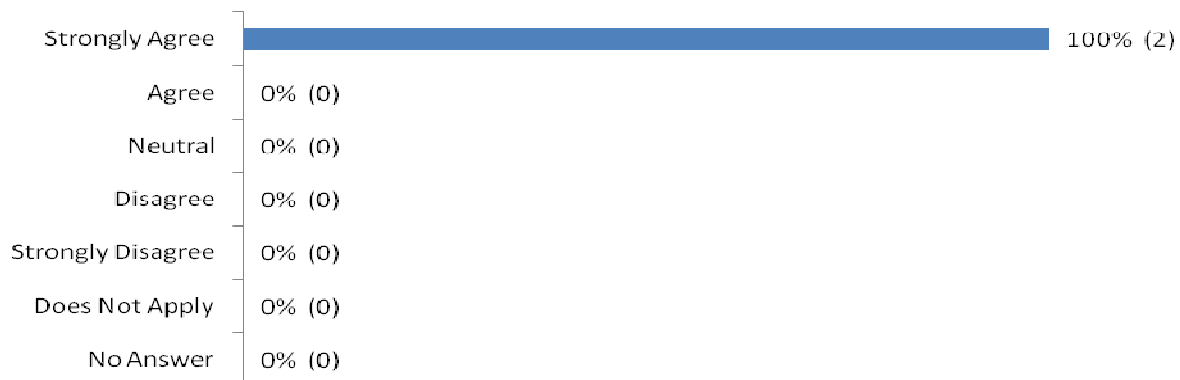


## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

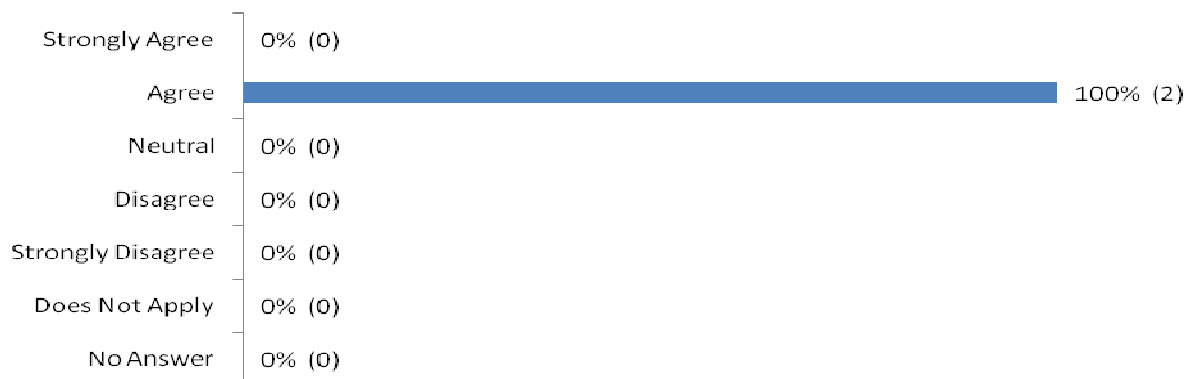
### 16. My phone calls are answered or returned within 24 hours.



### 17. My Family Care Counselor treats me with courtesy and respect.



### 18. My Family Care Counselor supports me and my family and will help us no matter what.





## Non-Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

---

**19. Please let us know how we can improve:**

- The case worker out of Lake City NEVER called back on time and if you had a problem you better hope it wasn't on a Friday. I realize sometimes you can't get answers, but it would be nice if you were notified of the status of your request.

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

- The courtesy counselor provided would call back on schedule. She did not make good appointments. She would call and give you her schedule without regards to yours. A little more consideration would have been nice. She was in fact very nice and friendly.