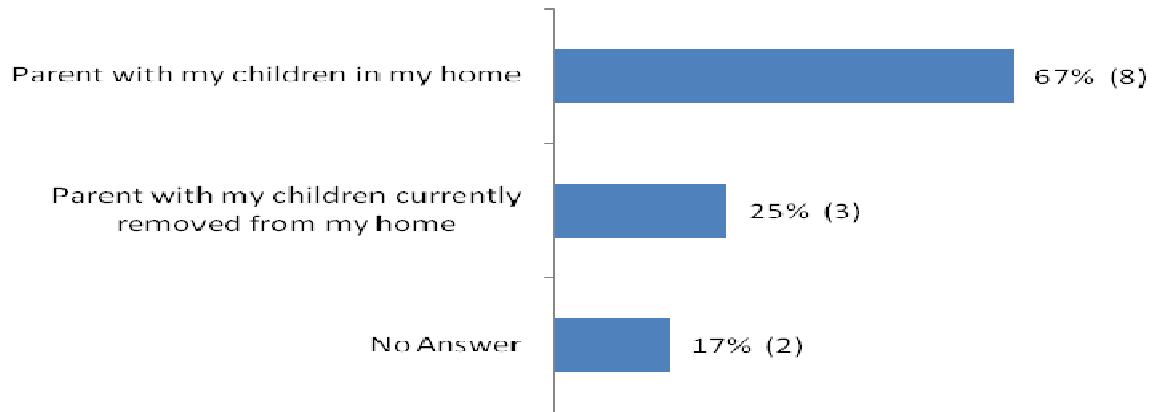


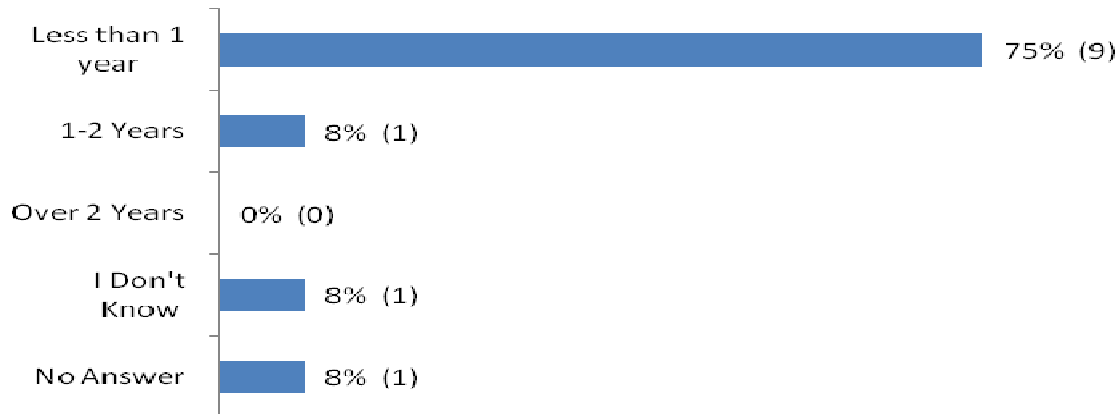


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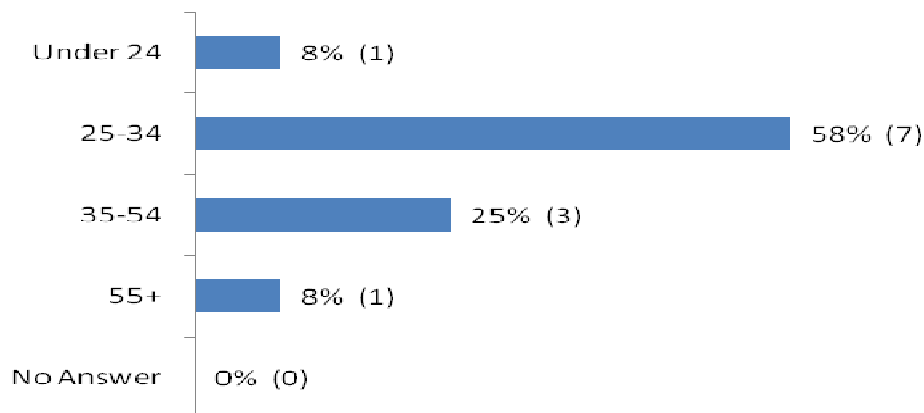
1. I am a _____



2. How long have you been receiving services?



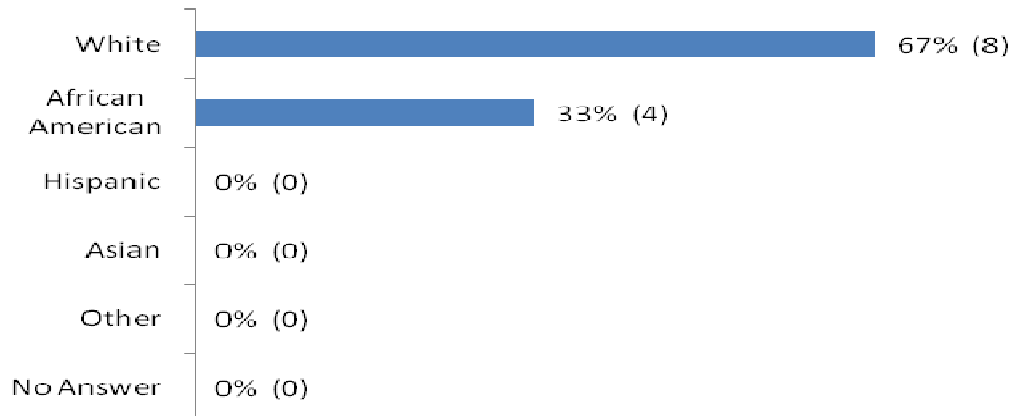
3. What is your age?



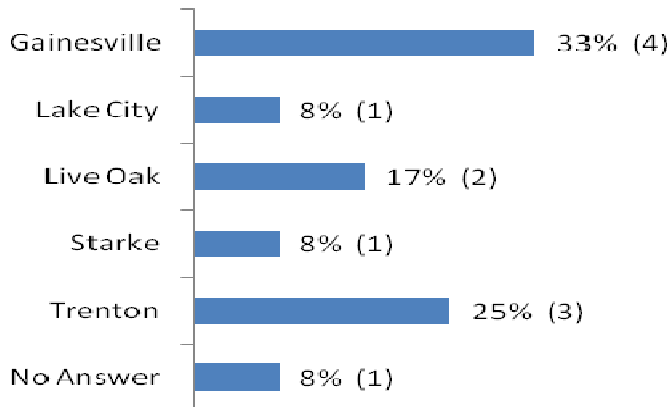


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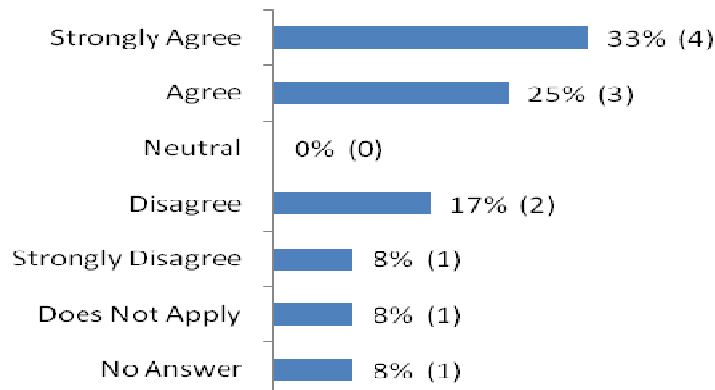
4. What is your race/ethnicity?



5. PSF office of the Family Care Counselor who works with you most often:



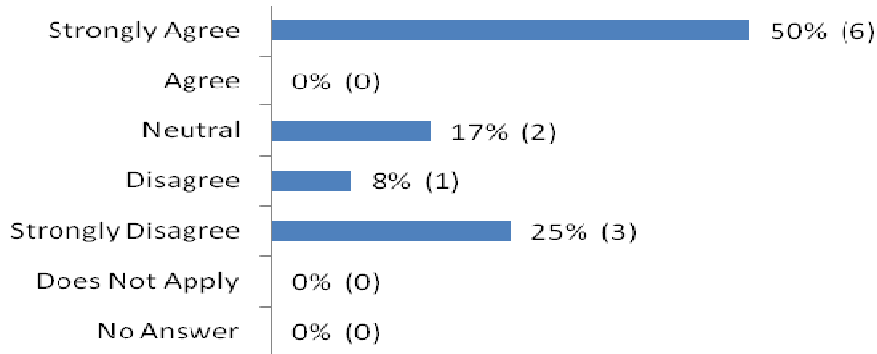
6. My Family Care Counselor asks me about my family's traditions and beliefs and uses these in providing us help.



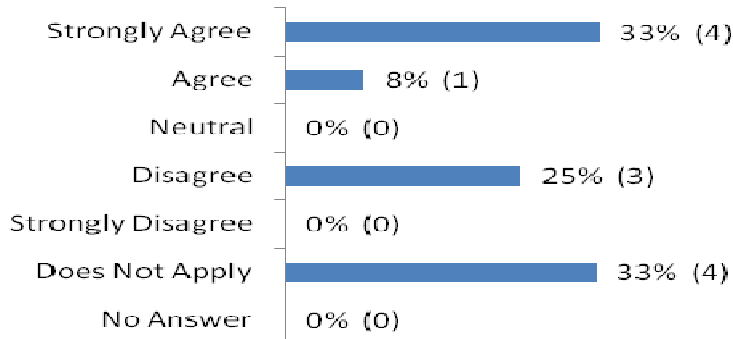


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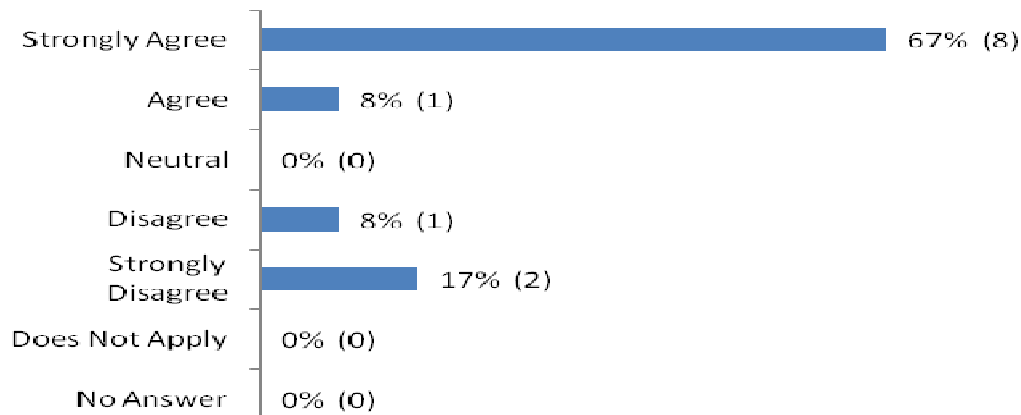
7. I participated in the creation of the case plan and my opinions and recommendations were heard and included in the case plan



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



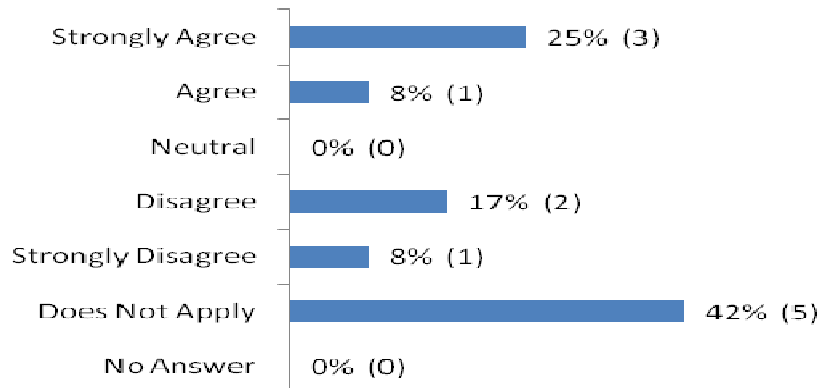
9. I know who to contact if I have questions or concerns.



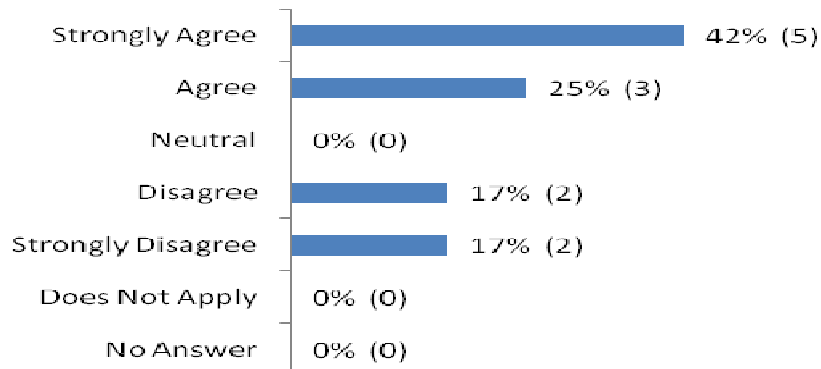


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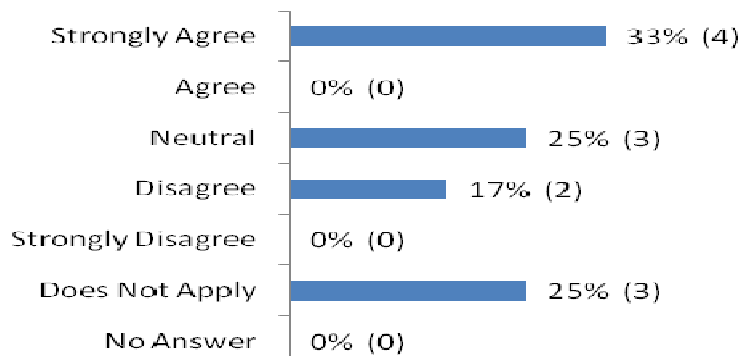
10. When I attend court hearings I am able to tell the court what is happening and what I need



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



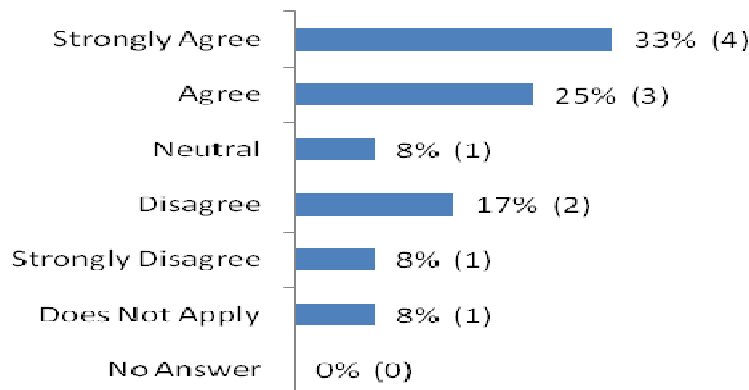
12. The services that my children have received help them do better in school, at home and with their friends.



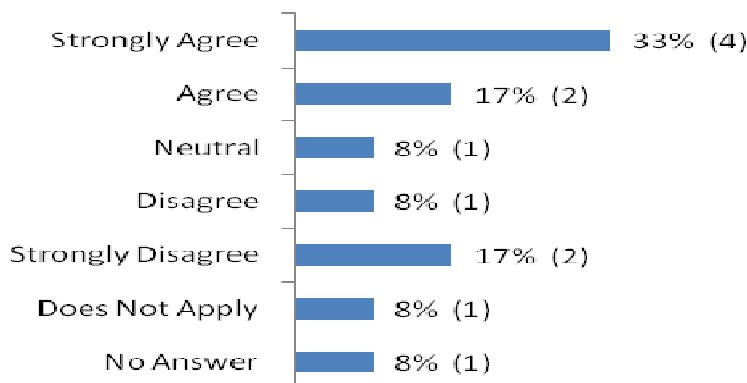


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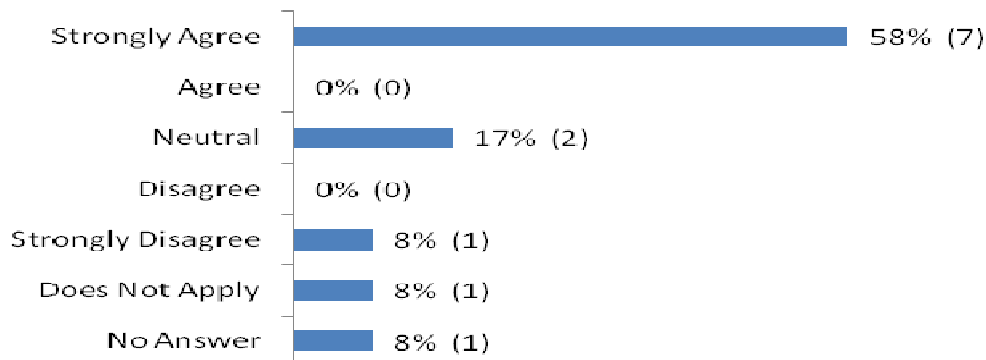
13. Services are available to me and my family when they are needed and are at times that are good for us.



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



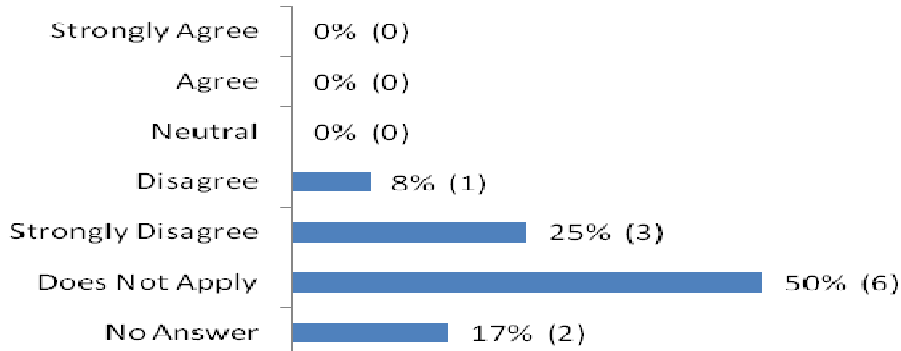
15. For parents whose children are in the home: My Family Care Counselor visits with me and my children in my home at least once a month.



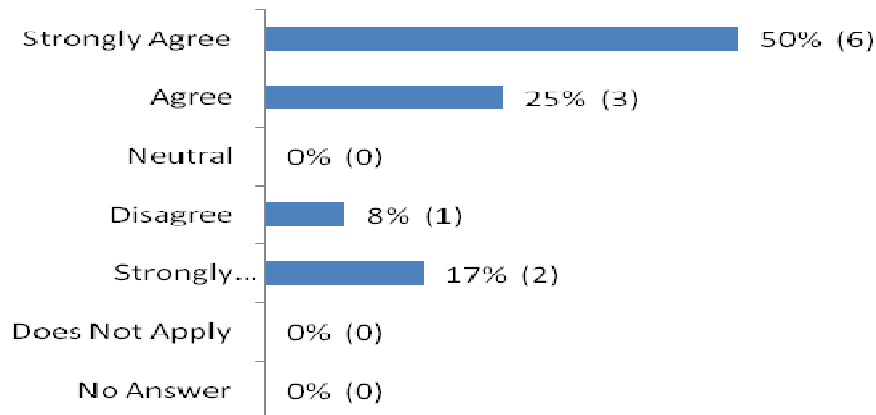


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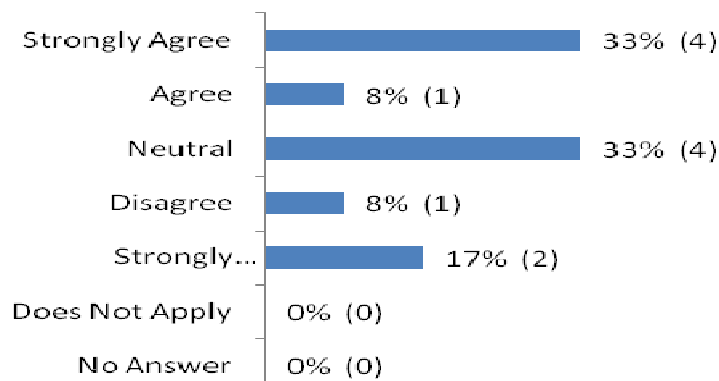
16. For parents whose children are currently removed: My Family Care Counselor contacts me at least two times a month.



17. My Family Care Counselor is available and accessible.



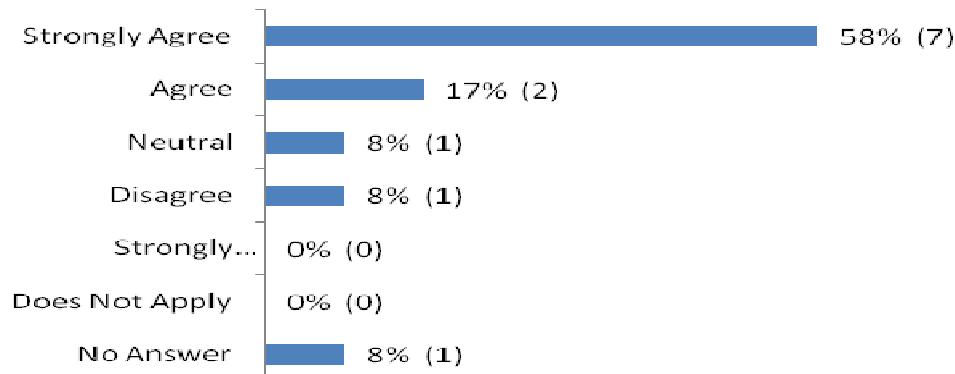
18. My phone calls are answered or returned within 24 hours.



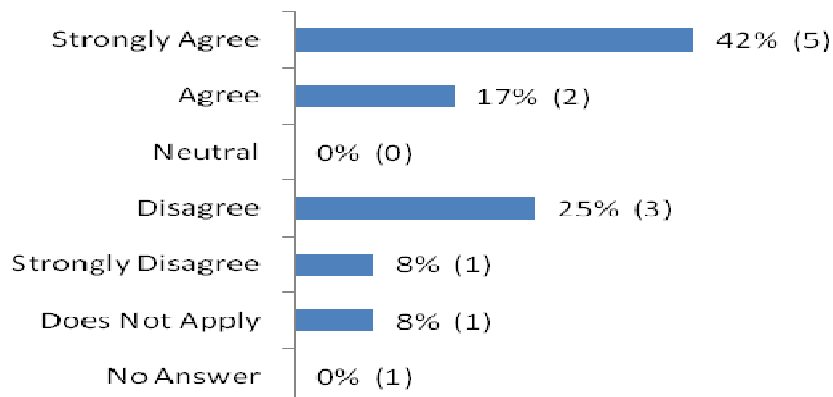


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19. My Family Care Counselor treats me with courtesy and respect.



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



21. Please let us know how we can improve:

- When you guys enroll children into daycare and they get used to it I don't think it's fair to pull them out before the daycare referral ends they get a routine that yall recommend and then pull them out. Well I'm sure you guys don't the state does but it breaks the kid's hearts.
- If I have a Family Care Counselor I'm unaware of it. No one informs me of anything.
- By helping others who need help.
- Nothing that I can think of.
- Everything



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22. 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.