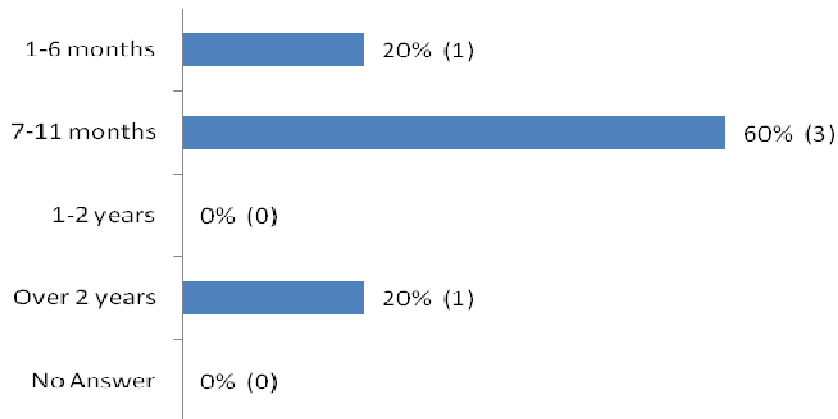


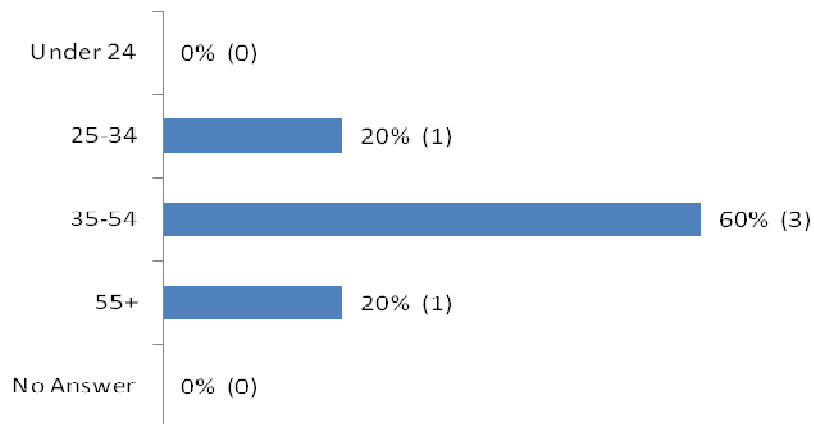


Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

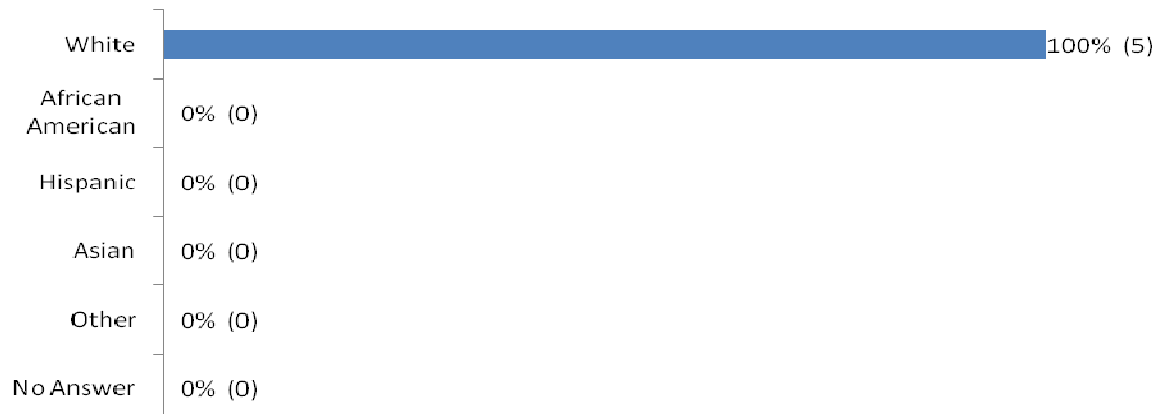
1. How long have you been receiving services?



2. What is your age?



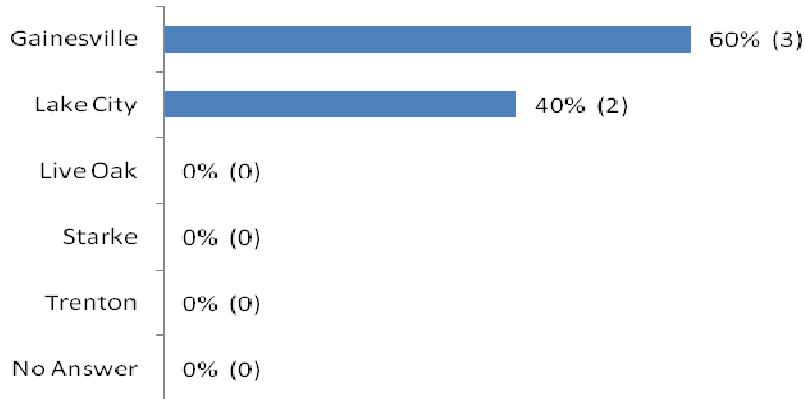
3. What is your race/ethnicity?



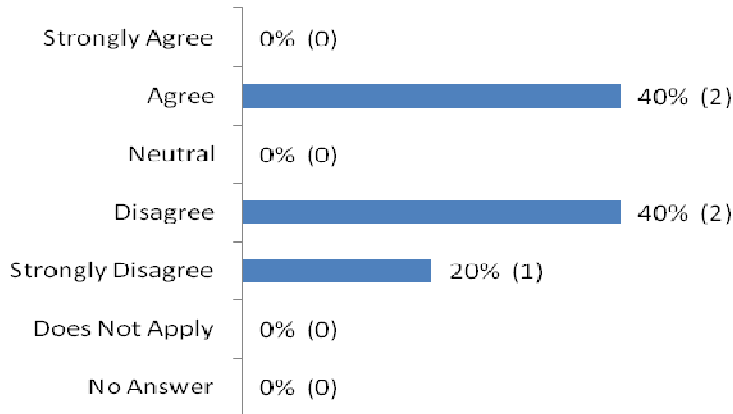


Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

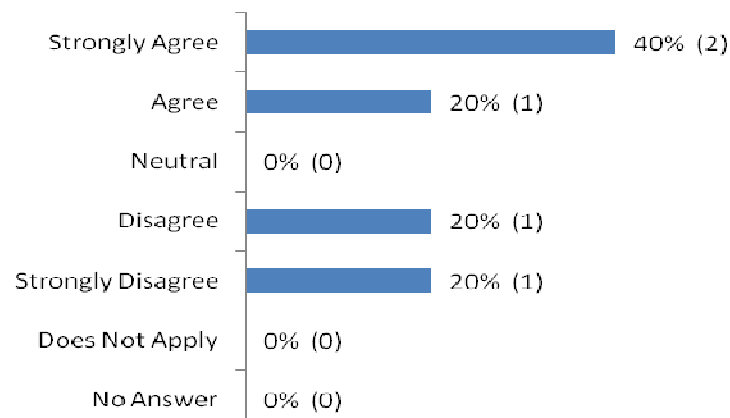
4. PSF Office of the Family Care Counselor who works with you most often:



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



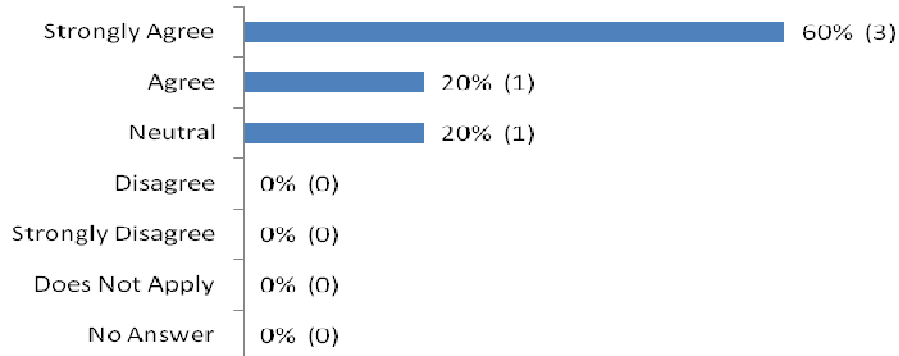
6. I participated in the creation of the case plan and my opinions and recommendations were heard and included in the case plan.



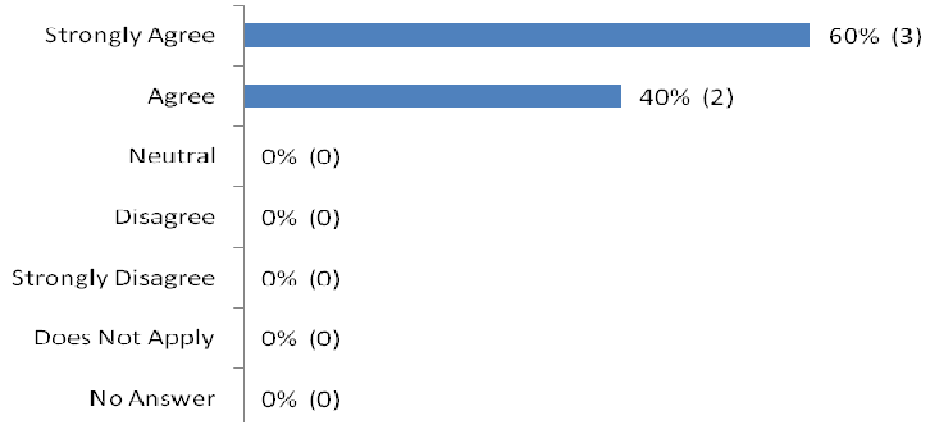


Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

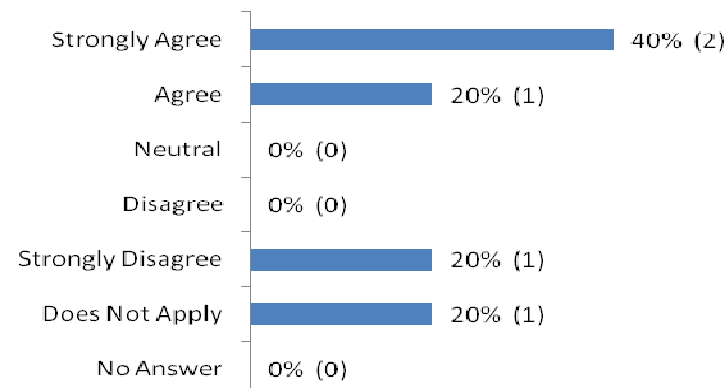
7. When I participate in Family Team Conferences I am able to talk about what I know and what I want to happen.



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



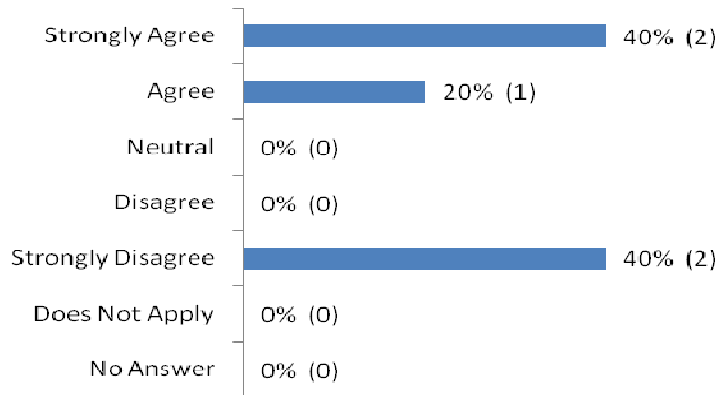
9. When I attend court hearings I am able to tell the court what is happening and what I need.



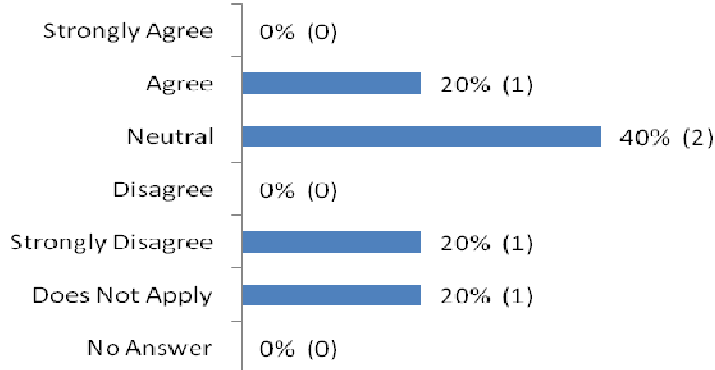


Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

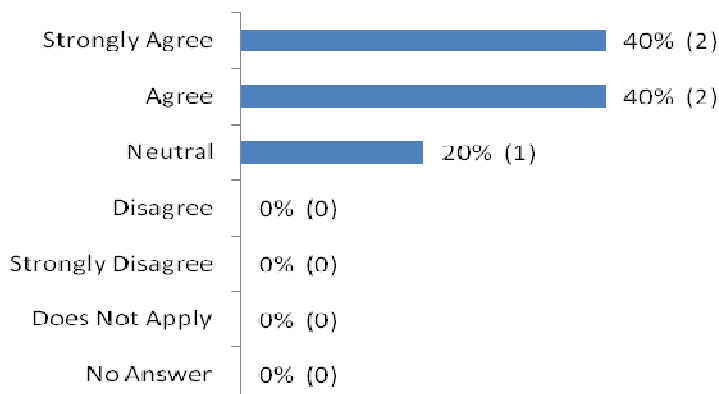
10. I am informed of events and information that affect me and my family.



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



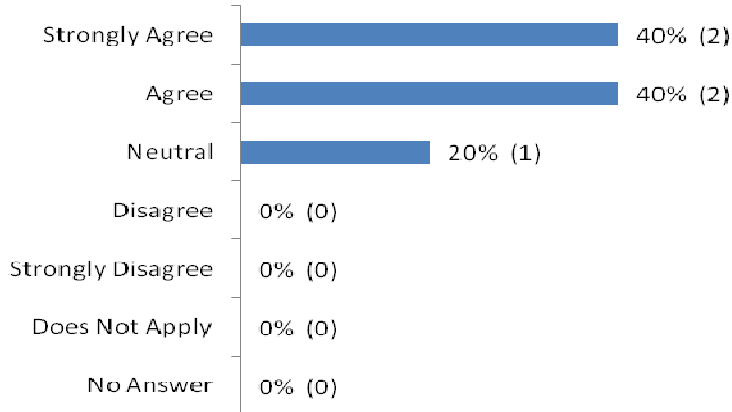
12. The services are available to me and my family when they are needed and are at times that are good for us.



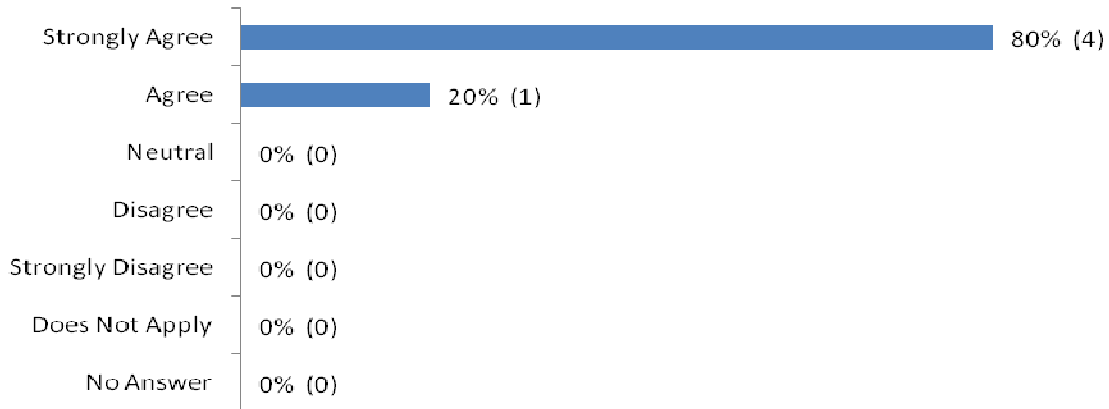


Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

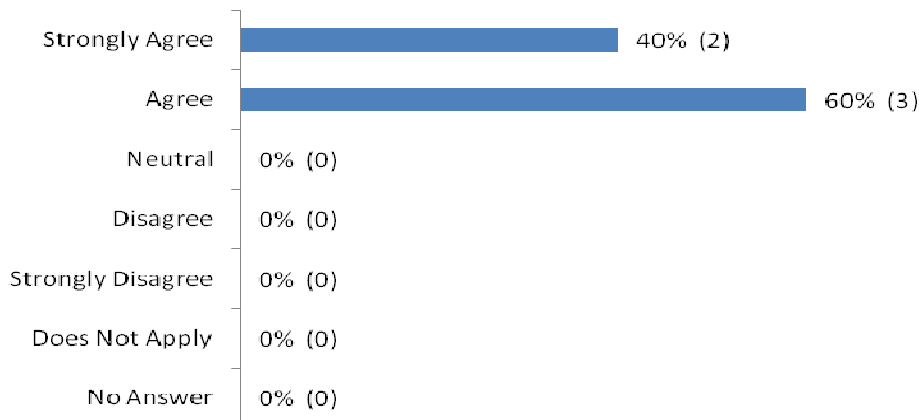
13. PSF provides my family with the guidance and support we need.



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



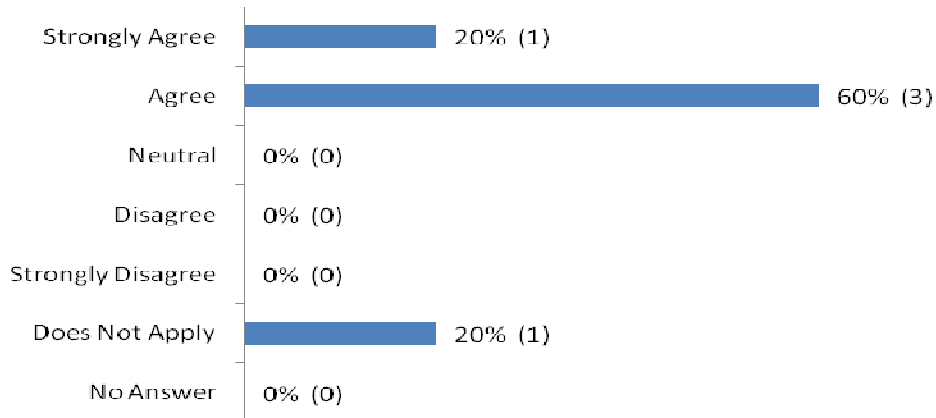
15. My Family Care Counselor is available and accessible.



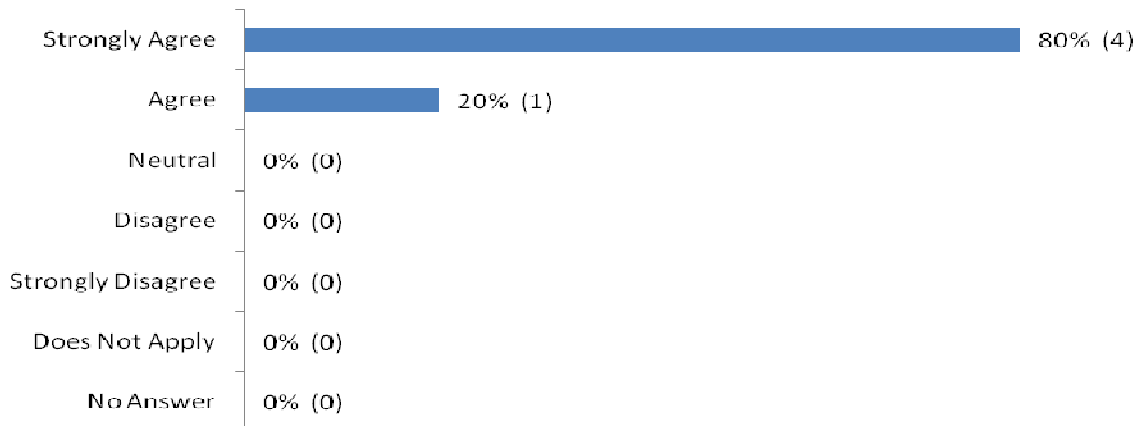


Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

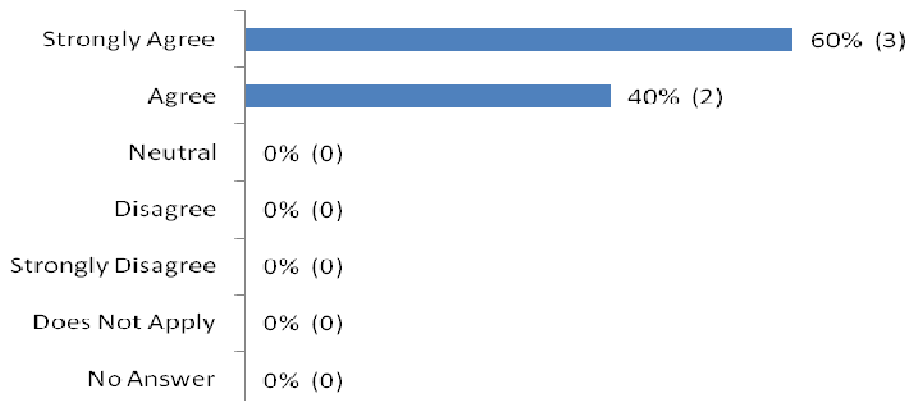
16. My phone calls are answered or returned within 24 hours.



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.





Relative Satisfaction Survey Results Fiscal Year 2009 – 2010

19. Please let us know how we can improve:

- Drug screening should be done another way other than urine. People who take drugs know every way to pass a drug test when it's done through urine. You would have a lot more fails if you did through blood. I am shocked as to what people can do to pass a test.
- Counseling just is not working for this child because he feels it's a repetitive process that makes no difference or change". He seems to open up with us more-so if we could get more education on how to do more with that process we would be very thankful."

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

- We are pleased with our overall experience with all people we've dealt with.
- I am very pleased that PSF has listened to us and that we are all on the same page when it comes to the well being of the child.
- Looking out for the best interest of children. Being nice and courteous.