

Partnership for Strong Families Parent Satisfaction SurveyMonkey Survey 2012

1. I am a

		Response Percent	Response Count
Male		57.1%	4
Female		42.9%	3
answered question			7
skipped question			5

2. I am

		Response Percent	Response Count
Parent with my children in my home		25.0%	3
Parent with my children currently removed from my home		75.0%	9
answered question			12
skipped question			0

3. How long have you been receiving services?

		Response Percent	Response Count
Less than 1 Year		8.3%	1
1-2 Years		75.0%	9
Over 2 Years		0.0%	0
I Don't Know		16.7%	2
answered question			12
skipped question			0

4. What is your age?

		Response Percent	Response Count
Under 24		16.7%	2
25-34		58.3%	7
35-54		25.0%	3
55 +		0.0%	0
answered question			12
skipped question			0

5. What is your race/ethnicity?

		Response Percent	Response Count
White		63.6%	7
African American		27.3%	3
Hispanic		9.1%	1
Asian		0.0%	0
Other (please specify)			1

answered question 11

skipped question 1

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

		Response Percent	Response Count
Gainesville		50.0%	6
Lake City		33.3%	4
Live Oak		0.0%	0
Starke		0.0%	0
Trenton		16.7%	2
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		25.0%	3
4 - Agree		25.0%	3
3 - Neutral		8.3%	1
2 - Disagree		16.7%	2
1 - Strongly Disagree		25.0%	3
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

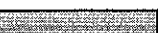
8. I participated in the creation of the case plan and my opinions and recommendations were heard and included in the case plan.

		Response Percent	Response Count
5 - Strongly Agree		16.7%	2
4 - Agree		25.0%	3
3 - Neutral		25.0%	3
2 - Disagree		8.3%	1
1 - Strongly Disagree		16.7%	2
0 - Does Not Apply		8.3%	1
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		33.3%	4
4 - Agree		33.3%	4
3 - Neutral		8.3%	1
2 - Disagree		16.7%	2
1 - Strongly Disagree		8.3%	1
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		58.3%	7
4 - Agree		25.0%	3
3 - Neutral		0.0%	0
2 - Disagree		0.0%	0
1 - Strongly Disagree		16.7%	2
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		8.3%	1
4 - Agree		16.7%	2
3 - Neutral		16.7%	2
2 - Disagree		16.7%	2
1 - Strongly Disagree		25.0%	3
0 - Does Not Apply		16.7%	2
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		25.0%	3
4 - Agree		33.3%	4
3 - Neutral		8.3%	1
2 - Disagree		16.7%	2
1 - Strongly Disagree		16.7%	2
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		25.0%	3
4 - Agree		8.3%	1
3 - Neutral		16.7%	2
2 - Disagree		0.0%	0
1 - Strongly Disagree		25.0%	3
0 - Does Not Apply		25.0%	3
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		25.0%	3
4 - Agree		25.0%	3
3 - Neutral		33.3%	4
2 - Disagree		8.3%	1
1 - Strongly Disagree		8.3%	1
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		25.0%	3
4 - Agree		0.0%	0
3 - Neutral		41.7%	5
2 - Disagree		16.7%	2
1 - Strongly Disagree		16.7%	2
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

16. 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

		Response Percent	Response Count
5 - Strongly Agree		45.5%	5
4 - Agree		0.0%	0
3 - Neutral		9.1%	1
2 - Disagree		0.0%	0
1 - Strongly Disagree		9.1%	1
0 - Does Not Apply		36.4%	4
answered question			11
skipped question			1

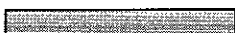
19. My phone calls are answered or returned within 24 hours.

		Response Percent	Response Count
5 - Strongly Agree		41.7%	5
4 - Agree		33.3%	4
3 - Neutral		0.0%	0
2 - Disagree		0.0%	0
1 - Strongly Disagree		25.0%	3
0 - Does not apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		50.0%	6
4 - Agree		33.3%	4
3 - Neutral		0.0%	0
2 - Disagree		8.3%	1
1 - Strongly Disagree		8.3%	1
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		27.3%	3
4 - Agree		18.2%	2
3 - Neutral		0.0%	0
2 - Disagree		9.1%	1
1 - Strongly Disagree		9.1%	1
0 - Does Not Apply		36.4%	4
answered question			11
skipped question			1

18. My Family Care Counselor is available and accessible.

		Response Percent	Response Count
5 - Strongly Agree		50.0%	6
4 - Agree		16.7%	2
3 - Neutral		25.0%	3
2 - Disagree		0.0%	0
1 - Strongly Disagree		8.3%	1
0 - Does Not Apply		0.0%	0
answered question			12
skipped question			0

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

		Response Percent	Response Count
5 - Strongly Agree		41.7%	5
4 - Agree		25.0%	3
3 - Neutral		16.7%	2
2 - Disagree		0.0%	0
1 - Strongly Disagree		8.3%	1
0 - Does Not Apply		8.3%	1
answered question			12
skipped question			0

22. Please let us know how we can improve:

	Response Count
	10
answered question	10
skipped question	2

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

	Response Count
	8
answered question	8
skipped question	4

24. Name (OPTIONAL)

Response
Count

8

answered question

8

skipped question

4

25. Phone Number (OPTIONAL)

Response
Count

8

answered question

8

skipped question

4

Parent Satisfaction Survey 2012

Please let us know how we can improve:

Answer Options

Response Count

10

answered question
skipped question

10
2

Number	Response Text
1	By being honest, having integrity, and not lying to keep us from our son, not able to develop a strong bond because the Partnership refuses to allow it, unprofessionalism, unorganized Lake City Caseworkers leaving every few months, [Name Removed by PSF QA] FCCS needs to be evaluated she is very shrewd & Coniving telling us we were well within being reunified after meeting the necessary requirements teh n it being adoption for no reason that was validated as true they are liars.
2	You can improve by not taking children adn despite the perants doing all they can and finished the case plan that you guys try to put the child up for adoption because we the parents don't have anybody on our side right is right and wrong is wrong you have people that kill their children everyday and still have a chance for them to be in there homes but you have parents that did everything that was required and their still trying to keep my child from me Thats just plain wrong.
3	Slop takin people's kid's because they are having a hard time and down on their luck during this hard time our whole country is having. I didn't beat my kids or neglect them in any way. Your case worker's need to work just as hard as the people their over seeing and return their phone calls and tell their clients whtat the hell is going on and exactly what all and when you need to do these classes. I've lost two job's because of this crap. The Bad Guy
4	In a just a few ways for familys that have no family or friends due to relocating for medical reason a babysitter so that mom and dad can have there time also together. To get funds for people to better themselves as of schooling or trade school. Maybe try to get funds for family in dire need of gas to get back and forth to find work or school
5	buy being a better case counselor also comminication better
6	I wish that I could have done my Parenting Classes at home so I know I wouldn't have missed any and got kicked out and now I have to start all over. But my case worker told me I couldn't do that cause I don't have my kid living with me. When all this started with my 2 year old I was able to do in home parenting and DCF took her from me. What I don't get is why can't I do that now. Maybe someone can improve on letting parents do in home parenting classes.
7	Lessen caseworker's loads and employ more caseworkers like Ashley Friend.
8	I want another Family care counselor and to be able to visit my daughter.
9	I am not very happy when I try to reach my family care counselor she does not answer sends me to voicemail or does she return my calls I have to go up there to find out what is goin on.
10	Ok ema start by saying ema loving parent and i love my kids dearly and i think dat maybe you guys have more opportunities to be present with open mic days or nights for people to be morfortable with how important families is especially for the children but maybe if u let parents who love and will not never harm there children have opportunities to be a parent to them... even if the children doesn't stay in the same household.

Parent Satisfaction Survey 2012

Please let us know of things we are doing well:

Answer Options

Response Count

8

answered question
skipped question

8
4

Number	Response Text
1	We have no faith in such a terrible sysytem the attorney general should really investigate the morals and hiring process. To Judgement in God's hands is all I can say. I have filed grievances & filed with the Circuit Court Judge, my lawyer e.t.c. it is terrible here in Lake City Especially my wife having completed all requirement and we still only see our son 2 hrs twice per week.
2	My Caseworker was Keisha Kimble she is an exxellant case-manager adn great healer I just want to let you know that you guys need more workers like her and not backstabbers
3	The best think I see you did was hiring Ashley Friend. She cared so much for our family needs.
4	P.S. I would dlike a copy of how my survey helped out.
5	no inporvement
6	Helping with everything you guys can to help us parents with what we need to get done.
7	Ashley Friend is an accepctional(underlined) case worker she goes ABOVE and BEYOND to make sure families are beeing met. She is courteous and takes and interest in children
8	Let me visit my boys longer
	Well okay i can say this letter from strong families have made being a parent really futuristic for help supporting something like this an you guys just hearing our side of the story but in my life i can't say em the perfect parent but a lot of things i am good at and dat's being a parent and i would like to be apart of strong families.