

Partnership for Strong Families Relative Caregiver Satisfaction Survey 2012



1. How long have you been receiving services?

		Response Percent	Response Count
1-6 Months		14.3%	1
7-11 Months		42.9%	3
1-2 Years		42.9%	3
Over 2 Years		0.0%	0
answered question			7
skipped question			0

2. What is your age?

		Response Percent	Response Count
Under 24		0.0%	0
25-34		14.3%	1
35-54		42.9%	3
55 +		42.9%	3
answered question			7
skipped question			0

3. What is your race/ethnicity?

		Response Percent	Response Count
White		100.0%	7
African American		0.0%	0
Hispanic		0.0%	0
Asian		0.0%	0
Other (please specify)			1
answered question			7
skipped question			0

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

		Response Percent	Response Count
Gainesville		28.6%	2
Lake City		28.6%	2
Live Oak		28.6%	2
Starke		0.0%	0
Trenton		14.3%	1
answered question			7
skipped question			0

5. 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		14.3%	1
4 – Agree		28.6%	2
3 – Neutral		0.0%	0
2 – Disagree		0.0%	0
1 – Strongly Disagree		42.9%	3
0 – Does Not Apply		14.3%	1
answered question			7
skipped question			0

6. 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		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		0.0%	0
2 – Disagree		14.3%	1
1 – Strongly Disagree		28.6%	2
0 – Does Not Apply		14.3%	1
answered question			7
skipped question			0

7. 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		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		14.3%	1
2 – Disagree		14.3%	1
1 – Strongly Disagree		14.3%	1
0 – Does Not Apply		14.3%	1
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		71.4%	5
4 – Agree		28.6%	2
3 – Neutral		0.0%	0
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

9. 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		57.1%	4
4 – Agree		0.0%	0
3 – Neutral		0.0%	0
2 – Disagree		14.3%	1
1 – Strongly Disagree		28.6%	2
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		0.0%	0
2 – Disagree		28.6%	2
1 – Strongly Disagree		28.6%	2
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

11. 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		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		14.3%	1
2 – Disagree		42.9%	3
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

12. 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		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		14.3%	1
2 – Disagree		28.6%	2
1 – Strongly Disagree		14.3%	1
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		14.3%	1
2 – Disagree		14.3%	1
1 – Strongly Disagree		14.3%	1
0 – Does Not Apply		14.3%	1
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		71.4%	5
4 – Agree		14.3%	1
3 – Neutral		0.0%	0
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		14.3%	1
answered question			7
skipped question			0

15. My Family Care Counselor is available and accessible.

		Response Percent	Response Count
5 – Strongly Agree		42.9%	3
4 – Agree		0.0%	0
3 – Neutral		14.3%	1
2 – Disagree		28.6%	2
1 – Strongly Disagree		14.3%	1
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		28.6%	2
4 – Agree		0.0%	0
3 – Neutral		14.3%	1
2 – Disagree		42.9%	3
1 – Strongly Disagree		14.3%	1
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		71.4%	5
4 – Agree		14.3%	1
3 – Neutral		0.0%	0
2 – Disagree		14.3%	1
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

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

		Response Percent	Response Count
5 – Strongly Agree		28.6%	2
4 – Agree		42.9%	3
3 – Neutral		0.0%	0
2 – Disagree		28.6%	2
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			7
skipped question			0

19. Please let us know how we can improve:

**Response
Count**

4

answered question 4

skipped question 3

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

**Response
Count**

4

answered question 4

skipped question 3

21. Name (OPTIONAL)

**Response
Count**

3

answered question 3

skipped question 4

22. Phone Number (OPTIONAL)

**Response
Count**

3

answered question 3

skipped question 4

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Please let us know how we can improve:

Answer Options

Response Count

4

answered question
skipped question

4

3

Number	Response Text
1	Although my granddaughters are no longer with me, I do have some ongoing questions and concerns from time to time. It's getting more difficult to get a hold of FCC. I've left three (3) messages this week.
2	Let us talk in court. Provide the things the children need, rather than leaving us to provide them all.
3	I have not been to court or ask to go except for 1st hearing and had to sit outside. I went to school counselor to get counseling through project catch. I kept waiting PSF and I needed help I do not even know what services I can get for the children other than medicaid and the relative caregiver funds.
4	By letting caregivers know when staffings will be held and all court hearings. We have not been informed or asked for input except for 2 times on staffings and we have not been notified of all court dates. Also by treating caregivers as part of the case. We feel that we have had no say in any of this. We are treated like babysitters for the state. We have no say in important matters and if we don't agree with them they threaten to move the child.

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Please let us know of things we are doing well:

Answer Options

Response Count

4

answered question
skipped question

4

3

Number	Response Text
1	Being consistent in coming over and very sensitive to my schedule and the girls' school times, etc; he was always kind and considerate to me and my girls.
2	When I call and leave a message it takes more than 24 hours for a return call. If it is an emergency I keep calling back.
3	I can't think of anything that they are doing well.
4	Great! Very Helpful Thanks