

# Partnership for Strong Families Stakeholder Satisfaction Survey 2012



## 1. PSF office(s) that you work with:

|                    |  | Response<br>Percent | Response<br>Count |
|--------------------|--|---------------------|-------------------|
| Gainesville        |  | 78.0%               | 64                |
| Lake City          |  | 8.5%                | 7                 |
| Live Oak           |  | 6.1%                | 5                 |
| Starke             |  | 15.9%               | 13                |
| Trenton            |  | 11.0%               | 9                 |
| PSF Administration |  | 7.3%                | 6                 |
| answered question  |  |                     | 82                |
| skipped question   |  |                     | 0                 |

## 2. Area in which I work:

|                                                                                               |                                                                                     | Response<br>Percent | Response<br>Count |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------|-------------------|
| Child Care Resources/Early Learning Coalition/Gateway Coalition/Episcopal Children's Services |                                                                                     | 0.0%                | 0                 |
| Children's Medical Services                                                                   |    | 8.5%                | 7                 |
| Child Protection Team                                                                         |                                                                                     | 0.0%                | 0                 |
| Children's Legal Services                                                                     |    | 4.9%                | 4                 |
| Court System                                                                                  |    | 1.2%                | 1                 |
| Department of Children and Families                                                           |    | 3.7%                | 3                 |
| Department of Juvenile Justice                                                                |    | 1.2%                | 1                 |
| Guardian ad Litem                                                                             |   | 65.9%               | 54                |
| Health Department                                                                             |  | 14.6%               | 12                |
| Mediation                                                                                     |                                                                                     | 0.0%                | 0                 |
| Police Department                                                                             |                                                                                     | 0.0%                | 0                 |
| Protective Investigations                                                                     |                                                                                     | 0.0%                | 0                 |
| School System                                                                                 |                                                                                     | 0.0%                | 0                 |
| Sheriff's Office                                                                              |                                                                                     | 0.0%                | 0                 |
| Substance Abuse and Mental Health Program/Provider                                            |                                                                                     | 0.0%                | 0                 |
| Child Advocacy Center                                                                         |                                                                                     | 0.0%                | 0                 |
| Agency for Persons with Disabilities                                                          |                                                                                     | 0.0%                | 0                 |
| answered question                                                                             |                                                                                     |                     | 82                |
| skipped question                                                                              |                                                                                     |                     | 0                 |

**3. PSF staff is easily accessible and respond to my telephone calls or letters in a timely manner.**

|                       |                                                                                   | Response Percent | Response Count |
|-----------------------|-----------------------------------------------------------------------------------|------------------|----------------|
| 5 - Strongly Agree    |  | 11.1%            | 8              |
| 4 - Agree             |  | 25.0%            | 18             |
| 3 - Neutral           |  | 25.0%            | 18             |
| 2 - Disagree          |  | 16.7%            | 12             |
| 1 - Strongly Disagree |  | 18.1%            | 13             |
| 0 - Does Not Apply    |  | 4.2%             | 3              |
| answered question     |                                                                                   |                  | 72             |
| skipped question      |                                                                                   |                  | 10             |

**4. PSF staff is courteous and knowledgeable in their interactions with me or my agency.**

|                       |                                                                                     | Response Percent | Response Count |
|-----------------------|-------------------------------------------------------------------------------------|------------------|----------------|
| 5 - Strongly Agree    |  | 13.9%            | 10             |
| 4 - Agree             |  | 50.0%            | 36             |
| 3 - Neutral           |  | 22.2%            | 16             |
| 2 - Disagree          |  | 5.6%             | 4              |
| 1 - Strongly Disagree |  | 2.8%             | 2              |
| 0 - Does Not Apply    |  | 5.6%             | 4              |
| answered question     |                                                                                     |                  | 72             |
| skipped question      |                                                                                     |                  | 10             |

**5. PSF staff notifies me in advance when they need reports, information, recommendations, or letters from me.**

|                       |                                                                                   | Response<br>Percent | Response<br>Count |
|-----------------------|-----------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 4.2%                | 3                 |
| 4 - Agree             |  | 22.2%               | 16                |
| 3 - Neutral           |  | 30.6%               | 22                |
| 2 - Disagree          |  | 11.1%               | 8                 |
| 1 - Strongly Disagree |  | 12.5%               | 9                 |
| 0 - Does Not Apply    |  | 19.4%               | 14                |
| answered question     |                                                                                   |                     | 72                |
| skipped question      |                                                                                   |                     | 10                |

**6. When requesting information from PSF, I receive it in a timely manner and the information is comprehensive and current.**

|                       |                                                                                     | Response<br>Percent | Response<br>Count |
|-----------------------|-------------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 5.6%                | 4                 |
| 4 - Agree             |  | 25.0%               | 18                |
| 3 - Neutral           |  | 27.8%               | 20                |
| 2 - Disagree          |  | 18.1%               | 13                |
| 1 - Strongly Disagree |  | 19.4%               | 14                |
| 0 - Does Not Apply    |  | 4.2%                | 3                 |
| answered question     |                                                                                     |                     | 72                |
| skipped question      |                                                                                     |                     | 10                |



**7. When requesting information from PSF, I receive it in a timely manner and the information is comprehensive and current.**

|                       |                                                                                   | Response<br>Percent | Response<br>Count |
|-----------------------|-----------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 6.9%                | 5                 |
| 4 - Agree             |  | 19.4%               | 14                |
| 3 - Neutral           |  | 30.6%               | 22                |
| 2 - Disagree          |  | 18.1%               | 13                |
| 1 - Strongly Disagree |  | 18.1%               | 13                |
| 0 - Does Not Apply    |  | 6.9%                | 5                 |
| answered question     |                                                                                   |                     | 72                |
| skipped question      |                                                                                   |                     | 10                |

**8. PSF staff develops and involves community based resources/services to assist families in becoming safe, stable and sufficient.**

|                       |                                                                                     | Response<br>Percent | Response<br>Count |
|-----------------------|-------------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 11.1%               | 8                 |
| 4 - Agree             |  | 45.8%               | 33                |
| 3 - Neutral           |  | 29.2%               | 21                |
| 2 - Disagree          |  | 2.8%                | 2                 |
| 1 - Strongly Disagree |  | 1.4%                | 1                 |
| 0 - Does Not Apply    |  | 9.7%                | 7                 |
| answered question     |                                                                                     |                     | 72                |
| skipped question      |                                                                                     |                     | 10                |

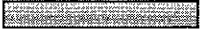
**9. I have been informed of Family Team Conferencing and I have been invited to participate in Family Team Conferences with families in which I am involved.**

|                       |                                                                                   | Response<br>Percent | Response<br>Count |
|-----------------------|-----------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 1.4%                | 1                 |
| 4 - Agree             |  | 34.7%               | 25                |
| 3 - Neutral           |  | 6.9%                | 5                 |
| 2 - Disagree          |  | 19.4%               | 14                |
| 1 - Strongly Disagree |  | 12.5%               | 9                 |
| 0 - Does Not Apply    |  | 25.0%               | 18                |
| answered question     |                                                                                   |                     | 72                |
| skipped question      |                                                                                   |                     | 10                |

**10. When I have invited them, PSF staff attends meetings and they come prepared with helpful information.**

|                       |                                                                                     | Response<br>Percent | Response<br>Count |
|-----------------------|-------------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 5.6%                | 4                 |
| 4 - Agree             |  | 26.4%               | 19                |
| 3 - Neutral           |  | 23.6%               | 17                |
| 2 - Disagree          |  | 1.4%                | 1                 |
| 1 - Strongly Disagree |                                                                                     | 0.0%                | 0                 |
| 0 - Does Not Apply    |  | 43.1%               | 31                |
| answered question     |                                                                                     |                     | 72                |
| skipped question      |                                                                                     |                     | 10                |

# 11. My opinions and recommendations are considered by the Partnership for Strong Families.

|                       |                                                                                   | Response<br>Percent | Response<br>Count |
|-----------------------|-----------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 12.5%               | 9                 |
| 4 - Agree             |  | 30.6%               | 22                |
| 3 - Neutral           |  | 29.2%               | 21                |
| 2 - Disagree          |  | 9.7%                | 7                 |
| 1 - Strongly Disagree |  | 8.3%                | 6                 |
| 0 - Does Not Apply    |  | 9.7%                | 7                 |
| answered question     |                                                                                   |                     | 72                |
| skipped question      |                                                                                   |                     | 10                |

# 12. I believe the services that my client receives from PSF are helping them to address their identified needs.

|                       |                                                                                     | Response<br>Percent | Response<br>Count |
|-----------------------|-------------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 6.9%                | 5                 |
| 4 - Agree             |  | 44.4%               | 32                |
| 3 - Neutral           |  | 25.0%               | 18                |
| 2 - Disagree          |  | 11.1%               | 8                 |
| 1 - Strongly Disagree |  | 1.4%                | 1                 |
| 0 - Does Not Apply    |  | 11.1%               | 8                 |
| answered question     |                                                                                     |                     | 72                |
| skipped question      |                                                                                     |                     | 10                |



### 13. PSF ensures services and supports to the family are provided in a coordinated manner.

|                       |                                                                                   | Response<br>Percent | Response<br>Count |
|-----------------------|-----------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 2.8%                | 2                 |
| 4 - Agree             |  | 36.1%               | 26                |
| 3 - Neutral           |  | 40.3%               | 29                |
| 2 - Disagree          |  | 11.1%               | 8                 |
| 1 - Strongly Disagree |  | 4.2%                | 3                 |
| 0 - Does Not Apply    |  | 5.6%                | 4                 |
| answered question     |                                                                                   |                     | 72                |
| skipped question      |                                                                                   |                     | 10                |

### 14. PSF ensures the safety and well-being of children.

|                       |                                                                                     | Response<br>Percent | Response<br>Count |
|-----------------------|-------------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 15.3%               | 11                |
| 4 - Agree             |  | 55.6%               | 40                |
| 3 - Neutral           |  | 22.2%               | 16                |
| 2 - Disagree          |  | 2.8%                | 2                 |
| 1 - Strongly Disagree |  | 1.4%                | 1                 |
| 0 - Does Not Apply    |  | 2.8%                | 2                 |
| answered question     |                                                                                     |                     | 72                |
| skipped question      |                                                                                     |                     | 10                |



**15. Placement changes for children occur only after careful planning and concern for preserving a sense of continuity.**

|                       |                                                                                   | Response Percent | Response Count |
|-----------------------|-----------------------------------------------------------------------------------|------------------|----------------|
| 5 - Strongly Agree    |  | 11.1%            | 8              |
| 4 - Agree             |  | 27.8%            | 20             |
| 3 - Neutral           |  | 27.8%            | 20             |
| 2 - Disagree          |  | 19.4%            | 14             |
| 1 - Strongly Disagree |  | 2.8%             | 2              |
| 0 - Does Not Apply    |  | 11.1%            | 8              |
| answered question     |                                                                                   |                  | 72             |
| skipped question      |                                                                                   |                  | 10             |

**16. I have a clear understanding of the PSF family support system and my role in the process.**

|                       |                                                                                     | Response Percent | Response Count |
|-----------------------|-------------------------------------------------------------------------------------|------------------|----------------|
| 5 - Strongly Agree    |  | 12.5%            | 9              |
| 4 - Agree             |  | 47.2%            | 34             |
| 3 - Neutral           |  | 16.7%            | 12             |
| 2 - Disagree          |  | 12.5%            | 9              |
| 1 - Strongly Disagree |  | 4.2%             | 3              |
| 0 - Does Not Apply    |  | 6.9%             | 5              |
| answered question     |                                                                                     |                  | 72             |
| skipped question      |                                                                                     |                  | 10             |

### 17. The PSF Emergency/After Hours on-call system is effective and efficient.

|                       |                                                                                   | Response<br>Percent | Response<br>Count |
|-----------------------|-----------------------------------------------------------------------------------|---------------------|-------------------|
| 5 - Strongly Agree    |  | 4.2%                | 3                 |
| 4 - Agree             |  | 12.5%               | 9                 |
| 3 - Neutral           |  | 30.6%               | 22                |
| 2 - Disagree          |  | 5.6%                | 4                 |
| 1 - Strongly Disagree |                                                                                   | 0.0%                | 0                 |
| 0 - Does Not Apply    |  | 47.2%               | 34                |
| answered question     |                                                                                   |                     | 72                |
| skipped question      |                                                                                   |                     | 10                |

### 18. Please let us know how we can improve.

|                   | Response<br>Count |
|-------------------|-------------------|
|                   | 44                |
| answered question | 44                |
| skipped question  | 38                |

### 19. Please let us know of things we are doing well.

|                   | Response<br>Count |
|-------------------|-------------------|
|                   | 30                |
| answered question | 30                |
| skipped question  | 52                |

20. Name (OPTIONAL)

Response  
Count

15

answered question

15

skipped question

67

21. Phone Number (OPTIONAL)

Response  
Count

15

answered question

15

skipped question

67

# Stakeholder Satisfaction Survey 2012

Please let us know how we can improve.

Answer Options

Response Count

44

answered question  
skipped question

44  
38

| Number | Response Text                                                                                                                                                                                                                                                        | Response Count |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1      | Some units are better than others in regards to responding to a request for information or answering emails.                                                                                                                                                         |                |
| 2      | please tell me more about the program as I am not familiar with it                                                                                                                                                                                                   |                |
| 3      | Increased coordination of services and communications between them.                                                                                                                                                                                                  |                |
| 4      | would like information about exactly how the agency works and how clinic at health department could better work with them. Would like to have more medical information on children when they come in for emergency physicals. Would like follow up on the children . |                |
| 5      | Include GAL in the case. We are left out completely.                                                                                                                                                                                                                 |                |
| 6      | Respond timely to emails/phone calls.                                                                                                                                                                                                                                |                |
| 7      | As a Guardian, I would appreciate being copied on many emails that pertain to my case.                                                                                                                                                                               |                |
| 8      | more cooperation between Gal and PSF.                                                                                                                                                                                                                                |                |
| 9      | This survey is really not helpful. I have worked with excellent people and others that really are quite incompetent. I answered the questions based on my current case.                                                                                              |                |
| 10     | Certain staff members are very responsive and involved in their caseload. Others are much more hands off and very difficult to reach and communicate necessary information with.                                                                                     |                |
| 11     | Answer calls and messages. Research children involved with Partnership and Children's Medical Services and keep CMS nurse care coordinators "in the loop".                                                                                                           |                |
| 12     | I personally find you very supportive.                                                                                                                                                                                                                               |                |
| 13     | The staff that is hard to reach and that a lot of time do not return calls are the family care counselors. But I also think they are overworked and underpaid for all the things they are expected to do.                                                            |                |
| 14     | Respond to voice mails, phone calls, etc. - it is frequently SEVERAL days or sometimes not at all that calls are returned. Screen the case before making referrals for services.                                                                                     |                |
| 15     | Return phone calls and paperwork in a timely manner                                                                                                                                                                                                                  |                |
| 16     | Communication in a timely manner.                                                                                                                                                                                                                                    |                |



|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 17 | phone calls are never returned. answers are never available. caseworkers sometimes go completely against what the GAL has found out about the situation, especially when that information will get the child situated in a permanent home and then the case will be closed!!!!                                                                                                                                                                                                                                                                                                                                                                       |
| 18 | improve responsiveness to email/phone, though I realize caseworkers are often overloaded.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 19 | No comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 20 | Some of the family care counselors are very knowledgeable and helpful. There are others that are not helpful and stand in the way of timely stability for the children they serve. I had a supervisor once make a comment that she did not care about the 2 other children being TPR'd in a case only the 2 her unit was responsible for as the others were in a different unit. They were all half siblings same Dad. The victims are the children and this was a very ridiculous statement.                                                                                                                                                        |
| 21 | Would like to be included in team conferencing. Would like to provide in-service to your staff about Baker County Healthy Start Program and receive like services from PSF                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 22 | My dealings with PSF are limited and have not received information in a timely matter. My dealings are with my GAL Supervisor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 23 | PSF has tried to ignore me and belittle me. They seem to have no problem ignoring the instructions of the court. I will be leaving the GAL program because of the rude treatment I have received from PSF, and my supervisor's lack of action on the matter. As a former manager of large departments, I am shocked that PSF is so mismanaged or rather unmanaged. Case workers do not proof their reports to the court, make erroneous statements through carelessness, and in my opinion, do not do their job effectively. Would be happy to provide more specifics, but until PSF does a more adequate job, the need for Guardians will increase. |
| 24 | Return emails and phone calls the same day. And dress appropriately for court (dockers and a shirt with no tie is NOT appropriate).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 25 | The family care counselors and their supervisors more often than not do not respond to phone calls or E-mails either from the client families or the GALs. I don't understand why this group is the only one (including providers) who do not return calls and share information freely. How can this be acceptable?                                                                                                                                                                                                                                                                                                                                 |
| 26 | Hire more people so the staff FCC do not feel overwhelmed by their duties/responsibilities. I know this takes budget you are not given. But enough folks and time to communicate effectively would help.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 27 | Answer emails.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 28 | Timely response to phone calls. Meeting with the Guardian ad Litem for a visit when needed.<br>More recognition of children's needs. Work more closely with Guardian ad Litem on what is in the child's best interest. At Staffings encourage the Guardian ad Litem assigned to the case to speak re their opinion of what they feel is best for the child/children.                                                                                                                                                                                                                                                                                 |
| 29 | Competence of workers, knowledge of their cases, input from other providers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 30 | I only have worked with one caseworker and she was far less than professional or helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 31 | Help the staff better serve the needs of the children. Either get them more skill to handle the tasks or assign them less cases.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 32 | There should be better communication between the PSF and the GAL. I had a child who was removed from a placement and I was not notified. I found out about the placement change from a family member I ran into about 2 weeks after the change, during which time I'd made numerous unsuccessful attempts to visit the child. I later received an Unopposed Motion for Disposition of Change of Placement that stated the Guardian was in agreement to this change of placement, which is untrue as I didn't know about it until much later.                                                                                                         |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 33 | Let the GAL volunteers help you by thinking of them as part of the same team and keep us informed. Ask the GALs to reciprocate, if that's not happening.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 34 | Answering email/phone requests in a timely fashion. Inviting G.A.L. to staffings when appropriate. Sending reports from supporting agencies to G.A.L. office in a timely fashion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 35 | In my experience it seems like the easiest and most expedient answer is the default. It is rarely the best decision for the family nor for permanency.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 36 | My current case has had three different case workers. Very difficult to keep changing. Earlier notification of meetings would be appreciated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 37 | Respond better to inquiries from Guardian ad Litem and the families represented by PSF.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 38 | Look for ways to increase the synergy between all agencies by having staffings and interaction on a more frequent basis. We are all on the same team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 39 | the level of co-operation between GAL and PSF workers varies greatly depending on the competency and willingness of the psf worker. Some are excellent, some are less accessible and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 40 | File information in a timely manner. Let GAL program know when child has been moved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 41 | I know it is very hard for the counselors to always respond by telephone. I would prefer communicating by email if at all possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 42 | Reports given by providers are generally not filed with the court in a timely manner. The FCC's hold on to them and file them just before the JR which means the Guardian ad Litem staff/volunteers sometimes to not get the information so they can look for resolutions to problems, etc. we must do extra work to gather information when it could be made available in a timely manner by the FCC's. Providers tell us when we ask for reports that they have submitted them to the FCC and when we ask the FCC's for them, they says we will get them when they are filed - but do not file them till the 12th hour prior to the JR. Very frustrating. Also, the FCC's are very bad about informing the Guardians ad Litem when changes in placement occurs or there are major events in the case. We usually find out from other sources. It seems like the channels of communication are much more open from the Guardian to the FCC than vice versa. Changes in placement often appear random and capricious. |
| 43 | Case managers are telling me that they are being asked to further justify services even after they are court ordered. This is entirely unacceptable! If you fail to abide by a court order, I will not hesitate to have the person responsible for ignoring the court order served with an order to show cause and have that person explain to the court why he or she feels a court order is a mere suggestion. This is a great way for you - and by extension me - to lose credibility before the court.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 44 | The folks I deal with in Hamilton and Madison Counties are doing great.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

# Stakeholder Satisfaction Survey 2012

Please let us know of things we are doing well.

Answer Options

Response Count

30

answered question  
skipped question

30  
52

| Number | Response Text                                                                                                                                                                                                                                                            |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Including the GAL program in staffings and showing genuine appreciation in GAL's participation. I've seen improvement in PSF's referrals for services. PSF's UM team does a great job in getting feedback from providers and helping FCC and GAL when hurdles arise.     |
| 2      | Bringing in children in timely manner. Being so patient as we have to work in children into schedule for examination                                                                                                                                                     |
| 3      | You are pleasant to talk to when I can catch you.                                                                                                                                                                                                                        |
| 4      | Use of community resources to assist the family. Friendly people. So overworked.                                                                                                                                                                                         |
| 5      | It is a daunting job for the people who really work hard. I admire them.                                                                                                                                                                                                 |
| 6      | In my role, I have been very involved with PFSF in a variety of aspects and my input is considered and respected.                                                                                                                                                        |
| 7      | I think you do a great job!                                                                                                                                                                                                                                              |
| 8      | Your placement specialist team is great! They work very hard to find the right placement for a child and they are very efficient returning calls and following up w/                                                                                                     |
| 9      | Administration is very responsive.                                                                                                                                                                                                                                       |
| 10     | You care for the kids.                                                                                                                                                                                                                                                   |
| 11     | Meeting are good, the few I have known about.                                                                                                                                                                                                                            |
| 12     | No comment                                                                                                                                                                                                                                                               |
| 13     | In the past 3 years I have worked with 2 excellent family care counselors. The new system where everyone gets together to make sure referrals are done timely is great so everyone is on the same page. Being very open minded along with following the law is important |
| 14     | Referrals to our Parents Supporting Parents group. Thanks!!                                                                                                                                                                                                              |
| 15     | GAL is doing very well and it is because of them that I am able to do my job as a GAL Volunteer.                                                                                                                                                                         |
| 16     | Collecting their paychecks I guess                                                                                                                                                                                                                                       |
| 17     | Hmm-- family team and other staffings and conferences are usually professionally done.                                                                                                                                                                                   |
| 18     | Lots of folks are working hard. The system has seen big improvements over the last several years in effectiveness, particularly in identifying and planning to achieve specific individual goals.                                                                        |
| 19     | Works with Guardian Ad Litem                                                                                                                                                                                                                                             |

|    |                                                                                                                                                                                                                                                                                       |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20 | I believe that everyone at the Partnership wants to do a good job but are either overwhelmed or under supported.                                                                                                                                                                      |
| 21 | I feel the PSF is doing a good job of making referrals to community agencies, working with parents to make the process easier for them.                                                                                                                                               |
| 22 | My FCC is knowledgeable and cooperative when I finally get to speak with her, but she usually does not return my calls or e-mails. I appreciate that she is busy and stressed, but that shouldn't be an excuse.                                                                       |
| 23 | The counselors and families appear to have a positive relationship. Court appearances for the families involved are arranged by PSF in a reliable manner and staff are present at hearings.                                                                                           |
| 24 | Case Worker J. Neal was outstanding. Always prompt in returning calls and valued the Guardian ad litem input. That isn't always true of Case Workers.                                                                                                                                 |
| 25 | There are several FCC's who update the Guardian ad Litem and really look out for the children.                                                                                                                                                                                        |
| 26 | You have mostly dedicated people who are trying to improve the process.                                                                                                                                                                                                               |
| 27 | Really provide services to help the family.                                                                                                                                                                                                                                           |
| 28 | For the most part, the FCC's are very conscientious and do the best they can given their caseloads. I believe they do try to provide as many services to the families as possible to give them a chance for reunification or to improve chances of success once reunification occurs. |
| 29 | James Weaver is doing an outstanding job running the Live Oak office. Karen Fletcher is the best case manager I've worked with in the past 14 years.                                                                                                                                  |
| 30 | Informative and caring people in Madison and Hamilton Counties.                                                                                                                                                                                                                       |