

Lane County Agency Survey on Children and Families 2000

June 2000

Narrative to Open-Ended Responses

Note: These answers have been recorded verbatim by interviewers. They have been corrected for spelling, but not for grammar. In the interest of space, responses such as "I don't know," "none," "no answer," "I have no idea," "nothing," "I can't think of any" and "no comment" have been deleted. (P) indicates that the interviewer probed.

DBNAME2

What is your (agency's/program's) actual name?

Family Connections

Girl Scouts of Western Rivers Council

Intake of the NEFP

Junction City Family Resource Network

Lifespan Respite Referral of Lane County

South Lane Family Nursery Family Relief Nursery

The Salvation Army Social Services- Eugene Services Program

ENDING1

That's the end of the survey! Is there anything else you would like to add about the quality or delivery of services to families and their children in your (agency/program)?

Basically our program is for runaways who want a free trip home but they have to be a runaway

Basically we provide services to any child and will always see them the first time they come in the door, or will get them connected to the help they need.

Because we're a rural program and away from the urban area, the rural areas are not given the same services as those in the metro area. It's gotten better but it could be better.

For what we do here in parks and rec. we provide a really good service. We are low cost, it's a community-based service. We don't reach all parts of Lane county, but for our community we do a good job.

Funding is always a problem. We're not able to help the families or individuals towards self-sufficiency. Also there might be duplication of services with other agencies, which would cause confusion with clients. But funding is the top priority I'd like to add- that the welfare reform is - maybe its too early to see the results , but I don't think its really benefiting the small minority whose struggling towards self sufficiency, which leaves the non profit private sector to pick up the slack, without appropriate funding.

I don't have anything to add, I feel the survey was geared towards other agencies

I don't think I want to go there it's hard to get it in a nutshell it's hard to say in a few sentences I think part of it is the political instability, where the funding dollars are going to be, to 0-8 year olds, to teenagers, were where the funding is more dollars for teens = more for early child hood, we go where the money is programs are not stable because they go where money is

I don't think so I mean our mission is to help people who need our services and we make it happen when they need it

I don't think so. Except that this Survey didn't really match us--we provide meal tickets to children--so that didn't exactly match what we do.

I guess I think that our services are unique in that children and families are referred to the center most often by SCF and law enforcement agencies at the time that there is a report of abuse, either physical or sexual with a child victim, services are provided at that time. There is no delay, there are no fees.

I think that someone's put our organization on this list when it shouldn't be-- we don't provide services.

I think we would do well to have better funding--if it were a county library system instead of city. And with greater funding.

I would hope that in designing this survey to take county provisions, not just our agencies. Look at community wide provisions.

I would just highlight that we are a city agency so when it comes to county services we can't deliver beyond city limits.

Just that we are always very helpful friendly, friendly, and sensitive to people's needs.

Just that we give the best

Just the lack of federal and state funding. We have state and federal mandated programs but they are not funded.

And that creates the barrier.

Just there needs to more funding out there for the help and services they need

Just to know lane schools is an EST program that serves students with emotional and behavioral disorders from all sixteen school districts in Lane county. Students are referred by home or residential districts.

No it difficult the questions don't really fit its a hard thing I'm uncomfortable answering the questions because they don't fit

No just we feed families we feed families in lane county every night

No. We are a funder of services, not a direct service provider, except for having volunteers.

Ok umm, the safety net looks at the 5 different communities to link with families depending on how at need they are.

One of the things that distinguishes us from other agencies is that we are mother to mother support--its a peer relationship not a client relationship. We are here to help women with breastfeeding and we do a good job at that. We have ten leaders who offer phone help and lead meetings--we probably reach 100 women in a month.

Our biggest problem is able to get HMO cards, HMO doesn't provide prenatal care.

Our building structure here in Eugene is hard for them to come--ugly--and the parking situation, they have to pay to park, it is an accessibility issue.

Reduce barriers to families to those who are not considered limited resource families.

That people here are glad that we're here

That we individualize our services to meet our clients needs.

The barrier thing is sometimes we have not enough volunteers in some areas, it's a challenge.

The bulk of the service we provide is to other social welfare services, not necessarily directly to the public. Um, I think I mean you know, the question about accommodating more families and having a wait list. The family centers so not have wait lists however, we are somewhat limited in serving families because of um, limited funded to not be able to have extended hours and more evening and weekend staff.

Uh nope, it would help if we had more money

Uh, no I think that we covered the topics thoroughly. Umm we do a lot with a small budget and we help a lot of people

Um, for the families and youth that come here, there's a considerable systemic problem with public agencies that don't do sufficient follow-up with families in crisis, when families don't make their scheduled appointments. because of a problem in the family they were not able to meet the agency and the agency did not extend themselves enough to meet the family in crisis. SCF needs to have resources to respond to 10-18 year old abused and abandoned youth. Uninsured working poor families need more resources.

Um, increasing population makes it hard, increasing population of Latinos that needs support and help. Specifically monolingual Spanish speaking new immigrants, staff has not increased in 4 years and services have increased from serving 500-800 Latinos a month to serving 1500-1800 Latinos a month, with same # of staff and same level of funding.

Um, no I guess there isn't much to say. We like most agencies have empty beds.

Um, probably just the frustration of not having the funds to meet the needs of the families who seek our services.

Um, we have many requests from schools and programs we can't meet like after school snacks, we don't have the funds. In all literature in taking care of kids as a culture, there is never mentioned a correlation between nutrition and poor nutrition and its effects on cognitive development. It's an awareness problem in our culture.

Um, we need more coordinated effort between agencies and more flexible funding.

Um, well, I don't how relevant this is. One thing that is concern is that caseloads are too high and so that effects the quality of services.

Um, well, let's see, hmmm as for as quality of services I can use assistance like an assistant or aide, or office helper, I run this by myself, we have no funding at this point.

Um, you know, I think we do quite well, we give out 100 boxes of food a day, and that's generally to families, so that's a lot of families, I think we do pretty well with what we have, but we can always do more with more money

Umm, I think our concern is having system wide serves to families rather than pockets of service also we need to know they don't need to run wild to get services. The experience I have is we may confuse people with too much access.

Umm, that we're trying to do more on an interagency basis to get more cooperation

We also have a book program, we got a grant through first book, so kids come in and if the parents are willing to read to them, they get to take the book home or a volunteer can read to them. This lets them know the importance of reading and I'm really very proud of it. More agencies should do this. It doesn't have anything to do with food, but it's important. The other advantage is that it is a way of keeping kids busy while they are waiting for their parents.

We are on a bus line though. we provide all of our services in our branch offices as well.

We are one of two agencies in the state that provide the services we provide. We deal with sexual assault only. We serve all ages and both genders. We do a lot of college kids. I don't think people realize this is our specialty and we also serve men. I wish more people knew about us. Most people don't even know we are around, but now we are pretty tapped out as far as our services.

We are unusual because we are a residential drug and alcohol treatment center

We believe we offer very high quality service and that we are the only psychiatric facility for young children in Lane county.

We do see ourselves as a referral service and I can't think of a time that someone walked out of here with no help. We are connected with enough different places that we can always provide some assistance.

We don't give it when we don't have the money. When we got it we give it then we go broke.

We have services all over lane county so we are able to provide service to lots of people. if we had more funding we could do more--waiting lists are often a problem.

We need more money. If we had more money we could provide more services. That's the main problem.

We serve non-citizens

We'll add this, we have made a turnaround in our ability to provide services. We were really limited in our ability to provide services to low-income families. But we have been able to get grants and we are extending our services to more low-income families and we are becoming more community service oriented.

Well I don't know we have only one person who works only half time once a week we do the best we can with what we have I'm sure there are people who think that I haven't been much help because they try to call me and can't get me but we do the best we can

Well I think we deliver the quality care mental health services for the amount of staff we have caseload is quite high I think that might be a barrier.

Well, I mean, we're working with the mayor's task force to examine services for kids after school and during the summer. That's probably it.

Well, I think your questions are getting at some of the issues that exist in Lane country we have a number of quality programs that are limited by their resources to meet the needs of citizens of Lane county who need those services.

Well, I'd like to think we have very good services. We do our own survey and uh, try very hard to make our services reflect what the families have told us in the surveys.

Yea actually, our concern is that our program is funded by the school districts and medical cards, and so people with private insurance cannot access because private insurance pays limited days of treatment, and in my opinion - it excludes a lot of people from access our services

INTCOMM

Interviewer Comments:

Heartline provides only food for daycare providers, they do not deal directly with families

She said it is not an agency because it is not run by the state, or a program within an agency, but rather a program on its own.

The Latino community seems to have the most language barriers or literacy barriers to accessing this agency. Some of these questions should have small open ends for the interviewer to add, and for cases where the service is provided, referred, out of scope, etc. There should be another choice for a cooperative service between multiple agencies.