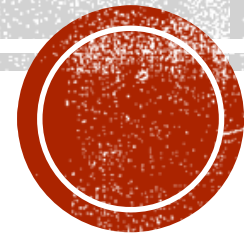


# CLIENT SATISFACTION SURVEY RESULTS

06 19 2018

Rachel Nunnikhoven



# Community Action of Southeast Iowa Client Satisfaction Survey

What county do you live in? Lee Date: 5-14-18

If you received services from our agency within the last 12 months, please answer the following:

- I was helped in a timely manner.  
 YES  NO  N/A (does not apply)
- I was treated with respect.  
 YES  NO  N/A
- The staff were friendly and helpful.  
 YES  NO  N/A
- I got the information and services I needed.  
 YES  NO  N/A
- I was informed about other agency or community services.  
 YES  NO  N/A
- I would recommend your agency to family and friends.  
 YES  NO  N/A
- What is ONE thing you would change about the services you received from our agency?  
Nothing

8. Mark all services your household received from our agency within the last 12 months:

- Energy Assistance  Head Start  FaDSS (Family Development and Self-Sufficiency)  
 Food Pantry  Early Head Start  Emergency Rent or Utility Assistance  
 WIC  Weatherization  Parent Educators Home Visitors  
 Medication Assistance Program (MAP)

11. What are the greatest challenges your household is currently facing? Select all that apply:

- Employment  Completing school  Getting food  
 Mental health  Credit card debt  Job training  
 Teen pregnancy  Family/child abuse  Medical care access  
 Housing  Substance abuse  Language barriers  
 Dental care costs  Budgeting  Transportation  
 Child care  Health care costs  None of these apply

12. How has Community Action made a difference in your life?

It has given me a help & boost - encouraging me with its help for energy assistance. Dolly has been a wonderful, kind woman

Information will be used by community action for planning delivering agency programs and services.

Thank You!

■ Given to  
Neighborhood  
Centers March 2018

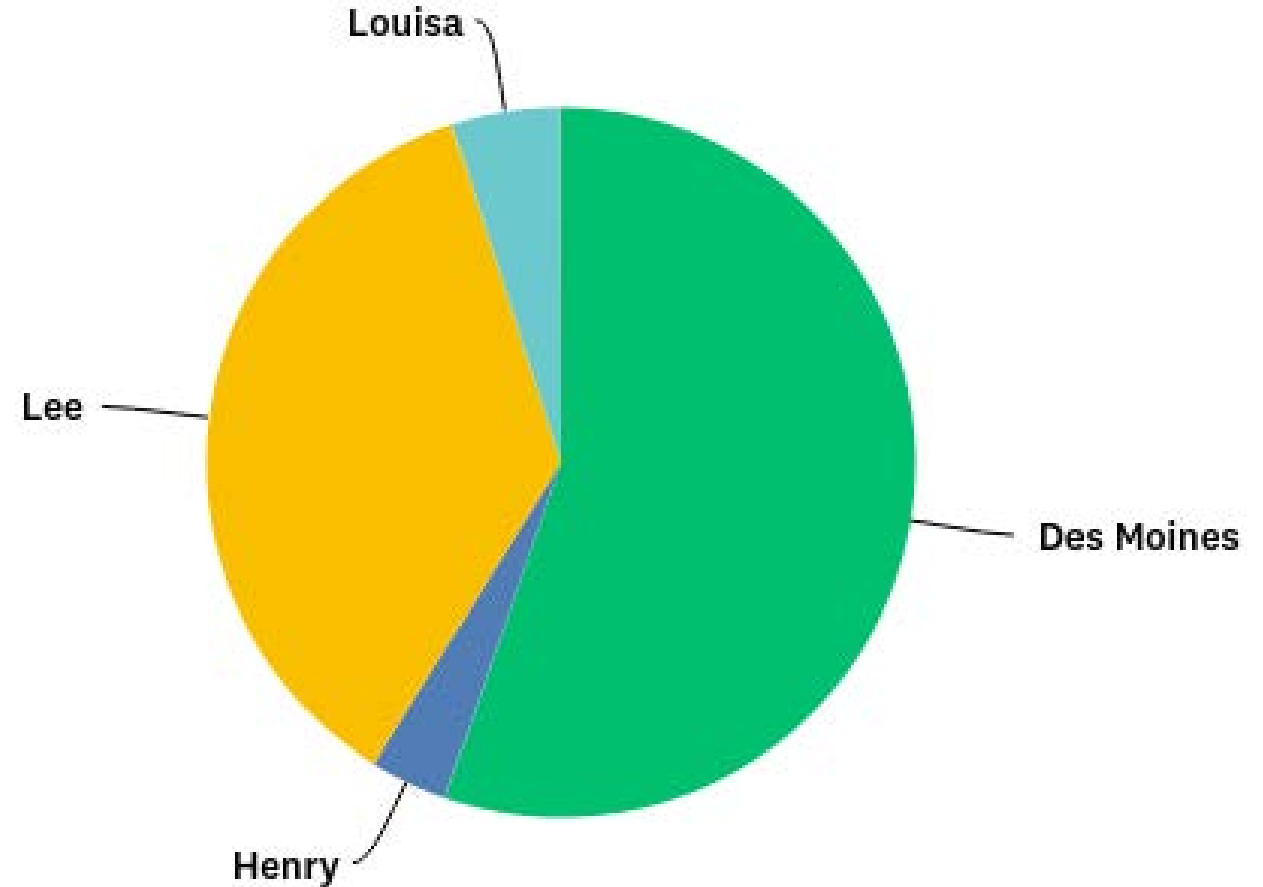
■ 141 Voluntary  
Responses



# RESPONDENTS

- Des Moines 78
- Henry 5
- Lee 51
- Louisa 7

Q1 What county do you live in?



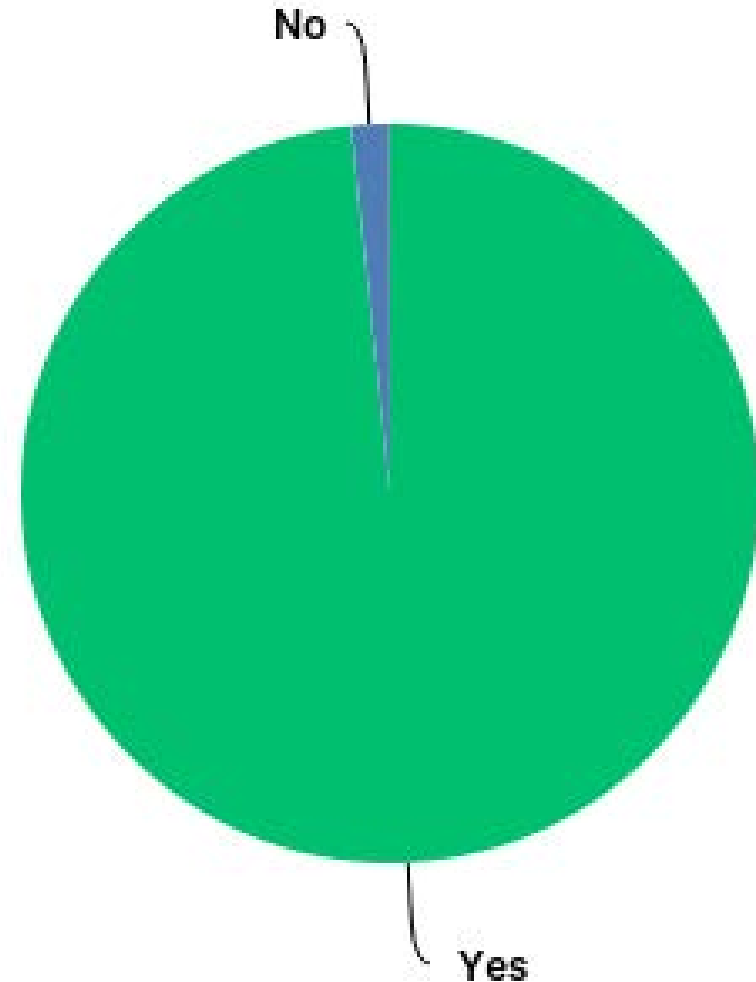
# POSITIVE RESPONSES

- Helped in a timely manner
  - 137 of 141
- Treated with respect
  - 137 of 141
- Staff were friendly and helpful
  - 137 of 141
- I would recommend your agency to family and friends
  - 136 of 141



# I GOT THE INFORMATION AND SERVICES I NEEDED

- Satisfied clients
- Avenue for voicing opinions

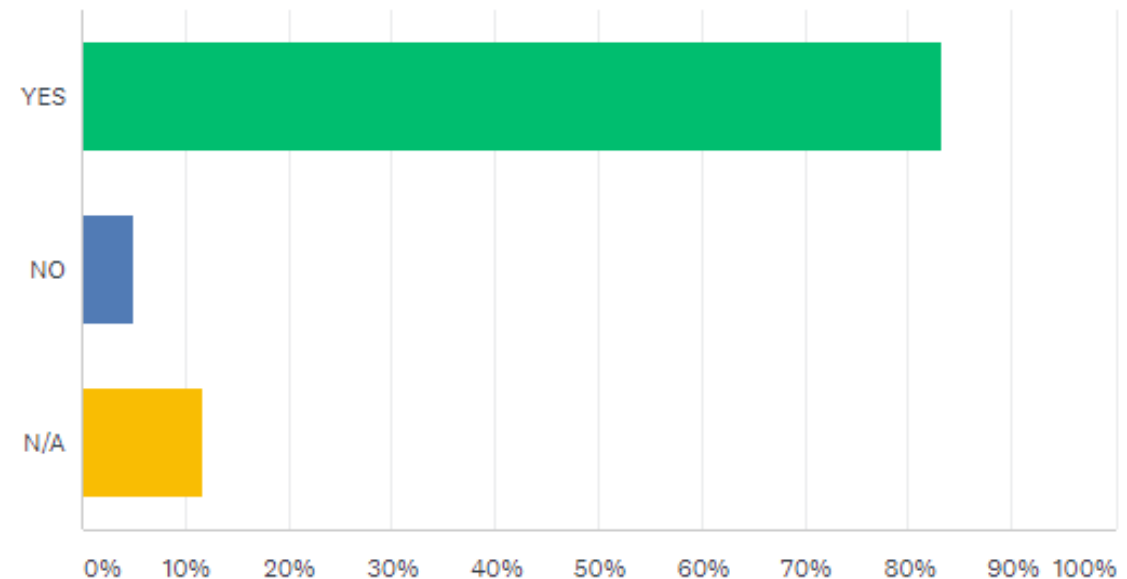


# INFORMATION AND REFERRAL

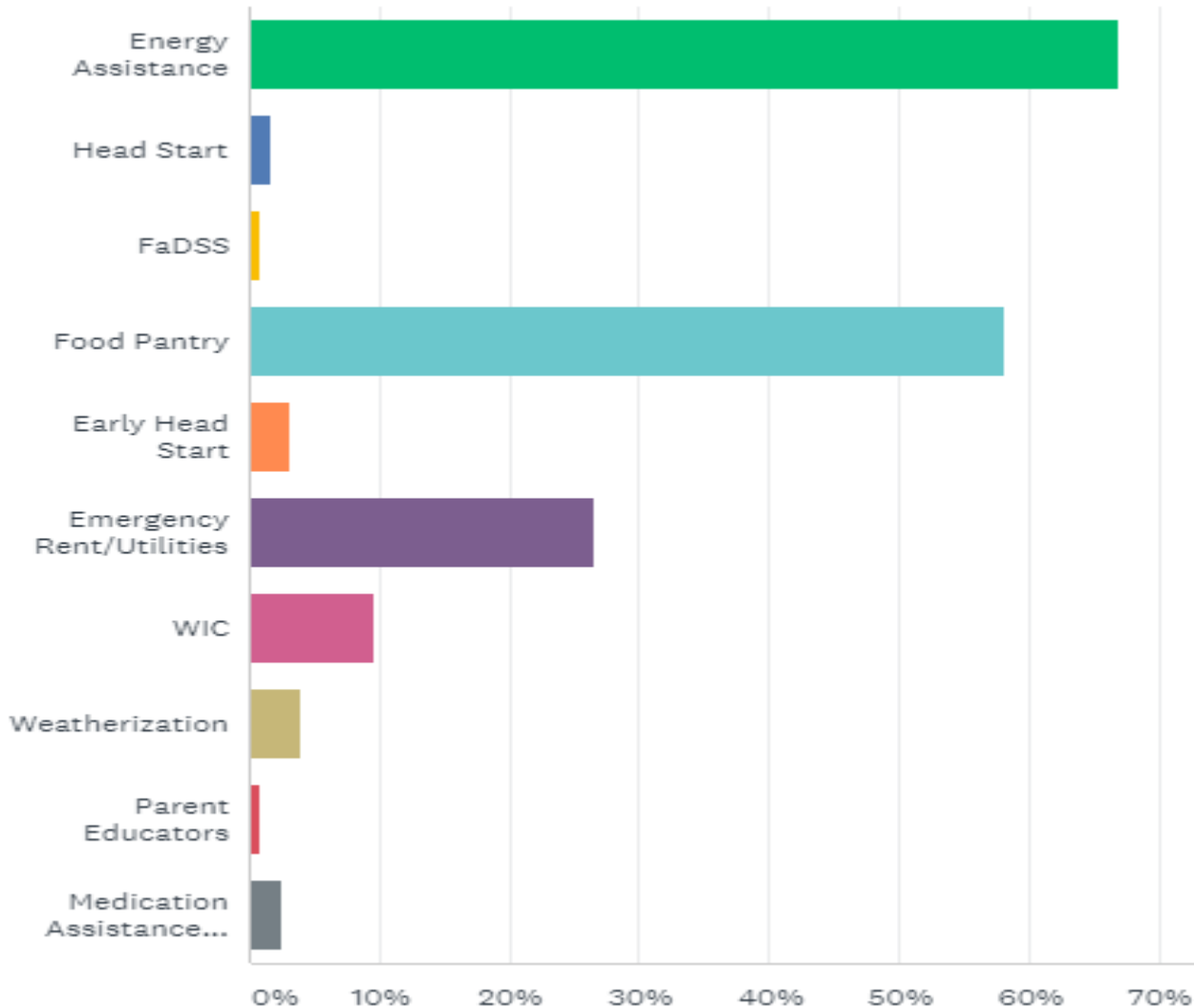
- We admittedly don't do it all
- We are a connecting point
- “building partnerships” in our mission

5. I was informed about other agency or community services.

Answered: 137 Skipped: 4



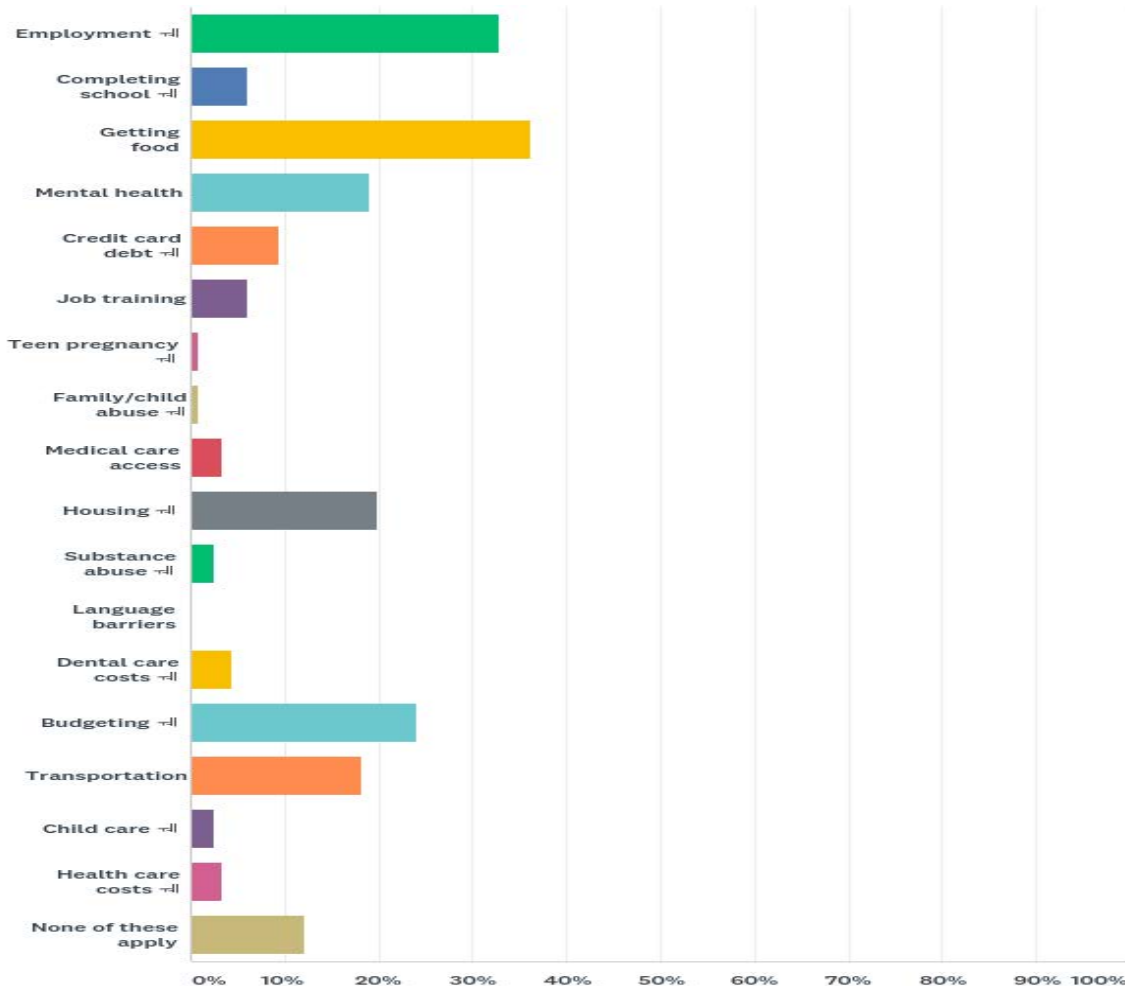
# RESPONDENTS MOST UTILIZED SERVICES



- Energy Assistance
- Food Pantry
- Emergency Rent & Utilities
- WIC



# GREATEST CHALLENGES YOUR HOUSEHOLD IS CURRENTLY FACING



1. Getting Food
2. Employment
3. Budgeting
4. Housing

- Challenges relate to services received
  - Getting food
    - Food Pantry
    - WIC
  - Housing
    - Emergency Rent and Utilities
    - Energy Assistance





# CONNECTING

- 2013 Community Stakeholders Assessment
  - Employment
- 2016 Client Needs Assessment
  - Employment
  - 54 of 61 had used food pantry
- 2017 Client Needs Assessment
  - Food
- 2018
  - Getting food



# ACCORDING TO THOSE WE SERVE COMMUNITY ACTION IS:

- Empowering
- Informative
- Providing for needs
- Helpful

Community Action is dedicated to alleviating the conditions and causes of poverty by building partnerships and **strengthening** people through quality services.



- Community Action has given me strength and support to get back on track.
- It gave resources to help manage my life.
- They have helped keep my utilities on and food in my fridge. Thank You CAOSEIA.
- I finally have some hope.
- They have helped keep food in my stomach.
- Relieved so much worry and prevented loss of heat/electricity.
- Gave us food and employee was amazing and very respectful and professional.
- They are always friendly and kind and they have helped provide food for my daughter when I have struggled at doing so.
- Took a huge burden off shoulders.
- Without the help of your great staff, I would be living in the street. Thank you.
- Thank you, extremely helpful to be able to have a financial boost on Alliant bill so our funds can be spread to other needs.

