

## **How has Community Action made a difference in your life?**

1. It has helped my daughter experience fun learning and playing with other kids! Also she is now potty trained thanks to help from teachers :)
2. Yes, they have made hardships easier such as food and electric bills
3. Help me feed my kids and keep us fed when times get hard
4. Helped me keep my home heated during the winter
5. Helping me pay utilities is a huge relief
6. Helped us get a leg up when we have no one else
7. FaDSS has helped me become self-sufficient, and it's a great help due to me being a recovering addict.
8. It has helped us keep our utilities til my husband got a job then disability
9. Support, advice, advocacy, LIHEAP, tried to help me get safe housing
10. We have ran into hard times a few times and we have gotten help with paying electric & gas and saved us from disconnection.
11. They have helped me stay afloat and not drowned in debt
12. I have help when and if I need it. They are so nice and helpful
13. Great help when in need of it. In moments of truly despair you bring peace of mind with you help. I have to say: Megan is great, really trying to help us. Thank you so much!
14. Helped us when we could not help ourselves with bills (utility)
15. Both my children went to Head Start, I also had assistance with my heating bill before, and I also worked at this facility.
16. Helps educate our children, helps with heating bills and WIC is a great help with food
17. They have helped me before with lights in middle of summer my 2 children have asthma & they made sure we weren't shut off!
18. They have helped me to keep my lights on to help me get food for my children. They are GREAT!
19. For five years I had no heat... now I do, and am very grateful
20. If it weren't for the programs provided my family wouldn't have heat or other assistance needed.
21. Helping with my utility bills. Grandchildren going to head start
22. Yes, they are needed for the working poor like me.
23. Has shown me that there are resources & people out there who care!
24. I have used food pantry and energy assistance both of these have made it easier to live and get by.
25. Helped when we were in a financial bind.
26. Helped educate my 2 littles.
27. They've helped in times of need to keep utilities on and keep a roof over our heads
28. Offer free and credible child care so that I can work and afford to live by not spending \$500/month on child care
29. Awesome help for a single mom
30. They have been able to assist me anytime I have asked, and I feel the Head Start programs are EXCELLENT!! This is my third child in Head Start, and I feel it is a great starting point for school.
31. They let you know that they can help you that made difference in my life
32. If my children weren't in Head Start and Early Head Start I wouldn't be able to work 1st shift and I wouldn't have time to see my family
33. Has taught my daughter better eating habits, social skills, has taught her so much more. They help with electric bill in past.
34. Gone above and beyond to help my family
35. It has saved my kids from having to be without heat and lights
36. My 3 yr old has been able to go to preschool 5 days/week to make it a little easier for me to work.
37. They got my son into preschool and are very good with his needs
38. They gave me a job and through WIC, I received a breast pump to help while I was nursing
39. Community Action has given me faith that there will always be a program available to help low income/struggling parents.

40. Being there when matter the most when you are not capable to do something or get the necessary thing you need.
41. Community Action has been a major big help for my family over the years
42. They have gave my children a place to learn at a young age, not just a daycare. Also, helped with bills in past.
43. They gave me food so I could feed my family
44. Community Action has made a huge difference in my life by being there for me when I had nothing. They helped me with car repairs when my car broke down and I had to go to work. They helped with childcare when I needed to go to school.
45. Iowa Community Action is a God send! Thank you so much for your help and God bless you!
46. Community action has always been there when I've been in dire need. If they are unable to assist they usually can point you in the right direction. They do an outstanding job at what they do.
47. Yes, they did help me out a lot and I just want to say thank you very, very much for everything. I don't know where I would be at!
48. Helping me find different resources in my community
49. Help with food, clothes, toiletries, bills...lowering my stress
50. Gave me food and paper products , when I wasn't working after my surgery
51. Very nice people helped me maintain my dignity in asking for help, not at all what I expected.
52. Helped us get food to survive
53. Yes, helping me with the kids tuition has been a huge help to me financially, since I am not receiving child support from my ex-husband.
54. There is always a helping hand and guide to resources
55. Yes, helping my daughter's tuition has helped so much. I wasn't sure if I was going to be able to send her to school this year.
56. Yes when down I know that their help is available and need future advice. Staff is respectful, kind and very smart on ways to get help!
57. I love that my child receives quality education every day of the week while I work! You guys are excellent...
58. When I needed help they was there and I think that's awesome cuz there are a lot of people that don't have anyone to help them
59. They have helped My Wife and I out a lot. I don't know what we would do without them
60. It has allowed us to supplement what little food we can get with nutritional food we need.
61. Educated my son, showed me options I didn't know about for assistance
62. Head Start and Early Head Start has been nothing but amazing for both of my children!!!
63. Kept us treading water instead of drowning~ we were almost homeless several times over the last five years. Community Action allowed us to keep our electric on til we can pay it once a year w taxes. The free childcare allowed us to work. Once I found a home Community action's LIHEAP made it more affordable, so we can keep it. I just wish they had more resources to be more flexible to allow cushion for ppl improving 1% past poverty guidelines.
64. Giving my child a chance to socialize and learn more and overcome some of his set backs.
65. Helped when times were tough and the school brought joy and learning to my child
66. The teachers are amazing at the Keokuk Iowa location. My daughter has learned so much in the last 3 yrs she's been there.
67. Has provided support to my family while we face hardships.

\*There are 424 responses to this question. See Planning Director for the full list.

2019 – 2020 Client Needs Assessment Community Action of Southeast Iowa

## **Tell us about your experience(s) with our Community Action Agency:**

1. Signing my daughter up for school, it was a great experience. Mrs. Peggy was great to me!
2. They have been more helpful than you can imagine
3. I have always had a pleasing, positive experience here.
4. They are kind, respectful, helpful, patient no matter what you look like
5. Always great and friendly, never judgmental
6. My experience was great. I got the help I needed quickly, and everyone was great to interact with
7. FRIENDLY AND EFFICIENT
8. No complaints whatsoever
9. Helped schedule around work hours to make my appointment
10. Excellent resource & kind, empathetic staff. Best there is!
11. Dolly helped me get a washer & dryer threw embrace which made me feel amazing and helped motivate me to be better & strived for better!
12. Everyone is very kind & helpful Thank you very much
13. It was quick & easy. The staff are so understanding and supportive.
14. Dolly is amazing and has done everything above and beyond to help Lee county Iowa residents.
15. They are super friendly and kind. Very great help.
16. Wonderful people in the office. Helped with stressful situations.
17. They are nice people who have to help other and I am thankful for them
18. They are a blessing to my family.
19. I got and received excellent help during hard times, food, energy assistances.
20. Great group, always there to help or direct you in the right direction
21. I have learned a lot about me behind the scenes by being on policy council
22. Staff is very friendly, helpful and informative. Also very willing to provide support in rough situations.
23. Thank you for being there for those in need
24. Staff was very helpful and went above what I expected.
25. Everyone I have interacted with at Community Action has been helpful, courteous and I have never felt judged there which is important to me.
26. Friendly, helpful and experienced staff. Always courteous.
27. Other than Head Start, I have only used Community Action for help with a bill, but it was very helpful, and made me very comfortable about asking for help.
28. They have been helpful non-judgmental.
29. They are really nice and take good care of my son
30. I've been working with them for 3 years and they continue to have my child's best interests in mind
31. Everyone in the HS/EHS program have treated us so well!
32. Wonderful friendly and professional. Helped in ways didn't know was possible.
33. She was very wonderful and patient with but yet very straight forward. Helped me get more help also.
34. They are really nice and very helpful. Very thankful.
35. I really enjoyed their help, Ms. Tina is a real support.
36. My experiences with Community Action have always been quick and easy. The LIHEAP program is a great help during the winter months and on a already strained pocket book. I greatly appreciate the program. I have also received help with my utility bills and disconnect notices a few times. Community Action offers a lot of help to the needy and low income and I greatly appreciate the Iowa Community Action Agency. I am going to apply for the weatherization program and/or the furnace repair program and I am thankful that I am able to because of ICAA.
37. It has allowed us to function with our current jobs, by taking day care bills out of the equation.

38. They have always went above and beyond to make sure I am pointed in the right direction of the service that maybe available to me. Every interaction has always been outstanding and professional. Whenever I have needed to contact community action I have been treated very good and never have I ever felt like I was being judged or looked down on for my need of assistance. No matter what the need has been.
39. Vicki Lair is AWESOME and very helpful, every time I interact with her.
40. They were very helpful and friendly, especially Kim, I am glad to have her for my case manager
41. Ladies (Ms Blair) was very friendly and positive and helped me turn my day around by giving me personal advice
42. I am very appreciative of Community Action and the help they provide. I especially enjoy the FaDSS Program
43. Everyone is kind and considerate to my needs
44. Dolly and her staff are amazing people, without her I don't know where I would be.
45. Well, they are very helpful and friendly and have always helped us when we needed it.
46. They are there when I really, really need someone, Thanks Community Action
47. Every time I walk in, I am welcomed with a smile and always get the help I need at the time.
48. It was fast and very helpful. You have nice ladies that work there.
49. Feel a lot better when I left and not helpless
50. Friendly, respectable staff, made me feel comfortable.
51. The ladies I saw were very friendly and helpful knew what they were doing and did it in a timely fashion
52. Every time I come in there the ladies are always helpful and always have a smile which helps when u have anxiety issues and always think ppl are thinking bad things about u when usually they are not

\*There are 321 responses to this question. See Planning Director for the full list.

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