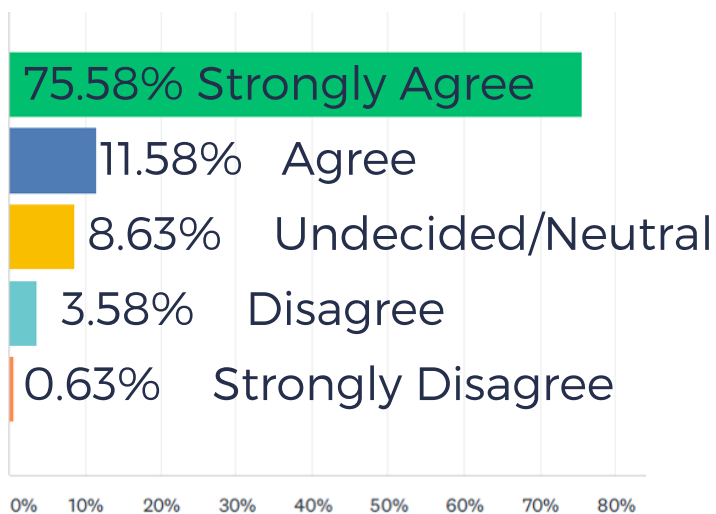


Client Satisfaction

JUNE 2019 - JANUARY 2020 REPORT



I WAS INFORMED ABOUT OTHER AGENCY OR COMMUNITY SERVICES THAT HOUCLD HELP ME WITH MY NEEDS.



- "Head Start and Early Head Start has been nothing but amazing for both of my children!!!"
- "It has allowed us to supplement what little food we can get with nutritional food we need."

HOW CAN WE IMPROVE

Of 207 Responses:

- 117 Nothing
- 22 Building improvements
- 14 Staff related
- 14 Get more funding
- 12 Positive comments
- 11 Other comments
- 10 Public relations
- 8 Hours/availability

- "Friendly, respectable staff, made me feel comfortable."
- "They are there when I really, really need someone. Thanks Community Action."
- "Always helpful, if they cant' help, they will tell you who can"

97.57%

Had a positive experience receiving services

97.36%

Felt they were helped in a timely manner

96.95%

Felt staff were friendly and helpful

Comparison to agencies across Iowa

% of Clients Who Strongly Agree with Statements Below

