

*Community
Action*
OF SOUTHEAST IOWA
Client Satisfaction Survey
Fiscal Year 2020

Client Quotes

- They really helped when I was down on my luck. I will always remember the kindness of not being judged. - Response 13
- Wouldn't be where I am at right now without community action. - Response 15
- They helped me when I really had no other place to turn. - Response 20
- They have helped me not to get evicted from my home. They have helped me out so much ,I am a single Mom and only have FIP to help me with income. - Response 32
- When we received a new furnace because they really didn't know how they would ever come up with the money. - Response 67
- It has helped immensely with food assistance and helping me keep my goals. - Response 83
- Helped keep my family warm. Helped keep food on the table. - Response 85
- Emotional support for me. All the staff went above and beyond for me. - Response 94
- Be able to live interdependently while being at home. - Response 97
- Yes, if it wasn't for community Action I would not eat at times. - Response 110
- Helped my family get/receive a place instead of being homeless and living in a hotel. - Response 136
- Kept me from starving. - Response 140
- Definitely! Lost our furnace during last year's polar vortex and Community Action helped w/ a furnace replacement. Saved us dearly! Also has helped w/ heat assistance. Greatly appreciated!! – Response 154
- My stress of worrying has dramatically decreased. - Response 180
- Help with information on resources. Helpful in heating bills so that I can meet other bills. - Response 195
- They always have time, are courteous, kind and helpful. If there is a way they can help rather it be with energy assistance, child care, school, or know how to obtain other services they are always ready to do so. - Response 200

Head Start Spring 2020 Exit Survey

- Great caring staff!! Professional and personable !!! - Response 4
- We LOVED our Head Start experience! [Our teacher] was amazing! We were so blessed to have her teach our son! - Response 11
- Just an awesome program all the way around. - Response 15
- The school has helped my Kylie out by learning how to read and write and learn her numbers and letters. - Response 18

Standout responses included.
All responses available upon request.