



Fiscal Year 2020 Client Satisfaction Survey Summarized Results

November 2020



A person is silhouetted against a bright, colorful sky, looking up at the Milky Way galaxy. The galaxy's core is visible as a bright, pinkish-white band of light stretching across the sky. The background is a dark, starry night sky with a gradient of colors from orange near the horizon to deep blue and purple at the top. The person is standing on a dark, silhouetted hill or ridge.

**[Community Action] gave
me hope that I can make it.
— Response 197**

**This is a wonderful place!
All employees are kind and
courteous. — Response 165**

Purpose in Analyzation

- Evaluate where we are.
- Not just going on our assumptions.
- Direct input from clients.
 - Listening to them.
- Are we on track?
- Notice trends.
- Factor into planning.
- Meeting needs or missing our mark?



Client Survey

- Yearly
- Available at all our neighborhood centers
- Can be done online or mailed in
- Over the phone with COVID-19





Client Satisfaction Survey FY2020

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May be taken online at: <https://www.surveymonkey.com/r/2020ClientSatisfactionSurvey>

Information will be used by Community Action for planning and delivery of agency programs and services.

Date: _____ County you live in: _____

1. Mark all services your household got from our agency within the last 12 months:

- | | | |
|--|--|--|
| <input type="checkbox"/> Energy Assistance | <input type="checkbox"/> Furnace Repair | <input type="checkbox"/> Emergency Rent |
| <input type="checkbox"/> Food Pantry | <input type="checkbox"/> Clothing Assistance | <input type="checkbox"/> Emergency Utility |
| <input type="checkbox"/> WIC | <input type="checkbox"/> Medication Assistance | <input type="checkbox"/> Elderly Home Repair |
| <input type="checkbox"/> Head Start | <input type="checkbox"/> FaDSS (Family Development and Self Sufficiency) | <input type="checkbox"/> Preschool Scholarship |
| <input type="checkbox"/> Early Head Start | <input type="checkbox"/> Parents as Teachers | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Weatherization | <input type="checkbox"/> None | |

2. I got the information and services I needed: ☐ YES ☐ NO ☐ N/A (Does not apply)

Comments: _____

Additional service I would like Community Action to offer: _____

3. I had a positive experience when receiving services: ☐ YES ☐ NO ☐ N/A

Comments: _____

4. I was informed about other agency or community services: ☐ YES ☐ NO ☐ N/A

5. Are there any problems or needs you or your family faced within the last 12 months you were UNABLE to get help with? ☐ YES ☐ NO If YES, please list problems or needs:

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

- | | | |
|---|---|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Budgeting | <input type="checkbox"/> Health Care Costs/Bills |
| <input type="checkbox"/> Keeping a Job | <input type="checkbox"/> Transportation | <input type="checkbox"/> Medical Care |
| <input type="checkbox"/> Job Training | <input type="checkbox"/> Education | <input type="checkbox"/> Child Care |
| <input type="checkbox"/> Livable Wage Job | <input type="checkbox"/> Substance Use | <input type="checkbox"/> Finding |
| <input type="checkbox"/> Getting food | <input type="checkbox"/> Debt | <input type="checkbox"/> Paying For |
| <input type="checkbox"/> Food Budgeting | <input type="checkbox"/> Payday Loans | <input type="checkbox"/> During Hours Needed |
| <input type="checkbox"/> Mental Health | <input type="checkbox"/> Abuse | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Other: _____ | |

7. What is one suggestion you have for Community Action to improve on?

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

Optional: Would you be willing to share your story? If yes, please provide:

Name: _____

Contact (Phone or Email): _____

Thank you!



2020 FY Client Satisfaction Survey

1. Date

Date / Time

Date

MM/DD/YYYY



2. What county do you live in?

☐ Des Moines

☐ Muscatine

☐ Henry

☐ Washington

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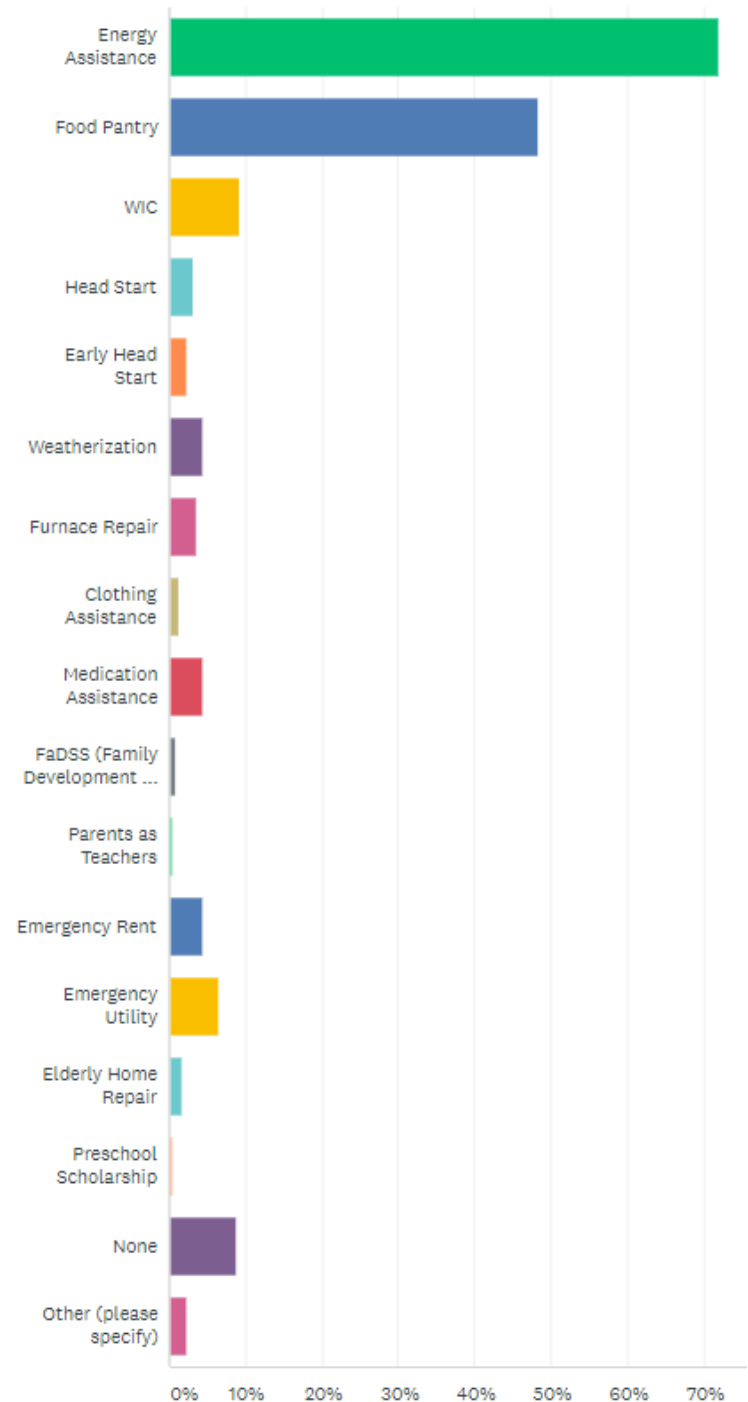
Basics

- 256 Responses (4.2% of HH's)
 - Des Moines – 28%
 - Henry – 21%
 - Lee – 35%
 - Louisa – 15%



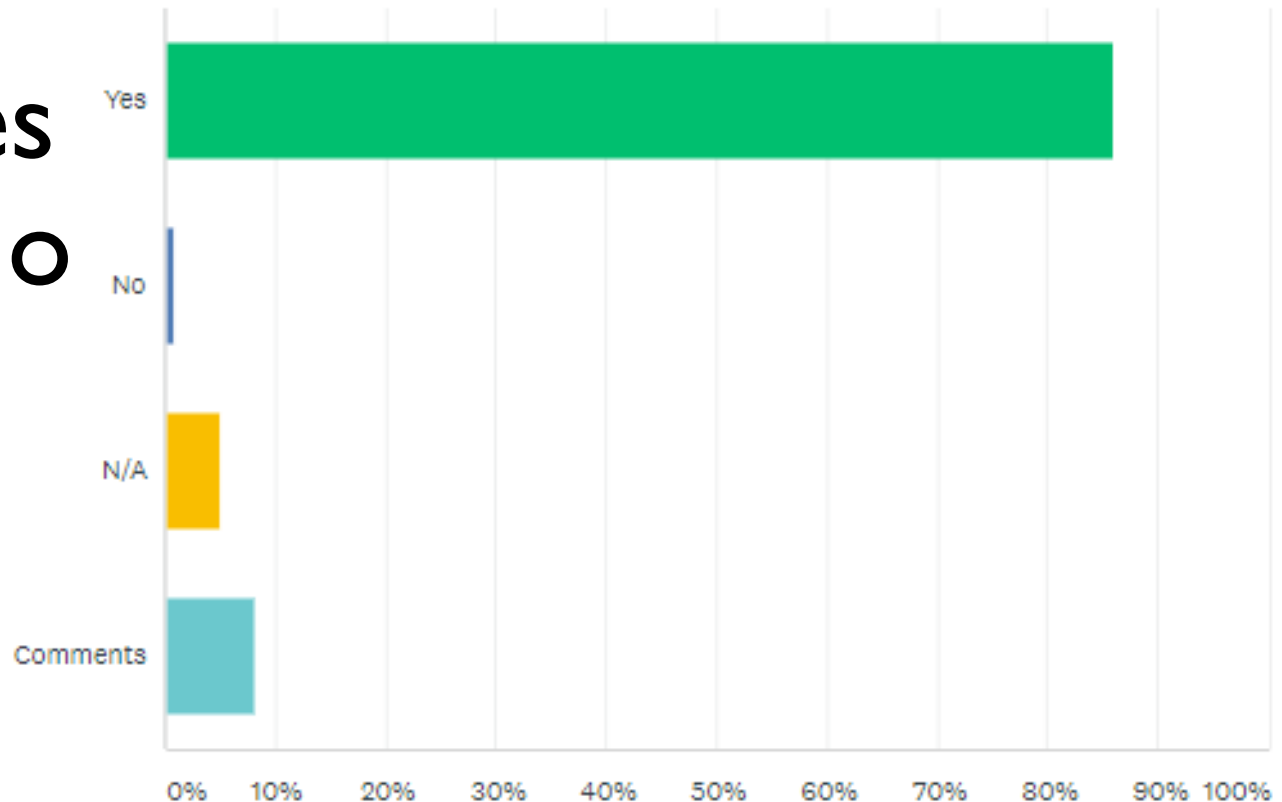
Services received in the last 12 months

- Energy Ast – 72%
- Food Pantry – 48%
- WIC - 9%
- Others 1-3%



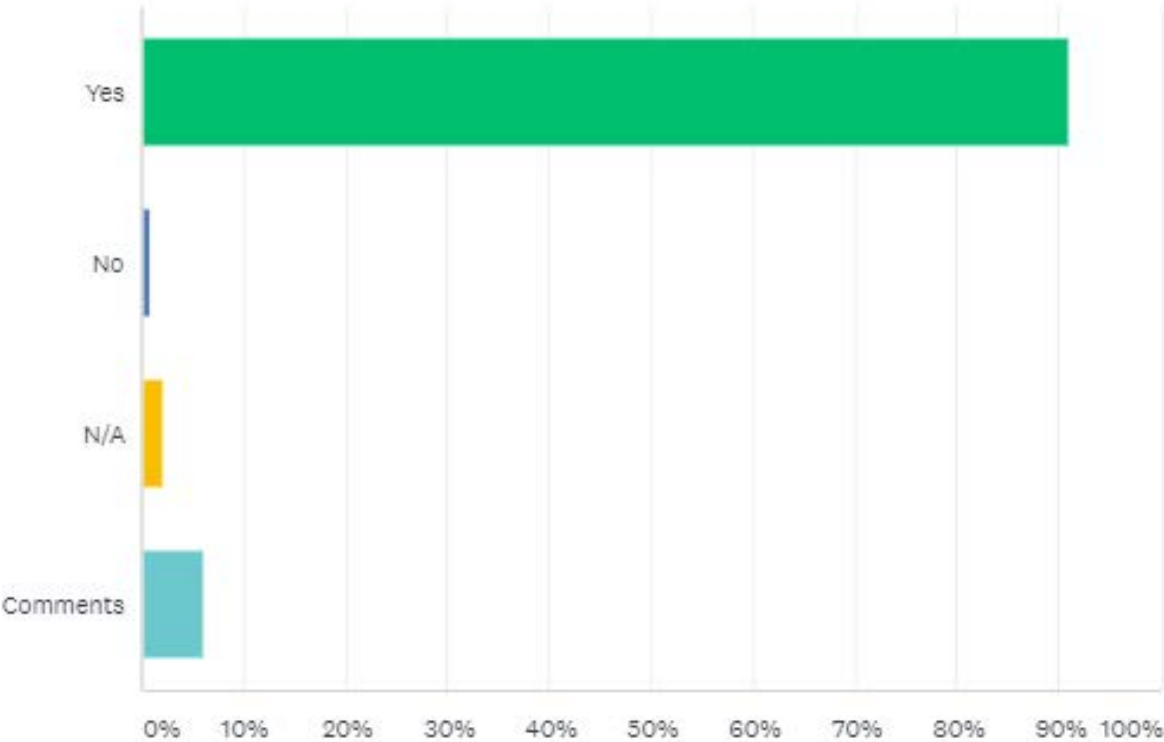
I got the information and services I needed:

86.07% Yes
00.82% No



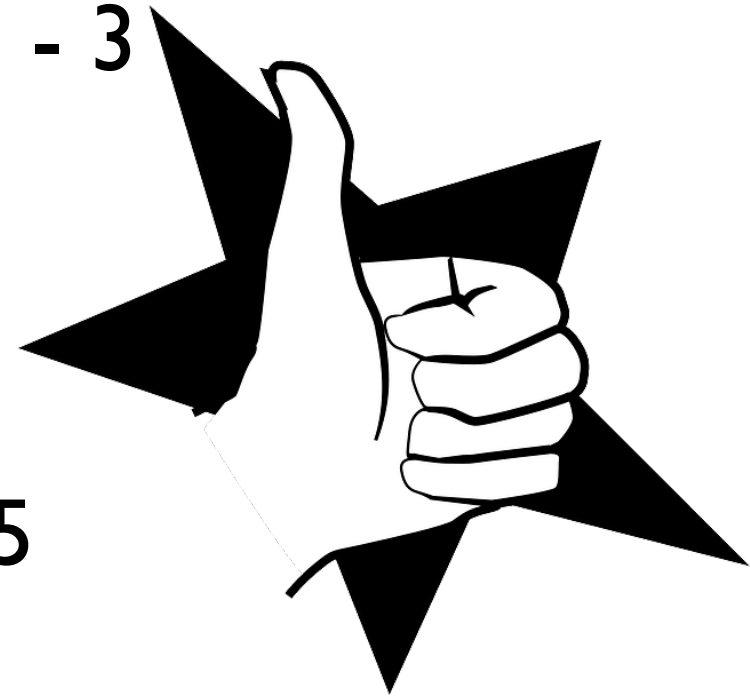
I had a positive experience when receiving services:

Answered: 247 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	91.09%	225
No	0.81%	2
N/A	2.02%	5
Comments	6.07%	15

- Yes, Meagan does a great job. - 2
- Joan and Masi were Great! - 3
- Kim is amazing - 5
- Yes, Dolly is very knowledgeable - 13
- Mica has been amazing - 15



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Head Start Entrance Survey

- 164 responses
- Staff members are friendly and welcoming: 98.17% agree.
- My overall experience to date has been a good one: 98.17% agree.

Connections, partnerships, referrals

- In our mission statement.
- I was informed about other agency or community services: 72% Yes



Head Start Exit Survey

- 73 Responses
- The program helped connect me with resources during the COVID-19 classroom closure.
 - 83.56% agree
- The program helped me to connect with other parents and make friends.
 - 52.05% agree

What are the greatest challenges your household is currently facing?

Greatest Need:	2016	2018	2019	2020
Getting Food	1	1	1	1
Livable Wage Job (2016/18 n/a)			4	2
Health Care Costs/Bills	8	13	9	3
Employment	2	2	3	4
Debt (2016/18 Credit Card Debt)	7	7	2	6
Budgeting	5	3	5	5
Mental Health (2016 MH Services)	7	5	6	7
Transportation	3	6	7	10
Housing	4	4	8	11

Are there any problems or needs you or your family faced within the last 12 months you were unable to get help with?

- 43 responses
- More is always needed
 - Utilities – 9
 - Medical bills – 5
 - Food – 5
 - Rent/housing – 4



Individual responses

- Need help finding housing... Need to move – Response 7
- Home repairs - Response 8
- Property taxes - Response 10
- Weatherization - Response 21
- Keeping up on bills - Response 24
- With Covid it seems like everything is up side down - Response 27
- Help feeding the children as they grow older - Response 26



Additional services

- 21 responses
- 3 mention home repair
- 3 mention something to do with kids
- No other trends
- Individual needs
 - Adult daycare
 - A clothing center would be great
 - Maybe more in Spanish
 - Programs for kids
 - More funding for programs



Suggestions

- 29 Responses
- More hours – 7
- Individual Suggestions
 - a bigger building
 - they could be better on answering the phone
 - Maybe try to get more grants
 - Make information more available to the public some how
 - Really would like to see them get REAL MILK



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Client Responses

- Helpful
 - Needed
 - Great
-
- Few here
 - Monthly Dashboards
 - E-newsletter
 - Facebook



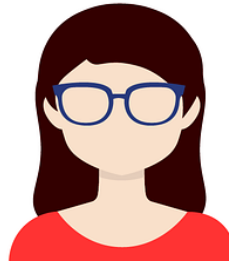
Client Quotes



- 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 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



Other Reports

- Can be found on our website
- <https://caofseia.org/about-us/reports/>
- Program specific reports
- Annual Report
- Monthly Reports
- Needs Assessments
- Community Assessments
- Strategic Plan
- And more





**Thank You
to our clients for
your feedback!**

All response data available upon request.

community.action@caofseia.org

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