



Client Satisfaction Survey Responses Fiscal Year 2021

- Great and very helpful –Response 4.1
- Yes, very satisfied with services received –Response 4.4
- Thank you so much for all that you have done for me –Response 4.7
- They do an AMAZING job helping people. I know they have helped my family a lot! –Response 5.182
- Staff was very informative and knowledgeable. –Response 5.201
- Yes, thinks that Community Action is a positive force and is doing a great job. –Response 6.9
- Kim is always so helpful and approachable and awesome! –Response 6.17
- Gave me hope to keep moving on –Response 11.10
- Without community action I wouldn't been able to make it through the winter –Response 11.32
- Everyone has been a joy to communicate with and has made a difference in making life easier. –Response 11.46
- They're always there and made it where i am in a better place overall, I don't know what I would've done without you guys, truly. –Response 11.52
- The extra help goes a long way on a fixed income. 11.60
- Wouldn't have electricity, food without Community Action –Response 11.90
- Got help when needed it, particularly energy assistance –Response 11.93
- Helped in times of need –Response 11.106
- If not for Community Action, would be on the streets –Response 11.135
- Have helped me with rent and utilities and I am super grateful. –Response 11.151
- The security of being able to get food and Heating Assistants has made a world of difference in helping me stay where I am at. –Response 11.182
- If it wasn't for them idk what I would have done sometime because with the cost of living so high and some people can't get a job do to not having a babysitter or a care so they are always there to help out and we need this to continue in our community the staff has always be so nice to me and my family –Response 11.206
- Always a positive experience. Gave me information to other things when they didn't have it. Very helpful and kind. –Response 11.222
- They have helped me out with heating assistants, food and extra money when I needed it the most. They are awesome. –Response 11.230
- Helped me through a lot hard times and been there when I really need it. I also know that I can call out to Community Action and they will help me or direct me where to go when I need help. Thanks –Response 11.235
- They have helped us not to be evicted from our home. They helped us with the heating. So thankful couldn't do it without their help. –Response 11.239
- Keeping me from being put on the streets –Response 11.249
- They help so much with heating. And everyone at the office is kind to me. –Response 11.255
- This is the first time that I had to use it to get help and so I am grateful for the assistance. –Response 11.287
- It's helped with bills when we were facing shut off, has helped with food when we were out. –Response 11.296
- We didn't go hungry. Kept lights on in winter months. –Response 11.305

Standout responses included. Full survey and responses available upon request