

Fiscal Year 2021 Client Satisfaction Survey Summarized Results

December 2021

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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 centers
- Link in specialist's email signature
- Can be done online or mailed in
- Over the phone with COVID-19



FY2021 Client Satisfaction Survey



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May be taken online at: <https://www.surveymonkey.com/r/FY2021ClientSatisfactionSurvey>

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"/> Senior 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!



2021 FY Client Satisfaction Survey

1. Date

Date / Time

Date

MM/DD/YYYY



2. What county do you live in?

☐ Des Moines

☐ Henry

☐ Lee

☐ Muscatine

☐ Washington

☐ Van Buren

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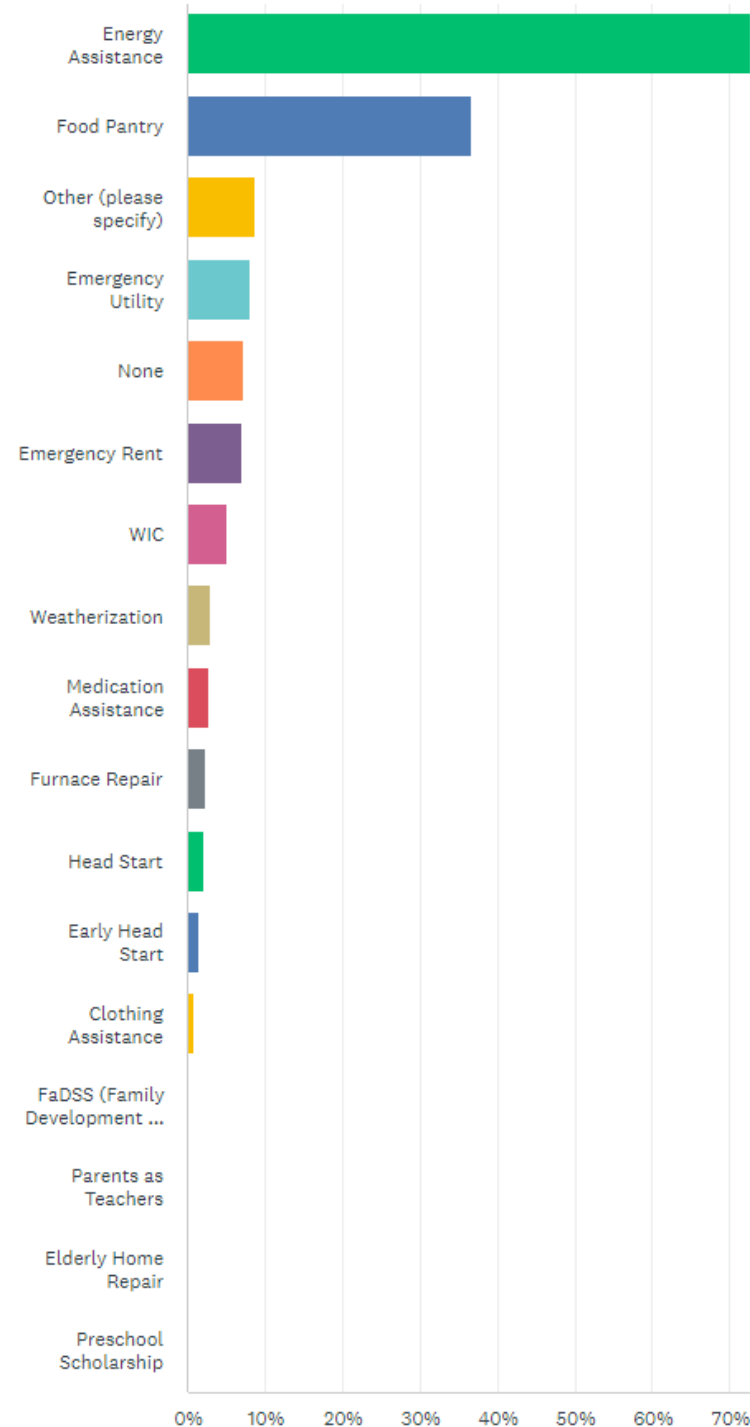
Basics

- 329 Responses (5.5% of HH's)
 - (256 Responses in 2020)
 - Des Moines – 57%
 - Henry – 31%
 - Lee – 7%
 - Louisa – 4%
 - Other – 1%



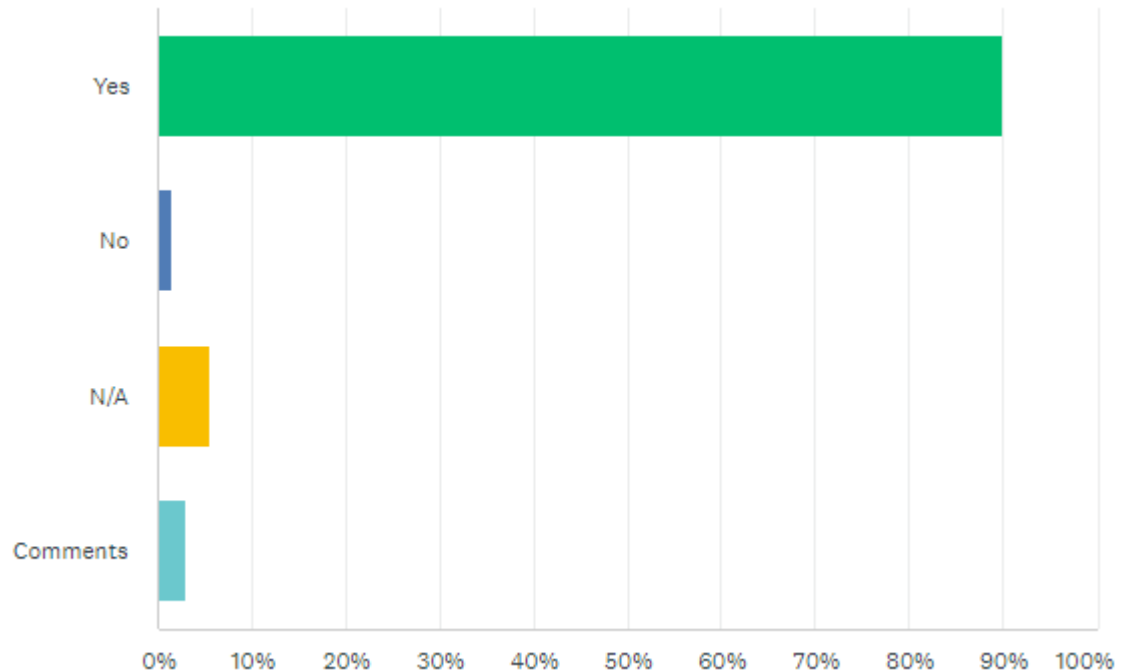
Services received in the last 12 months

- Energy Assistance – 73%
- Food Pantry – 36%
- Emergency Utility – 8%
- Emergency Rent – 7%
- Others 1-5%



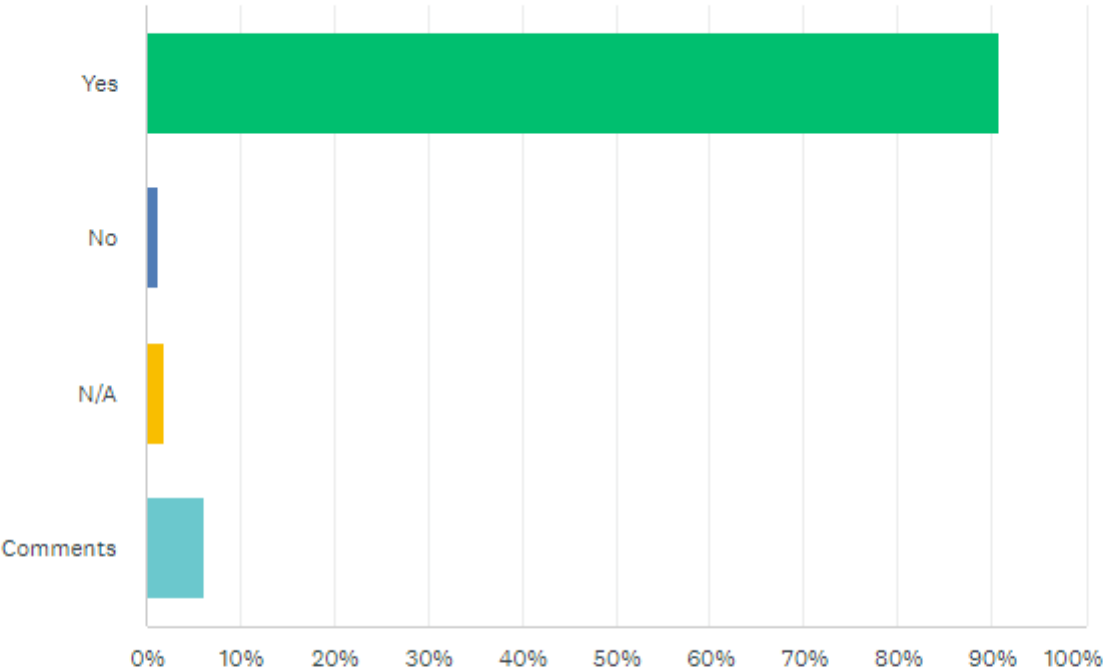
I got the information and services I needed:

90% Yes
1.53% No



I had a positive experience when receiving services:

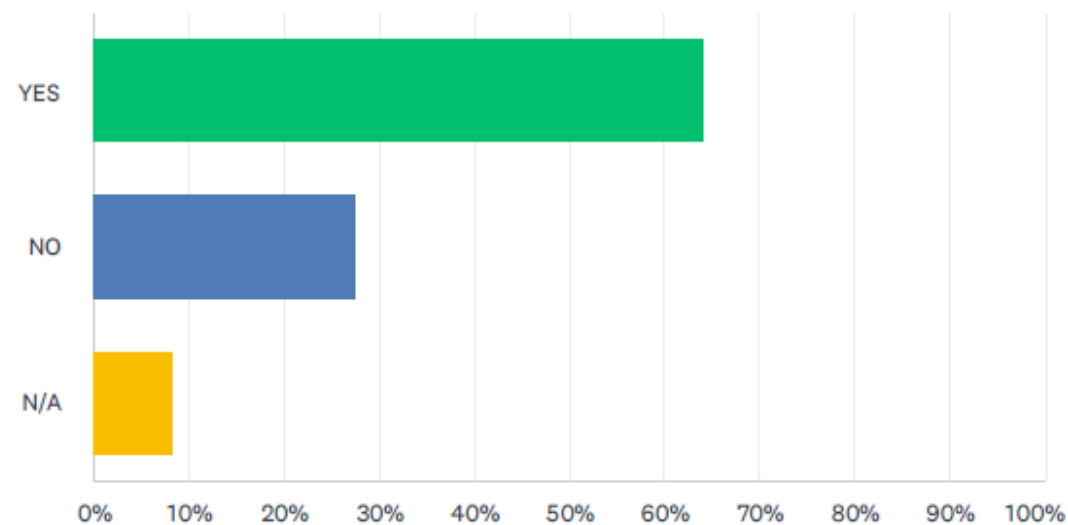
Answered: 326 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	90.80%	296
No	1.23%	4
N/A	1.84%	6
Comments	Responses 6.13%	20
TOTAL		326

Q7 I was informed about other agency or community services:

Answered: 327 Skipped: 3



ANSWER CHOICES	RESPONSES	
YES	64.22%	210
NO	27.52%	90
N/A	8.26%	27
TOTAL		327

Qualitative Client Responses



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- Great and very helpful 4.1
- Yes, very satisfied with services received. 4.4
- Thank you so much for all that you have done for me 4.7
- They do an AMAZING job helping people. I know they have helped my family a lot! 5.182
- Staff was very informative and knowledgeable. 5.201
- Yes, thinks that Community Action is a positive force and is doing a great job. 6.9
- Kim is always so helpful and approachable and awesome! 6.17
- Gave me hope to keep moving on 11.10

- Without community action I wouldn't been able to make it through the winter | 1.32
- Everyone has been a joy to communicate with and has made a difference in making life easier. | 1.46
- 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. | 1.52
- The extra help goes a long way on a fixed income. | 1.60
- Wouldn't have electricity, food without Community Action | 1.90
- Got help when needed it, particularly energy assistance | 1.93
- Helped in times of need | 1.106
- If not for Community Action, would be on the streets | 1.135
- Have helped me with rent and utilities and I am super grateful. | 1.151
- 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. | 1.182

- 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 11.206
- Always a positive experience. Gave me information to other things when they didn't have it. Very helpful and kind. 11.222
- They have helped me out with heating assistants, food and extra money when I needed it the most. They are awesome. 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 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. I I.239
- Keeping me from being put on the streets I I.249
- They help so much with heating. And everyone at the office is kind to me. I I.255
- This is the first time that I had to use it to get help and so I am grateful for the assistance. I I.287
- It's helped with bills when we were facing shut off, has helped with food when we were out. I I.296
- We didn't go hungry. Kept lights on in winter months. I I.305

Full survey and responses available upon request (56 pages)



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Not Everyone

- Positive experience just no call back-- disappointed. 6.1
- It took to long to get the money. 6.14
- To be more helpful on the phone. 10.165



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Head Start Exit Survey

- 195 Responses
- The program helped my family and helped to meet my family's needs.
 - 97% agree
- I feel more prepared as my child's primary teacher and advocate. I feel prepared to assist my child during changes to a new school or daycare and when we have other changes in our family or at home.
 - 97% agree



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- The program helped me develop a nurturing relationship with my child and help his/her learning and growth.
 - 96% agree
- My overall experience to date has been a good one. My child liked coming to school and learned a lot. I would recommend the program to a family member or friend.
 - 96% agree

Connections, partnerships, referrals

- In our mission statement.
- I was informed about other agency or community services
 - 80% Yes Head Start Exit Survey
 - 64% Client Satisfaction Survey



What are the greatest challenges your household is currently facing?

Greatest Need:	2016	2018	2019	2020	2021
Getting Food	1	1	1	1	2
Livable Wage Job (2016/18 n/a)			4	2	4
Health Care Costs/Bills	8	13	9	3	12
Employment	2	2	3	4	1
Debt (2016/18 Credit Card Debt)	7	7	2	6	5
Budgeting	5	3	5	5	7
Mental Health (2016 MH Services)	7	5	6	7	6
Transportation	3	6	7	10	9
Housing	4	4	8	11	3

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

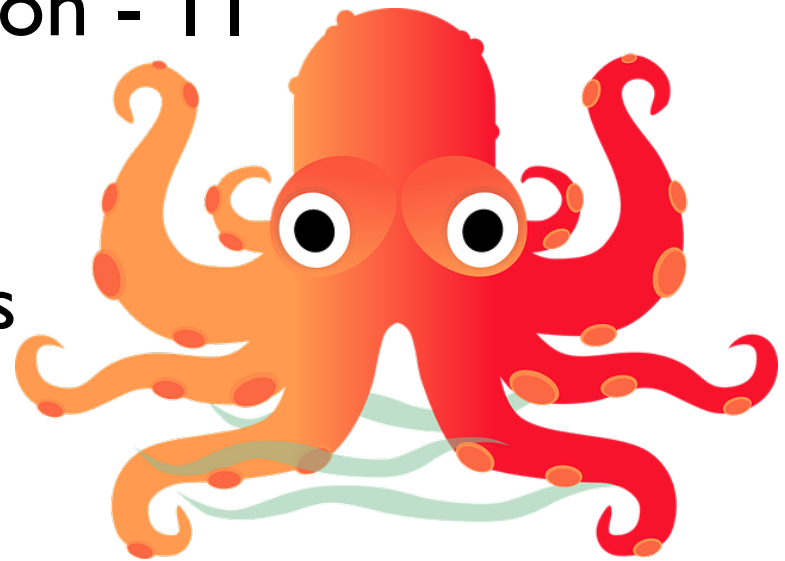
- 54 responses
- More is always needed
 - Utilities – 13
 - Rent/housing – 12
 - Mortgage – 3
 - Home Repairs - 3
 - Squirrels in attic - 1



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Suggestions

- 70 Responses
- Advertising/Communication - 11
- MORE
 - Of what currently doing
 - More funding for services
- Individual Suggestions
 - Just a better phone system, a lot of times the voicemails don't work. 10.194



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More detailed reports available on our website or upon request.

<https://caofseia.org/about-us/reports>
Community.Action@caofseia.org

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**Thank you to all who
participated in our
surveys!**

