

# Fiscal Year 2022 Client Satisfaction Survey Summarized Results

December 2022

*Community*  
**Action**  
OF SOUTHEAST IOWA

# Client Survey



- Done yearly on fiscal year (Oct – Sept)
- Available at all centers (Mt Pleasant, Burlington, Keokuk, Fort Madison, Columbus Junction)
- On our website
- Link in specialist's email signatures
- Can be done online or mailed in or handed in
- Over the phone with staff/volunteers

# Client Satisfaction Survey FY2022



This may be done online here: <https://caofseia.org/contact-us/>

- 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	
- 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: \_\_\_\_\_
- I had a positive experience when receiving services:  YES  NO  N/A  
Comments: \_\_\_\_\_
- I was informed about other agency or community services:  YES  NO  N/A
- 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: \_\_\_\_\_
- 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: _____	
- What is one suggestion you have for Community Action to improve on?  
\_\_\_\_\_
- How has Community Action made a difference in your life?  
\_\_\_\_\_
- Date: \_\_\_\_\_ County you live in: \_\_\_\_\_  
*Information will be used by Community Action for planning and delivery of agency programs and services.*

*Thank you!*

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

Name: \_\_\_\_\_

Contact (Phone or Email): \_\_\_\_\_



1. Date

Date / Time

Date

MM/DD/YYYY

2. What county do you live in?

Des Moines

Muscatine

Henry

Washington

Lee

Van Buren



# Purpose in Analyzation

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



# Basics about responses

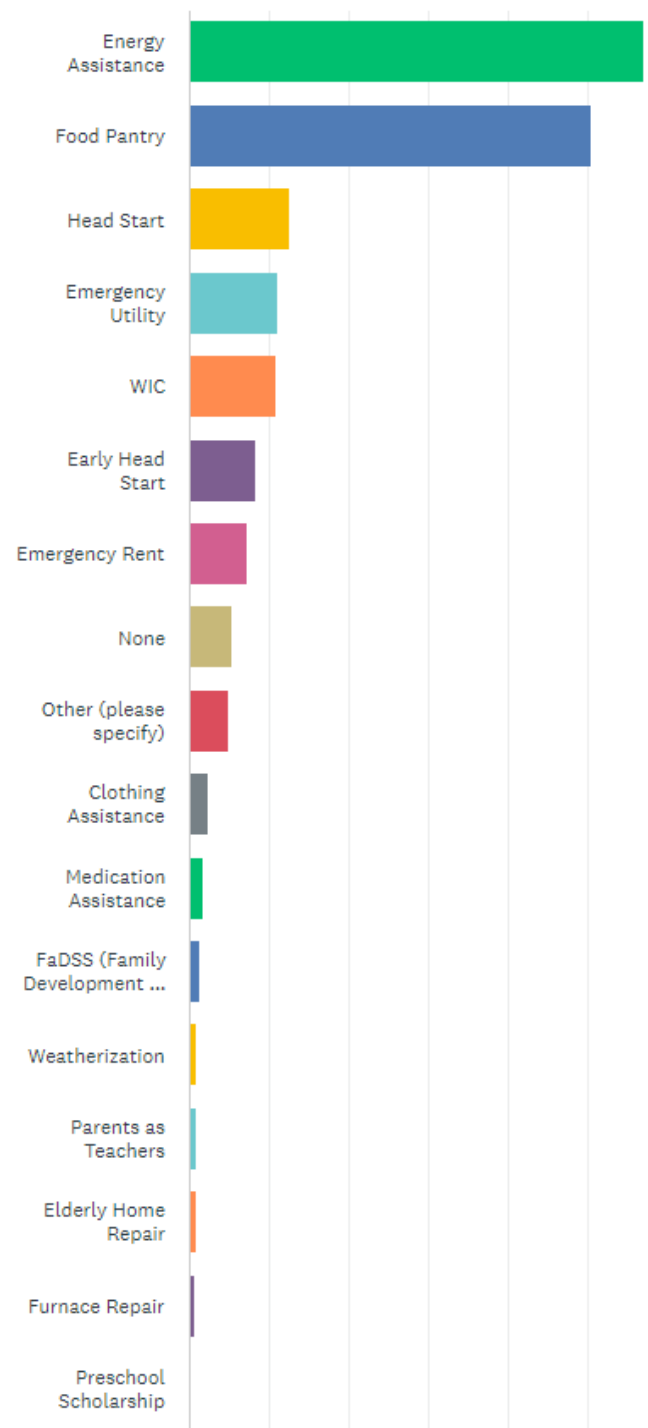
Year	# Responses	% of Agency Clients
2022	341	2.42%
2021	329	2.46%
2020	256	1.78%

- 2022 County breakdown of responses
  - Des Moines – 41%
  - Henry – 22%
  - Lee – 27%
  - Louisa – 8%
  - Other – ~2% = 5 responses



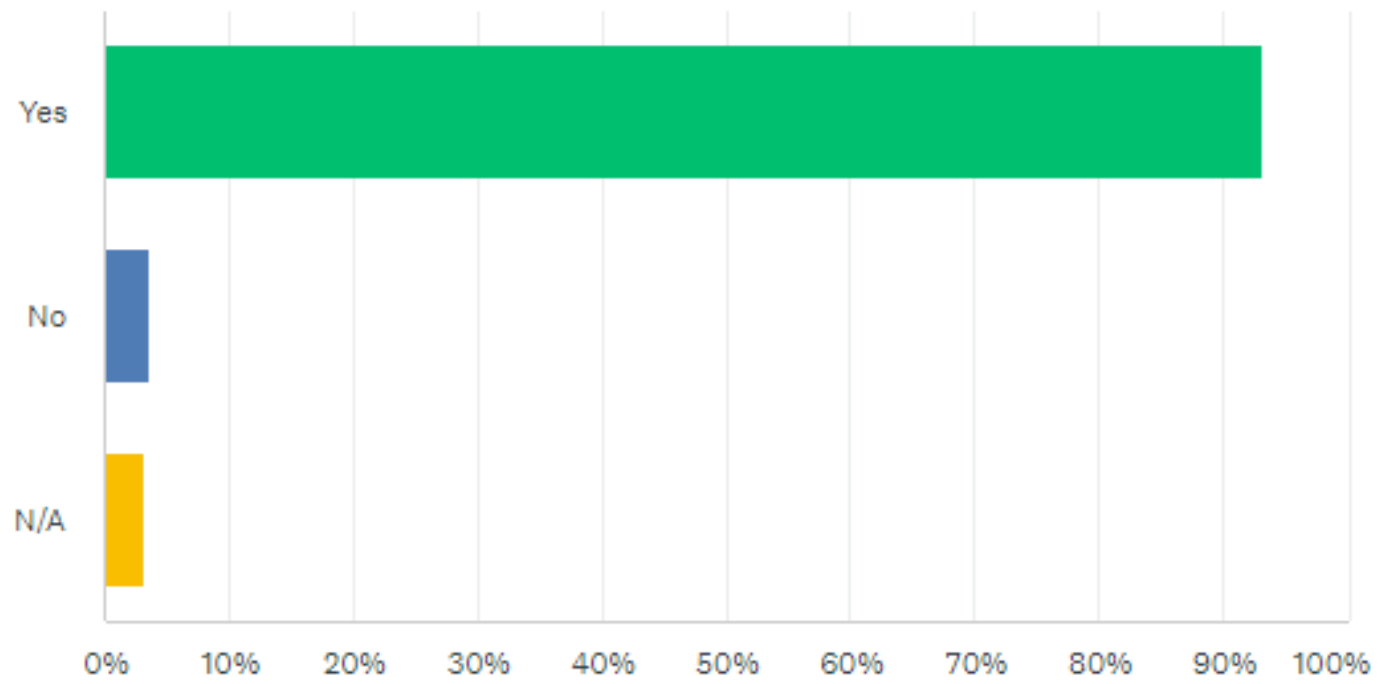
# Services received in the last 12 months

- Energy Assistance – 57%
- Food Pantry – 50%
- Head Start – 12%
- Emergency Utility – 11%
- WIC – 11%
- Early Head Start 8%
- Emergency Rent – 7%
- Others - ~14%



# I got the information and services I needed:

Answered: 323 Skipped: 18

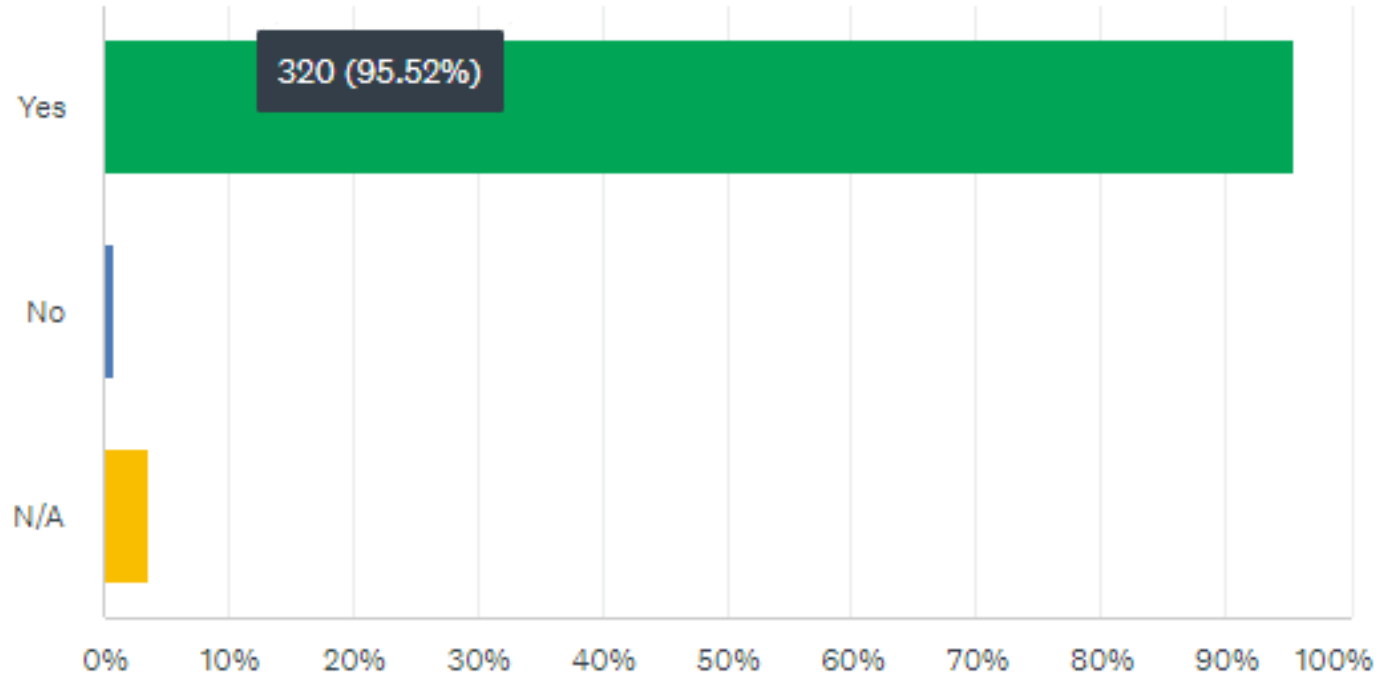


93% Yes  
4% No  
3% n/a



# I had a positive experience when receiving services:

Answered: 335 Skipped: 6



95.5% Yes

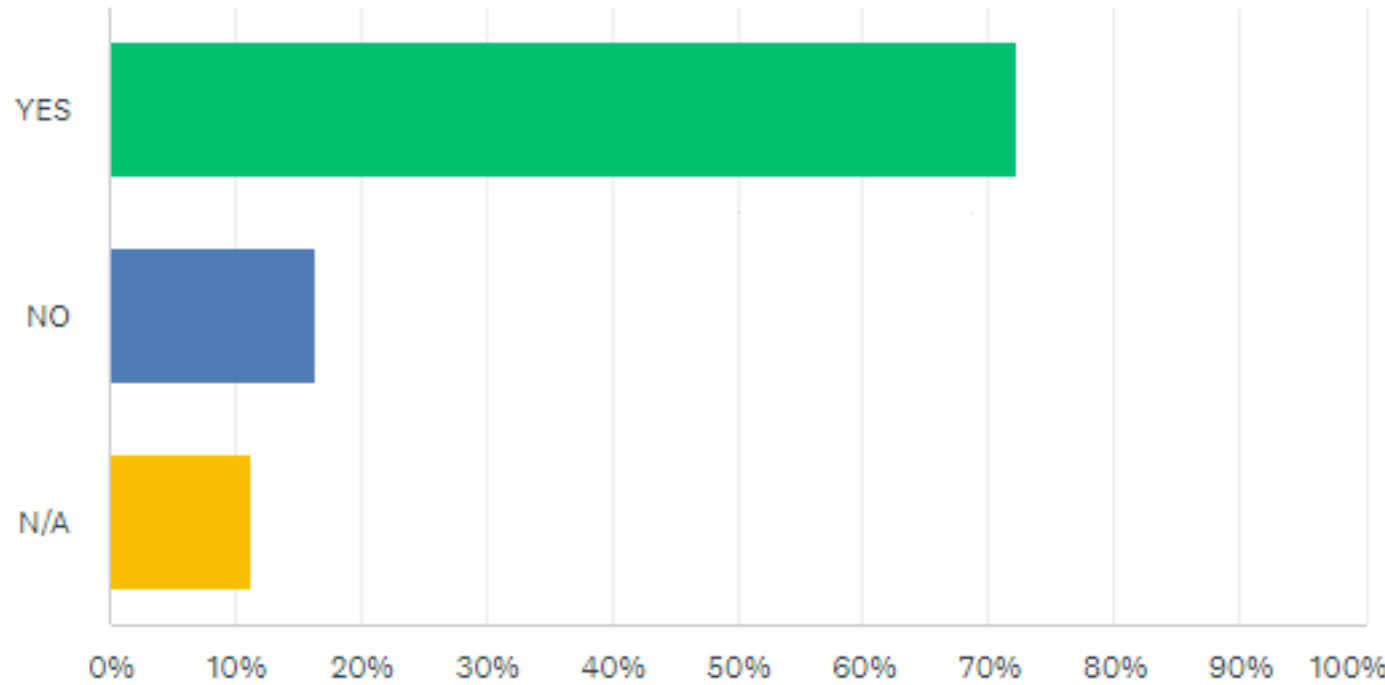
1% No

3.6% n/a



# I was informed about other agency or community services:

Answered: 310 Skipped: 31



72% Yes

16% No

11% n/a



# Qualitative Client Responses



*Community*  
**Action**  
OF SOUTHEAST IOWA

# How has Community Action made a difference in your life?

- Been there every time I needed services. -9.5
- Energy assistance really helps during the high bills in the winter -9.13
- I have had the best outcome with community action they have helped keep my kids in a safe home. -9.14
- Helped my family when we had nothing -9.30
- From shelter to housing in last 2 years. -9.33
- They have been the perfect safety net when I needed them most. 9-36
- Has helped my stress level and kept me from having a heart attack a few times. Every days struggles, sometimes people need a little bit of help and they have been there 100%. -9.51
- It has allowed me to be financial stable, put my finances in other areas to keep afloat. -9.59
- It has really taken stress off when we have had disconnects and it was very helpful when CA could help us. -9.75
- Helped me with my electricity getting shut off! Huge blessing! -9.81
- Not sure my family would have had heat. I am very grateful for the help they have given me. -9.84



# How has Community Action made a difference in your life?

- Has helped when I felt completely hopeless. -9.94
- They literally saved me by keeping my water and electricity on! -9.96
- They were there when heat would been off and I would have went hungry. -9.98
- I have a home (apartment) now, people here are amazing, thank you all.-9.102
- They have helped us keep our lights on and given us food at times when we could not afford it. -9.107
- They have helped me so much as I was homeless. Gave me direction. -9.135
- Helped me to take care of a need where I could use my own resources for other necessities I needed. -9.140
- They have helped in more ways than one. Single mom of three with no help is very hard. God bless Community Action. -9.147
- They helped turn a devastating situation into a workable one; I knew I had people I could reach out to. -9.151
- I have been given some peace of mind and some hope that everything will turn out okay! -9.152



# How has Community Action made a difference in your life?

- The ladies that I dealt with there were so nice and patient with me. It really made me feel good, no matter how many times I contacted them, they were patient. -9.160
- The WIC program really is great I don't know how we would make it without that help. Plus they always let you know where your child should be developmental wise. -9.166
- Gave my daughter a great place for school and helped with energy assistance. -9.172
- It has helped us by assisting us at a low point in our lives and by helping educate our child. -9.174
- I am able to bring my son to a safe, caring environment while I go to work. Also are able to get food with WIC. -9.176
- When I've greatly struggled, they definitely helped lighten my load. -9.189
- Community came to my rescue when DHS called and had my granddaughter. They offered services that I would of been lost if not had received them. -9.193
- Community Action helped our family grow through the Head Start program & helped keep our house through rent assist & so much more -9.196



# How has Community Action made a difference in your life?

- It provided me another chance to start my adult journey. Helping the Community goes a long way. -9.211
- It has taught me how to be self-sufficient and budget and a better way to discipline. -9.213
- My daughter, nephews, nieces, and myself all attended head start here and it helped get us ready for elementary school basics. -9.219
- They have helped me make it this winter. I went from a 2-income family to a one and without their help I don't know how I would have made it. -9.231
- Helping with utilities when one person is on a fixed income it can be very trying at times to cover bills -9.239
- Very kind people helping me get back on my feet after leaving an abusive marriage. -9.247
- You all helped me at a very low point in my life last year. I appreciate you all. -9.250
- You took the stress away. I often fear going without water or electric because of my disability and low income. -9.256



# Not Everyone is Happy

95.5% had a positive experience when receiving services.

93% got the information and services they needed.

- Did not qualify for some programs due to income. -2.32
- I have had a TERRIBLE time with the Burlington Iowa office. I left 3 messages and I even sent them a letter through the mail. So they really need to work on getting back to people. -2.36
- Informing public of resources that are out there for people who aren't necessarily struggling but still within the income guidelines for services. -8.95
- Staff has been rude in the past and she has reported staff. She is gone now. -4.6
- Make sure there is a backup plan when staff are out. I feel too many days were missed due to no staff. -8.101
- Frustrated by number of days where there was no school or no bus. -9.150



*Community*  
**Action**  
OF SOUTHEAST IOWA

Full survey and responses available upon request (49 pages)



More detailed reports available on our website or upon request

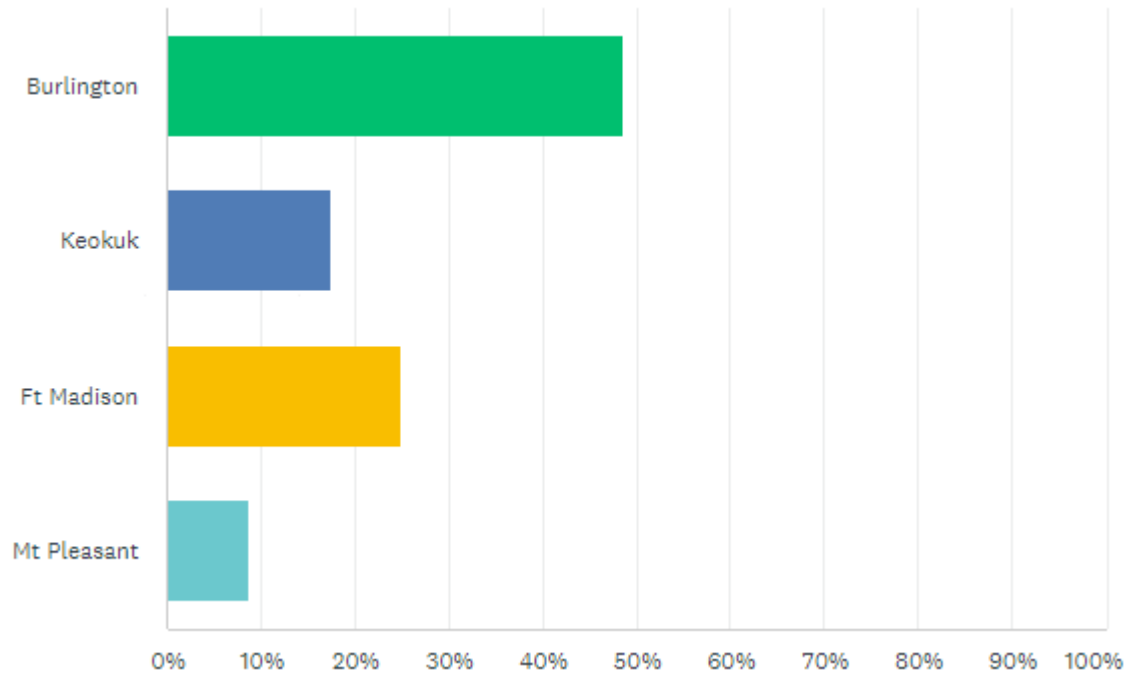
<https://caofseia.org/about-us/reports/>  
[Community.Action@caofseia.org](mailto:Community.Action@caofseia.org)

*Community*  
**Action**  
OF SOUTHEAST IOWA



# Head Start Exit Survey

- 166 Responses



72

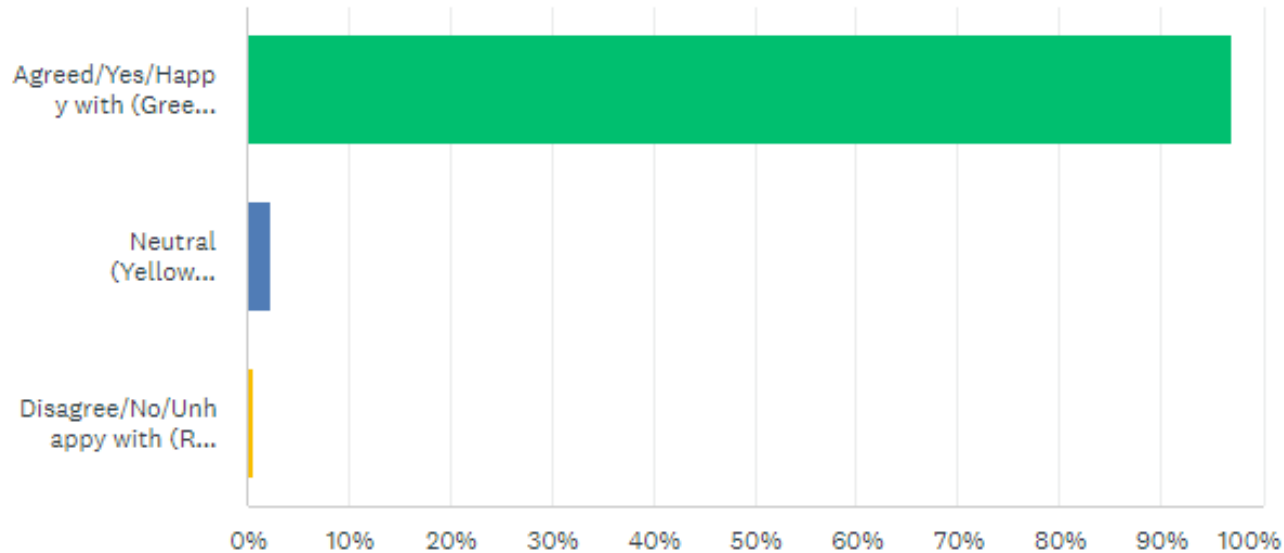
26

37

13

Families as Learners: The program provided opportunities and support to my family as we worked to achieve our career, parenting, and life goals.

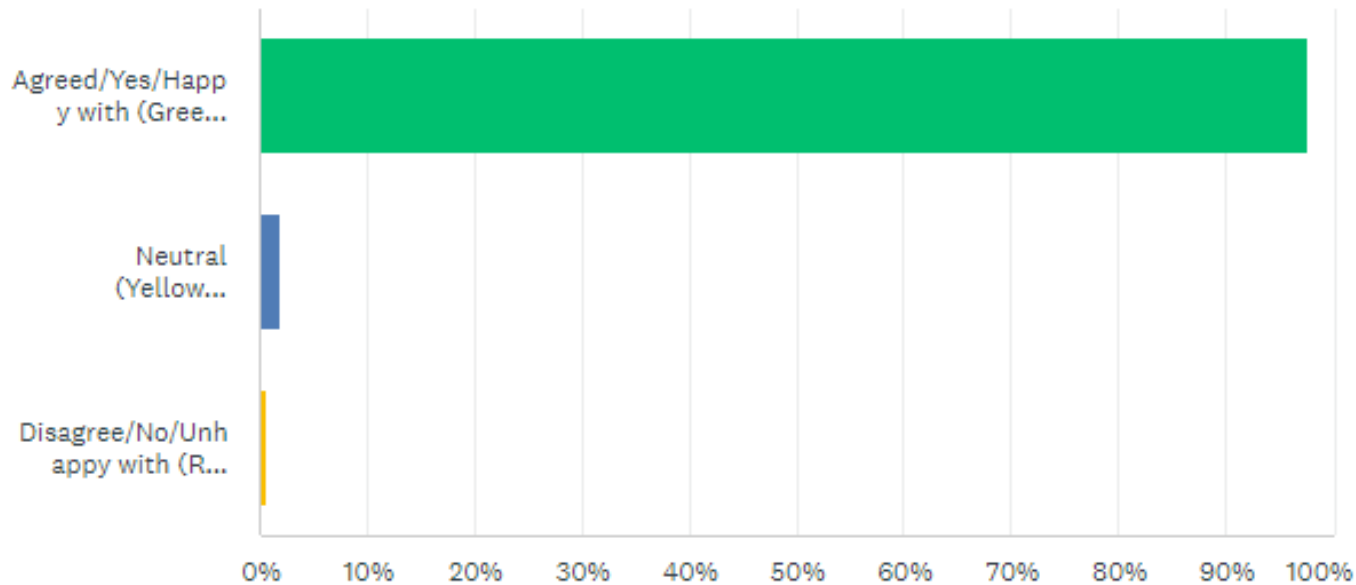
Answered: 165 Skipped: 1



- 97% agree
- 2% neutral

# Positive Parent/Child Relationships: The program helped me develop a nurturing relationship with my child and help his/her learning and growth.

Answered: 164 Skipped: 2



- 98% agree
- 2% neutral



- The program helped me develop a nurturing relationship with my child and help his/her learning and growth.
  - 98% 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.
  - 99% agree

# Parent Responses

- Great program loved it for my kid
- I love the program so much! It has helped both kids grow so so so much! they have learned so much and they have learned so many things and their speech has grown exponentially!
- The teachers are the best
- The program has helped me grow as a positive parent and help in the community

# Connections, partnerships, referrals

- In our mission statement.
- I was informed about other agency or community services
  - 81% Yes Head Start Exit Survey
  - 72% Client Satisfaction Survey



# Household's Greatest Needs

- The chart on the next slide shows in gold the top five identified needs by our clients in the identified year.
- The numbers indicate the current year's ranking.
- The red colored numbers note a significant difference in ranking from the previous year.

# What are the greatest challenges your household is currently facing?



Greatest Need:	2016	2018	2019	2020	2021	2022
Getting Food	1	1	1	1	2	1
Livable Wage Job (2016/18 n/a)			4	2	4	9
Health Care Costs/Bills	8	13	9	3	12	11
Employment	2	2	3	4	1	4
Debt (2016/18 Credit Card Debt)	7	7	2	6	5	3
Budgeting	5	3	5	5	7	8
Mental Health (2016 MH Services)	7	5	6	7	6	7
Transportation	3	6	7	10	9	2
Housing	4	4	8	11	3	5



# Greatest Challenges 2022

- The top five needs identified by clients:
  - Getting food
  - Transportation
  - Debt
  - Employment
  - Housing



# Additional service I would like Community Action to offer:

- More is always needed

- Home Repairs - 9
- Hygiene – 7
- Rent/housing – 7
- Utility Assistance - 4
- Gas Money - 4

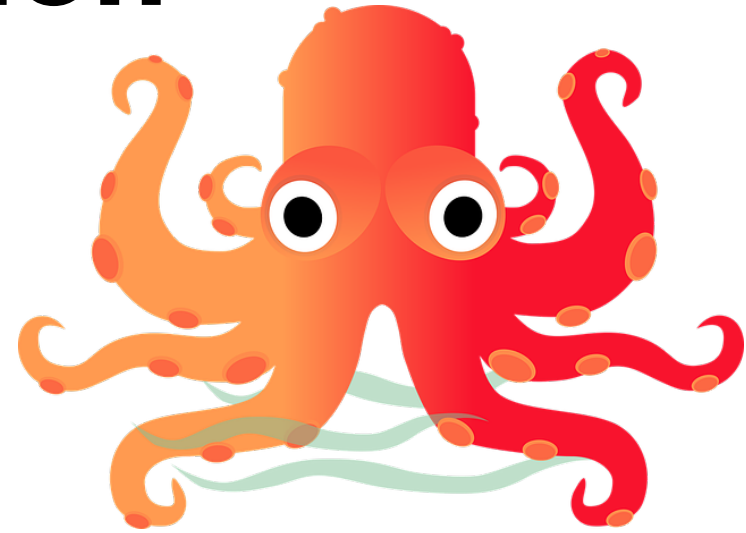
- Cash Assistance – 6

- Other – rides, dryer, internet, phone, daycare, milk, insurance



# Suggestions for Community Action

- 37 Responses
  - Staff – 7
  - Communication – 5
  - Food – 5
  - Resources - 4
- MORE - 10
  - Of what we're currently doing
  - More funding for services
- Individual Suggestions – each person is unique
  - Have a program in Montrose
  - Transport kids
  - School supplies



*Community*  
**Action**  
OF SOUTHEAST IOWA

# Overview

- The client survey is self reporting of information
  - It's the perception & experiences of those completing the survey
- There is a focus on what we're currently doing
- Staff, communication, and resources people would like to see improved



- Top Needs:
  - Getting Food
  - Transportation
  - Debt
  - Employment
  - Housing

# Please contact us with questions



[Community.Action@caofseia.org](mailto:Community.Action@caofseia.org)

319-753-0193 Central Office

More detailed reports available on our  
website or upon request

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

Report compiled by

Planning Director Rachel Albrecht

December 13, 2022

**Community  
Action**  
OF SOUTHEAST IOWA