

Client Satisfaction Survey Responses Fiscal Year 2022

95.5% had a positive experience when receiving services.
93% got the information and services they needed.



Client Responses

- Good community service/very helpful -2.1
- Las ayudas que me han dado han mejorado la calidad de vida de mi familia y gracias a Community Action mi casa está en mejores condiciones y tengo calefacción y gracias a esta compañía.
- Community Action is a blessing to my family! -8.133
- Todo está excelente. -8.14 (Everything was excellent)
- From the staff at Community Action, it was a very positive experience, -4.23
- I think Community Action of Southeast Iowa does a wonderful job of helping families in crisis. -4.21
- Quick, easy, lady that helped was nice. Couldn't ask for better. Give respect, get respect. -4.5
- They are awesome and very compassionate. -8.69
- Keep up the great work Community Action! I am very thankful for any assistance I do get! -8.62
- The ladies made me feel very comfortable since this is the first time I have been in a situation like this. -2.22
- You all have been a great assistance to me through my times of needs and are greatly appreciated. -2.25
- For me, it's kind of embarrassing to have to file for Energy Assistance and the workers here just make it so much easier. No judgments; just super helpful. -8.127
- We are new to the area. They were very informative and helpful. Thank you for all you do. -9.24
- Community Action has an amazing group of daycare and preschool teachers. -9.223

How has Community Action made a difference in your life?

- 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 day struggles, sometimes people need a little bit of help and they have been there 100%. -9.51
- It has allowed me to be financially stable, put my finances in other areas to keep afloat. -9.59
- 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
- Has helped when I felt completely hopeless. -9.94
- They were there when heat would be off and I would have gone 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 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
- 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 developmentally wise. -9.166
- 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 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 have lost if not had received them. -9.193
- 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
- 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 electricity because of my disability and low income. -9.256