

Fiscal Year 2023 Client Satisfaction Survey Summarized Results



Client Survey

- Yearly
 - Available at centers
 - WIC clinics
 - FaDSS Specialists
 - Sent home with Head Start
 - Link in specialist's email signature
 - Can be done online or mailed in
 - Over the phone
- 2023 How
- Clients on web – 30
 - Phone/Manual entry – 411
 - Clients QR Code – 0



FY2023 Client Satisfaction Survey *Community Action* OF SOUTHEAST IOWA

This may be done online here:
<https://www.surveymonkey.com/r/ClientSatisfactionFY23>

- 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?

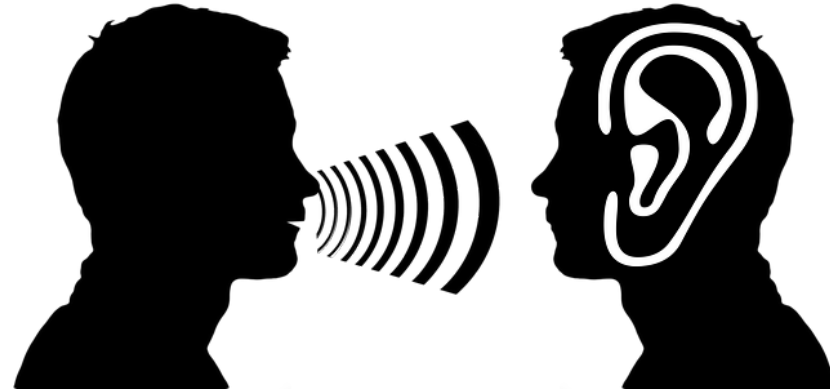
- Date: _____ County you live in: _____

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/Phone/Email: _____



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Purpose in Analyzation

- Evaluate
- Assumptions
- Direct input
- Trends
- Planning
- Meeting needs or missing our mark?



Basics

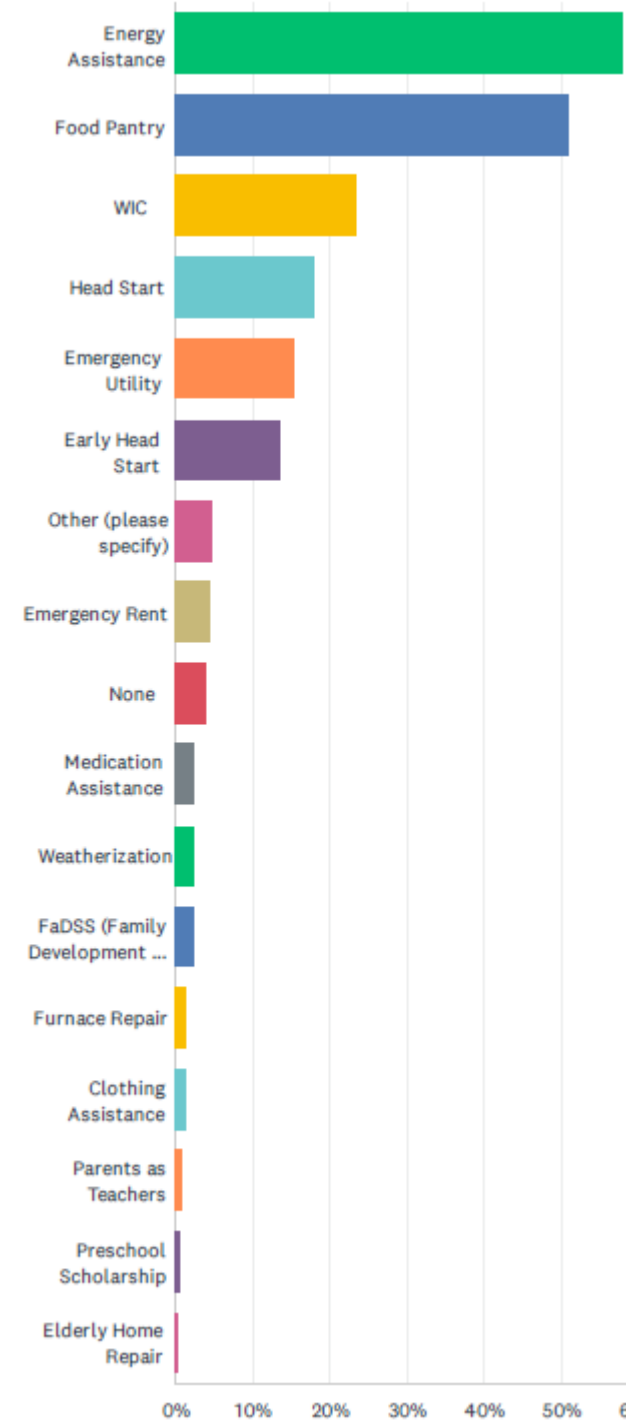
Year	# Responses	% of Client Households
2023	392	5.8%
2022	341	5.3%
2021	329	5.5%

- 2023 County breakdown
 - Des Moines – 53%
 - Henry – 13%
 - Lee – 31%
 - Louisa – 3%
 - Other – ~1% = 3 responses



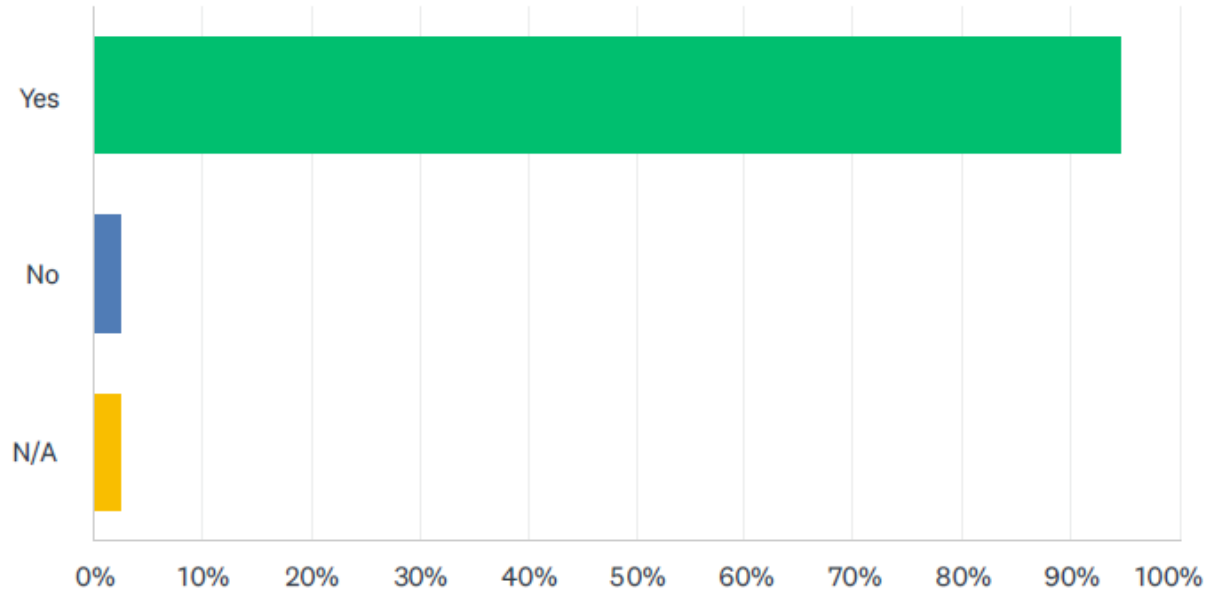
Services received in the last 12 months

- Energy Assistance – 58%
- Food Pantry – 51%
- WIC – 23%
- Head Start – 18%
- Emergency Utility – 15%
- Early Head Start – 14%
- Other – 5%
- Emergency Rent – 5%



Q2 I got the information and services I needed:

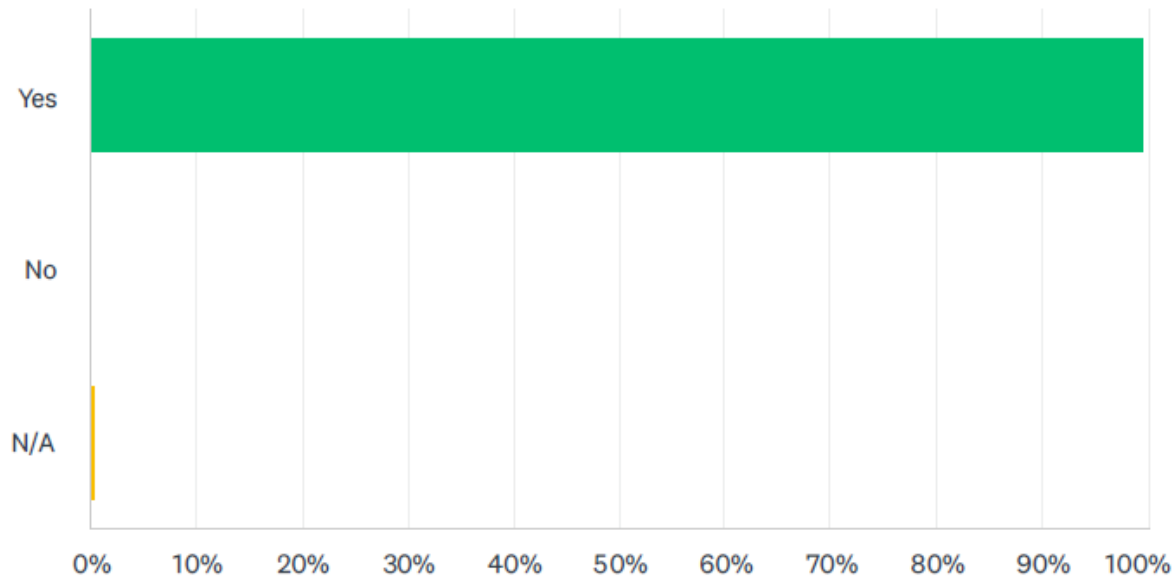
Answered: 414 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	94.69%	392
No	2.66%	11
N/A	2.66%	11
TOTAL		414

Q4 I had a positive experience when receiving services:

Answered: 424 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	99.53%	422
No	0.00%	0
N/A	0.47%	2
TOTAL		424

What are the greatest challenges your household is currently facing?

Challenge	2016	2018	2019	2020	2021	2022	2023
Getting Food	1	1	1	1	2	1	1
Debt	Credit Card Debt 7	Credit Card Debt 7	2	6	5	3	2
Budgeting	5	3	5	5	7	8	3
Employment	2	2	3	4	1	4	4
Transportation	3	6	7	10	9	2	5
Mental Health	7	5	6	7	6	7	6
Livable Wage Job (2016/18 n/a)			4	2	4	9	7
Housing	4	4	8	11	3	5	8
Child Care			9	14	16	13	9
Health Care Costs/Bills	8	13	10	3	12	11	10

Additional service I would like Community Action to offer:

- More - 21
- Transportation – 5
- Financial – 2
- Home Repair - 2
- Other
 - Plumbing, rent-to-own housing, choosing Medicare, clothing, drug rehab, support groups, counseling, mental health, finding remote jobs, shelter, MH awareness



Problems or needs you were unable to get help with?

- Out of 38 responses:
 - 22 Housing related
 - 6 Bills of some kind
 - 4 Transportation
 - 3 Food (2 SNAP)
 - 2 Job related
 - 2 Preschool scholarship & Justice



Suggestions

- Staff – 9
- MORE - 18
 - Food – 5/18
 - Housing – 4/18
- Technology - 3
- Financial - 2
- Other: Allergy friendly foods in pantry, ramp at center, jobs, share Jesus, Medicaid help, parking



Many qualitative client responses can be [viewed here](#)



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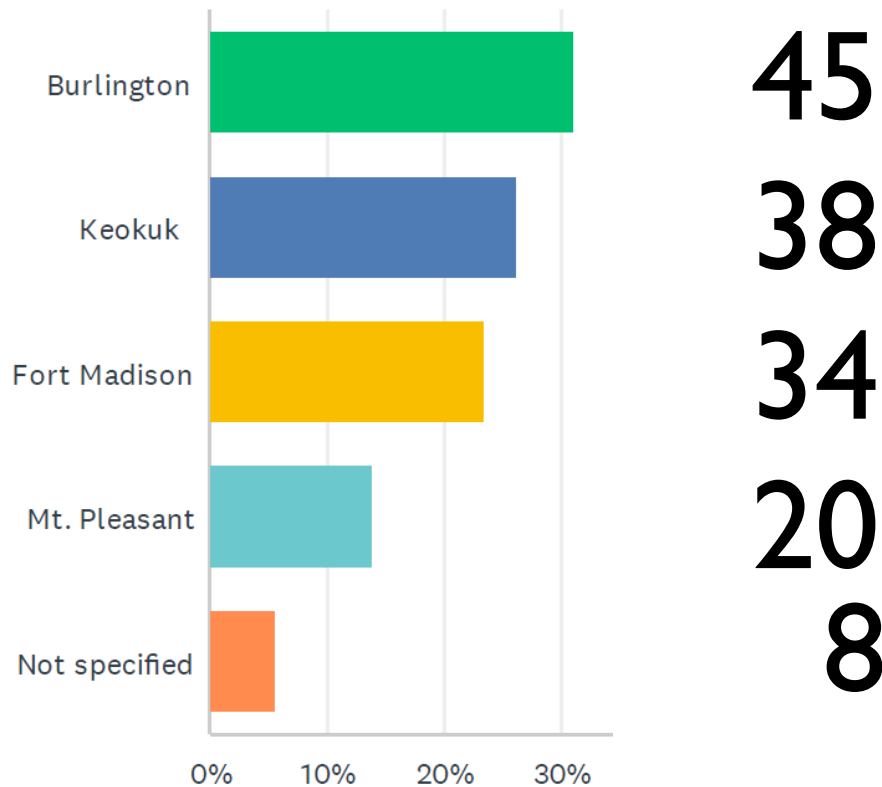
Not Everyone is Happy

- Some note needing extra help
- Others need more assistance
- Closing down due to lack of staff



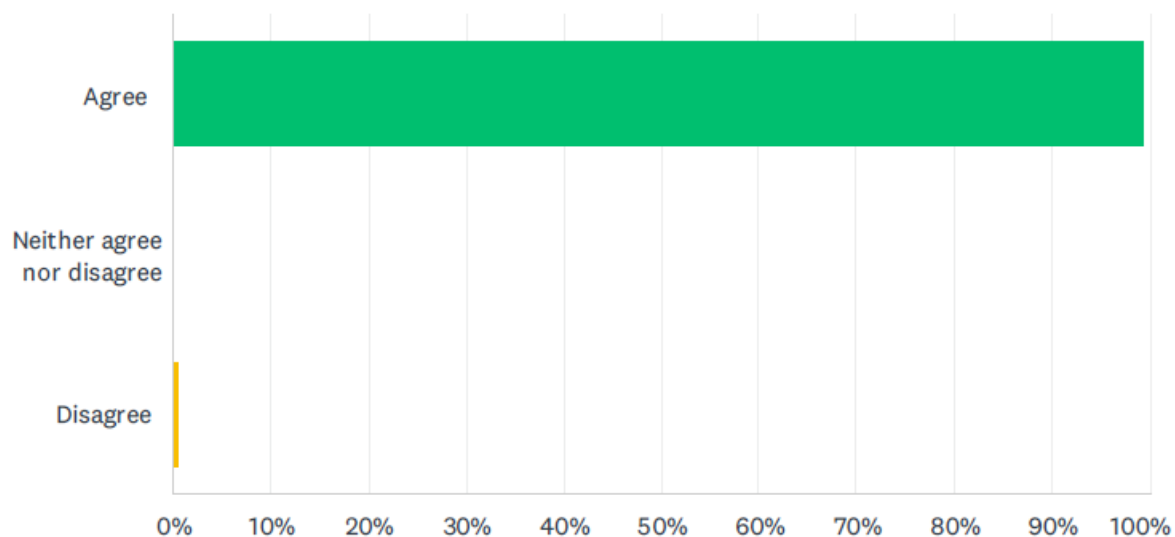
Head Start Exit Survey 2022-2023 School Year

- 145 Responses



Q13 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

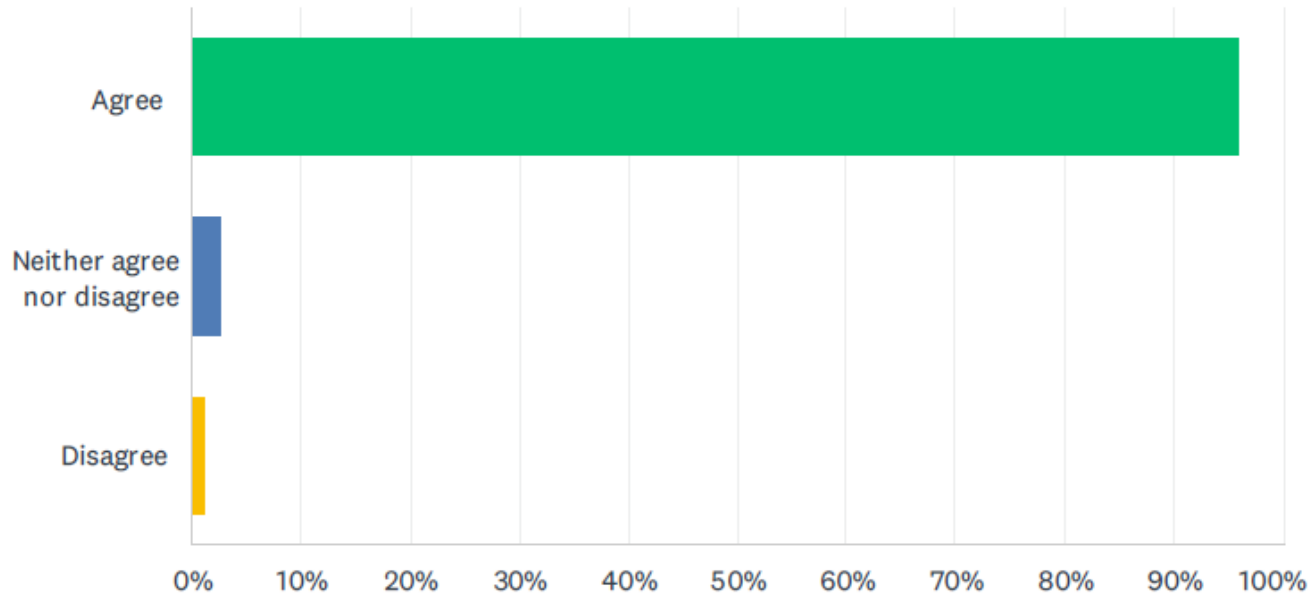
Answered: 145 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	99.31%	144
Neither agree nor disagree	0.00%	0
Disagree	0.69%	1
TOTAL		145

Q8 The program helped my family and helped to meet my family's needs.

Answered: 145 Skipped: 0



ANSWER CHOICES

RESPONSES

Agree

95.86%

139

Neither agree nor disagree

2.76%

4

Disagree

1.38%

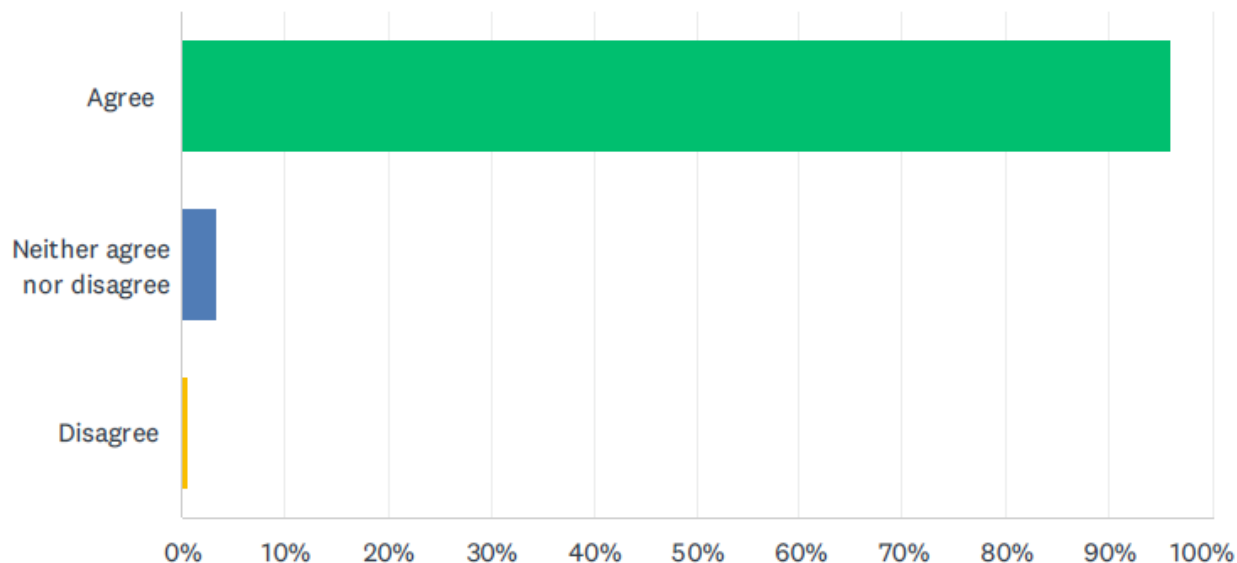
2

TOTAL

145

Q11 The program provided opportunities and support to my family as we worked to achieve our career, parenting and life goals.

Answered: 145 Skipped: 0

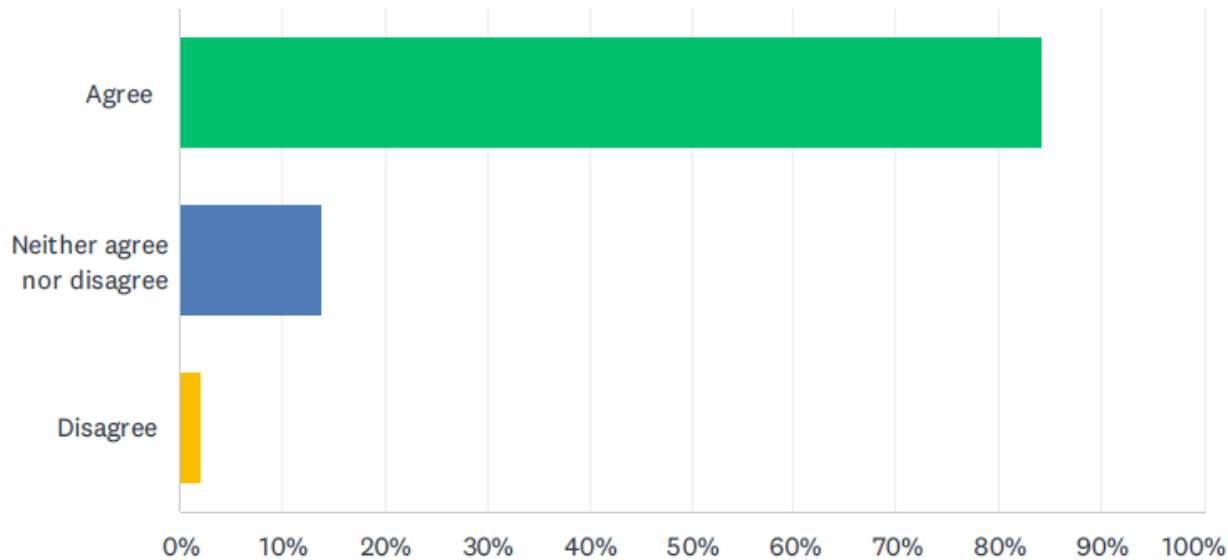


ANSWER CHOICES	RESPONSES	
Agree	95.86%	139
Neither agree nor disagree	3.45%	5
Disagree	0.69%	1
TOTAL		145

2022-23 EHS/HS End of Year Family Survey

Q12 The program helped me to connect with other parents and make friends. The program also connected me with resources in the community.

Answered: 145 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	84.14%	122
Neither agree nor disagree	13.79%	20
Disagree	2.07%	3
TOTAL		145



Parent Responses

- Everything is great.
- Wish classes were longer, meaning a full day of class.
- Great program.
- You guys were amazing.
- You all have helped us in so many ways. We appreciate you all.
- I love everyone from WIC to Head Start to EHS to employees at local offices. Very encouraging and supportive.

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Connections, partnerships, referrals



- In our mission statement.
- I was informed about other agency or community services
 - 86% Client Satisfaction Survey
 - 84% Yes Head Start Exit Survey

Overview

- Self reporting information
 - Perception & experiences
- Focus on what we're doing
 - Provide services with excellence
- More is needed of what we're currently doing
- Top Needs:
 - Getting Food
 - Debt
 - Budgeting
 - Employment
 - Transportation





More detailed reports available on our website or upon request.

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

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