

2022 Stakeholder Survey

Methods

In 2022 our agency participated in recruiting people to answer the statewide survey about Community Action Agencies. Stakeholders responded regarding their local agency and community and results were provided to us based on our counties served: Des Moines, Henry, Lee, and Louisa.

Surveys were sent electronically (through email) to local government, educational institutions, health care providers, faith based organizations, community based organizations, private businesses, banking institutions, agency staff, agency board members, Head Start Policy Council members, and CACFP homes.

There were 319 total responses. Some questions were skipped by participants. The responses display the respondents perceptions.



Result Highlights

Employment

- 58% of stakeholders believe under-employment is an issue in their community.
- Top three reasons listed for local employment issues:
 - Lack of affordable childcare – 67%
 - Lack of reliable transportation – 52%
 - Low wages – 60%

Childcare

- 68% said there are not a sufficient number of accessible and affordable childcare facilities overall.
- 78% said there are not enough childcare facilities that provide services during evenings, nights, and/or weekends for children 0-11.
- 58% said there are not enough childcare facilities that provide services during the day Monday – Friday for children 0-5.

Housing

- 71% said there are not enough safe and affordable housing units.
- 71% said abandoned or neglected houses and buildings are an issue.
- 64% said there are not a sufficient home ownership opportunities for people with a low income.
- 40% said evictions are an issue.

Homelessness

- 81% said there are not a sufficient number of shelters nor shelter beds.
- Top factors believed to be contributing to homelessness:
 - An increase in substance abuse – 81%
 - A shortage of shelter beds – 69%
 - A shortage of affordable housing – 65%
 - An increase in personal debt – 54%

Health Services

- Food:
 - 31% said there are not a sufficient number of food resources for those of low income.
- Mental Health
 - 82% said there are not a sufficient number of behavioral and mental health care resources/services.
- Dental
 - 52% said there are not a sufficient number of dental health services that are accessible and affordable.

Public Safety

- 88% said non-violent crime is an issue in their community.
- 45% said violent crime is an issue.
- 19% said there are not positive relationships between the police and the community.
- 60% said there are not a sufficient number of crime/violence intervention and prevention programs/initiatives.

Top Needs to be Addressed

1. Health Services – 21%
2. Employment – 18%
3. Housing – 18%
4. Childcare – 17%
5. Infrastructure – 10%

2022 Stakeholder Satisfaction Report



Your relationship with our Community Action Agency:

- Excellent, Very Good, or Good – 82%
- Poor – 2.5%



Your familiarity with our agency programs/services:

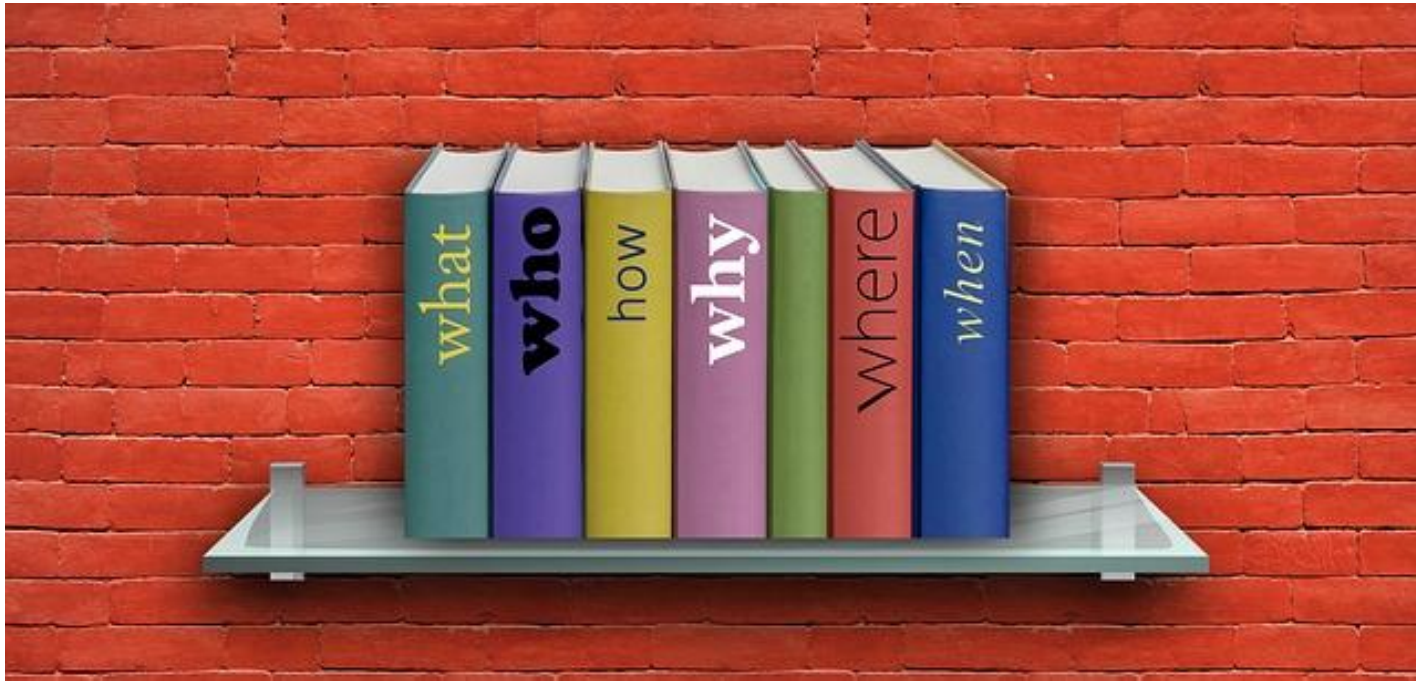
- Excellent, Very Good, or Good – 70%
- Poor – 13%

The agency staff I interacted with were friendly and helpful:

- Strongly Agree and Agree – 90%
- Disagree and Strongly Disagree – 4%

The agency staff had a thorough knowledge of agency programs and services:

- Strongly Agree and Agree – 93%
- Disagree and Strongly Disagree – 1%



More detailed information is available on our website or upon request.

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

Please direct questions to:

319-753-0193

Community.Action@caofseia.org

Compiled December 2023 by Planning Director Rachel Nunnikhoven Albrecht

Community
Action
OF SOUTHEAST IOWA

Mission:

Community Action of Southeast Iowa is dedicated to alleviating the conditions and causes of poverty by building partnerships and strengthening people through quality services.



Community
Action
OF SOUTHEAST IOWA



Our **VISION** is for people in southeast Iowa to have the opportunity to reach their maximum potential.

Community
Action
OF SOUTHEAST IOWA