

9.f Client Satisfaction Information

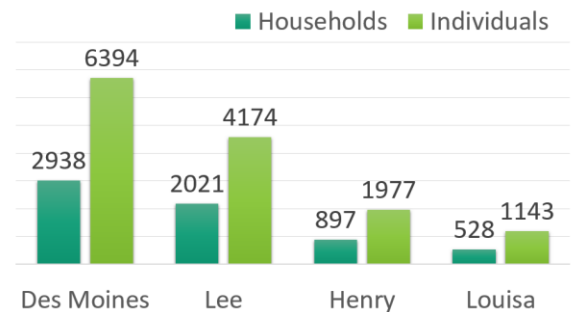
Fiscal Year 2024 Community Action of Southeast Iowa

Number Served in Southeast Iowa (Des Moines, Henry, Lee, & Louisa Counties)

- 6,591 Households (HHs)
- 14,026 Individuals
- 13.5% of the population

- 23% of our clients (3,164) were non white in FY 2024
- 11% of the total population of southeast Iowa are non white
 - US Census Bureau, American Community Survey. 2018-22.

Clients by County Served FY24



Client Satisfaction Survey (490 responses)

- 77% informed of other agency or community services
- 96% had a positive experience
- 20% had a problem or need they couldn't get help with
 - 80 responses
 - Food, housing, utilities, home repairs, A/C, healthcare, homelessness, transportation, medical, childcare, disaster, diapers, etc

Client Responses

- Community action staff are helpful beyond expectation! – Response 9.10
- Always there when you don't know where to turn. – Response 9.28
- It has relived home winter heating bills. It has also filled in when budget got too tight for food. – Response 9.38
- Without them, I would probably go hungry the last 10 days of every month! – Response 9.39
- It has made things work for me when odds are against me and others too. – Response 9.50
- Helped me when I was hungry. Thank you so much! It is very appreciated – Response 9.67
- provided my children + I with knowledge + resources to help us grow stronger. Thank you! – Response 9.75
- Without liheap we would have not had electricity – Response 9.86
- HUGE! Because of them I've never been cold in the winter or starving. – Response 9.120
- To stay healthy from the food resources to maintain employment – Response 9.162
- They area always helpful & try to do the best they can to help people in need. – Response 9.166
- Provided care full care to my child while we work 2 get education. – Response 9.231
- it's given my children the chance to learn and make friends without a huge cost. – Response 9.233
- It has made a difference in my life by giving resources I need and helping me in areas that I need help in. – Response 9.257
- They help us through the hard times + makes things easier. – Response 9.270
- In many positive ways. Patty helped me a lot with learning to budget money and get caught up. Joan is wonderful with helping me! – Response 9.330
- They helped me get my own place and back on my feet. – Response 9.346
- They gave me resources, food, and toiletries as well as kindness when I really needed it. – Response 9.367

What are the greatest challenges your household is currently facing?	
▼ Getting food	42.59%
▼ Physical Health	23.72%
▼ Mental Health	23.18%
▼ Transportation	21.02%
▼ Employment	18.33%
▼ Food Budgeting	18.33%
▼ Livable Wage Job	15.90%
▼ Debt	14.56%
▼ Budgeting	12.13%
▼ Health Care Costs/Bills	11.32%