

Client Surveys

Fiscal Year 2024

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.

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



Community
Action
OF SOUTHEAST IOWA

20+ Agency Programs

- Education
 - Head Start
 - Early Head Start
 - FaDSS
 - Preschool Scholarships
 - General Information & Referrals
 - Presentations
- Housing
 - LIHEAP
 - Weatherization
 - Rent/Homeless Assistance
 - Furnace Repair & Replace
 - Senior Home Repair
 - Disaster Assistance
 - Rent Reimbursement Form Assistance
- Nutrition
 - WIC
 - Food Pantries
- Other
 - Hygiene Assistance
 - Transportation Assistance
 - Small Grants



**Is your life affected by economic hardship?
We're here to help.**

Programs may vary by center, have income guidelines, and may have limited funding available.

- | | |
|---|--|
| * Budget Counseling | * Homeless Assistance |
| * Children's Bed Program | * Housing Assistance |
| * Clothing Assistance | * Hygiene Assistance |
| * Disaster Assistance | * Low Income Home Energy Assistance Program (LIHEAP) |
| * Early Head Start | * Preschool Scholarships |
| * Emergency Rent and Utilities | * Rent Reimbursement Form Assistance |
| * Employment Counseling | * Senior Home Repair |
| * Energy Crisis Assistance (Project Share) | * Transportation Assistance |
| * Family Development and Self Sufficiency Program (FaDSS) | * Utility Assistance |
| * Food Pantry | * Weatherization |
| * Furnace Repair and Replacement | * (WIC) Special Supplemental Nutrition Program for Women, Infants and Children |
| * General Information and Referral | |
| * Head Start | |

More details on our website or contact your local center.

Community Action Centers

Burlington, Mt Pleasant, Ft Madison, Keokuk

Open weekdays 8:00 a.m. to 4:30 p.m.

Columbus Junction open Tues & Wed, Mt Pleasant closed Wed

CAOFSEIA.ORG



Central Office 2850 Mount Pleasant, Suite 108 Burlington IA 52601 (319) 753-0193

Community Action of Southeast Iowa Programs are open to all eligible persons regardless of race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran's status, uniformed service, or any other characteristic protected by federal, state or local law. Sept 3 2024



Central Office Burlington



Burlington WIC



Neighborhood Center Burlington



Corse Head Start



Eichacker Fort Madison



Richardson Fort Madison



Louisa County Columbus Junction



Tolson Mt Pleasant



Marie Tallarico Keokuk



Muscatine WIC

- 4 County area
 - Des Moines, Henry, Lee, Louisa
- 2 additional
 - WIC, Preschool Scholarships
 - Washington & Muscatine




Fiscal Year 2024 Client Satisfaction Survey Summarized Results



Client Survey

- Yearly
- Available at centers
- WIC clinics
- Sent with home visitors
- Link in specialist's email
- Can be done online or mailed in
- Over the phone (when have volunteers)
- 490 total – 3.5% of clients
 - 470 paper, 17 link, 3 QR Code

Community Action  **Client Satisfaction Survey FY2024**
 This may be taken online here:
<https://www.surveymonkey.com/r/ClientSatisfactionFY24>

1. Mark all services your household got from our agency in the last 12 months:

<input type="checkbox"/> LIHEAP/Heating Help	<input type="checkbox"/> General Info/Referral	<input type="checkbox"/> Emergency Utility
<input type="checkbox"/> Food Pantry	<input type="checkbox"/> Furnace Repair/Replace	<input type="checkbox"/> Preschool Scholarship
<input type="checkbox"/> WIC	<input type="checkbox"/> Clothing Assistance	<input type="checkbox"/> Senior Home Repair
<input type="checkbox"/> Head Start	<input type="checkbox"/> FaDSS (Family Development and Self Sufficiency)	<input type="checkbox"/> Weatherization
<input type="checkbox"/> Early Head Start	<input type="checkbox"/> Housing Assistance	<input type="checkbox"/> Other: _____
		<input type="checkbox"/> None
2. I got the information and services I needed: YES NO N/A (Does not apply)
 Comments: _____
3. Additional program/service I would like Community Action to offer: _____
4. I had a positive experience when receiving services: YES NO N/A
 Comments: _____
5. I was informed about other agency or community services: YES NO N/A
6. Are there any problems or needs you or your family faced in the last 12 months you were **UNABLE** to get help with? YES NO If YES, please list problems or needs: _____
7. What are the greatest challenges your household is currently facing? Check all that apply:

<input type="checkbox"/> Employment	<input type="checkbox"/> Health Care Costs/Bills	<input type="checkbox"/> Safety
<input type="checkbox"/> Livable Wage Job	<input type="checkbox"/> Budgeting	<input type="checkbox"/> Legal Issues
<input type="checkbox"/> Keeping a Job	<input type="checkbox"/> Debt	<input type="checkbox"/> Substance Use
<input type="checkbox"/> Getting Food	<input type="checkbox"/> Payday Loans	<input type="checkbox"/> Abuse
<input type="checkbox"/> Food Budgeting	<input type="checkbox"/> Housing	<input type="checkbox"/> Finding Child Care
<input type="checkbox"/> Physical Health	<input type="checkbox"/> Transportation	<input type="checkbox"/> Paying For Child Care
<input type="checkbox"/> Mental Health	<input type="checkbox"/> Adult Education/Training	<input type="checkbox"/> Child Care During Hours Needed
<input type="checkbox"/> Getting Medical Care	<input type="checkbox"/> Child Education	<input type="checkbox"/> Other: _____
8. What is one suggestion you have for Community Action to improve on?

9. How has Community Action made a difference in your life?

10. 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: _____



Basics

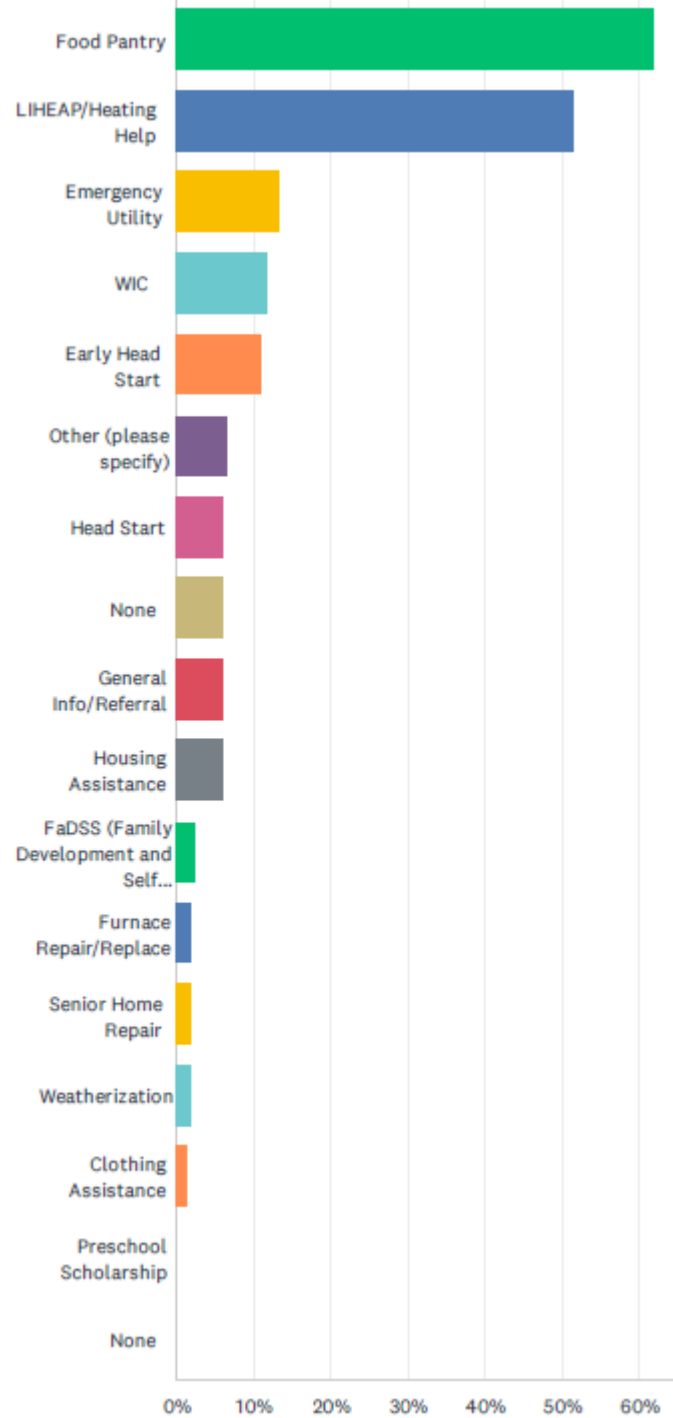
Year	# Responses	% of Households
2024	490	7.4%
2023	392	5.8%
2022	341	5.3%
2021	329	5.5%

- 2024 County breakdown
 - Des Moines – 28%
 - Henry – 9%
 - Lee – 43%
 - Louisa – 17%
 - Other – 3% = 15 responses



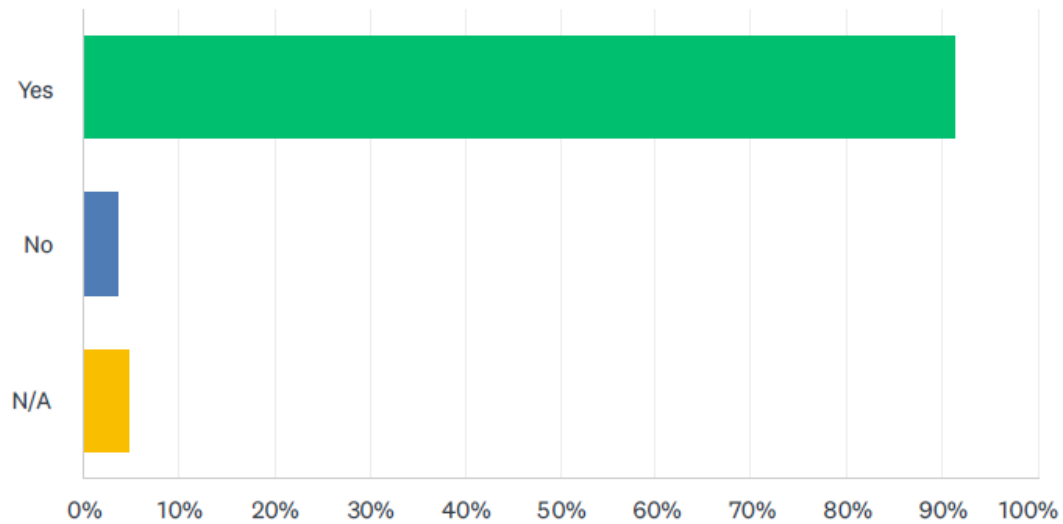
Services received in the last 12 months

Food Pantry	61.84%
LIHEAP/Heating Help	51.63%
Emergency Utility	13.27%
WIC	11.63%
Early Head Start	11.02%
Other (please specify)	6.53%
Head Start	6.12%
None	6.12%
General Info/Referral	5.92%
Housing Assistance	5.92%
FaDSS (Family Development and Self Sufficiency)	2.24%
Furnace Repair/Replace	1.84%
Senior Home Repair	1.84%
Weatherization	1.84%
Clothing Assistance	1.43%
Preschool Scholarship	0.20%



Q2 I got the information and services I needed:

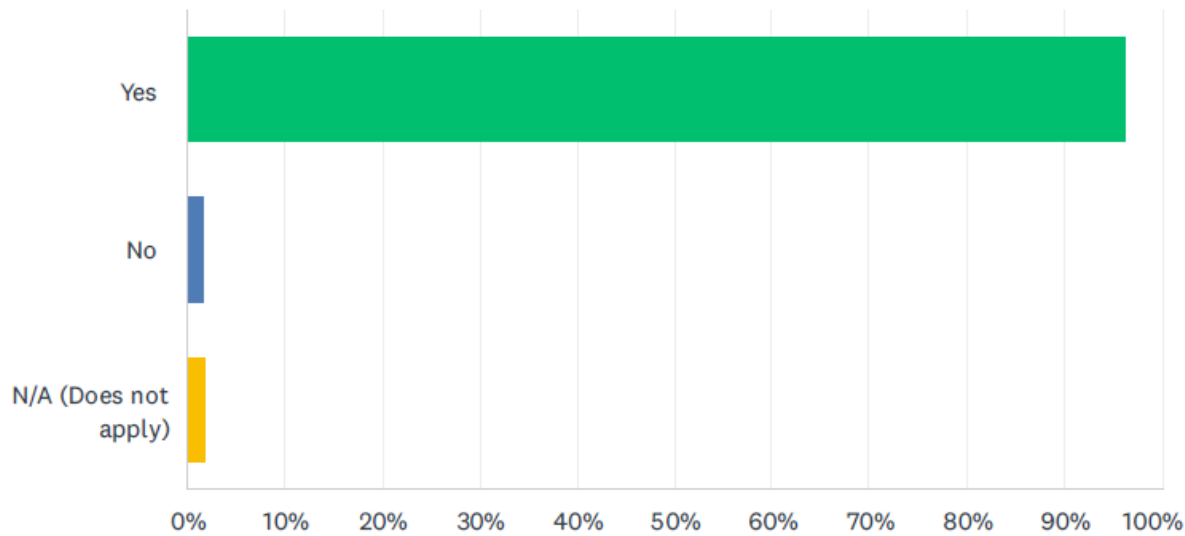
Answered: 466 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	91.42%	426
No	3.65%	17
N/A	4.94%	23
TOTAL		466

Q4 I had a positive experience when receiving services:

Answered: 478 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	96.44%	461
No	1.67%	8
N/A (Does not apply)	1.88%	9
TOTAL		478



What are the greatest challenges your household is currently facing?

*gold color identifies top 5 in each year

Challenge	2016	2018	2019	2020	2021	2022	2023	2024
Getting Food	1	1	1	1	2	1	1	1
Physical Health	2019-2023 Medical Care		11	11	13	-	-	2
Debt	Credit Card Debt		2	6	5	3	2	8
Budgeting	5	3	5	5	7	8	3	(food budgeting) 6, Budgeting 9
Employment	2	2	3	4	1	4	4	5
Transportation	3	6	7	10	9	2	5	4
Mental Health	7	5	6	7	6	7	6	3
Livable Wage Job (2016/18 n/a)			4	2	4	9	7	7
Housing	4	4	8	11	3	5	8	11
Child Care			9	14	16	13	9	16 (12)
Health Care Costs/Bills	8	13	10	3	12	11	10	10

Additional service I would like Community Action to offer:

- MORE
- Home Repair
- Cleaning/housekeeping
- Air conditioning
- Communication/publicity



Other Suggestions

- handyman to change light bulbs
- mental health
- food delivery
- tax help
- homeless shelter
- diapers
- gas cards
- health insurance
- medical supplies
- field trips
- car tags
- global warming
- community garden
- ice cream
- pantry foods
- staffing

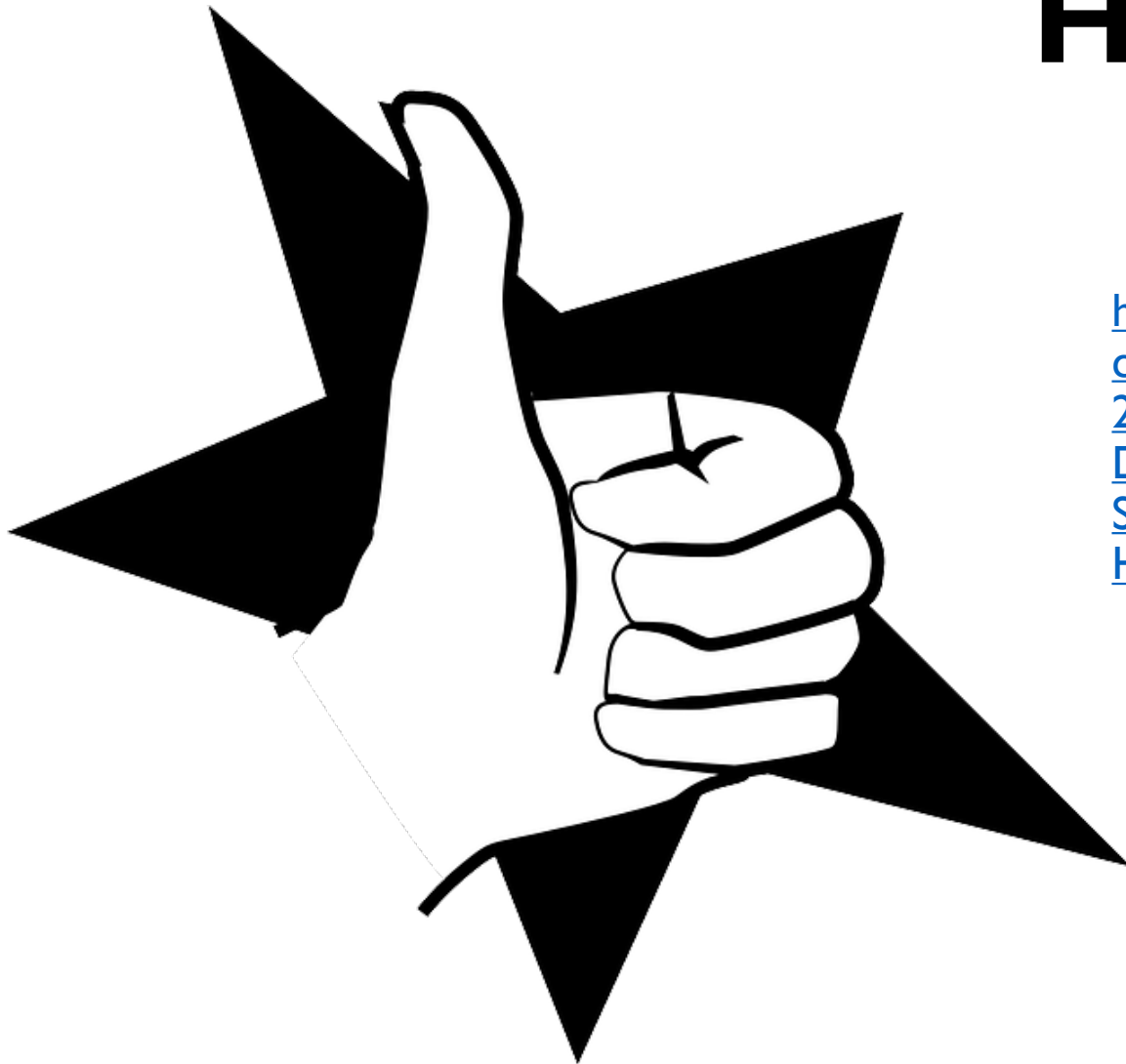


Problems or needs you were unable to get help with?

- Out of 80 responses:
 - 33 Housing related
 - 16 Bills of some kind
 - 11 Medical
 - 8 Transportation
 - 5 Food
 - Other



Qualitative Client Responses Handout



<https://caofseia.org/wp-content/uploads/2024/12/2024-11-19-Demographics-and-Survey-Board-Handout.pdf>

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Not Everyone

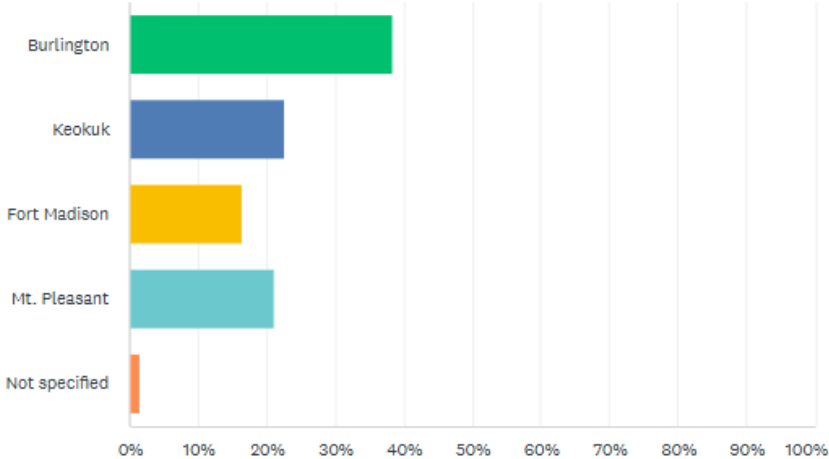
- Need extra help
- More assistance
- Couldn't get requested assistance
 - Didn't qualify
 - Out of funds
 - No program



Head Start Exit Survey 2023-2024 School Year

Location

Answered: 190 Skipped: 0

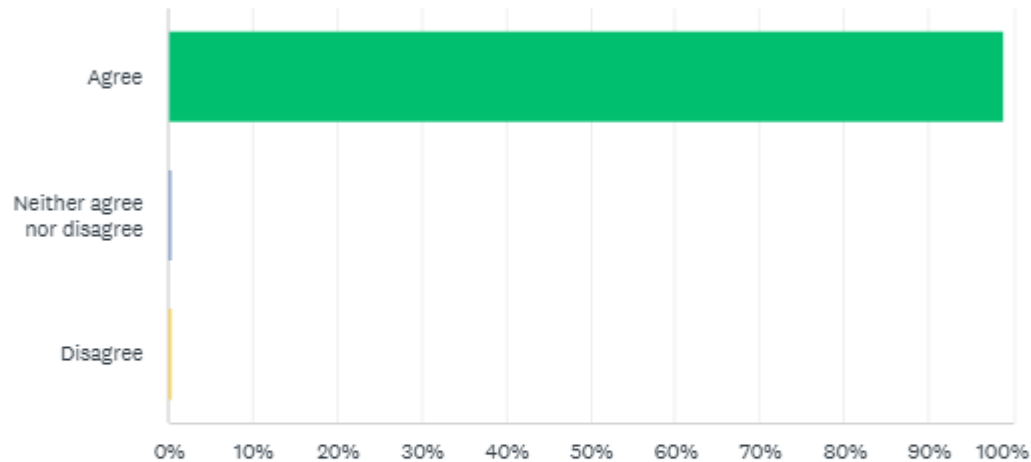


ANSWER CHOICES	RESPONSES
▼ Burlington	38.42% 73
▼ Keokuk	22.63% 43
▼ Fort Madison	16.32% 31
▼ Mt. Pleasant	21.05% 40
▼ Not specified	1.58% 3
TOTAL	190



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: 190 Skipped: 0

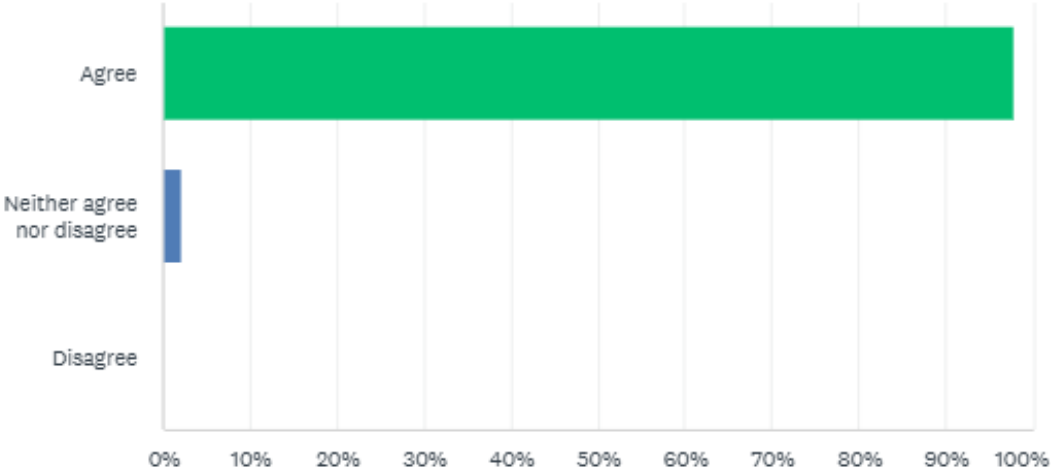


ANSWER CHOICES	RESPONSES
▼ Agree	98.95% 188
▼ Neither agree nor disagree	0.53% 1
▼ Disagree	0.53% 1
TOTAL	190



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

Answered: 190 Skipped: 0

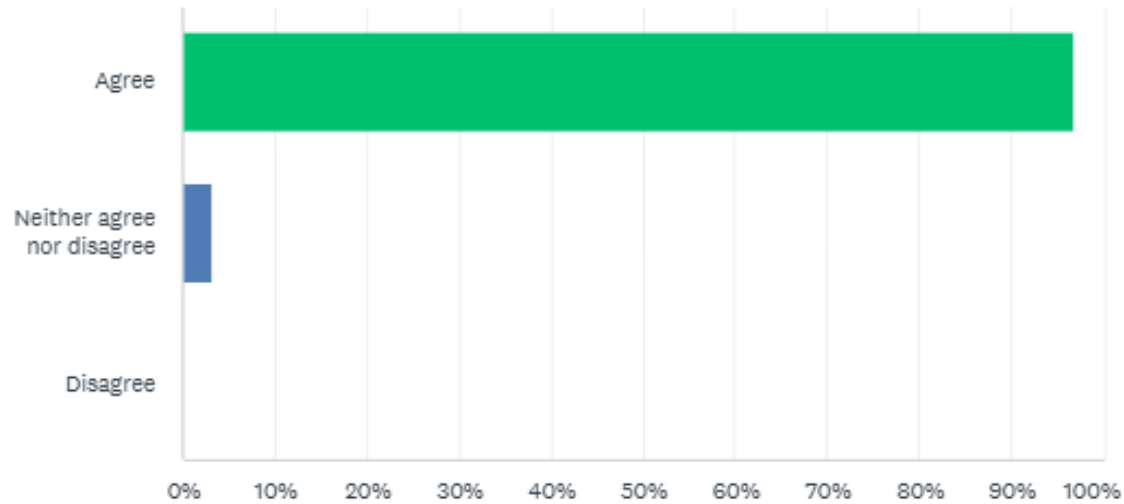


ANSWER CHOICES	RESPONSES
Agree	97.89% 186
Neither agree nor disagree	2.11% 4
Disagree	0.00% 0
TOTAL	190



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

Answered: 190 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Agree	96.84% 184
▼ Neither agree nor disagree	3.16% 6
▼ Disagree	0.00% 0
TOTAL	190





Parent Responses

- Absolutely love the program! Open up to ALL families.
- Teachers and staff are wonderful!
- All the teachers were very pro-active and involved in making sure the kids progressed in learning. Very satisfied with Mallory and Kelsie!
- Community action has been/played a big role in my family's lives for 15 years and I absolutely look forward to continuing working with all staff.

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Success Stories

- YouTube Success Playlist

- <https://youtu.be/DMp-bZp83GU?si=Y6V-WW13>

- E-newsletter

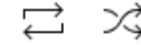
- <https://caofseia.org/newsletter-sign-up/>





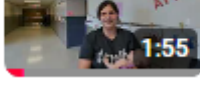
- Facebook

- <https://www.facebook.com/CommunityActionofSoutheastIowa/>

Successes

Community Action of Southeast Iowa - 1 / 5

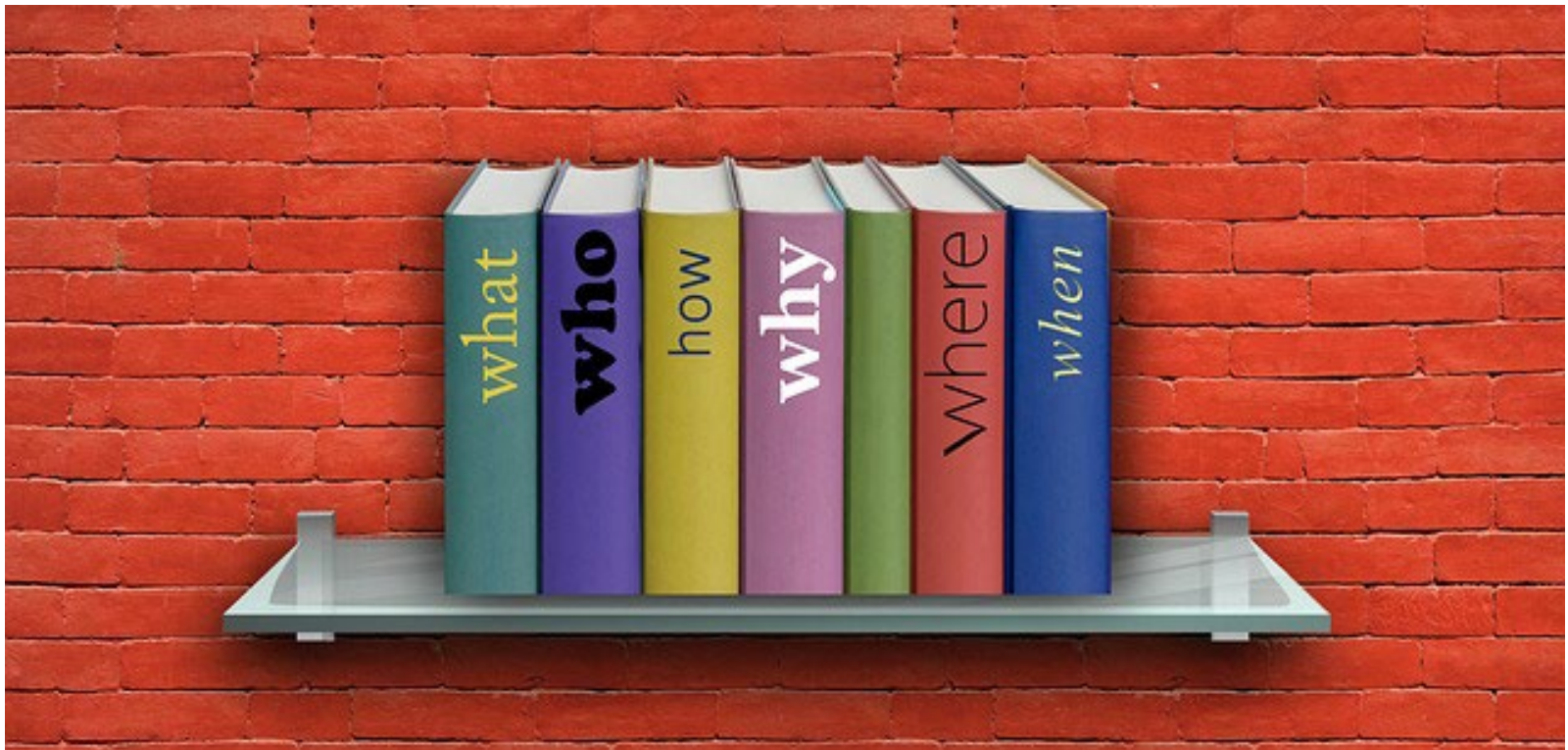


-  FaDSS Family Success Story-Arionna
Page Humphrey
-  Paint-A-Thon & Weatherization Testimonial
Community Action of Southeast Io...
-  Success Story - Donna
Community Action of Southeast Io...
-  Success Story - Derra
Community Action of Southeast Io...
-  Success Story - Alivia
Community Action of Southeast Io...

Overview

- Self reporting information
 - Perception & experiences
- Focus on what we're doing
 - Provide services with excellence
- More
- Top 5 Needs:
 - Getting Food
 - Physical Health
 - Mental Health
 - Transportation
 - Employment





More detailed reports available on our website or upon request.

Client Satisfaction Survey and responses = 72 pages

HS Survey = 14 pages

NIFCAP Client Demographic Reports

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

Community.Action@caofseia.org

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