

# Annual



## **Fiscal Year 2025 Client Demographics** **Fiscal Year 2025 Client Satisfaction Survey**

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February 2026

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OF SOUTHEAST IOWA

# Fiscal Year 2025 Client Demographics

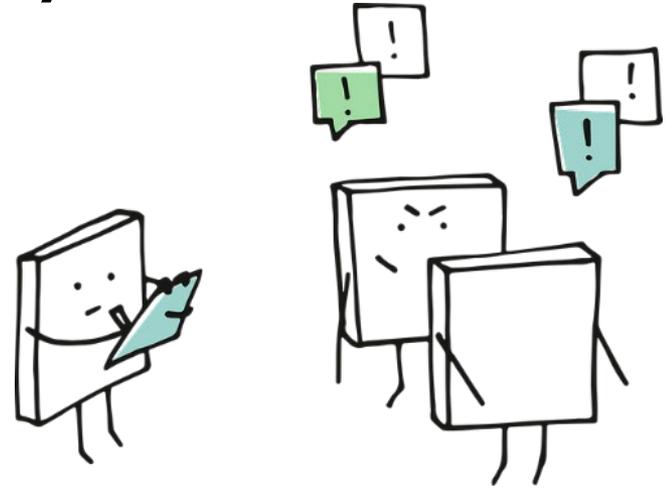
Statistical data relating to the population and particular groups within it



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# Data Collection

- Different agency database systems
  - LIHEAP demographics
  - NEXUS for CSBG
  - Child Plus for Head Start
  - Individuals
  - Households
  - Unduplicated counts



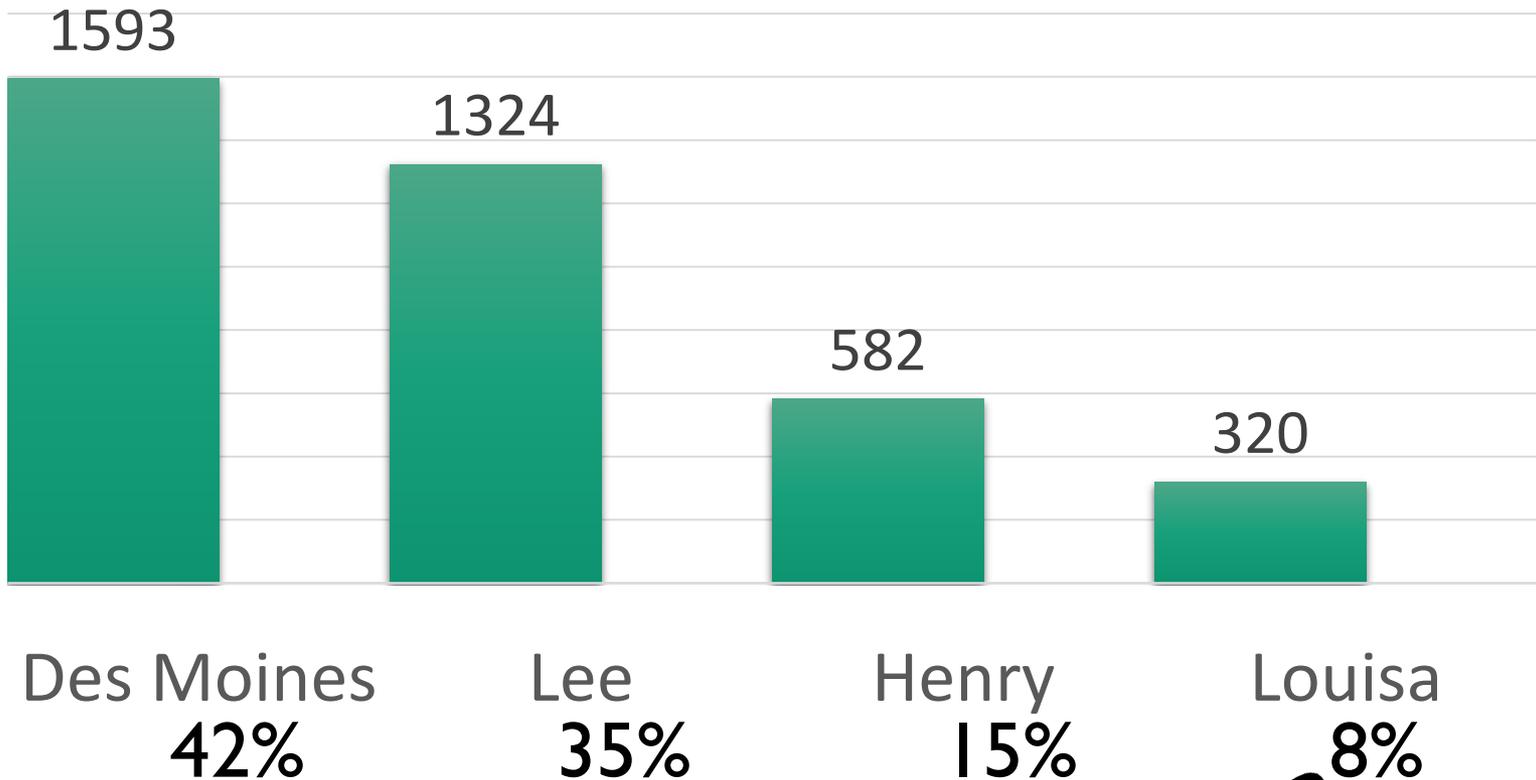
# Southeast Iowa Fiscal Year **2024**

- We served
  - **14,026** individuals in
  - **6,591** households
- Total area population: 103,525
- We served **14%** of the population of southeast Iowa.



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# LIHEAP Households by County Served FY25



-FY 2025 LIHEAP/Lewis



# Racial Demographics of LIHEAP Clients Served FY 25

## b. Race

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian/Other Pacific Islander
5. White
6. Other
7. Multi-Race (two or more of the above)
8. Unknown/Not Reported

### TOTAL

## INDIVIDUALS

	28
	79
	1,078
	10
	6,222
	97
	639
	104
<b>TOTAL</b>	<b>8,257</b>

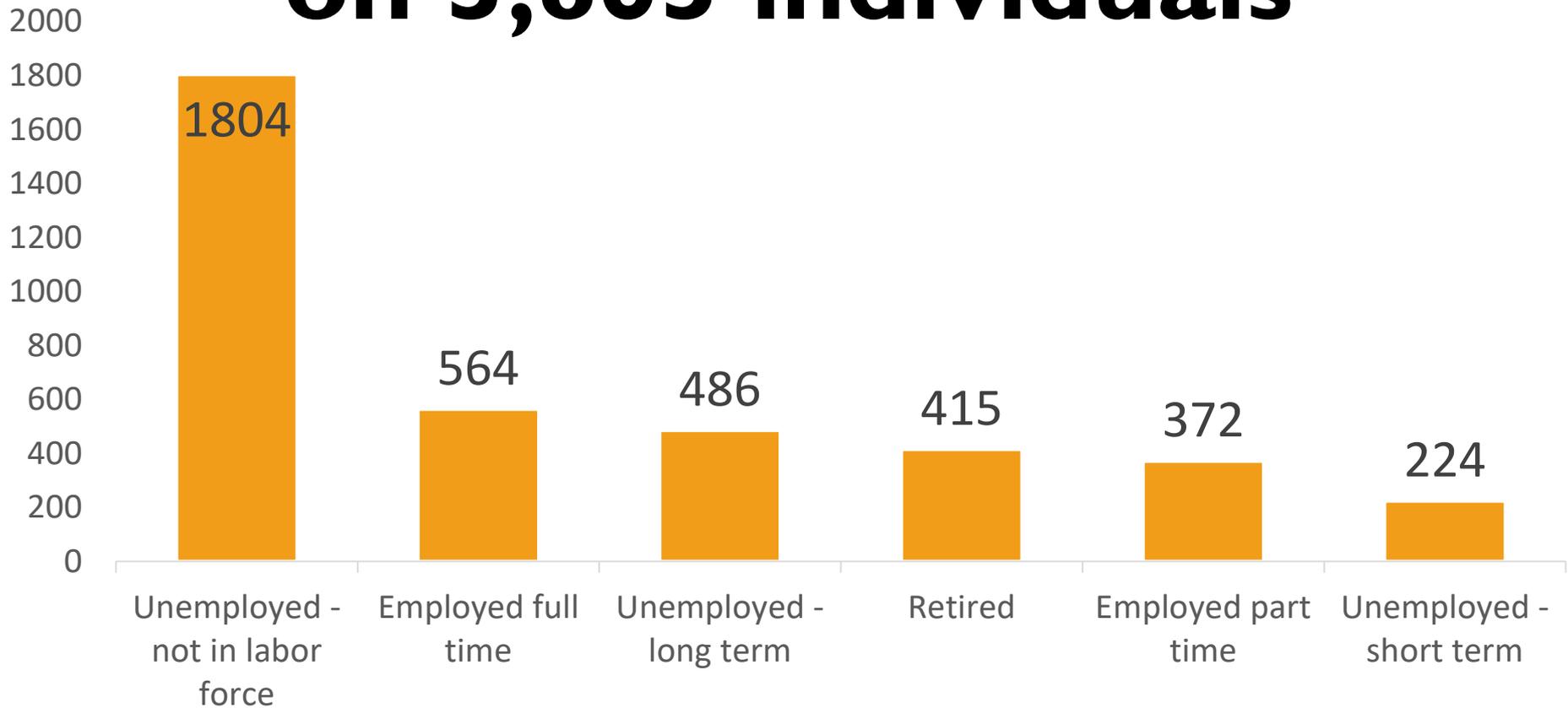
25% of LIHEAP clients (2,035) were nonwhite in FY 2025

11% of the total population of southeast Iowa are non white

-US Census Bureau, American Community Survey. 2018-22.



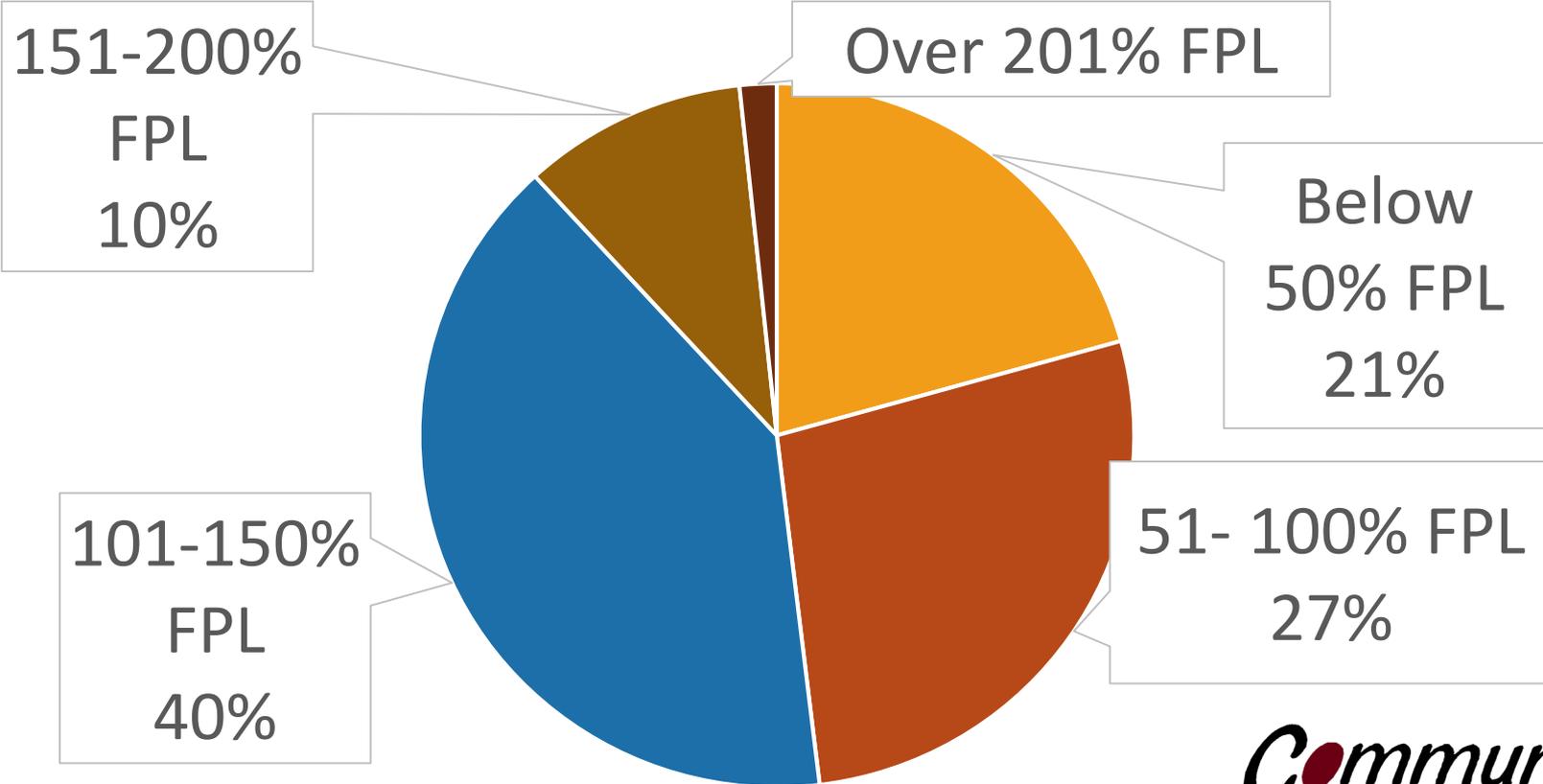
# CSBG Work Status on 3,865 individuals



Unemployed = not in labor force  
(disabled (518 SSDI), stay at home parent/grandparent, “retired  
housewife”, college/school, etc)

# Level of Household Income

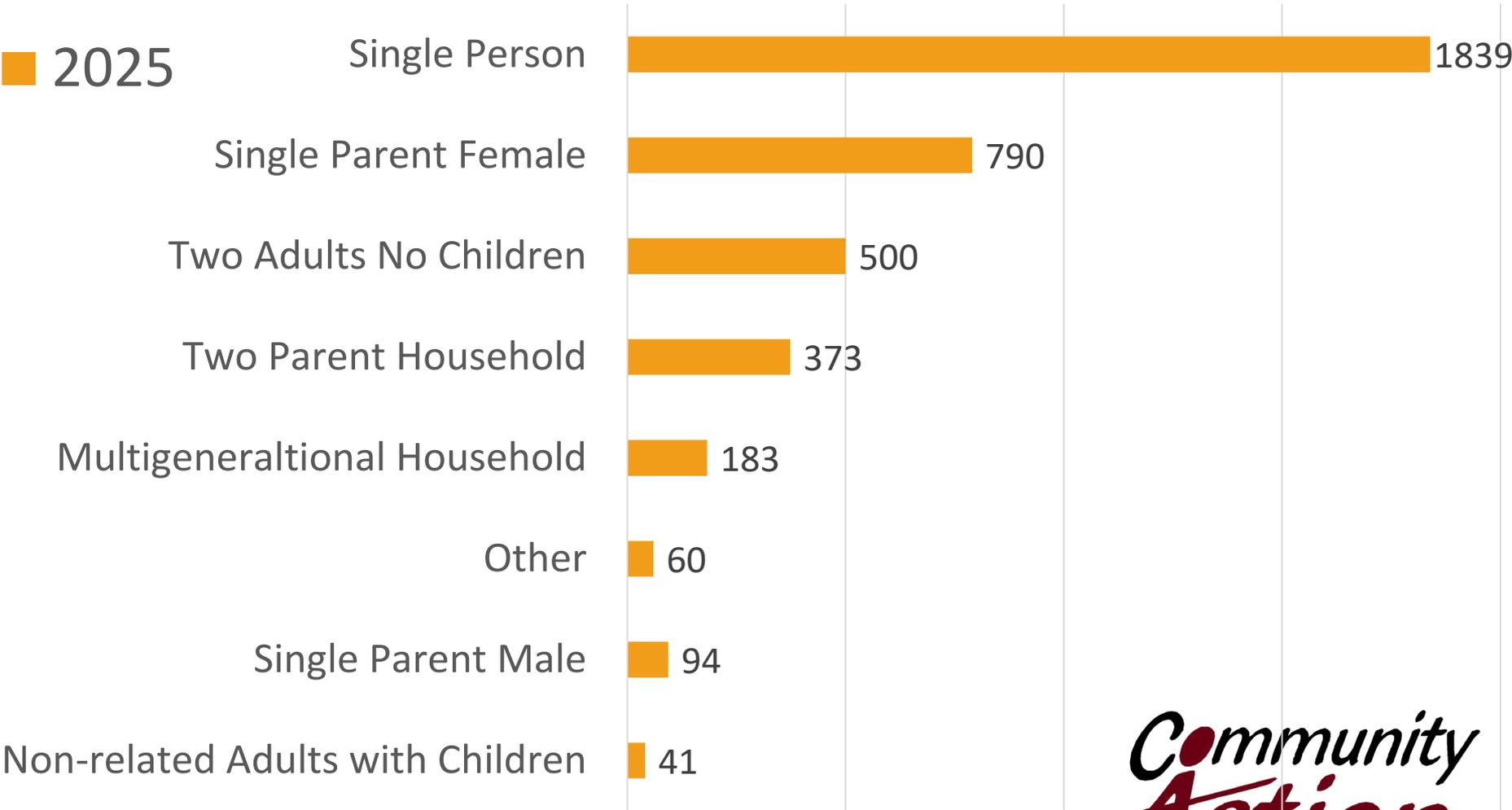
Percentage of Federal Poverty Level (FPL)



-FY 2025 LIHEAP/Lewis



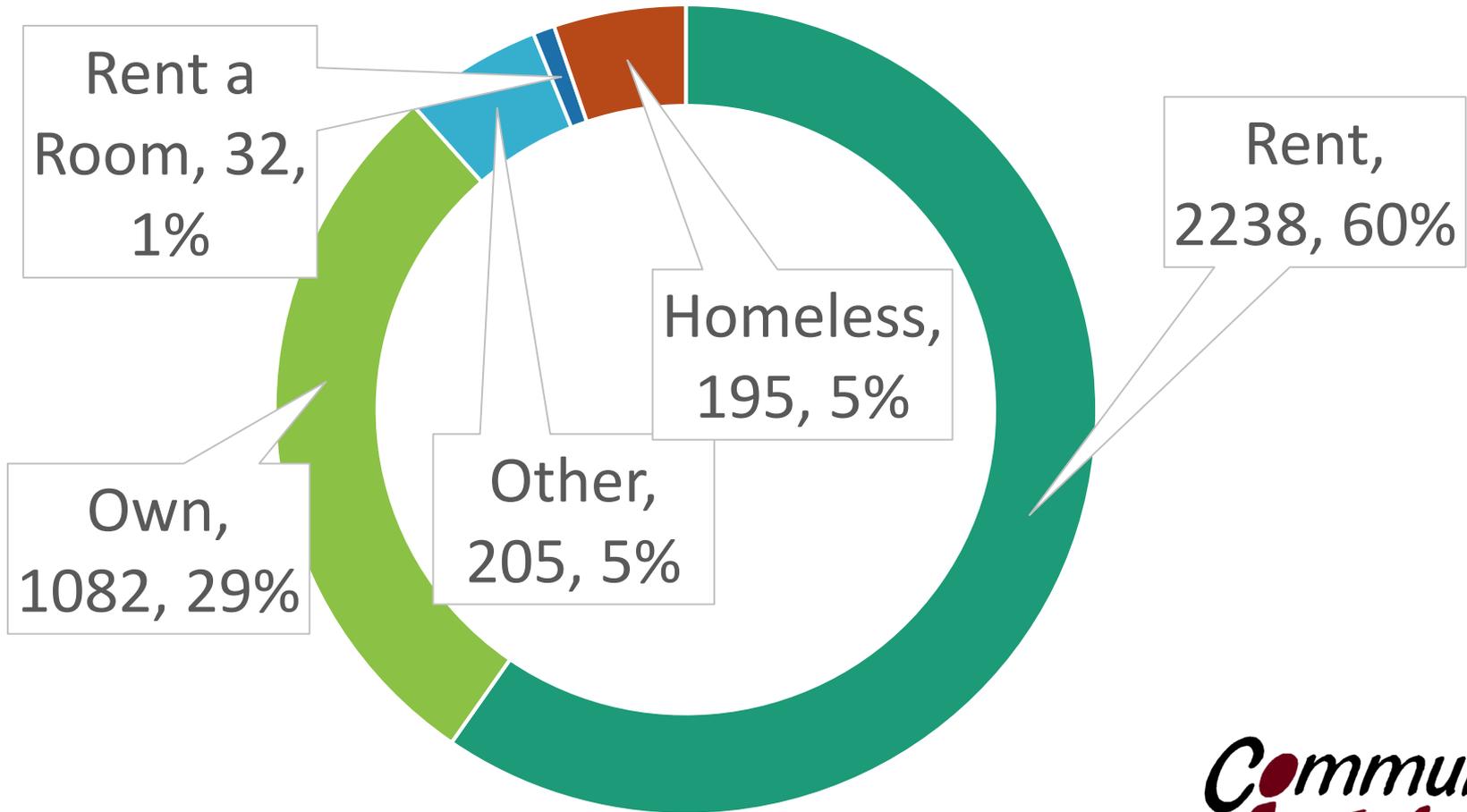
# Household Type



-FY 2025 LIHEAP/Lewis

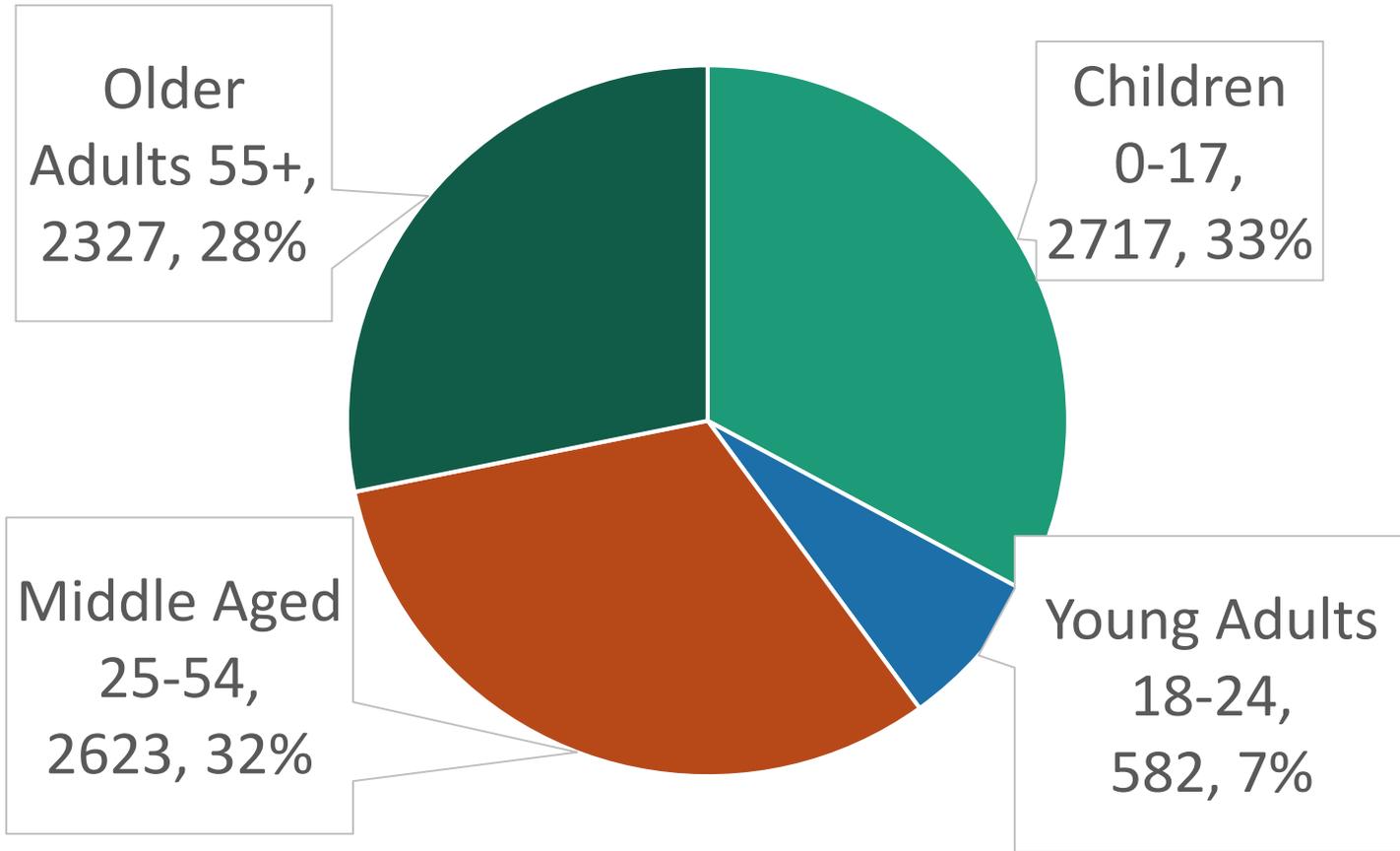


# Client's Housing Status



-FY 2025 Nexus/CSBG  
3,752 Households

# Ages of those served



-FY 2025 LIHEAP/Lewis

# Education Level of those 25+ LIHEAP Fiscal Year 2025

## INDIVIDUALS

(Ages 25 and over)

### 3. Education Levels

- a. Grades 0-8th
- b. Grades 9th-12th/Non-Graduate
- c. High School Graduate
- d. GED/Equivalency Diploma
- e. 12th Grade + Some Post-Secondary
- f. College Graduate (2 or 4 years)
- e. Graduate of Other Post-Secondary School

101
622
2,063
493
743
559
36
<b>4,617</b>

**TOTAL**

# Poverty in Southeast Iowa

- 13% are at or below 100% Federal Poverty Level, FPL ('26)
  - One person = \$15,960                      Four people = \$33,000
- Above this threshold doesn't mean you're "out of poverty"
- Working poor
  - ALICE = Asset Limited Income Constrained Employed – 37%
- 32% of the population is below 200% FPL
- 49% of public school students are eligible for free or reduced lunch (at 185% FPL or below) - NCES 2020-21



See our [2025 Annual Report](#) on our [Report Webpage](#)

## Head Start by the Numbers



There are 913 children aged 0 - 4 below 100% Federal Poverty Level (FPL) in southeast Iowa.

Head Start served 35% of those children (318) in the 2024-2025 school year.

U.S. Census Bureau, American Community Survey (ACS) 2024 5-Year Estimates, Table S1701. Des Moines County, Lee County, and Henry County, Iowa. Retrieved from data.census.gov

# 2025 Annual Report

### Head Start

Funded Enrollment: 188

Number Served:

- 195 Families
- 216 Children
- 181 children received preventative dental care
- 92% are up to date on their immunizations
- Average Monthly Enrollment: 98.4%
- Average Monthly Attendance: 82.4%

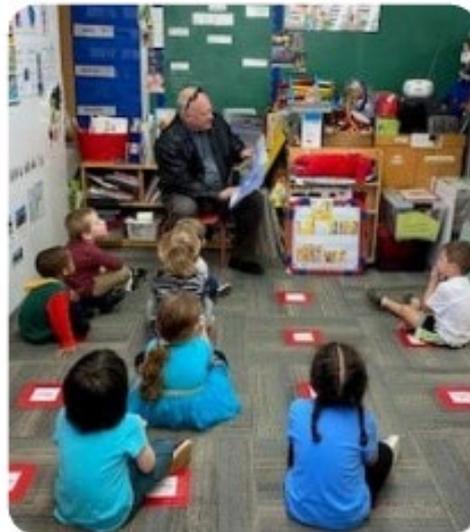


### Early Head Start

Funded Enrollment: 86

Number Served:

- 30 Prenatal mothers
- 97 Families
- 102 Children
- 97% of children are up to date on dental visits
- 94% are up to date on their immunizations
- Average Monthly Enrollment: 100%
- Average Monthly Attendance: 83.1%



- Other reports available
  - WIC by county and participant type – 1 page
  - Nexus Demographics – 7 pages
  - Lewis Demographics – 2 pages
  - HS – monthly board reports
  - CAP/Census southeast Iowa area report – 180 pages
- [Community.Action@caofseia.org](mailto:Community.Action@caofseia.org)
  - Central Office 319-753-0193

# Fiscal Year 2025 Client Satisfaction Survey Summarized Results



# Client Survey

- Yearly
- Available at centers
- WIC clinics
- FaDSS Specialists
- HS sent home
- Link in specialist's email
- Can be done online or mailed in
- Over the phone (when have volunteers)
- Surveys from all programs
  - 292 Responses (130 food, 1 SHR)
  - 258 paper, 34 link, 0 QR Code

## Client Satisfaction Survey FY2025

Take this online instead: <https://www.surveymonkey.com/r/CA2025ClientSatisfaction>



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"/> Abuse
<input type="checkbox"/> Getting Food	<input type="checkbox"/> Payday Loans	<input type="checkbox"/> Substance Use
<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 for sharing!

Optional: Would you be willing to share your story? If yes, please provide:

Name/Phone/Email: \_\_\_\_\_



# Basics

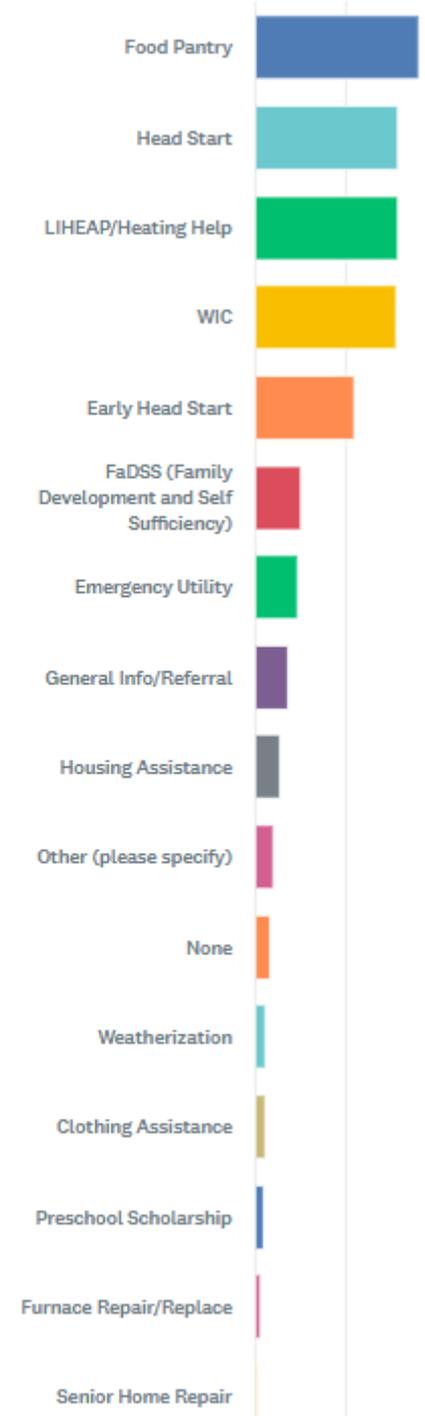
Year	# Responses	% of Households
2025	292	7.7% (of CSBG 3,752)
2024	490	7.4%
2023	392	5.8%
2022	341	5.3%
2021	329	5.5%

- 2025 County breakdown
  - Des Moines – 33%
  - Henry – 19%
  - Lee – 36%
  - Louisa – 8%
  - Other – 4% = 12 responses



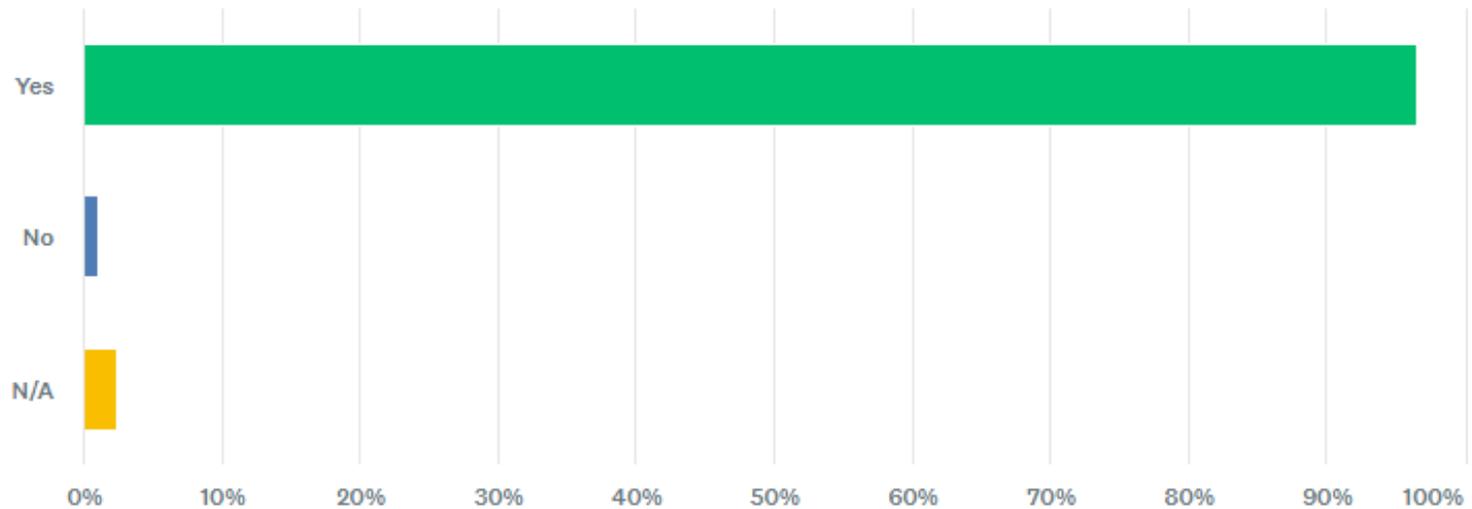
# Services received in the last 12 months

● Food Pantry	18.16%	130
● Head Start	15.78%	113
● LIHEAP/Heating Help	15.78%	113
● WIC	15.64%	112
● Early Head Start	11.03%	79
● FaDSS (Family Development and Self Sufficiency)	5.03%	36
● Emergency Utility	4.75%	34
● General Info/Referral	3.63%	26
● Housing Assistance	2.79%	20
● Other (please specify) <a href="#">Show responses</a>	1.96%	14
● None	1.68%	12
● Weatherization	1.12%	8
● Clothing Assistance	1.12%	8
● Preschool Scholarship	0.84%	6
● Furnace Repair/Replace	0.56%	4
● Senior Home Repair	0.14%	1
● None	0%	0
<b>Total</b>		<b>716</b>



# I got the information and services I needed:

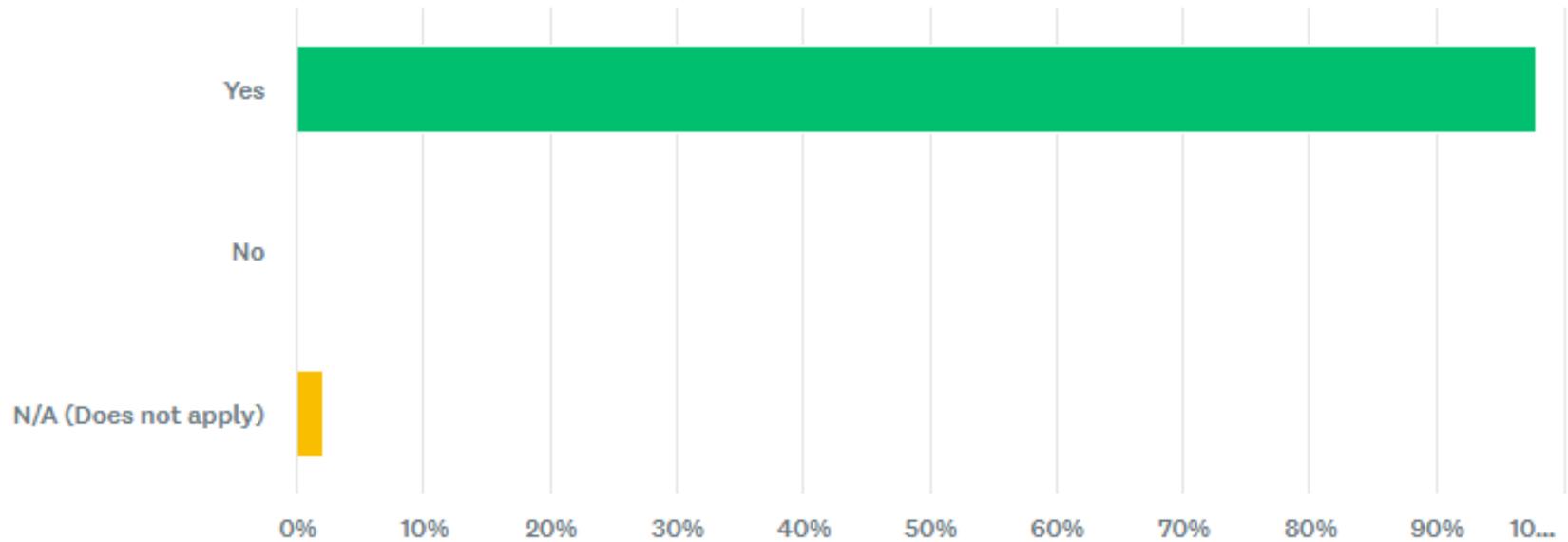
Answered: 284 Skipped: 8



Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	96.48%	274	...
● No	1.06%	3	...
● N/A	2.46%	7	...

# I had a positive experience when receiving services:

Answered: 291 Skipped: 1



Answer Choices ↓

Percentage ↓

Responses ↓

● Yes

97.94%

285

● No

0%

0

● N/A (Does not apply)

2.06%

6

# What are the greatest challenges your household is currently facing?

Challenge	2016	2018	2019	2020	2021	2022	2023	2024	2025
Getting Food	1	1	1	1	2	1	1	1	1
P202025physical Health	2019-2023 Medical Care	13 Medical Access	11	11	13	-	-	2	8
Debt	Credit Card Debt 7	Credit Card Debt 7	2	6	5	3	2	8	6
Budgeting	5	3	5	5	7	8	3	(food budgeting) 6, Budgeting 9	Budgeting 4 (food budgeting) 5
Employment	2	2	3	4	1	4	4	5	3
Transportation	3	6	7	10	9	2	5	4	5
Mental Health	7	5	6	7	6	7	6	3	2
Livable Wage Job (2016/18 n/a)			4	2	4	9	7	7	7
Housing	4	4	8	11	3	5	8	11	10
Child Care			9	14	16	13	9	16 (12)	11
Health Care Costs/Bills	8	13	10	3	12	11	10	10	9

# Additional service I would like Community Action to offer:

- **MORE**
- Property taxes
- Extermination
- Counseling
- Loans
- Pet food/animal assistance
- Gas cards
- Mental Health programs



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# Improvement Ideas

- Better communication
- Increase wages
- Days/Times (4 mentions)
- HS bus to pick up kids
- More family meal days



# Problems or needs you were unable to get help with?

- Out of 21 responses:
  - 8 Housing related
  - 5 Bills of some kind
  - 2 Transportation
  - 6 Other
- More...



# Qualitative Responses Success Stories

- Annual Report
- YouTube Playlist
- Monthly
  - CSBG program update
  - E-newsletter
  - Facebook
- Employees
  - CAP Coins
  - Annual Dinner

**Successes** ×

Community Action of Southeast Iowa - 1 / 8

↺ ↻ ⋮

- 1  **Angel Success Fall 2025**  
Community Action of Southeast Iowa 5:59
- 2  **FaDSS Family Success Story- Arionna**  
Page Humphrey 3:46
- 3  **Paint-A-Thon & Weatherization Testimonial**  
Community Action of Southeast Iowa 4:09
- 4  **Success Story - Donna**  
Community Action of Southeast Iowa 3:12
- 5  **Success Story - Derra**  
Community Action of Southeast Iowa 2:37
- 6  **Success Story - Alivia**  
Community Action of Southeast Iowa 1:55
- 7  **Family Success**  
Community Action of Southeast Iowa 0:31
- 8  **Client Quotes from our 2024 Client Satisfaction Survey by**  
Community Action of Southeast Iowa 1:58



**Success**

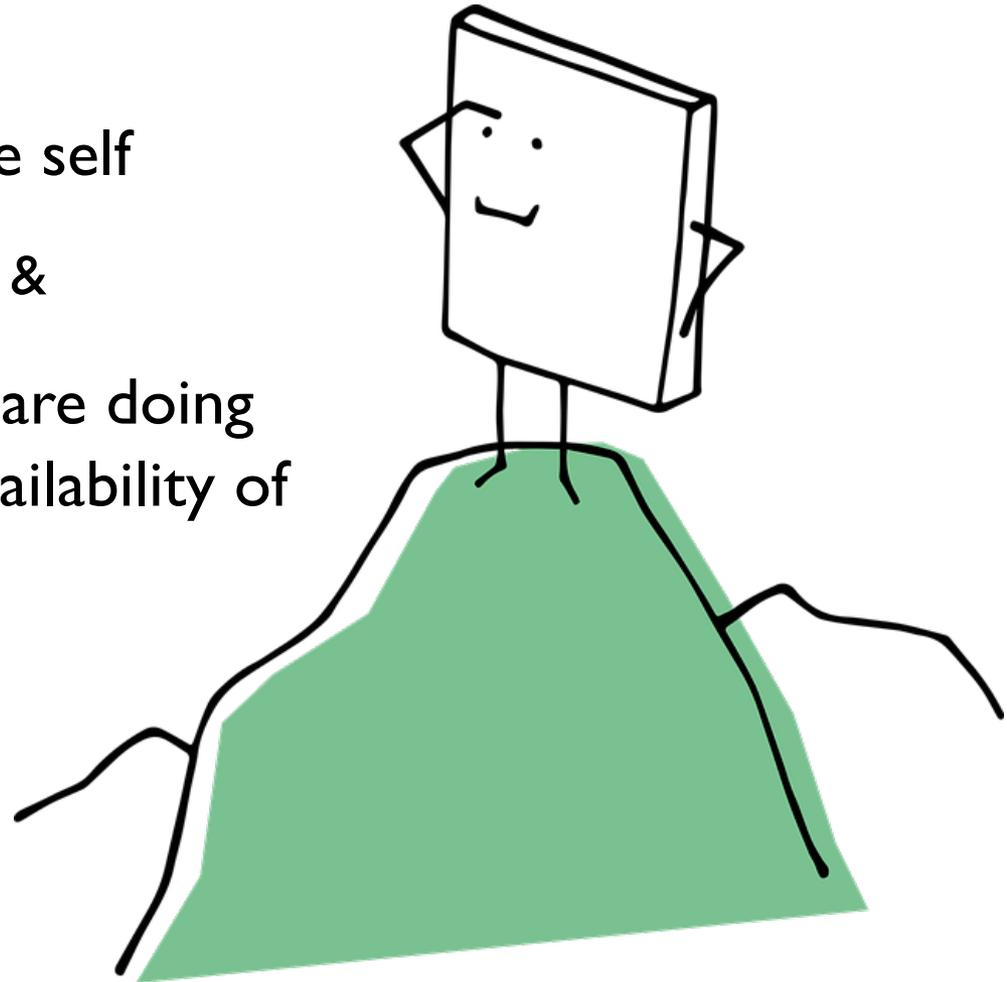
\*Mary was working part time and had lived in the same apartment for ten years. When health complications made it too difficult for her employment, she decided to retire at 73 years old. She was then trying to make due on a very small retirement income. With an even further reduced income, she had a hard time paying her bills each month and was late on her rent. Then came a three day eviction notice. This caused her much angst and she didn't know what she was going to do. In meeting with our specialists we were able to solve her eviction notice with funding from the United Way of Southeast Iowa. Going over her monthly bills with her, it was evident she probably wasn't going to be able to keep up with them long term. Our housing specialist helped her complete an application for a Section 8 Voucher.

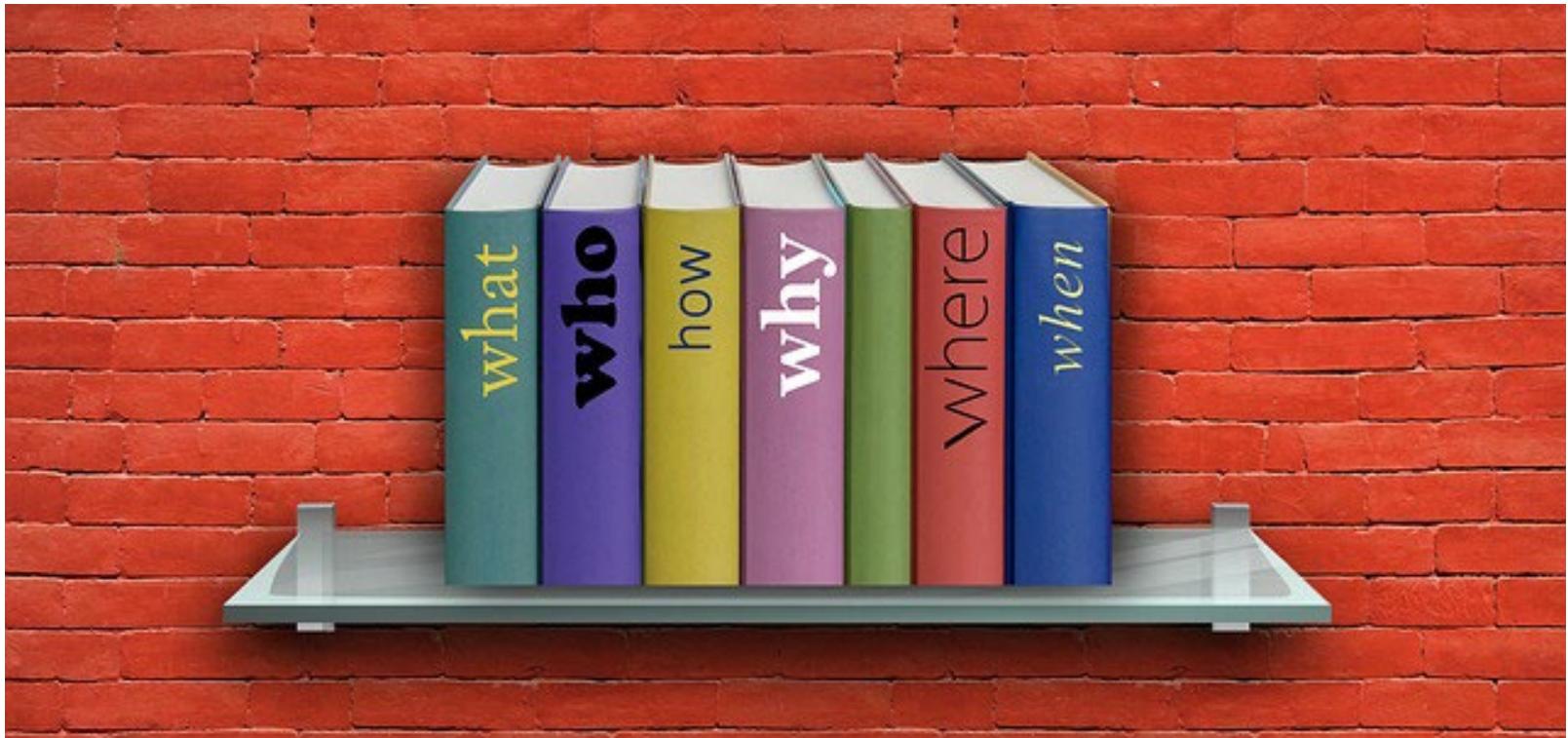
Six months later \*Mary came up for a Section 8 voucher, but they couldn't get a response from her. Section 8 reached out to us asking if we were still in touch with her. We were able to get ahold of \*Mary, assist her in obtaining her social security card, help her gather the additional documentation needed, get everything turned in to Section 8, and she was then approved in the fall of 2025. The landlord also reached out to us, appreciative of the assistance we were able to provide \*Mary in getting a subsidy secured. \*Mary is now affordably housed and is set up for long term housing stability.

\*Name changed for confidentiality

# Overview

- Client satisfaction surveys are self reporting information
  - Come from their perception & experiences
- There is a focus on what we are doing
- People want more funding/availability of what we are currently doing
- Top 5 Needs:
  - Getting Food
  - Mental Health
  - Employment
  - Budgeting
  - Transportation
- Questions over Surveys?
  - Client Satisfaction Survey and responses = 49 pages





More detailed reports are available on our website or upon request.  
Contact us for further information or explanation.

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

[Community.Action@caofseia.org](mailto:Community.Action@caofseia.org)

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