

IOWA COMMUNITY ACTION AGENCIES
COMMUNITY PARTNERS SATISFACTION REPORT
(November 28, 2022)

Community Services Block Grant Program
Division of Community Action Agencies
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**IOWA COMMUNITY ACTION AGENCIES
- COMMUNITY PARTNERS SATISFACTION REPORT -**

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Introduction

The Iowa Department of Human Rights, Division of Community Action Agencies (DCAA), in partnership with the Iowa Community Action Association (ICAA) and Iowa's 16 community action agencies, surveyed the community action agencies' community partners and stakeholders about the needs in their neighborhoods and communities, and their relationship and interactions with their local community action agency.

This statewide report contains the survey and instructions that were developed and used by the community action agencies, and data that was collected from the surveys.

The information in this statewide report will be considered by the community action agencies for planning, developing, and prioritizing agency programs and services for the people that reside in their neighborhoods and communities.

Procedures

A six-member committee consisting of three community action agency staff, two DCAA staff, and an ICAA staff person, were responsible for the survey design, instructions, and this statewide report.

The committee completed the design of the survey in August 2022. Prior to the final design, a draft was sent out for review and comment to all community action agency Executive Directors and CSBG staff. After the review and comment period, the committee finalized the survey and instructions. The survey and instructions were distributed to the community action agencies in late August.

The committee used the SurveyMonkey.com online survey software for the project's data collection. Each community action agency was responsible for managing the sampling and distribution of the survey in their agency's service area. The agencies surveyed their community partners and stakeholders from late August through November 7, 2022.

The DCAA exported the survey data from SurveyMonkey to create this statewide report shortly after November 7, 2022. This report was completed on November 28, 2022.

A number of questions in the survey were open-ended. For those questions, each community partner and stakeholder had the option of answering them by typing a response. Those responses were exported from SurveyMonkey and provided to each agency. Open-ended responses are not included in this report.

Are you currently an employee at our Community Action Agency?

	Responses	
YES	867	29.23%
NO	2099	70.77%
Answered	2966	100.00%
(skipped this question)	906	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	403	20.23%
Private business or corporation	151	7.58%
Educational institution	449	22.54%
Local government	364	18.27%
Faith-based organization	190	9.54%
Health care provider (i.e. medical, dental, vision)	157	7.88%
Financial/Banking institution	59	2.96%
Other organization	219	10.99%
Answered	1992	100.00%
(skipped this question)	107	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	355	17.73%	355	26.22%
4 - Very Good	410	20.48%	410	30.28%
3 - Good	366	18.28%	366	27.03%
2 - Fine, Adequate, Okay	190	9.49%	190	14.03%
1 - Poor	33	1.65%	33	2.44%
Unsure/No relationship	648	32.37%		
Answered	2002	100.00%	1354	100.00%
(skipped this question)	97			

2. Your familiarity with our agency programs and services...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	199	9.96%	199	12.86%
4 - Very Good	424	21.23%	424	27.39%
3 - Good	479	23.99%	479	30.94%
2 - Fine, Adequate, Okay	289	14.47%	289	18.67%
1 - Poor	157	7.86%	157	10.14%
Unsure/No relationship	449	22.48%		
Answered	1997	100.00%	1548	100.00%
(skipped this question)	102			

3. How well our agency is valued in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	323	16.26%	323	22.57%
4 - Very Good	480	24.17%	480	33.54%
3 - Good	406	20.44%	406	28.37%
2 - Fine, Adequate, Okay	180	9.06%	180	12.58%
1 - Poor	42	2.11%	42	2.94%
Unsure/No relationship	555	27.95%		
Answered	1986	100.00%	1431	100.00%
(skipped this question)	113			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	224	11.20%	224	16.15%
4 - Very Good	460	23.00%	460	33.17%
3 - Good	415	20.75%	415	29.92%
2 - Fine, Adequate, Okay	217	10.85%	217	15.65%
1 - Poor	71	3.55%	71	5.12%
Unsure/No relationship	613	30.65%		
Answered	2000	100.00%	1387	100.00%
(skipped this question)	99			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	849	41.58%
NO	1193	58.42%
Answered	2042	100.00%
(skipped this question)	57	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	466	55.68%
4 - Agree	324	38.71%
3 - Undecided	26	3.11%
2 - Disagree	17	2.03%
1 - Strongly Disagree	4	0.48%
Answered	837	100.00%
(skipped this question)	12	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	463	55.38%
4 - Agree	322	38.52%
3 - Undecided	33	3.95%
2 - Disagree	14	1.67%
1 - Strongly Disagree	4	0.48%
Answered	836	100.00%
(skipped this question)	13	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	458	54.85%
4 - Agree	320	38.32%
3 - Undecided	43	5.15%
2 - Disagree	11	1.32%
1 - Strongly Disagree	3	0.36%
Answered	835	100.00%
(skipped this question)	14	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 285
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	49	32.03%
NO	104	67.97%
Answered	153	100.00%
(skipped this question)	59	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	21	21.65%
Private business or corporation	13	13.40%
Educational institution	16	16.49%
Local government	20	20.62%
Faith-based organization	5	5.15%
Health care provider (i.e. medical, dental, vision)	9	9.28%
Financial/Banking institution	6	6.19%
Other organization	7	7.22%
Answered	97	100.00%
(skipped this question)	7	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses	
5 - Excellent	13	14.13%
4 - Very Good	22	23.91%
3 - Good	22	23.91%
2 - Fine, Adequate, Okay	5	5.43%
1 - Poor	2	2.17%
Unsure/No relationship	28	30.43%
Answered	92	100.00%
(skipped this question)	12	

Without responses	
Unsure/No Relationship	
13	20.31%
22	34.38%
22	34.38%
5	7.81%
2	3.13%
64	100.00%

2. Your familiarity with our agency programs and services...

	Responses	
5 - Excellent	4	4.30%
4 - Very Good	28	30.11%
3 - Good	26	27.96%
2 - Fine, Adequate, Okay	13	13.98%
1 - Poor	6	6.45%
Unsure/No relationship	16	17.20%
Answered	93	100.00%
(skipped this question)	11	

Without responses	
Unsure/No Relationship	
4	5.19%
28	36.36%
26	33.77%
13	16.88%
6	7.79%
77	100.00%

3. How well our agency is valued in your community...

	Responses	
5 - Excellent	13	14.13%
4 - Very Good	31	33.70%
3 - Good	20	21.74%
2 - Fine, Adequate, Okay	9	9.78%
1 - Poor	1	1.09%
Unsure/No relationship	18	19.57%
Answered	92	100.00%
(skipped this question)	12	

Without responses	
Unsure/No Relationship	
13	17.57%
31	41.89%
20	27.03%
9	12.16%
1	1.35%
74	100.00%

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses	
5 - Excellent	9	9.78%
4 - Very Good	30	32.61%
3 - Good	21	22.83%
2 - Fine, Adequate, Okay	8	8.70%
1 - Poor	3	3.26%
Unsure/No relationship	21	22.83%
Answered	92	100.00%
(skipped this question)	12	

Without responses	
Unsure/No Relationship	
9	12.68%
30	42.25%
21	29.58%
8	11.27%
3	4.23%
71	100.00%

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	41	42.27%
NO	56	57.73%
Answered	97	100.00%
(skipped this question)	7	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	20	48.78%
4 - Agree	19	46.34%
3 - Undecided	2	4.88%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	41	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	21	51.22%
4 - Agree	18	43.90%
3 - Undecided	1	2.44%
2 - Disagree	1	2.44%
1 - Strongly Disagree	0	0.00%
Answered	41	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	21	51.22%
4 - Agree	17	41.46%
3 - Undecided	3	7.32%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	41	100.00%
(skipped this question)	0	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 11
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	100	32.26%
NO	210	67.74%
Answered	310	100.00%
(skipped this question)	111	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	66	32.35%
Private business or corporation	14	6.86%
Educational institution	24	11.76%
Local government	39	19.12%
Faith-based organization	20	9.80%
Health care provider (i.e. medical, dental, vision)	11	5.39%
Financial/Banking institution	1	0.49%
Other organization	29	14.22%
Answered	204	100.00%
(skipped this question)	6	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	49	24.38%	49	30.06%
4 - Very Good	56	27.86%	56	34.36%
3 - Good	40	19.90%	40	24.54%
2 - Fine, Adequate, Okay	15	7.46%	15	9.20%
1 - Poor	3	1.49%	3	1.84%
Unsure/No relationship	38	18.91%		
Answered	201	100.00%	163	100.00%
(skipped this question)	9			

2. Your familiarity with our agency programs and services...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	20	9.95%	20	11.83%
4 - Very Good	57	28.36%	57	33.73%
3 - Good	48	23.88%	48	28.40%
2 - Fine, Adequate, Okay	34	16.92%	34	20.12%
1 - Poor	10	4.98%	10	5.92%
Unsure/No relationship	32	15.92%		
Answered	201	100.00%	169	100.00%
(skipped this question)	9			

3. How well our agency is valued in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	40	20.10%	40	24.54%
4 - Very Good	60	30.15%	60	36.81%
3 - Good	47	23.62%	47	28.83%
2 - Fine, Adequate, Okay	14	7.04%	14	8.59%
1 - Poor	2	1.01%	2	1.23%
Unsure/No relationship	36	18.09%		
Answered	199	100.00%	163	100.00%
(skipped this question)	11			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	32	16.00%	32	20.38%
4 - Very Good	58	29.00%	58	36.94%
3 - Good	40	20.00%	40	25.48%
2 - Fine, Adequate, Okay	24	12.00%	24	15.29%
1 - Poor	3	1.50%	3	1.91%
Unsure/No relationship	43	21.50%		
Answered	200	100.00%	157	100.00%
(skipped this question)	10			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	124	60.49%
NO	81	39.51%
Answered	205	100.00%
(skipped this question)	5	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	77	63.11%
4 - Agree	40	32.79%
3 - Undecided	3	2.46%
2 - Disagree	1	0.82%
1 - Strongly Disagree	1	0.82%
Answered	122	100.00%
(skipped this question)	2	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	78	63.93%
4 - Agree	39	31.97%
3 - Undecided	3	2.46%
2 - Disagree	1	0.82%
1 - Strongly Disagree	1	0.82%
Answered	122	100.00%
(skipped this question)	2	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	76	62.30%
4 - Agree	41	33.61%
3 - Undecided	3	2.46%
2 - Disagree	0	0.00%
1 - Strongly Disagree	2	1.64%
Answered	122	100.00%
(skipped this question)	2	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 40
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	74	43.53%
NO	96	56.47%
Answered	170	100.00%
(skipped this question)	47	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	36	39.13%
Private business or corporation	5	5.43%
Educational institution	20	21.74%
Local government	5	5.43%
Faith-based organization	6	6.52%
Health care provider (i.e. medical, dental, vision)	5	5.43%
Financial/Banking institution	1	1.09%
Other organization	14	15.22%
Answered	92	100.00%
(skipped this question)	4	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	22	23.16%	22	29.33%
4 - Very Good	19	20.00%	19	25.33%
3 - Good	15	15.79%	15	20.00%
2 - Fine, Adequate, Okay	14	14.74%	14	18.67%
1 - Poor	5	5.26%	5	6.67%
Unsure/No relationship	20	21.05%		
Answered	95	100.00%	75	100.00%
(skipped this question)	1			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	11	11.58%	11	12.64%
4 - Very Good	23	24.21%	23	26.44%
3 - Good	24	25.26%	24	27.59%
2 - Fine, Adequate, Okay	15	15.79%	15	17.24%
1 - Poor	14	14.74%	14	16.09%
Unsure/No relationship	8	8.42%		
Answered	95	100.00%	87	100.00%
(skipped this question)	1			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	15	16.13%	15	21.43%
4 - Very Good	24	25.81%	24	34.29%
3 - Good	18	19.35%	18	25.71%
2 - Fine, Adequate, Okay	8	8.60%	8	11.43%
1 - Poor	5	5.38%	5	7.14%
Unsure/No relationship	23	24.73%		
Answered	93	100.00%	70	100.00%
(skipped this question)	3			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	11	11.58%	11	15.94%
4 - Very Good	22	23.16%	22	31.88%
3 - Good	18	18.95%	18	26.09%
2 - Fine, Adequate, Okay	10	10.53%	10	14.49%
1 - Poor	8	8.42%	8	11.59%
Unsure/No relationship	26	27.37%		
Answered	95	100.00%	69	100.00%
(skipped this question)	1			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	52	54.74%
NO	43	45.26%
Answered	95	100.00%
(skipped this question)	1	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	30	57.69%
4 - Agree	19	36.54%
3 - Undecided	3	5.77%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	52	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	29	55.77%
4 - Agree	20	38.46%
3 - Undecided	3	5.77%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	52	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	28	53.85%
4 - Agree	20	38.46%
3 - Undecided	3	5.77%
2 - Disagree	1	1.92%
1 - Strongly Disagree	0	0.00%
Answered	52	100.00%
(skipped this question)	0	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 21
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	27	17.65%
NO	126	82.35%
Answered	153	100.00%
(skipped this question)	47	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	19	15.57%
Private business or corporation	5	4.10%
Educational institution	40	32.79%
Local government	19	15.57%
Faith-based organization	10	8.20%
Health care provider (i.e. medical, dental, vision)	7	5.74%
Financial/Banking institution	13	10.66%
Other organization	9	7.38%
Answered	122	100.00%
(skipped this question)	4	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	17	13.82%	17	25.00%
4 - Very Good	24	19.51%	24	35.29%
3 - Good	14	11.38%	14	20.59%
2 - Fine, Adequate, Okay	10	8.13%	10	14.71%
1 - Poor	3	2.44%	3	4.41%
Unsure/No relationship	55	44.72%		
Answered	123	100.00%	68	100.00%
(skipped this question)	3			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	11	9.02%	11	14.67%
4 - Very Good	19	15.57%	19	25.33%
3 - Good	23	18.85%	23	30.67%
2 - Fine, Adequate, Okay	13	10.66%	13	17.33%
1 - Poor	9	7.38%	9	12.00%
Unsure/No relationship	47	38.52%		
Answered	122	100.00%	75	100.00%
(skipped this question)	4			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	11	8.94%	11	15.07%
4 - Very Good	28	22.76%	28	38.36%
3 - Good	21	17.07%	21	28.77%
2 - Fine, Adequate, Okay	13	10.57%	13	17.81%
1 - Poor	0	0.00%	0	0.00%
Unsure/No relationship	50	40.65%		
Answered	123	100.00%	73	100.00%
(skipped this question)	3			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	10	8.13%	10	13.51%
4 - Very Good	24	19.51%	24	32.43%
3 - Good	20	16.26%	20	27.03%
2 - Fine, Adequate, Okay	17	13.82%	17	22.97%
1 - Poor	3	2.44%	3	4.05%
Unsure/No relationship	49	39.84%		
Answered	123	100.00%	74	100.00%
(skipped this question)	3			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	39	30.95%
NO	87	69.05%
Answered	126	100.00%
(skipped this question)	0	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	17	43.59%
4 - Agree	21	53.85%
3 - Undecided	0	0.00%
2 - Disagree	1	2.56%
1 - Strongly Disagree	0	0.00%
Answered	39	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	19	48.72%
4 - Agree	19	48.72%
3 - Undecided	0	0.00%
2 - Disagree	1	2.56%
1 - Strongly Disagree	0	0.00%
Answered	39	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	15	39.47%
4 - Agree	20	52.63%
3 - Undecided	2	5.26%
2 - Disagree	1	2.63%
1 - Strongly Disagree	0	0.00%
Answered	38	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 12
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	50	41.32%
NO	71	58.68%
Answered	121	100.00%
(skipped this question)	41	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	16	23.53%
Private business or corporation	6	8.82%
Educational institution	23	33.82%
Local government	6	8.82%
Faith-based organization	3	4.41%
Health care provider (i.e. medical, dental, vision)	3	4.41%
Financial/Banking institution	0	0.00%
Other organization	11	16.18%
Answered	68	100.00%
(skipped this question)	3	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses	
5 - Excellent	17	25.76%
4 - Very Good	16	24.24%
3 - Good	13	19.70%
2 - Fine, Adequate, Okay	5	7.58%
1 - Poor	0	0.00%
Unsure/No relationship	15	22.73%
Answered	66	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
17	33.33%
16	31.37%
13	25.49%
5	9.80%
0	0.00%
51	100.00%

2. Your familiarity with our agency programs and services...

	Responses	
5 - Excellent	8	12.31%
4 - Very Good	18	27.69%
3 - Good	16	24.62%
2 - Fine, Adequate, Okay	10	15.38%
1 - Poor	2	3.08%
Unsure/No relationship	11	16.92%
Answered	65	100.00%
(skipped this question)	6	

Without responses	
Unsure/No Relationship	
8	14.81%
18	33.33%
16	29.63%
10	18.52%
2	3.70%
54	100.00%

3. How well our agency is valued in your community...

	Responses	
5 - Excellent	14	21.21%
4 - Very Good	14	21.21%
3 - Good	19	28.79%
2 - Fine, Adequate, Okay	7	10.61%
1 - Poor	0	0.00%
Unsure/No relationship	12	18.18%
Answered	66	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
14	25.93%
14	25.93%
19	35.19%
7	12.96%
0	0.00%
54	100.00%

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses	
5 - Excellent	4	6.06%
4 - Very Good	16	24.24%
3 - Good	19	28.79%
2 - Fine, Adequate, Okay	8	12.12%
1 - Poor	0	0.00%
Unsure/No relationship	19	28.79%
Answered	66	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
4	8.51%
16	34.04%
19	40.43%
8	17.02%
0	0.00%
47	100.00%

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	32	47.06%
NO	36	52.94%
Answered	68	100.00%
(skipped this question)	3	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	17	54.84%
4 - Agree	11	35.48%
3 - Undecided	0	0.00%
2 - Disagree	3	9.68%
1 - Strongly Disagree	0	0.00%
Answered	31	100.00%
(skipped this question)	1	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	18	58.06%
4 - Agree	12	38.71%
3 - Undecided	1	3.23%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	31	100.00%
(skipped this question)	1	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	16	51.61%
4 - Agree	12	38.71%
3 - Undecided	1	3.23%
2 - Disagree	2	6.45%
1 - Strongly Disagree	0	0.00%
Answered	31	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 15
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	28	19.58%
NO	115	80.42%
Answered	143	100.00%
(skipped this question)	55	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	10	9.01%
Private business or corporation	13	11.71%
Educational institution	15	13.51%
Local government	18	16.22%
Faith-based organization	23	20.72%
Health care provider (i.e. medical, dental, vision)	17	15.32%
Financial/Banking institution	9	8.11%
Other organization	6	5.41%
Answered	111	100.00%
(skipped this question)	4	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses	
5 - Excellent	12	10.81%
4 - Very Good	14	12.61%
3 - Good	14	12.61%
2 - Fine, Adequate, Okay	10	9.01%
1 - Poor	1	0.90%
Unsure/No relationship	60	54.05%
Answered	111	100.00%
(skipped this question)	4	

Without responses	
Unsure/No Relationship	
12	23.53%
14	27.45%
14	27.45%
10	19.61%
1	1.96%
51	100.00%

2. Your familiarity with our agency programs and services...

	Responses	
5 - Excellent	6	5.45%
4 - Very Good	16	14.55%
3 - Good	20	18.18%
2 - Fine, Adequate, Okay	12	10.91%
1 - Poor	15	13.64%
Unsure/No relationship	41	37.27%
Answered	110	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
6	8.70%
16	23.19%
20	28.99%
12	17.39%
15	21.74%
69	100.00%

3. How well our agency is valued in your community...

	Responses	
5 - Excellent	9	8.11%
4 - Very Good	17	15.32%
3 - Good	18	16.22%
2 - Fine, Adequate, Okay	10	9.01%
1 - Poor	1	0.90%
Unsure/No relationship	56	50.45%
Answered	111	100.00%
(skipped this question)	4	

Without responses	
Unsure/No Relationship	
9	16.36%
17	30.91%
18	32.73%
10	18.18%
1	1.82%
55	100.00%

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses	
5 - Excellent	9	8.11%
4 - Very Good	13	11.71%
3 - Good	19	17.12%
2 - Fine, Adequate, Okay	9	8.11%
1 - Poor	4	3.60%
Unsure/No relationship	57	51.35%
Answered	111	100.00%
(skipped this question)	4	

Without responses	
Unsure/No Relationship	
9	16.67%
13	24.07%
19	35.19%
9	16.67%
4	7.41%
54	100.00%

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	22	19.64%
NO	90	80.36%
Answered	112	100.00%
(skipped this question)	3	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	12	54.55%
4 - Agree	9	40.91%
3 - Undecided	1	4.55%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	22	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	12	54.55%
4 - Agree	10	45.45%
3 - Undecided	0	0.00%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	22	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	12	54.55%
4 - Agree	9	40.91%
3 - Undecided	1	4.55%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	22	100.00%
(skipped this question)	0	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 11
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	58	27.75%
NO	151	72.25%
Answered	209	100.00%
(skipped this question)	36	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	17	11.41%
Private business or corporation	5	3.36%
Educational institution	66	44.30%
Local government	37	24.83%
Faith-based organization	6	4.03%
Health care provider (i.e. medical, dental, vision)	3	2.01%
Financial/Banking institution	3	2.01%
Other organization	12	8.05%
Answered	149	100.00%
(skipped this question)	2	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	14	9.40%	14	18.18%
4 - Very Good	21	14.09%	21	27.27%
3 - Good	28	18.79%	28	36.36%
2 - Fine, Adequate, Okay	12	8.05%	12	15.58%
1 - Poor	2	1.34%	2	2.60%
Unsure/No relationship	72	48.32%		
Answered	149	100.00%	77	100.00%
(skipped this question)	2			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	10	6.71%	10	9.52%
4 - Very Good	26	17.45%	26	24.76%
3 - Good	32	21.48%	32	30.48%
2 - Fine, Adequate, Okay	26	17.45%	26	24.76%
1 - Poor	11	7.38%	11	10.48%
Unsure/No relationship	44	29.53%		
Answered	149	100.00%	105	100.00%
(skipped this question)	2			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	14	9.46%	14	16.28%
4 - Very Good	30	20.27%	30	34.88%
3 - Good	26	17.57%	26	30.23%
2 - Fine, Adequate, Okay	12	8.11%	12	13.95%
1 - Poor	4	2.70%	4	4.65%
Unsure/No relationship	62	41.89%		
Answered	148	100.00%	86	100.00%
(skipped this question)	3			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	9	6.04%	9	10.11%
4 - Very Good	27	18.12%	27	30.34%
3 - Good	27	18.12%	27	30.34%
2 - Fine, Adequate, Okay	19	12.75%	19	21.35%
1 - Poor	7	4.70%	7	7.87%
Unsure/No relationship	60	40.27%		
Answered	149	100.00%	89	100.00%
(skipped this question)	2			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	41	27.52%
NO	108	72.48%
Answered	149	100.00%
(skipped this question)	2	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	20	48.78%
4 - Agree	16	39.02%
3 - Undecided	3	7.32%
2 - Disagree	1	2.44%
1 - Strongly Disagree	1	2.44%
Answered	41	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	21	51.22%
4 - Agree	15	36.59%
3 - Undecided	4	9.76%
2 - Disagree	0	0.00%
1 - Strongly Disagree	1	2.44%
Answered	41	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	22	53.66%
4 - Agree	14	34.15%
3 - Undecided	5	12.20%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	41	100.00%
(skipped this question)	0	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 17
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	50	21.93%
NO	178	78.07%
Answered	228	100.00%
(skipped this question)	70	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	22	12.72%
Private business or corporation	15	8.67%
Educational institution	18	10.40%
Local government	47	27.17%
Faith-based organization	32	18.50%
Health care provider (i.e. medical, dental, vision)	15	8.67%
Financial/Banking institution	9	5.20%
Other organization	15	8.67%
Answered	173	100.00%
(skipped this question)	5	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	34	19.54%	34	24.46%
4 - Very Good	40	22.99%	40	28.78%
3 - Good	41	23.56%	41	29.50%
2 - Fine, Adequate, Okay	22	12.64%	22	15.83%
1 - Poor	2	1.15%	2	1.44%
Unsure/No relationship	35	20.11%		
Answered	174	100.00%	139	100.00%
(skipped this question)	4			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	22	12.87%	22	14.47%
4 - Very Good	34	19.88%	34	22.37%
3 - Good	60	35.09%	60	39.47%
2 - Fine, Adequate, Okay	26	15.20%	26	17.11%
1 - Poor	10	5.85%	10	6.58%
Unsure/No relationship	19	11.11%		
Answered	171	100.00%	152	100.00%
(skipped this question)	7			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	34	19.65%	34	23.61%
4 - Very Good	45	26.01%	45	31.25%
3 - Good	43	24.86%	43	29.86%
2 - Fine, Adequate, Okay	19	10.98%	19	13.19%
1 - Poor	3	1.73%	3	2.08%
Unsure/No relationship	29	16.76%		
Answered	173	100.00%	144	100.00%
(skipped this question)	5			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	25	14.45%	25	18.25%
4 - Very Good	44	25.43%	44	32.12%
3 - Good	44	25.43%	44	32.12%
2 - Fine, Adequate, Okay	18	10.40%	18	13.14%
1 - Poor	6	3.47%	6	4.38%
Unsure/No relationship	36	20.81%		
Answered	173	100.00%	137	100.00%
(skipped this question)	5			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	91	51.41%
NO	86	48.59%
Answered	177	100.00%
(skipped this question)	1	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	54	59.34%
4 - Agree	36	39.56%
3 - Undecided	1	1.10%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	91	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	53	58.89%
4 - Agree	33	36.67%
3 - Undecided	3	3.33%
2 - Disagree	1	1.11%
1 - Strongly Disagree	0	0.00%
Answered	90	100.00%
(skipped this question)	1	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	54	60.00%
4 - Agree	34	37.78%
3 - Undecided	2	2.22%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	90	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 25
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	22	16.42%
NO	112	83.58%
Answered	134	100.00%
(skipped this question)	41	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:**What community group do you belong? Select the one that best describes the group you are representing:**

	Responses	
Community-based organization	46	41.82%
Private business or corporation	7	6.36%
Educational institution	16	14.55%
Local government	12	10.91%
Faith-based organization	6	5.45%
Health care provider (i.e. medical, dental, vision)	9	8.18%
Financial/Banking institution	1	0.91%
Other organization	13	11.82%
Answered	110	100.00%
(skipped this question)	2	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	17	18.09%	17	21.25%
4 - Very Good	29	30.85%	29	36.25%
3 - Good	24	25.53%	24	30.00%
2 - Fine, Adequate, Okay	10	10.64%	10	12.50%
1 - Poor	0	0.00%	0	0.00%
Unsure/No relationship	14	14.89%		
Answered	94	100.00%	80	100.00%
(skipped this question)	18			

2. Your familiarity with our agency programs and services...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	10	10.53%	10	11.24%
4 - Very Good	19	20.00%	19	21.35%
3 - Good	37	38.95%	37	41.57%
2 - Fine, Adequate, Okay	18	18.95%	18	20.22%
1 - Poor	5	5.26%	5	5.62%
Unsure/No relationship	6	6.32%		
Answered	95	100.00%	89	100.00%
(skipped this question)	17			

3. How well our agency is valued in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	27	28.42%	27	32.14%
4 - Very Good	32	33.68%	32	38.10%
3 - Good	18	18.95%	18	21.43%
2 - Fine, Adequate, Okay	7	7.37%	7	8.33%
1 - Poor	0	0.00%	0	0.00%
Unsure/No relationship	11	11.58%		
Answered	95	100.00%	84	100.00%
(skipped this question)	17			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	20	21.05%	20	23.53%
4 - Very Good	33	34.74%	33	38.82%
3 - Good	22	23.16%	22	25.88%
2 - Fine, Adequate, Okay	7	7.37%	7	8.24%
1 - Poor	3	3.16%	3	3.53%
Unsure/No relationship	10	10.53%		
Answered	95	100.00%	85	100.00%
(skipped this question)	17			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	43	43.00%
NO	57	57.00%
Answered	100	100.00%
(skipped this question)	12	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	20	47.62%
4 - Agree	18	42.86%
3 - Undecided	2	4.76%
2 - Disagree	2	4.76%
1 - Strongly Disagree	0	0.00%
Answered	42	100.00%
(skipped this question)	1	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	20	47.62%
4 - Agree	19	45.24%
3 - Undecided	3	7.14%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	42	100.00%
(skipped this question)	1	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	20	47.62%
4 - Agree	20	47.62%
3 - Undecided	1	2.38%
2 - Disagree	1	2.38%
1 - Strongly Disagree	0	0.00%
Answered	42	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 4
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	69	55.65%
NO	55	44.35%
Answered	124	100.00%
(skipped this question)	15	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	14	26.42%
Private business or corporation	2	3.77%
Educational institution	7	13.21%
Local government	9	16.98%
Faith-based organization	9	16.98%
Health care provider (i.e. medical, dental, vision)	3	5.66%
Financial/Banking institution	2	3.77%
Other organization	7	13.21%
Answered	53	100.00%
(skipped this question)	2	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
5 - Excellent	12	22.64%	12	28.57%
4 - Very Good	17	32.08%	17	40.48%
3 - Good	6	11.32%	6	14.29%
2 - Fine, Adequate, Okay	2	3.77%	2	4.76%
1 - Poor	5	9.43%	5	11.90%
Unsure/No relationship	11	20.75%		
Answered	53	100.00%	42	100.00%
(skipped this question)	2			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
5 - Excellent	8	15.09%	8	18.18%
4 - Very Good	15	28.30%	15	34.09%
3 - Good	11	20.75%	11	25.00%
2 - Fine, Adequate, Okay	6	11.32%	6	13.64%
1 - Poor	4	7.55%	4	9.09%
Unsure/No relationship	9	16.98%		
Answered	53	100.00%	44	100.00%
(skipped this question)	2			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
5 - Excellent	10	19.23%	10	22.73%
4 - Very Good	20	38.46%	20	45.45%
3 - Good	5	9.62%	5	11.36%
2 - Fine, Adequate, Okay	7	13.46%	7	15.91%
1 - Poor	2	3.85%	2	4.55%
Unsure/No relationship	8	15.38%		
Answered	52	100.00%	44	100.00%
(skipped this question)	3			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
5 - Excellent	8	15.09%	8	18.60%
4 - Very Good	18	33.96%	18	41.86%
3 - Good	8	15.09%	8	18.60%
2 - Fine, Adequate, Okay	5	9.43%	5	11.63%
1 - Poor	4	7.55%	4	9.30%
Unsure/No relationship	10	18.87%		
Answered	53	100.00%	43	100.00%
(skipped this question)	2			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	36	66.67%
NO	18	33.33%
Answered	54	100.00%
(skipped this question)	1	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	18	51.43%
4 - Agree	13	37.14%
3 - Undecided	3	8.57%
2 - Disagree	1	2.86%
1 - Strongly Disagree	0	0.00%
Answered	35	100.00%
(skipped this question)	1	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	17	48.57%
4 - Agree	13	37.14%
3 - Undecided	4	11.43%
2 - Disagree	1	2.86%
1 - Strongly Disagree	0	0.00%
Answered	35	100.00%
(skipped this question)	1	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	19	54.29%
4 - Agree	9	25.71%
3 - Undecided	7	20.00%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	35	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 21
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	44	28.57%
NO	110	71.43%
Answered	154	100.00%
(skipped this question)	26	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	22	22.00%
Private business or corporation	3	3.00%
Educational institution	8	8.00%
Local government	10	10.00%
Faith-based organization	11	11.00%
Health care provider (i.e. medical, dental, vision)	22	22.00%
Financial/Banking institution	6	6.00%
Other organization	18	18.00%
Answered	100	100.00%
(skipped this question)	10	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses	
5 - Excellent	15	14.29%
4 - Very Good	14	13.33%
3 - Good	23	21.90%
2 - Fine, Adequate, Okay	6	5.71%
1 - Poor	1	0.95%
Unsure/No relationship	46	43.81%
Answered	105	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
15	25.42%
14	23.73%
23	38.98%
6	10.17%
1	1.69%
59	100.00%

2. Your familiarity with our agency programs and services...

	Responses	
5 - Excellent	9	8.57%
4 - Very Good	16	15.24%
3 - Good	26	24.76%
2 - Fine, Adequate, Okay	13	12.38%
1 - Poor	11	10.48%
Unsure/No relationship	30	28.57%
Answered	105	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
9	12.00%
16	21.33%
26	34.67%
13	17.33%
11	14.67%
75	100.00%

3. How well our agency is valued in your community...

	Responses	
5 - Excellent	10	9.52%
4 - Very Good	19	18.10%
3 - Good	27	25.71%
2 - Fine, Adequate, Okay	7	6.67%
1 - Poor	2	1.90%
Unsure/No relationship	40	38.10%
Answered	105	100.00%
(skipped this question)	5	

Without responses	
Unsure/No Relationship	
10	15.38%
19	29.23%
27	41.54%
7	10.77%
2	3.08%
65	100.00%

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses	
5 - Excellent	8	7.69%
4 - Very Good	14	13.46%
3 - Good	26	25.00%
2 - Fine, Adequate, Okay	11	10.58%
1 - Poor	3	2.88%
Unsure/No relationship	42	40.38%
Answered	104	100.00%
(skipped this question)	6	

Without responses	
Unsure/No Relationship	
8	12.90%
14	22.58%
26	41.94%
11	17.74%
3	4.84%
62	100.00%

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:**Have you connected with our Community Action Agency within the last 12 months?**

	Responses	
YES	30	28.30%
NO	76	71.70%
Answered	106	100.00%
(skipped this question)	4	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	13	43.33%
4 - Agree	16	53.33%
3 - Undecided	1	3.33%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	30	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	13	43.33%
4 - Agree	15	50.00%
3 - Undecided	1	3.33%
2 - Disagree	1	3.33%
1 - Strongly Disagree	0	0.00%
Answered	30	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	12	40.00%
4 - Agree	16	53.33%
3 - Undecided	1	3.33%
2 - Disagree	1	3.33%
1 - Strongly Disagree	0	0.00%
Answered	30	100.00%
(skipped this question)	0	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 10
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	50	21.65%
NO	181	78.35%
Answered	231	100.00%
(skipped this question)	88	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	34	20.12%
Private business or corporation	17	10.06%
Educational institution	18	10.65%
Local government	33	19.53%
Faith-based organization	22	13.02%
Health care provider (i.e. medical, dental, vision)	24	14.20%
Financial/Banking institution	2	1.18%
Other organization	19	11.24%
Answered	169	100.00%
(skipped this question)	12	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	32	18.29%	32	26.23%
4 - Very Good	35	20.00%	35	28.69%
3 - Good	33	18.86%	33	27.05%
2 - Fine, Adequate, Okay	19	10.86%	19	15.57%
1 - Poor	3	1.71%	3	2.46%
Unsure/No relationship	53	30.29%		
Answered	175	100.00%	122	100.00%
(skipped this question)	6			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	20	11.43%	20	13.70%
4 - Very Good	41	23.43%	41	28.08%
3 - Good	41	23.43%	41	28.08%
2 - Fine, Adequate, Okay	25	14.29%	25	17.12%
1 - Poor	19	10.86%	19	13.01%
Unsure/No relationship	29	16.57%		
Answered	175	100.00%	146	100.00%
(skipped this question)	6			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	31	18.13%	31	22.96%
4 - Very Good	41	23.98%	41	30.37%
3 - Good	36	21.05%	36	26.67%
2 - Fine, Adequate, Okay	21	12.28%	21	15.56%
1 - Poor	6	3.51%	6	4.44%
Unsure/No relationship	36	21.05%		
Answered	171	100.00%	135	100.00%
(skipped this question)	10			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	14	8.00%	14	11.02%
4 - Very Good	43	24.57%	43	33.86%
3 - Good	33	18.86%	33	25.98%
2 - Fine, Adequate, Okay	28	16.00%	28	22.05%
1 - Poor	9	5.14%	9	7.09%
Unsure/No relationship	48	27.43%		
Answered	175	100.00%	127	100.00%
(skipped this question)	6			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	74	41.57%
NO	104	58.43%
Answered	178	100.00%
(skipped this question)	3	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	39	54.17%
4 - Agree	26	36.11%
3 - Undecided	4	5.56%
2 - Disagree	2	2.78%
1 - Strongly Disagree	1	1.39%
Answered	72	100.00%
(skipped this question)	2	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	39	54.17%
4 - Agree	24	33.33%
3 - Undecided	6	8.33%
2 - Disagree	2	2.78%
1 - Strongly Disagree	1	1.39%
Answered	72	100.00%
(skipped this question)	2	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	37	51.39%
4 - Agree	30	41.67%
3 - Undecided	4	5.56%
2 - Disagree	1	1.39%
1 - Strongly Disagree	0	0.00%
Answered	72	100.00%
(skipped this question)	2	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 8
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	84	45.90%
NO	99	54.10%
Answered	183	100.00%
(skipped this question)	43	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	18	18.95%
Private business or corporation	5	5.26%
Educational institution	38	40.00%
Local government	17	17.89%
Faith-based organization	5	5.26%
Health care provider (i.e. medical, dental, vision)	5	5.26%
Financial/Banking institution	0	0.00%
Other organization	7	7.37%
Answered	95	100.00%
(skipped this question)	4	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	13	14.13%	13	23.64%
4 - Very Good	17	18.48%	17	30.91%
3 - Good	17	18.48%	17	30.91%
2 - Fine, Adequate, Okay	8	8.70%	8	14.55%
1 - Poor	0	0.00%	0	0.00%
Unsure/No relationship	37	40.22%		
Answered	92	100.00%	55	100.00%
(skipped this question)	7			

2. Your familiarity with our agency programs and services...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	7	7.61%	7	10.61%
4 - Very Good	22	23.91%	22	33.33%
3 - Good	17	18.48%	17	25.76%
2 - Fine, Adequate, Okay	12	13.04%	12	18.18%
1 - Poor	8	8.70%	8	12.12%
Unsure/No relationship	26	28.26%		
Answered	92	100.00%	66	100.00%
(skipped this question)	7			

3. How well our agency is valued in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	11	12.09%	11	17.46%
4 - Very Good	23	25.27%	23	36.51%
3 - Good	16	17.58%	16	25.40%
2 - Fine, Adequate, Okay	10	10.99%	10	15.87%
1 - Poor	3	3.30%	3	4.76%
Unsure/No relationship	28	30.77%		
Answered	91	100.00%	63	100.00%
(skipped this question)	8			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		<i>Without responses</i>	
			<i>Unsure/No Relationship</i>	
5 - Excellent	9	9.78%	9	15.00%
4 - Very Good	21	22.83%	21	35.00%
3 - Good	20	21.74%	20	33.33%
2 - Fine, Adequate, Okay	6	6.52%	6	10.00%
1 - Poor	4	4.35%	4	6.67%
Unsure/No relationship	32	34.78%		
Answered	92	100.00%	60	100.00%
(skipped this question)	7			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	28	29.17%
NO	68	70.83%
Answered	96	100.00%
(skipped this question)	3	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	14	51.85%
4 - Agree	11	40.74%
3 - Undecided	1	3.70%
2 - Disagree	1	3.70%
1 - Strongly Disagree	0	0.00%
Answered	27	100.00%
(skipped this question)	1	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	15	55.56%
4 - Agree	11	40.74%
3 - Undecided	0	0.00%
2 - Disagree	1	3.70%
1 - Strongly Disagree	0	0.00%
Answered	27	100.00%
(skipped this question)	1	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	15	55.56%
4 - Agree	11	40.74%
3 - Undecided	0	0.00%
2 - Disagree	1	3.70%
1 - Strongly Disagree	0	0.00%
Answered	27	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 15
 (Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	57	29.38%
NO	137	70.62%
Answered	194	100.00%
(skipped this question)	49	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	6	4.65%
Private business or corporation	15	11.63%
Educational institution	31	24.03%
Local government	42	32.56%
Faith-based organization	12	9.30%
Health care provider (i.e. medical, dental, vision)	11	8.53%
Financial/Banking institution	1	0.78%
Other organization	11	8.53%
Answered	129	100.00%
(skipped this question)	8	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	17	12.98%	17	18.28%
4 - Very Good	25	19.08%	25	26.88%
3 - Good	31	23.66%	31	33.33%
2 - Fine, Adequate, Okay	17	12.98%	17	18.28%
1 - Poor	3	2.29%	3	3.23%
Unsure/No relationship	38	29.01%		
Answered	131	100.00%	93	100.00%
(skipped this question)	6			

2. Your familiarity with our agency programs and services...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	12	9.16%	12	12.37%
4 - Very Good	24	18.32%	24	24.74%
3 - Good	35	26.72%	35	36.08%
2 - Fine, Adequate, Okay	19	14.50%	19	19.59%
1 - Poor	7	5.34%	7	7.22%
Unsure/No relationship	34	25.95%		
Answered	131	100.00%	97	100.00%
(skipped this question)	6			

3. How well our agency is valued in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	19	14.73%	19	20.65%
4 - Very Good	28	21.71%	28	30.43%
3 - Good	33	25.58%	33	35.87%
2 - Fine, Adequate, Okay	10	7.75%	10	10.87%
1 - Poor	2	1.55%	2	2.17%
Unsure/No relationship	37	28.68%		
Answered	129	100.00%	92	100.00%
(skipped this question)	8			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	13	9.92%	13	13.83%
4 - Very Good	26	19.85%	26	27.66%
3 - Good	34	25.95%	34	36.17%
2 - Fine, Adequate, Okay	18	13.74%	18	19.15%
1 - Poor	3	2.29%	3	3.19%
Unsure/No relationship	37	28.24%		
Answered	131	100.00%	94	100.00%
(skipped this question)	6			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	52	38.52%
NO	83	61.48%
Answered	135	100.00%
(skipped this question)	2	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	26	53.06%
4 - Agree	20	40.82%
3 - Undecided	0	0.00%
2 - Disagree	2	4.08%
1 - Strongly Disagree	1	2.04%
Answered	49	100.00%
(skipped this question)	3	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	24	48.98%
4 - Agree	21	42.86%
3 - Undecided	0	0.00%
2 - Disagree	3	6.12%
1 - Strongly Disagree	1	2.04%
Answered	49	100.00%
(skipped this question)	3	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	25	51.02%
4 - Agree	21	42.86%
3 - Undecided	2	4.08%
2 - Disagree	1	2.04%
1 - Strongly Disagree	0	0.00%
Answered	49	100.00%
(skipped this question)	3	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 19
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	28	9.62%
NO	263	90.38%
Answered	291	100.00%
(skipped this question)	124	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	35	14.17%
Private business or corporation	22	8.91%
Educational institution	104	42.11%
Local government	36	14.57%
Faith-based organization	14	5.67%
Health care provider (i.e. medical, dental, vision)	8	3.24%
Financial/Banking institution	2	0.81%
Other organization	26	10.53%
Answered	247	100.00%
(skipped this question)	16	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	40	15.63%	40	28.99%
4 - Very Good	40	15.63%	40	28.99%
3 - Good	32	12.50%	32	23.19%
2 - Fine, Adequate, Okay	24	9.38%	24	17.39%
1 - Poor	2	0.78%	2	1.45%
Unsure/No relationship	118	46.09%		
Answered	256	100.00%	138	100.00%
(skipped this question)	7			

2. Your familiarity with our agency programs and services...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	20	7.84%	20	12.35%
4 - Very Good	39	15.29%	39	24.07%
3 - Good	45	17.65%	45	27.78%
2 - Fine, Adequate, Okay	36	14.12%	36	22.22%
1 - Poor	22	8.63%	22	13.58%
Unsure/No relationship	93	36.47%		
Answered	255	100.00%	162	100.00%
(skipped this question)	8			

3. How well our agency is valued in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	29	11.46%	29	19.59%
4 - Very Good	45	17.79%	45	30.41%
3 - Good	45	17.79%	45	30.41%
2 - Fine, Adequate, Okay	18	7.11%	18	12.16%
1 - Poor	11	4.35%	11	7.43%
Unsure/No relationship	105	41.50%		
Answered	253	100.00%	148	100.00%
(skipped this question)	10			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	18	7.03%	18	12.86%
4 - Very Good	47	18.36%	47	33.57%
3 - Good	42	16.41%	42	30.00%
2 - Fine, Adequate, Okay	23	8.98%	23	16.43%
1 - Poor	10	3.91%	10	7.14%
Unsure/No relationship	116	45.31%		
Answered	256	100.00%	140	100.00%
(skipped this question)	7			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	83	32.17%
NO	175	67.83%
Answered	258	100.00%
(skipped this question)	5	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	48	58.54%
4 - Agree	32	39.02%
3 - Undecided	1	1.22%
2 - Disagree	1	1.22%
1 - Strongly Disagree	0	0.00%
Answered	82	100.00%
(skipped this question)	1	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	45	54.88%
4 - Agree	33	40.24%
3 - Undecided	3	3.66%
2 - Disagree	1	1.22%
1 - Strongly Disagree	0	0.00%
Answered	82	100.00%
(skipped this question)	1	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	46	56.10%
4 - Agree	28	34.15%
3 - Undecided	5	6.10%
2 - Disagree	2	2.44%
1 - Strongly Disagree	1	1.22%
Answered	82	100.00%
(skipped this question)	1	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 32
(Contact the DCAA for the individual responses to this question.)

Are you currently an employee at our Community Action Agency?

	Responses	
YES	77	45.83%
NO	91	54.17%
Answered	168	100.00%
(skipped this question)	54	

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

What community group do you belong? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	21	28.77%
Private business or corporation	4	5.48%
Educational institution	5	6.85%
Local government	14	19.18%
Faith-based organization	6	8.22%
Health care provider (i.e. medical, dental, vision)	5	6.85%
Financial/Banking institution	3	4.11%
Other organization	15	20.55%
Answered	73	100.00%
(skipped this question)	18	

QUESTIONS #1 THROUGH #4 - RESPONSES FROM INDIVIDUALS WHO ARE NOT EMPLOYED AT A COMMUNITY ACTION AGENCY:

1. Your relationship or partnership with our Community Action Agency...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	31	36.47%	31	40.26%
4 - Very Good	21	24.71%	21	27.27%
3 - Good	13	15.29%	13	16.88%
2 - Fine, Adequate, Okay	11	12.94%	11	14.29%
1 - Poor	1	1.18%	1	1.30%
Unsure/No relationship	8	9.41%		
Answered	85	100.00%	77	100.00%
(skipped this question)	6			

2. Your familiarity with our agency programs and services...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	21	24.71%	21	25.93%
4 - Very Good	27	31.76%	27	33.33%
3 - Good	18	21.18%	18	22.22%
2 - Fine, Adequate, Okay	11	12.94%	11	13.58%
1 - Poor	4	4.71%	4	4.94%
Unsure/No relationship	4	4.71%		
Answered	85	100.00%	81	100.00%
(skipped this question)	6			

3. How well our agency is valued in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	36	42.35%	36	44.44%
4 - Very Good	23	27.06%	23	28.40%
3 - Good	14	16.47%	14	17.28%
2 - Fine, Adequate, Okay	8	9.41%	8	9.88%
1 - Poor	0	0.00%	0	0.00%
Unsure/No relationship	4	4.71%		
Answered	85	100.00%	81	100.00%
(skipped this question)	6			

4. How well our agency is meeting the needs of the people with low income in your community...

	Responses		Without responses Unsure/No Relationship	
5 - Excellent	25	29.41%	25	32.05%
4 - Very Good	24	28.24%	24	30.77%
3 - Good	22	25.88%	22	28.21%
2 - Fine, Adequate, Okay	6	7.06%	6	7.69%
1 - Poor	1	1.18%	1	1.28%
Unsure/No relationship	7	8.24%		
Answered	85	100.00%	78	100.00%
(skipped this question)	6			

RESPONSES FROM INDIVIDUALS WHO ARE **NOT** EMPLOYED AT A COMMUNITY ACTION AGENCY:

Have you connected with our Community Action Agency within the last 12 months?

	Responses	
YES	61	70.93%
NO	25	29.07%
Answered	86	100.00%
(skipped this question)	5	

QUESTIONS #5 THROUGH #8 - RESPONSES FROM INDIVIDUALS WHO CONNECTED WITH THE COMMUNITY ACTION AGENCY IN THE LAST 12 MONTHS:

5. The agency staff I interacted with were friendly and helpful...

	Responses	
5 - Strongly Agree	41	67.21%
4 - Agree	17	27.87%
3 - Undecided	1	1.64%
2 - Disagree	2	3.28%
1 - Strongly Disagree	0	0.00%
Answered	61	100.00%
(skipped this question)	0	

6. The agency staff conducted business in a professional manner...

	Responses	
5 - Strongly Agree	39	63.93%
4 - Agree	20	32.79%
3 - Undecided	1	1.64%
2 - Disagree	1	1.64%
1 - Strongly Disagree	0	0.00%
Answered	61	100.00%
(skipped this question)	0	

7. The agency staff had a thorough knowledge of agency programs and services...

	Responses	
5 - Strongly Agree	40	65.57%
4 - Agree	18	29.51%
3 - Undecided	3	4.92%
2 - Disagree	0	0.00%
1 - Strongly Disagree	0	0.00%
Answered	61	100.00%
(skipped this question)	0	

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 24
 (Contact the DCAA for the individual responses to this question.)

Appendix

IOWA COMMUNITY ACTION AGENCIES
Community Needs Assessment Survey

Iowa's Community Action Agencies are conducting a study of community needs. The results and information from the study will be considered by the Community Action Agencies for planning, developing, and prioritizing agency programs and services. **All surveys will be kept confidential.**

INSTRUCTIONS: Please answer each question by checking the appropriate box or providing a written response. "Community" is defined as the neighborhoods and/or cities in the county in which you are representing.

Your answers will help us improve our communities. Thank you for participating.

-
1. What county are you representing? _____
 2. What do you consider your gender? Male Female Other I prefer not to respond
 3. What do you consider your race? White Black or African American American Indian Asian Other Unsure
 Native Hawaiian or Pacific Islander Alaska Native Multi-race I prefer not to respond
 4. Do you consider your ethnicity Hispanic, Latino, or of Spanish Origin? YES NO Unsure I prefer not to respond

EMPLOYMENT

5. In your community, are there a sufficient number of available...
Full-time job opportunities?..... YES NO Unsure
Part-time job opportunities?..... YES NO Unsure
6. In your community...
Is unemployment an issue?..... YES NO Unsure
Is youth unemployment an issue? YES NO Unsure
Is under-employment an issue? Under-employment is defined as workers who are highly skilled but working in low paying jobs, workers who are highly skilled but working in low skill jobs, and part-time workers who would prefer to be full-time..... YES NO Unsure
7. Select the factors you think contribute to employment issues in your community:
 Individuals lack the minimum education requirements (i.e. high school diploma, GED/HiSET/HSED) for the available jobs
 Individuals lack the training or skill set requirements for the available jobs
 Individuals lack reliable transportation (private or public)
 Individuals are unable to find affordable child care
 There is a shortage of potential or qualified individuals
 Not enough employers pay wages high enough to attract workers
 Other contributing factors, please specify: _____
 My community does not have employment issues

EDUCATION

8. In your community, are there a sufficient number of accessible and affordable (for people with low income) ...
Early childhood or pre-school education programs (including Head Start programs) for:
Children under 3 years old? YES NO Unsure
Children ages 3 to 5? YES NO Unsure
Education resources (e.g. academic activities, enrichment activities, summer programs, cultural arts) for:
School age children ages 6 to 11? YES NO Unsure
School age youth ages 12 to 17? YES NO Unsure

Post-secondary education resources (e.g. apprenticeships, education training vouchers, college tuition waivers, scholarships, vocational training) for:

Newly high-school graduating youth? YES NO Unsure

Adults who did not immediately continue their education after graduating from high-school? YES NO Unsure

Basic or secondary education resources (e.g. literacy, ESL, GED/HiSET/HSED) for adults? YES NO Unsure

CHILD CARE

9. In your community, are there a sufficient number of accessible and affordable (for people with low income) ...
Child care facilities? (e.g. centers, homes)..... YES NO Unsure

Child care facilities that provide services during the daytime (Monday through Friday) for
children ages 0 to 5? YES NO Unsure

Child care facilities that provide services during the evenings, nighttime, and/or weekends for
children ages 0 to 11? YES NO Unsure

Child care facilities that provide services to school aged children ages 6 to 11 when school is
not in session? (e.g. before/after school, school breaks, during the summer) YES NO Unsure

INFRASTRUCTURE

10. In your community, are there a sufficient number of accessible and affordable (for people with low income) ...
High speed broadband technologies? (e.g. DSL, cable, fiber optics, wireless) YES NO Unsure

Recreational opportunities? (e.g. parks, gardens, trail systems, fitness centers, water parks) YES NO Unsure

Community facilities? (e.g. community centers, youth centers, libraries) YES NO Unsure

Supermarkets and grocery stores? YES NO Unsure

11. In your community, are there a sufficient number of accessible and affordable (for people with low income)
public transportation services (e.g. buses, trolleys) during the...

Daytime (Monday through Friday)? YES NO Unsure

Evenings, nighttime, and/or weekends?..... YES NO Unsure

12. In your community...
Are abandoned or neglected houses and buildings an issue? YES NO Unsure

Are predatory lenders and/or predatory lending practices an issue? YES NO Unsure

Are environmental threats to households an issue? (e.g. toxic soil, radon, lead, air quality, asbestos,
quality of drinking water)..... YES NO Unsure

HOUSING

13. In your community, are there a sufficient number of...
Safe and affordable housing units?..... YES NO Unsure

Safe and affordable housing units built or set aside for people with low income?..... YES NO Unsure

Shelters or shelter beds?..... YES NO Unsure

Home ownership opportunities available for people with low income?..... YES NO Unsure

14. In your community...
Are evictions an issue?..... YES NO Unsure

Are housing foreclosures an issue?..... YES NO Unsure

15. Select the factors you think contribute to homelessness in your community:

- Shortage of affordable housing
- Shortage of shelters or shelter beds
- Increases in evictions
- Increases in housing foreclosures
- Increases in unemployment
- Increases in personal debt (including medical debt)
- Increases in substance abuse
- Other contributing factors, please specify: _____
- My community does not have homelessness issues

HEALTH SERVICES

- 16. In your community, are there a sufficient number of accessible and affordable (for people with low income) ...
Physical health care resources/services? (e.g. medical centers, physical therapy, hospitals, walk-in/urgent care clinics)..... YES NO Unsure
Behavioral and mental health care resources/services? YES NO Unsure
Dental health services? YES NO Unsure
Wellness programs? (e.g. physical health, exercise, nutrition) YES NO Unsure
Food resources? (e.g. food pantries/shelves, meal sites, meal programs, community gardens)..... YES NO Unsure
- 17. In your community, are there a sufficient number of...
Doctors who accept Medicaid (Title XIX)? YES NO Unsure
Dentists who accept Medicaid (Title XIX)?..... YES NO Unsure
Mental health counselors who accept Medicaid (Title XIX)?..... YES NO Unsure

PUBLIC SAFETY

- 18. In your community, are there a sufficient number of...
Police personnel and resources? YES NO Unsure
Emergency Medical Technicians (EMTs)/Ambulance Technicians?..... YES NO Unsure
Fire department personnel and resources?..... YES NO Unsure
Crime/violence intervention and prevention programs or initiatives?
(e.g. street outreach, violence interrupters, group violence interventions) YES NO Unsure
- 19. In your community...
Is violent crime an issue? (i.e. physical injury to people)..... YES NO Unsure
Is NON-violent crime an issue? (e.g. theft, larceny, drugs)..... YES NO Unsure
Are there positive relations between the police and the community? YES NO Unsure

ADDITIONAL QUESTIONS

- 20. Which one of the following categories of need do you think your community should focus on addressing?
 Employment Education Child Care Housing Health Services Public Safety
 Infrastructure (e.g. transportation systems, communication networks, energy, water, sewer, public facilities/spaces/parks)
- 21. Why should your community focus on addressing the category of need you selected in question #20?

- 22. What do you think are TWO major causes of economic hardship in your community?
1) _____ 2) _____
- 23. What do you think is the greatest challenge people with low income are currently facing in your community?

- 24. What do you think are your community’s strengths for addressing the needs of families and children with low income?

- 25. What other comments do you have about the needs in your community?

- 26. Are you currently an employee at our Community Action Agency? YES NO

The following questions only apply to you if you are NOT an employee at a Community Action Agency:

27. What community group do you belong? Select the one that best describes the group you are representing.
 Community-based organization Educational institution Faith-based organization Financial/Banking institution
 Private business or corporation Local government Health care provider (i.e. medical, dental, vision)
 Other organization, please specify: _____
28. Are you a Community Action Agency board member? YES NO
29. Are you a Community Action Agency advisory committee member? YES NO
30. Are you a Head Start Policy Council member? YES NO
31. Have you ever received services from a Community Action Agency? YES NO Unsure

COMMUNITY PARTNER SATISFACTION SURVEY

- S1. In your opinion, please rate the following:
(Scale: 5=Excellent, 4=Very Good, 3=Good, 2=Fine / Adequate / Okay, 1=Poor)
- Your relationship or partnership with our Community Action Agency..... 5 4 3 2 1 No relationship
- Your familiarity with our agency programs and services 5 4 3 2 1 Unsure
- How well our agency is valued in your community..... 5 4 3 2 1 Unsure
- How well our agency is meeting the needs of the people with low income
in your community 5 4 3 2 1 Unsure
- S2. If you connected with our Community Action Agency within the last 12 months, please rate the following:
(Scale: 5=Strongly Agree, 4=Agree, 3=Undecided, 2=Disagree, 1=Strongly Disagree)
- The agency staff I interacted with were friendly and helpful 5 4 3 2 1 N/A
- The agency staff conducted business in a professional manner..... 5 4 3 2 1 N/A
- The agency staff had a thorough knowledge of agency programs and services 5 4 3 2 1 N/A
- S3. If you connected with our Community Action Agency within the last 12 months, please answer the following:
What can our agency do to improve our programs and services? _____

IOWA COMMUNITY ACTION AGENCIES
COMMUNITY NEEDS ASSESSMENT SURVEY [STAKEHOLDERS]
INSTRUCTIONS AND INFORMATION

[The community needs assessment survey includes a community partner satisfaction survey.]

Participating agencies are responsible for e-mailing the Iowa Community Action Agencies Community Needs Assessment Survey to agency staff, governing board members, Head Start Policy Council members, agency advisory committee members, and community stakeholders.

Each agency will receive a link and QR code to an agency specific SurveyMonkey survey. The link must be included in the e-mails your agency sends out. A sample e-mail letter that can be customized and used for distributing the survey is at the end of these instructions.

This is an online survey only. The survey respondent is the person responsible for accessing the SurveyMonkey link or QR code and completing the survey online. Agencies should not distribute and collect hardcopy surveys.

AGENCY RESPONSIBILITIES:

The following are the sampling requirements for each agency. Each agency is responsible for e-mailing individuals from each stakeholder group no less than the number of surveys specified below. Each agency decides how they will manage the sampling and distribution of their survey. Contact DCAA if your agency will be unable to meet these minimum requirements.

<u>Stakeholder Group</u>	<u>Sample Size (minimum number of surveys to e-mail out)</u>
Local Government (city and county)	30 individuals (include all Board of Supervisors)
Educational Institution	30 individuals
Health Care Provider	30 individuals
Faith-based Organization	30 individuals
Community-based Organization	30 individuals
Private Business or Corporation	30 individuals
Financial/Banking Institution	15 individuals

Each agency must also e-mail the survey to:

- ALL of their agency staff
- ALL of their governing board members
- ALL of their Head Start Policy Council members (if applicable)
- ALL of their agency advisory committee members (if applicable)

The sample sizes listed are the minimum number of individuals that should receive the survey...not the minimum number of organizations/institutions. For example: 30 faith-based organizations means 30 individuals in a faith-based profession...not 30 different churches/church associations/etc.

When the collection process ends, the Needs Assessment Committee would like ***at least 200 completed surveys in the SurveyMonkey system for each agency.***

TIMELINE:

- August 31, 2022
 - Agencies will receive (by e-mail) their specific survey document
 - Agencies will receive (by e-mail) their specific SurveyMonkey survey link and QR code (the survey can be completed on a desktop or laptop computer, or a smartphone)
 - Agencies can begin surveying community stakeholders
- October 31, 2022
 - DCAA will prepare a community needs assessment report and a community partners satisfaction report using the survey data and information collected from August 31st through October 31st
- November 2022
 - The DCAA will distribute (and post on the DCAA's website) the community needs assessment and community partners satisfaction reports

CSBG ORGANIZATIONAL STANDARDS:

The completed community needs assessment report will have comprehensive community assessment data and information (including both qualitative and quantitative) that agencies can use when developing their community assessment report (CATEGORY 3: Community Assessment). The completed community needs assessment report will include:

- qualitative and quantitative data and information from key sectors of the community, including community-based organizations, faith-based organizations, private and public sector organizations, and educational institutions (Standard 2.2)
- qualitative and quantitative data and information specific to each agency's service area (Standard 3.3)
- qualitative and quantitative data and information on the causes and conditions of poverty and the needs of the communities (Standard 3.4)

This community needs assessment process includes a systematic approach for collecting customer satisfaction data, information, and input. The process and completed community partners satisfaction report can be used by agencies to address Standards 1.3 and 6.4.

SAMPLE LETTER:

On the following page is a sample e-mail letter that your agency can customize and use when distributing the survey.

Dear Community Stakeholder,
or
Dear Community Member,
or
Dear Community Partner,
or
Dear [other],
or
Good afternoon,

Iowa's Community Action network is conducting a study of community needs. The data and information for this study will be collected by surveying our community partners and stakeholders. The results will be considered by [our agency OR insert your agency name here] for planning, developing, and prioritizing agency programs and services for the people that reside in our neighborhoods and communities.

The survey takes approximately 10 minutes to complete. The questions are mostly multiple choice. There are some questions near the end of the survey that are open-ended (questions you can type a response). All replies are anonymous and will be treated confidentially.

To complete the survey, please click here >>> [insert your SurveyMonkey survey link here]

Thank you for participating. Your feedback is very valuable to us.

Executive Director (or other agency person)
Agency
Contact Information