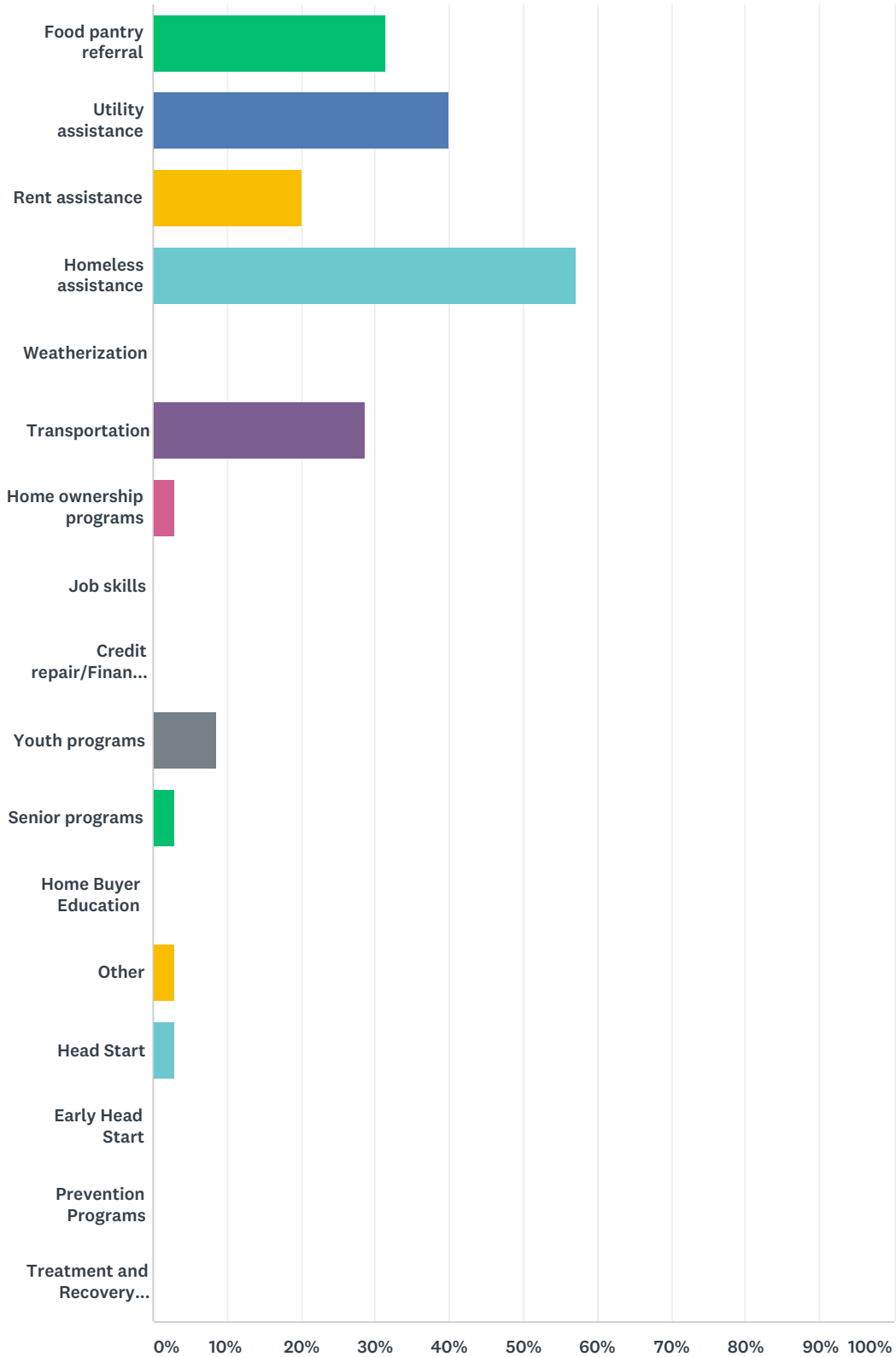


Q1 What type of service(s) did you seek at CACFC?

Answered: 35 Skipped: 0

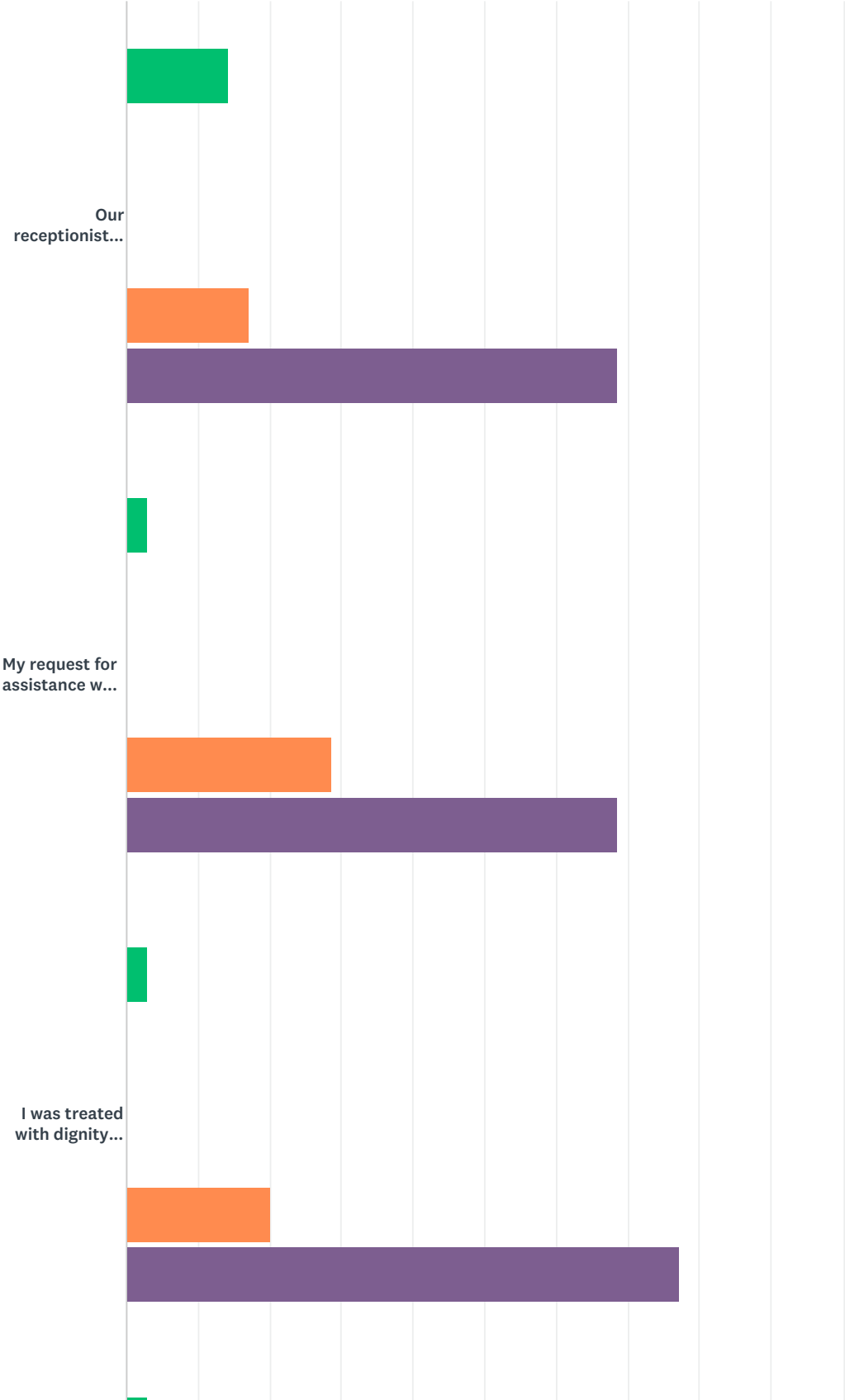


Customer Satisfaction 2019

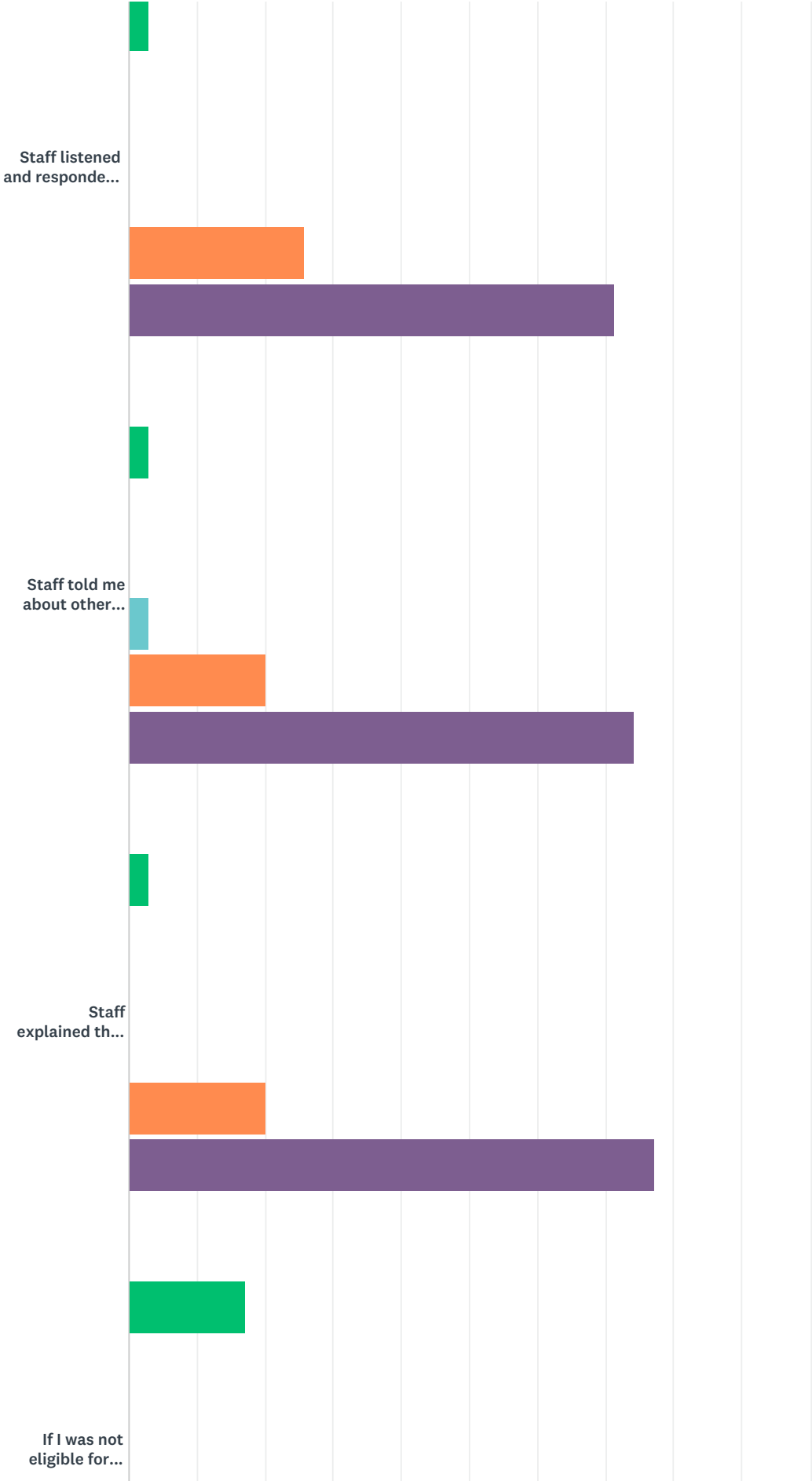
Food pantry referral	31.43%	11
Utility assistance	40.00%	14
Rent assistance	20.00%	7
Homeless assistance	57.14%	20
Weatherization	0.00%	0
Transportation	28.57%	10
Home ownership programs	2.86%	1
Job skills	0.00%	0
Credit repair/Financial Education	0.00%	0
Youth programs	8.57%	3
Senior programs	2.86%	1
Home Buyer Education	0.00%	0
Other	2.86%	1
Head Start	2.86%	1
Early Head Start	0.00%	0
Prevention Programs	0.00%	0
Treatment and Recovery Support Programs	0.00%	0
Total Respondents: 35		

Q2 Please rate your experience at CAC today

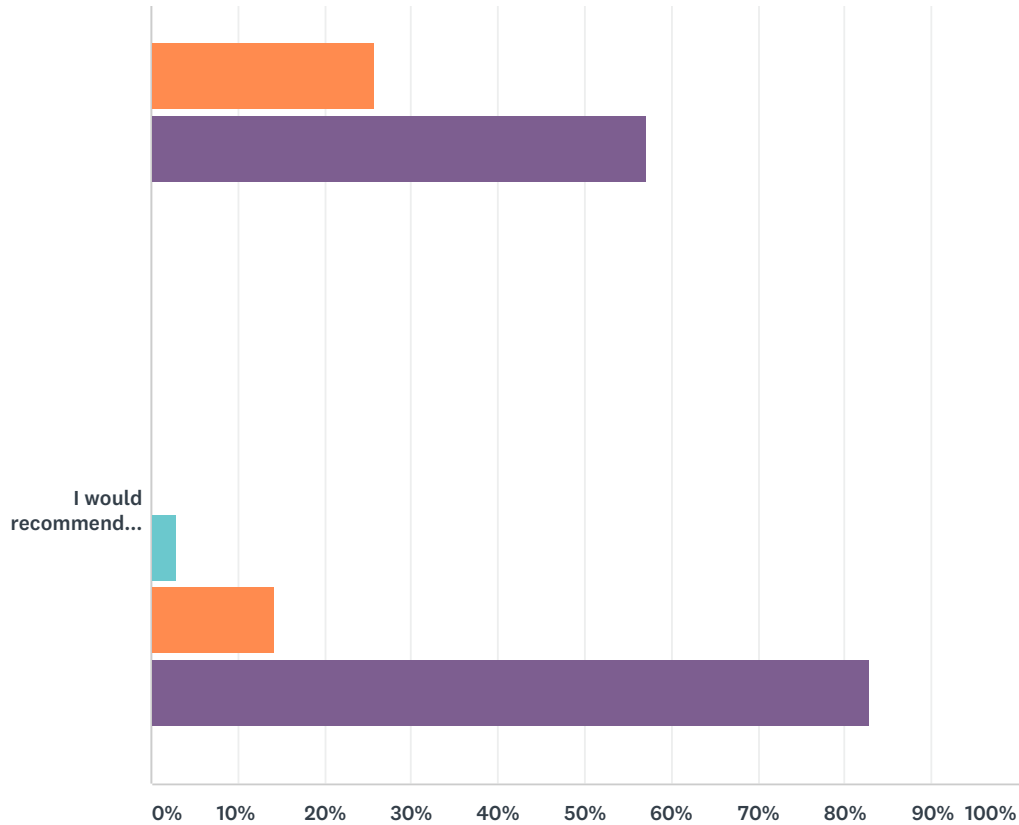
Answered: 35 Skipped: 0



Customer Satisfaction 2019



Customer Satisfaction 2019



■ Not Applicable
 ■ Strongly Disagree
 ■ Disagree
 ■ Don't Know
■ Agree
 ■ Strongly Agree

	NOT APPLICABLE	STRONGLY DISAGREE	DISAGREE	DON'T KNOW	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Our receptionist was polite and respectful	14.29% 5	0.00% 0	0.00% 0	0.00% 0	17.14% 6	68.57% 24	35	5.11
My request for assistance was attended to as quickly as possible	2.86% 1	0.00% 0	0.00% 0	0.00% 0	28.57% 10	68.57% 24	35	5.57
I was treated with dignity and respect	2.86% 1	0.00% 0	0.00% 0	0.00% 0	20.00% 7	77.14% 27	35	5.66
Staff listened and responded to my concerns	2.86% 1	0.00% 0	0.00% 0	0.00% 0	25.71% 9	71.43% 25	35	5.60
Staff told me about other programs that might be helpful to me	2.86% 1	0.00% 0	0.00% 0	2.86% 1	20.00% 7	74.29% 26	35	5.60
Staff explained the paperwork and answered all of my questions	2.86% 1	0.00% 0	0.00% 0	0.00% 0	20.00% 7	77.14% 27	35	5.66
If I was not eligible for assistance, staff clearly explained the reasons for the denial	17.14% 6	0.00% 0	0.00% 0	0.00% 0	25.71% 9	57.14% 20	35	4.89
I would recommend Community Action to others	0.00% 0	0.00% 0	0.00% 0	2.86% 1	14.29% 5	82.86% 29	35	5.80

Q3 Do you have any comments or recommendations? Please share them below:

Answered: 8 Skipped: 27