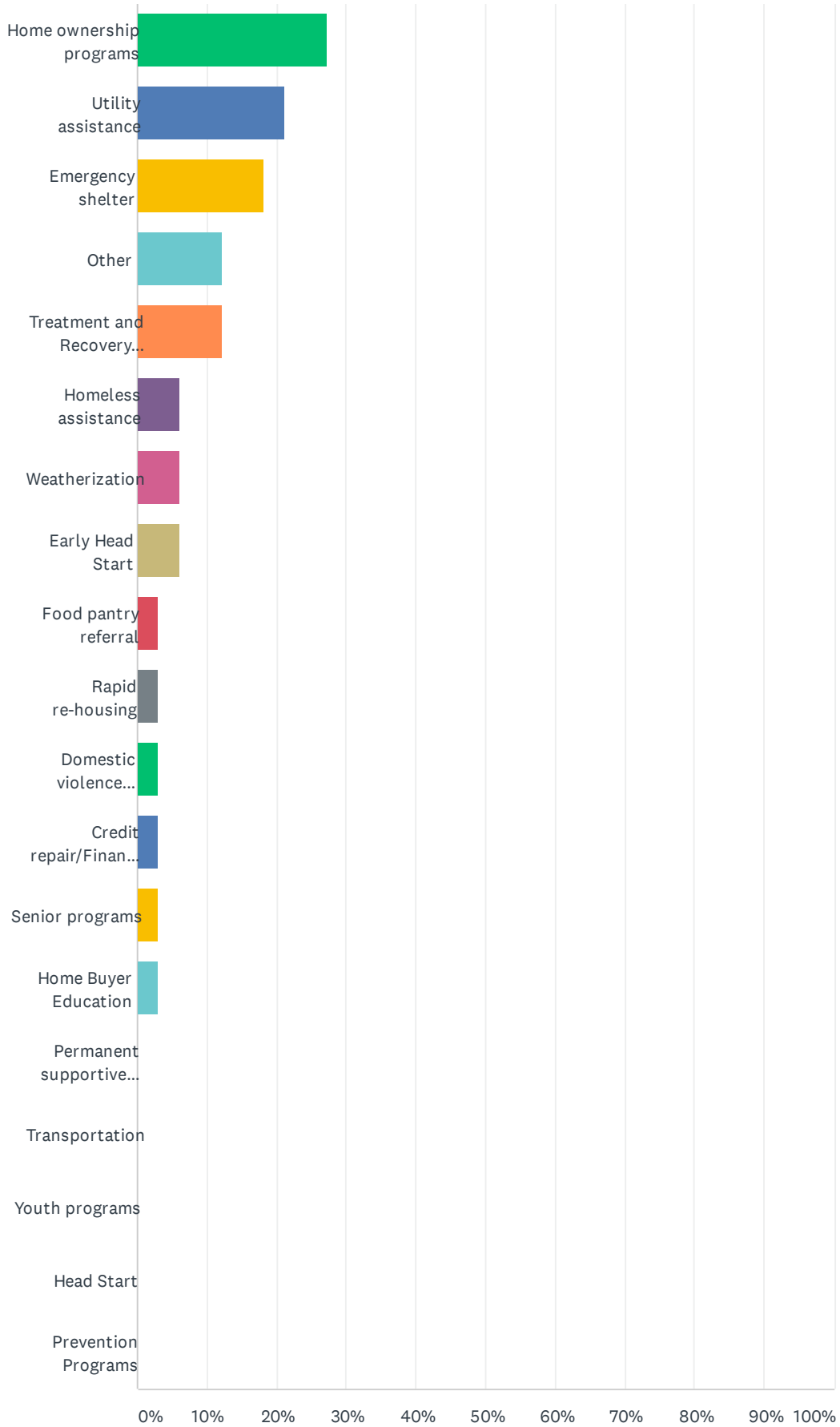


Q1 What type of service(s) did you seek at CACFC? check all that apply

Answered: 33 Skipped: 0

Customer Satisfaction 2020

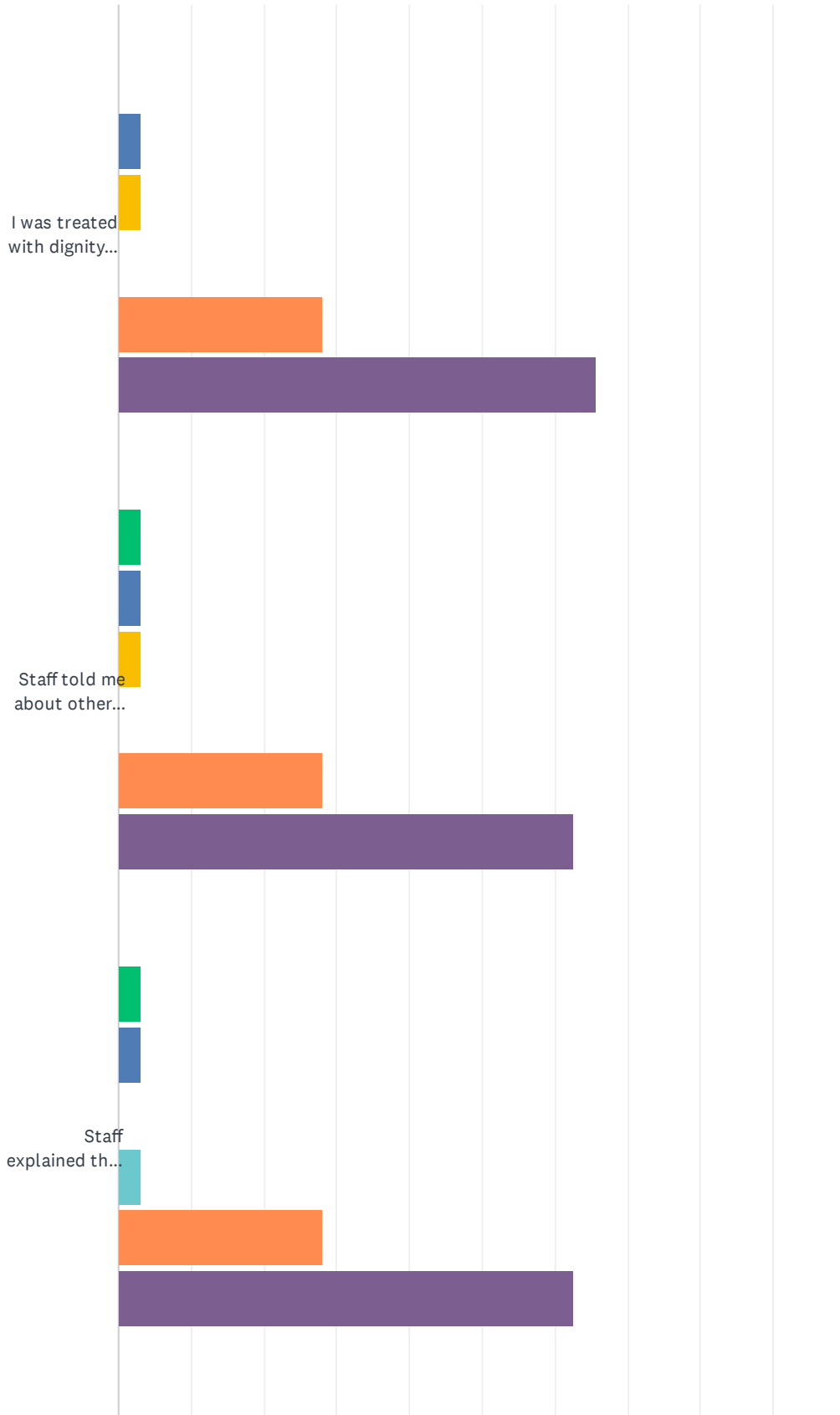


Customer Satisfaction 2020

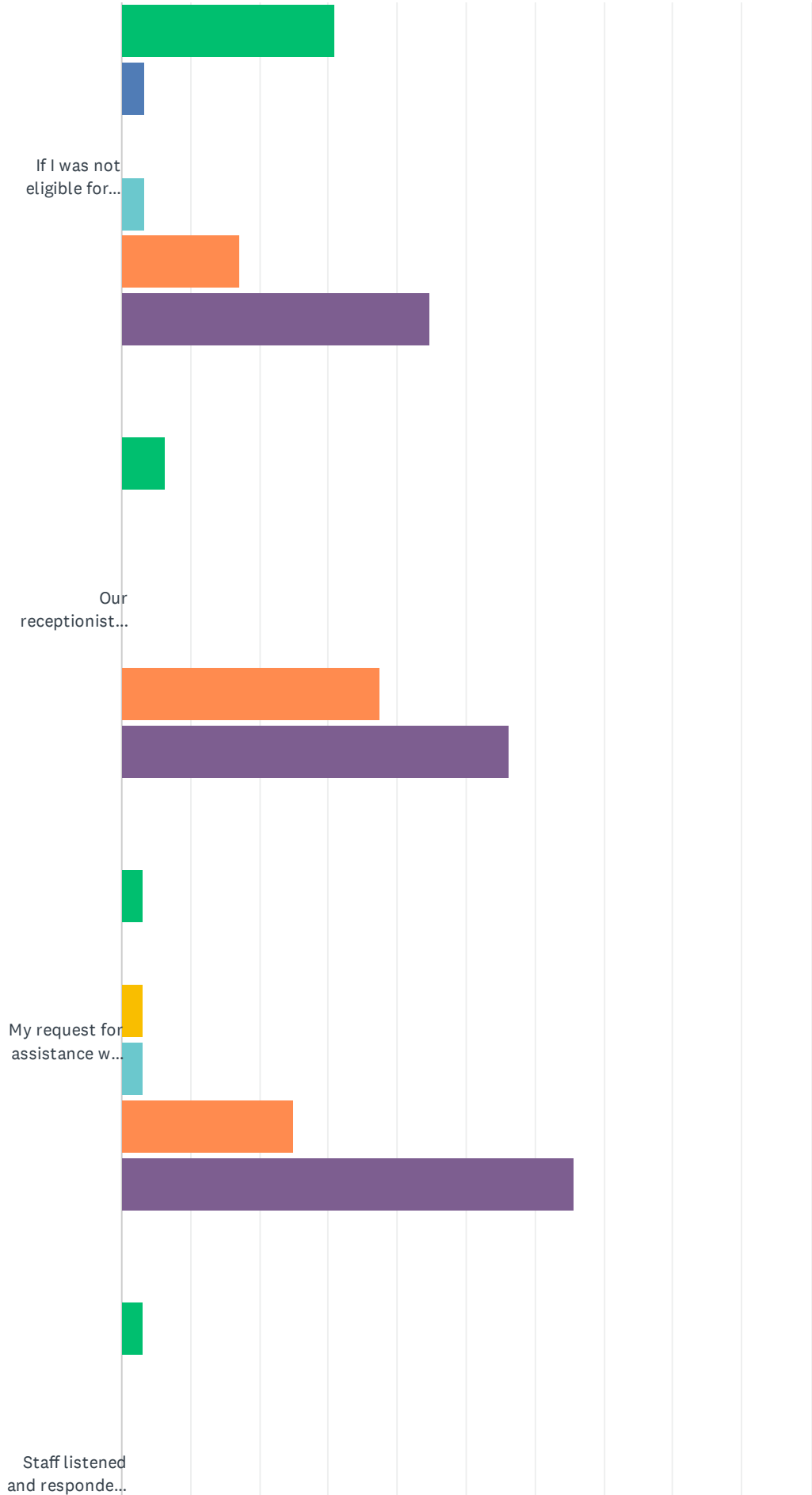
ANSWER CHOICES	RESPONSES	
Home ownership programs	27.27%	9
Utility assistance	21.21%	7
Emergency shelter	18.18%	6
Other	12.12%	4
Treatment and Recovery Support Programs	12.12%	4
Homeless assistance	6.06%	2
Weatherization	6.06%	2
Early Head Start	6.06%	2
Food pantry referral	3.03%	1
Rapid re-housing	3.03%	1
Domestic violence program	3.03%	1
Credit repair/Financial Education	3.03%	1
Senior programs	3.03%	1
Home Buyer Education	3.03%	1
Permanent supportive housing	0.00%	0
Transportation	0.00%	0
Youth programs	0.00%	0
Head Start	0.00%	0
Prevention Programs	0.00%	0
Total Respondents: 33		

Q2 Please rate your experience at CAC today

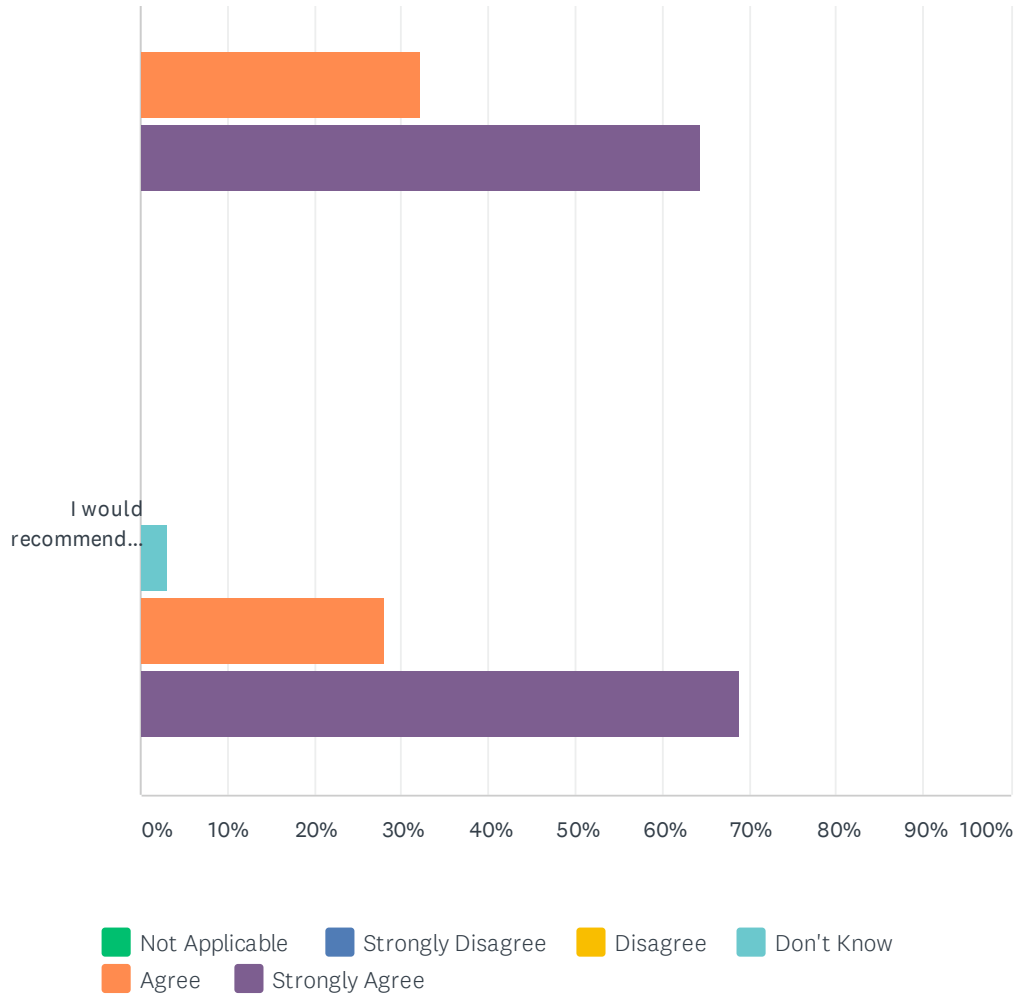
Answered: 32 Skipped: 1



Customer Satisfaction 2020



Customer Satisfaction 2020



Customer Satisfaction 2020

	NOT APPLICABLE	STRONGLY DISAGREE	DISAGREE	DON'T KNOW	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I was treated with dignity and respect	0.00% 0	3.13% 1	3.13% 1	0.00% 0	28.13% 9	65.63% 21	32	5.50
Staff told me about other programs that might be helpful to me	3.13% 1	3.13% 1	3.13% 1	0.00% 0	28.13% 9	62.50% 20	32	5.34
Staff explained the paperwork and answered all of my questions	3.13% 1	3.13% 1	0.00% 0	3.13% 1	28.13% 9	62.50% 20	32	5.38
If I was not eligible for assistance, staff clearly explained the reasons for the denial	31.03% 9	3.45% 1	0.00% 0	3.45% 1	17.24% 5	44.83% 13	29	4.07
Our receptionist was polite and respectful	6.25% 2	0.00% 0	0.00% 0	0.00% 0	37.50% 12	56.25% 18	32	5.31
My request for assistance was attended to as quickly as possible	3.13% 1	0.00% 0	3.13% 1	3.13% 1	25.00% 8	65.63% 21	32	5.44
Staff listened and responded to my concerns	3.23% 1	0.00% 0	0.00% 0	0.00% 0	32.26% 10	64.52% 20	31	5.52
I would recommend Community Action to others	0.00% 0	0.00% 0	0.00% 0	3.13% 1	28.13% 9	68.75% 22	32	5.66

Q3 What was the most helpful thing about the program you worked with today?

Answered: 14 Skipped: 19

Q4 What is not helpful about the program or a service that you really don't need?

Answered: 11 Skipped: 22

Q5 Do you have any comments or recommendations? Please share them below:

Answered: 20 Skipped: 13