

CAC of Fayette County Customer Satisfaction Survey

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

- Food pantry referral
- Utility assistance
- Homeless assistance
- Emergency shelter
- Rapid re-housing
- Permanent supportive housing
- Domestic violence program
- Weatherization
- Transportation
- Home ownership programs
- Credit repair/Financial Education
- Youth programs
- Senior programs
- Home Buyer Education
- Other
- Head Start
- Early Head Start
- Prevention Programs
- Treatment and Recovery Support Programs

2. Please rate your experience at CAC today

	Not Applicable	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree
Our receptionist was polite and respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My request for assistance was attended to as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated with dignity and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff listened and responded to my concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff told me about other programs that might be helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained the paperwork and answered all of my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I was not eligible for assistance, staff clearly explained the reasons for the denial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Community Action to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

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