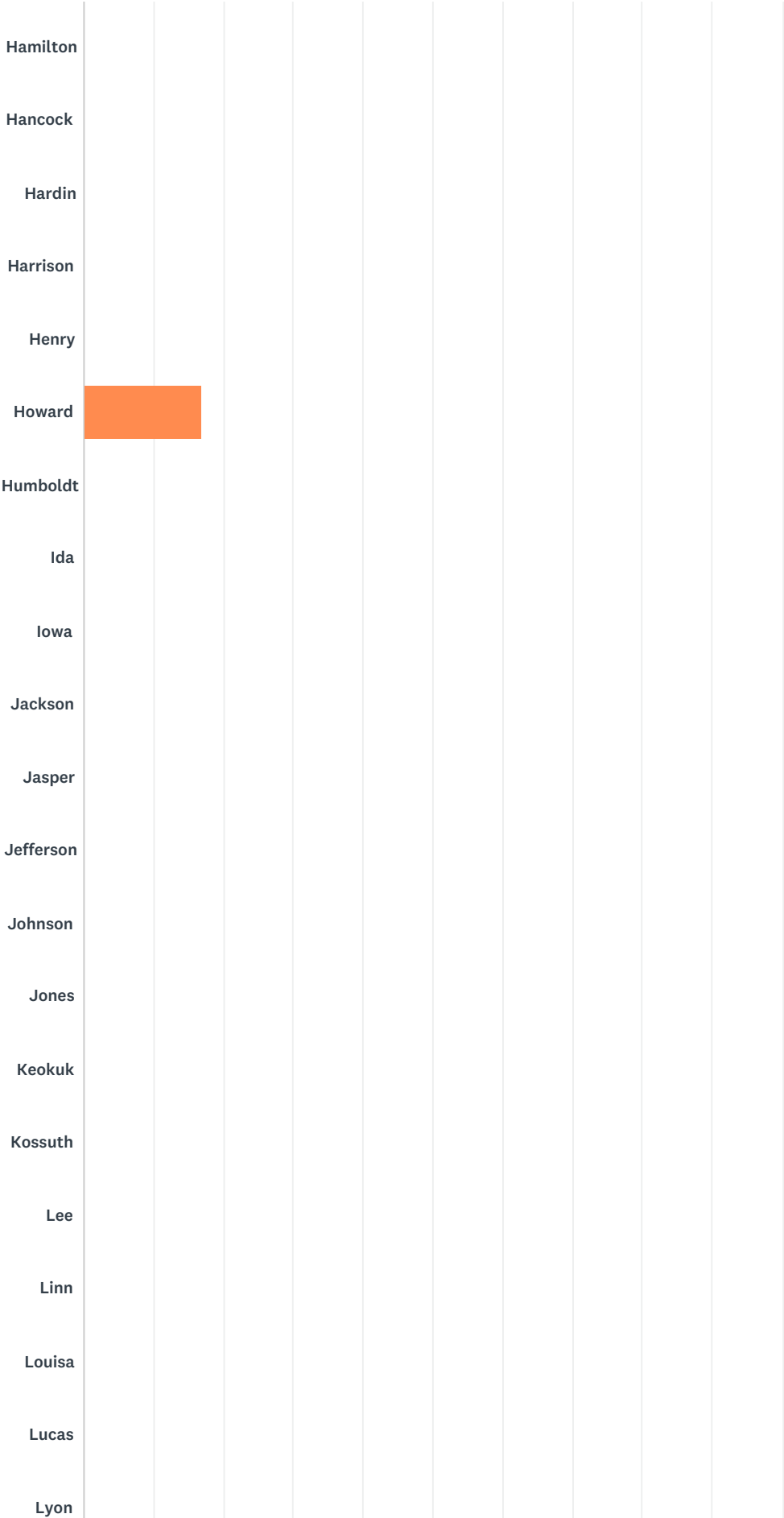


Q1 1. What county do you live in? (select the county from the drop-down menu)

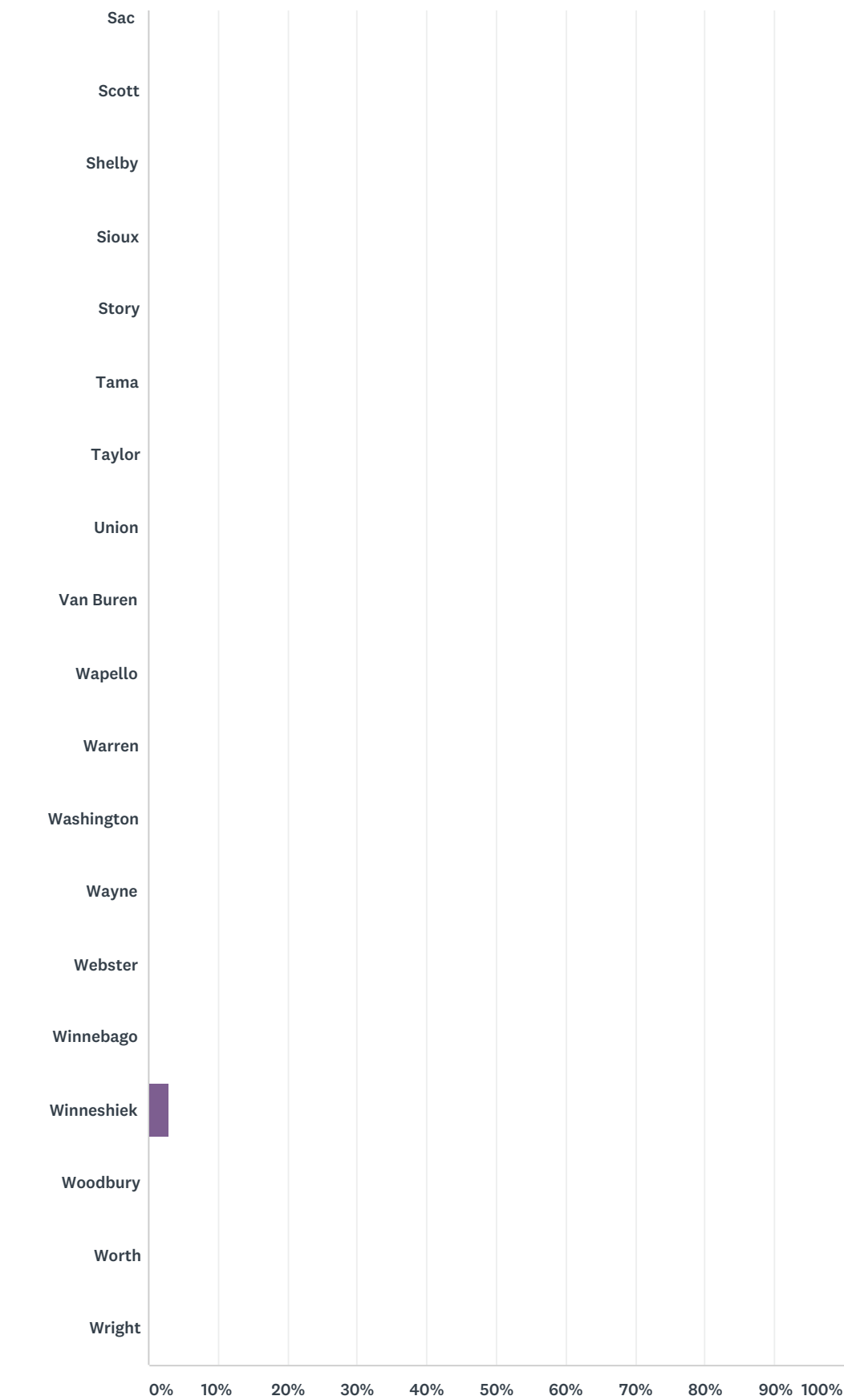
Answered: 662 Skipped: 0







Madison											
Mahaska											
Marion											
Marshall											
Mills											
Mitchell											
Monona											
Monroe											
Montgomery											
Muscatine											
O'Brien											
Osceola											
Page											
Palo Alto											
Plymouth											
Pocahontas											
Polk											
Pottawattamie											
Poweshiek											
Ringgold											



ANSWER CHOICES

RESPONSES

Adair	0.15%	1
Adams	0.00%	0
Allamakee	7.25%	48
Appanoose	0.00%	0
Audubon	0.00%	0
Benton	0.00%	0
Black Hawk	0.00%	0
Boone	0.00%	0
Bremer	18.58%	123
Buchanan	0.00%	0
Buena Vista	0.00%	0
Butler	0.00%	0
Calhoun	0.00%	0
Carroll	0.00%	0
Cass	0.00%	0
Cedar	0.00%	0
Cerro Gordo	0.00%	0
Cherokee	0.00%	0
Chickasaw	14.20%	94
Clarke	0.00%	0
Clay	0.00%	0
Clayton	7.10%	47
Clinton	0.00%	0
Crawford	0.00%	0
Dallas	0.00%	0
Davis	0.00%	0
Decatur	0.00%	0
Delaware	0.00%	0
Des Moines	0.00%	0
Dickinson	0.00%	0
Dubuque	0.00%	0
Emmet	0.00%	0
Fayette	32.78%	217
Floyd	0.00%	0
Franklin	0.00%	0

Fremont	0.00%	0
Greene	0.00%	0
Grundy	0.00%	0
Guthrie	0.00%	0
Hamilton	0.00%	0
Hancock	0.00%	0
Hardin	0.00%	0
Harrison	0.00%	0
Henry	0.00%	0
Howard	16.92%	112
Humboldt	0.00%	0
Ida	0.00%	0
Iowa	0.00%	0
Jackson	0.00%	0
Jasper	0.00%	0
Jefferson	0.00%	0
Johnson	0.00%	0
Jones	0.00%	0
Keokuk	0.00%	0
Kossuth	0.00%	0
Lee	0.00%	0
Linn	0.00%	0
Louisa	0.00%	0
Lucas	0.00%	0
Lyon	0.00%	0
Madison	0.00%	0
Mahaska	0.00%	0
Marion	0.00%	0
Marshall	0.00%	0
Mills	0.00%	0
Mitchell	0.00%	0
Monona	0.00%	0
Monroe	0.00%	0
Montgomery	0.00%	0
Muscatine	0.00%	0

O'Brien	0.00%	0
Osceola	0.00%	0
Page	0.00%	0
Palo Alto	0.00%	0
Plymouth	0.00%	0
Pocahontas	0.00%	0
Polk	0.00%	0
Pottawattamie	0.00%	0
Poweshiek	0.00%	0
Ringgold	0.00%	0
Sac	0.00%	0
Scott	0.00%	0
Shelby	0.00%	0
Sioux	0.00%	0
Story	0.00%	0
Tama	0.00%	0
Taylor	0.00%	0
Union	0.00%	0
Van Buren	0.00%	0
Wapello	0.00%	0
Warren	0.00%	0
Washington	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Winnebago	0.00%	0
Winneshiek	3.02%	20
Woodbury	0.00%	0
Worth	0.00%	0
Wright	0.00%	0
TOTAL		662



## Q2 2. What is your household's zip code?

Answered: 657 Skipped: 5

#	RESPONSES	DATE
1	50662	2/1/2018 2:33 PM
2	50662	2/1/2018 2:31 PM
3	50662	2/1/2018 2:28 PM
4	50606	2/1/2018 2:23 PM
5	50662	2/1/2018 2:20 PM
6	50662	2/1/2018 2:18 PM
7	50662	2/1/2018 2:15 PM
8	50662	2/1/2018 2:12 PM
9	50662	1/29/2018 3:30 PM
10	50662	1/29/2018 3:28 PM
11	50662	1/29/2018 3:26 PM
12	50662	1/29/2018 3:24 PM
13	50662	1/15/2018 4:26 PM
14	50662	1/15/2018 3:27 PM
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16	50662	1/15/2018 3:23 PM
17	50662	1/15/2018 3:19 PM
18	50662	1/15/2018 3:18 PM
19	50662	1/15/2018 3:16 PM
20	50662	1/15/2018 3:14 PM
21	50662	1/15/2018 3:12 PM
22	50662	1/15/2018 3:09 PM
23	50662	1/15/2018 2:13 PM
24	50662	1/15/2018 2:10 PM
25	50662	1/15/2018 2:07 PM
26	50662	1/15/2018 2:04 PM
27	50662	1/15/2018 2:01 PM
28	50662	1/15/2018 1:47 PM
29	50662	1/15/2018 1:45 PM
30	50662	1/15/2018 1:39 PM
31	50662	1/15/2018 1:27 PM
32	50662	1/15/2018 1:25 PM
33	50662	1/15/2018 1:23 PM
34	50662	1/15/2018 1:21 PM
35	50662	1/15/2018 1:18 PM

36	50662	1/15/2018 1:15 PM
37	50662	1/15/2018 1:02 PM
38	50662	1/15/2018 12:59 PM
39	50662	1/15/2018 12:55 PM
40	50662	1/15/2018 12:53 PM
41	50662	1/15/2018 12:51 PM
42	50662	1/15/2018 12:49 PM
43	50662	1/15/2018 12:46 PM
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53	50606	1/11/2018 11:39 AM
54	52142	1/11/2018 11:29 AM
55	50606	1/11/2018 11:25 AM
56	52175	1/11/2018 11:22 AM
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58	50606	1/11/2018 11:16 AM
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61	52175	1/11/2018 11:05 AM
62	50655	1/11/2018 11:02 AM
63	50681	1/11/2018 11:00 AM
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163	52077	11/22/2017 1:01 PM
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231	50662	10/13/2017 8:17 AM
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235	52154	9/29/2017 2:13 PM
236	52155	9/29/2017 2:11 PM
237	52136	9/29/2017 2:08 PM
238	52136	9/29/2017 2:04 PM
239	50628	9/29/2017 2:01 PM
240	50662	9/29/2017 1:59 PM

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243	50466	9/29/2017 1:50 PM
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245	50662	9/29/2017 1:42 PM
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278	52072	8/11/2017 12:46 PM
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322	52136	7/10/2017 2:05 PM



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386	50677	7/5/2017 10:14 AM
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393	50677	7/5/2017 9:47 AM
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397	50677	7/3/2017 1:49 PM
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401	50677	6/27/2017 10:29 AM
402	50677	6/27/2017 10:24 AM
403	50677	6/27/2017 10:18 AM
404	50677	6/27/2017 10:16 AM

405	50677	6/27/2017 10:13 AM
406	50677	6/27/2017 10:10 AM
407	50677	6/27/2017 10:07 AM
408	50677	6/27/2017 10:05 AM
409	50677	6/27/2017 10:01 AM
410	50677	6/27/2017 9:57 AM
411	50677	6/27/2017 9:54 AM
412	50622	6/27/2017 9:51 AM
413	50671	6/27/2017 9:48 AM
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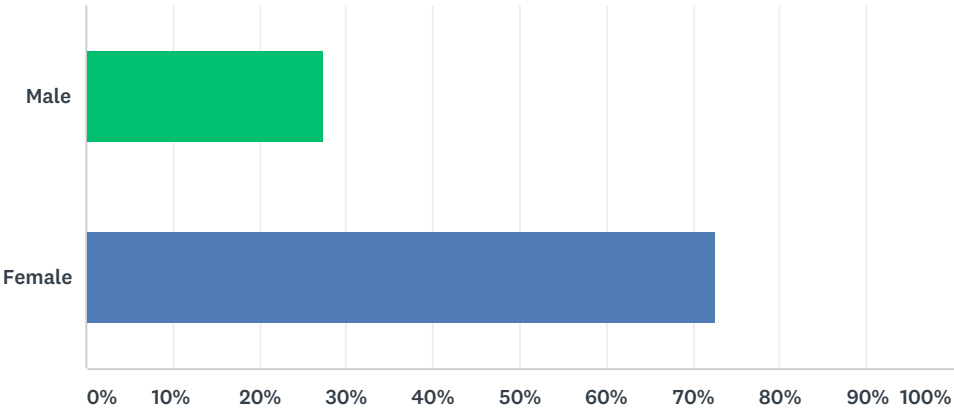
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### Q3 3. Are you male or female?

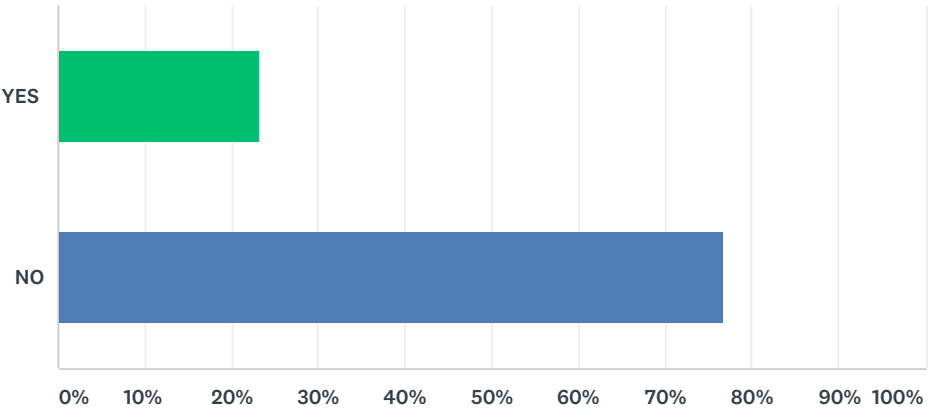
Answered: 651    Skipped: 11



ANSWER CHOICES		RESPONSES	
Male		27.50%	179
Female		72.50%	472
TOTAL			651

Q4 4. Are you aged 55 or over?

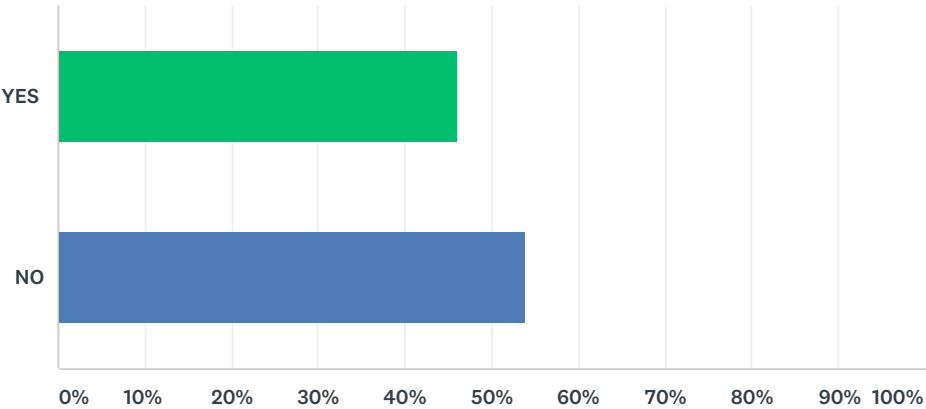
Answered: 640    Skipped: 22



ANSWER CHOICES		RESPONSES	
YES		23.28%	149
NO		76.72%	491
TOTAL			640

Q5 5. Are you married or living with a partner?

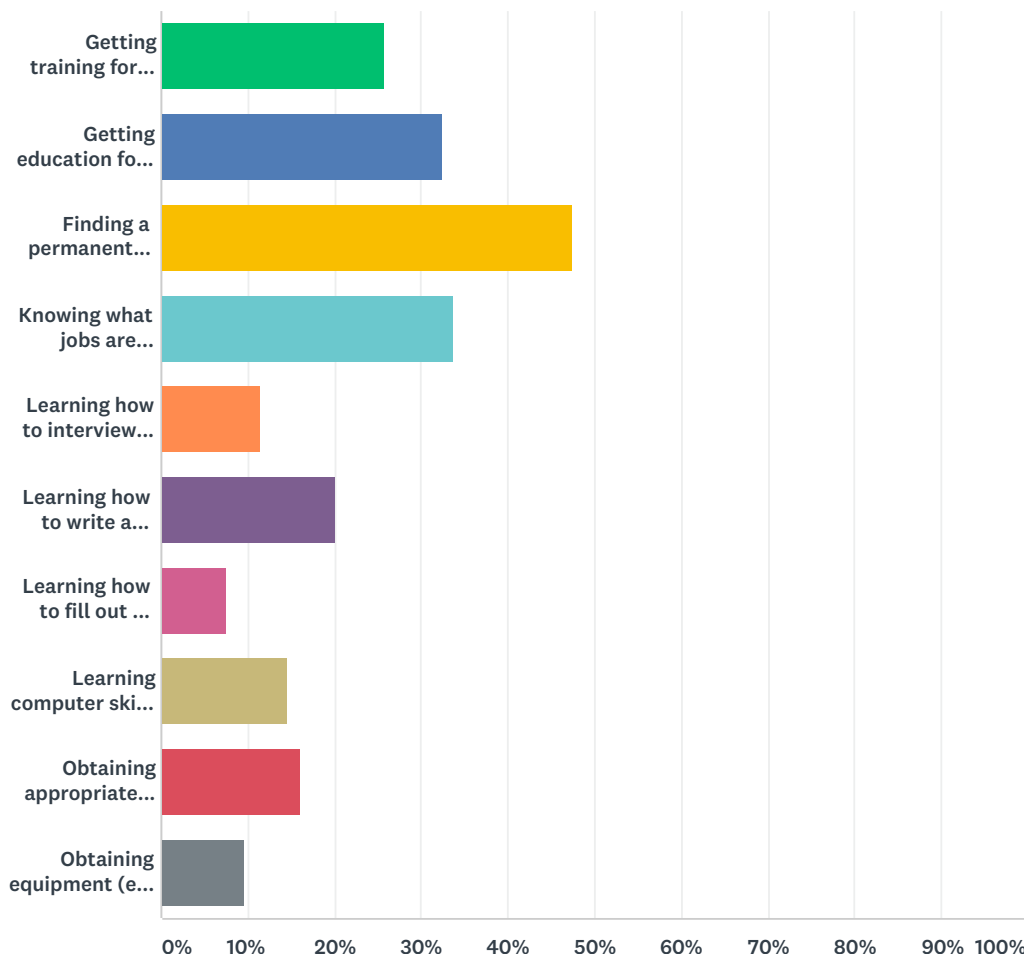
Answered: 640    Skipped: 22



ANSWER CHOICES		RESPONSES	
YES		45.94%	294
NO		54.06%	346
TOTAL			640

## Q6 6. EMPLOYMENT Which employment needs could you use help with...(select all that apply)

Answered: 268 Skipped: 394

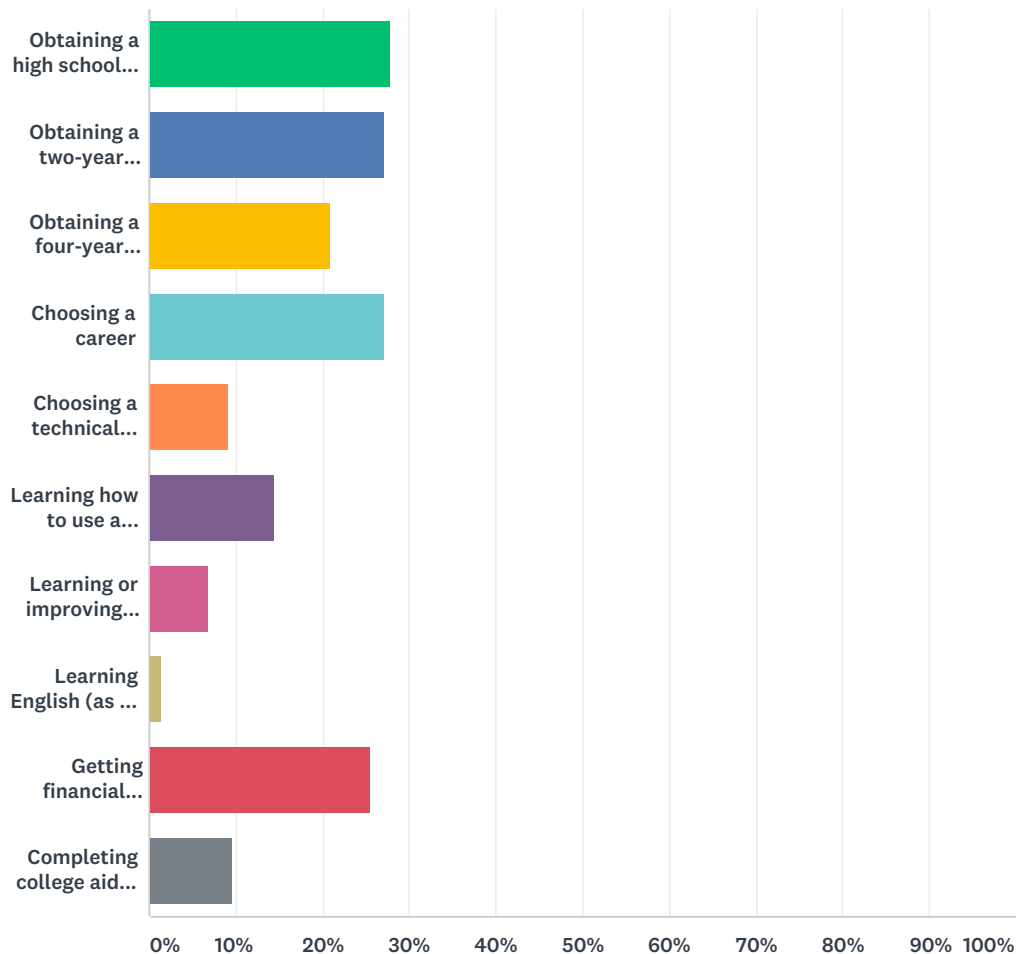


ANSWER CHOICES	RESPONSES	
Getting training for the job that I want	25.75%	69
Getting education for the job that I want	32.46%	87
Finding a permanent full-time job that will support me or my family	47.39%	127
Knowing what jobs are available	33.58%	90
Learning how to interview for a job	11.57%	31
Learning how to write a resume	20.15%	54
Learning how to fill out job applications	7.46%	20
Learning computer skills to apply for jobs	14.55%	39
Obtaining appropriate clothing for my job	16.04%	43
Obtaining equipment (e.g. tools) for my job	9.70%	26

Total Respondents: 268

## Q7 7. EDUCATION Which education needs could you or a family member use help with...(select all that apply)

Answered: 262 Skipped: 400



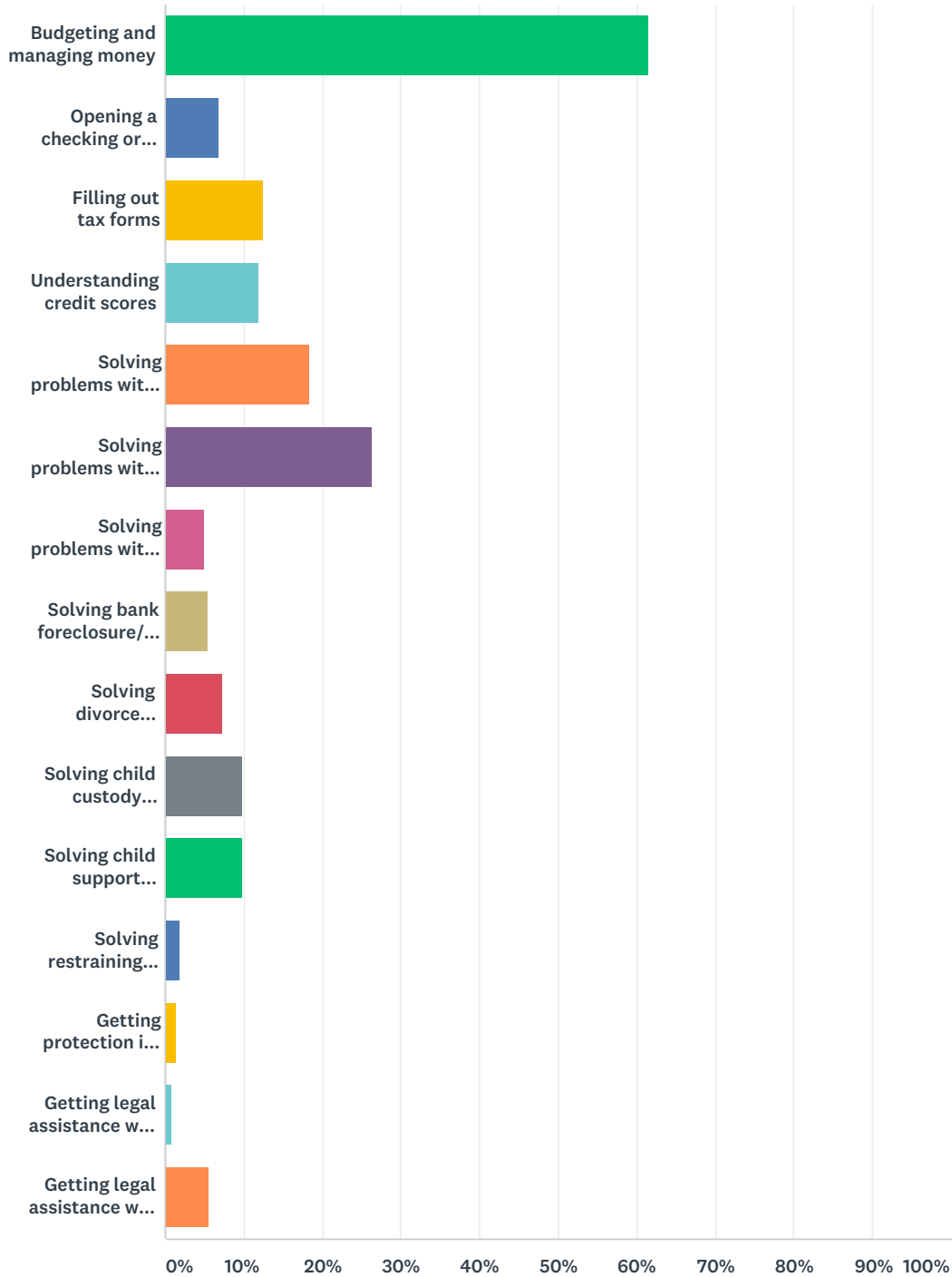
ANSWER CHOICES	RESPONSES	
Obtaining a high school diploma or GED/HSED	27.86%	73
Obtaining a two-year college degree	27.10%	71
Obtaining a four-year college or university degree	20.99%	55
Choosing a career	27.10%	71
Choosing a technical school program	9.16%	24
Learning how to use a computer	14.50%	38
Learning or improving communication or language skills	6.87%	18
Learning English (as a second language)	1.53%	4
Getting financial assistance to complete my education	25.57%	67
Completing college aid forms (including FAFSA forms)	9.54%	25

Total Respondents: 262



Q8 8. FINANCIAL AND LEGAL ISSUESWhich financial and/or legal needs could you or your family use help with...(select all that apply)

Answered: 337    Skipped: 325

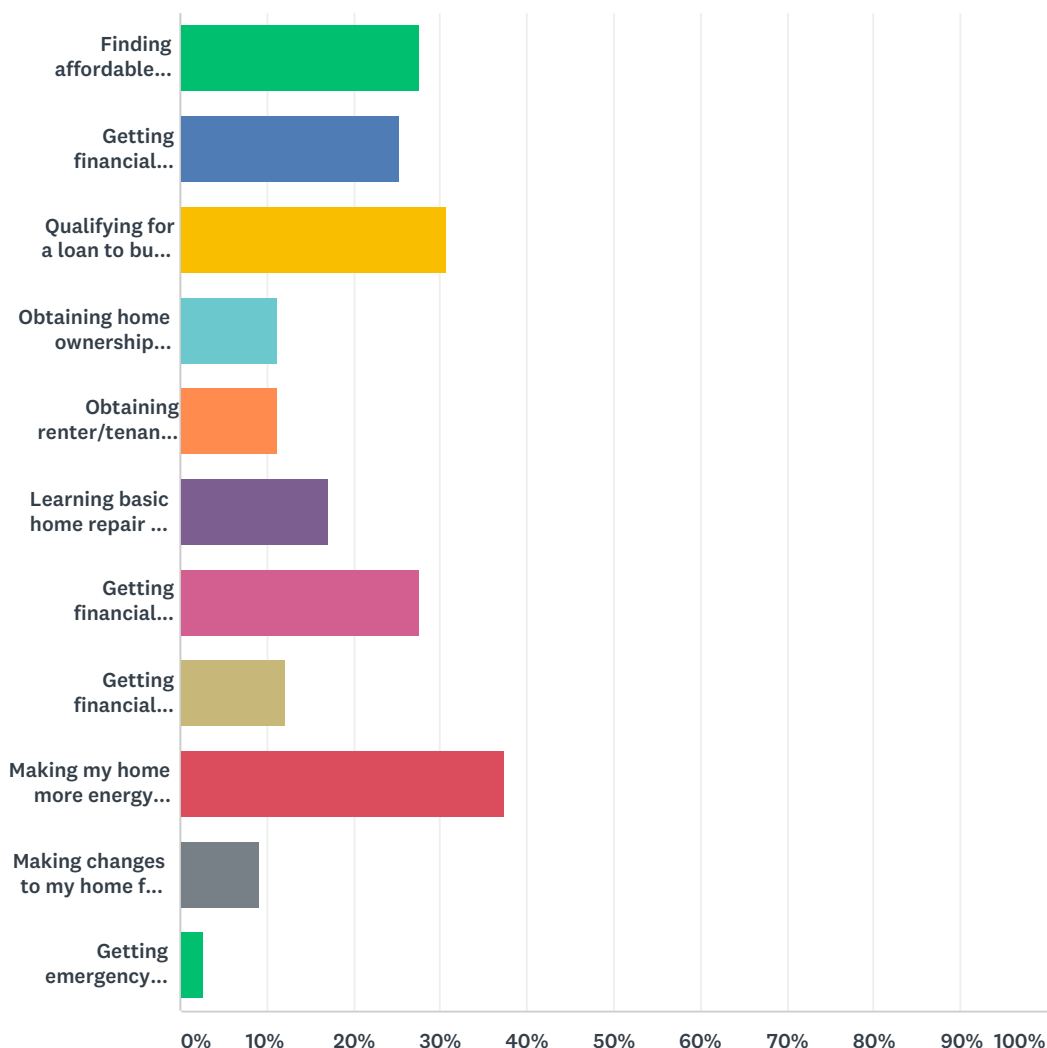


ANSWER CHOICES		RESPONSES	
Budgeting and managing money		61.42%	207
Opening a checking or savings account		6.82%	23

Filling out tax forms	12.46%	42
Understanding credit scores	11.87%	40
Solving problems with a credit card or loan company	18.40%	62
Solving problems with utility or telephone company	26.41%	89
Solving problems with payday loans	5.04%	17
Solving bank foreclosure/bankruptcy/repossession problems or issues	5.34%	18
Solving divorce problems or issues	7.42%	25
Solving child custody problems or issues	9.79%	33
Solving child support problems or issues	9.79%	33
Solving restraining order problems or issues	1.78%	6
Getting protection in domestic violence situations	1.48%	5
Getting legal assistance with deportation or immigration issues	0.89%	3
Getting legal assistance when denied services	5.64%	19
Total Respondents: 337		

## Q9 9. HOUSING Which housing needs could you or your family use help with...(select all that apply)

Answered: 344 Skipped: 318

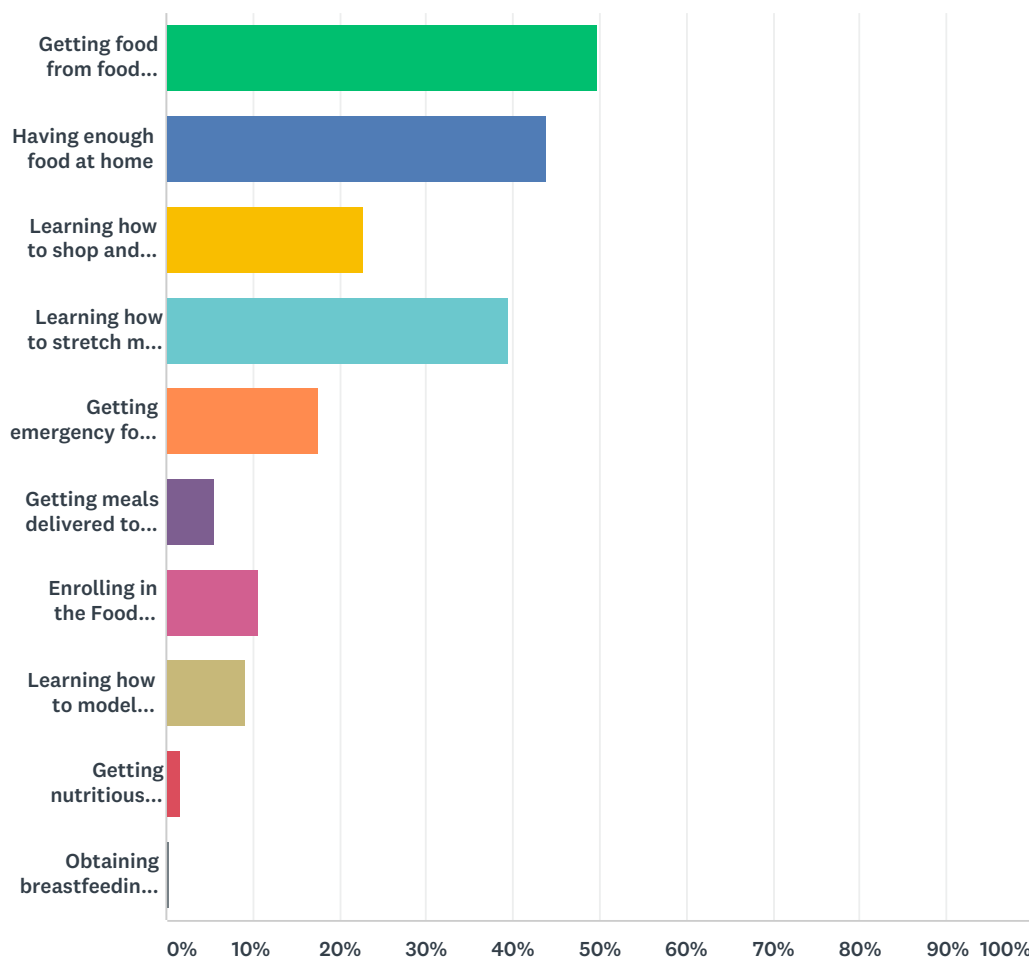


ANSWER CHOICES	RESPONSES	
Finding affordable housing that fits my family's needs	27.62%	95
Getting financial assistance with a down payment or closing costs to buy a home	25.29%	87
Qualifying for a loan to buy a home	30.81%	106
Obtaining home ownership education	11.34%	39
Obtaining renter/tenant rights and responsibilities education	11.34%	39
Learning basic home repair and property maintenance skills	17.15%	59
Getting financial assistance with rent payments	27.62%	95
Getting financial assistance with rent deposits	12.21%	42
Making my home more energy efficient	37.50%	129

Making changes to my home for a person with disabilities	9.30%	32
Getting emergency shelter	2.62%	9
Total Respondents: 344		

## Q10 10. FOOD AND NUTRITION Which food and nutrition needs could you or your family use help with...(select all that apply)

Answered: 394 Skipped: 268

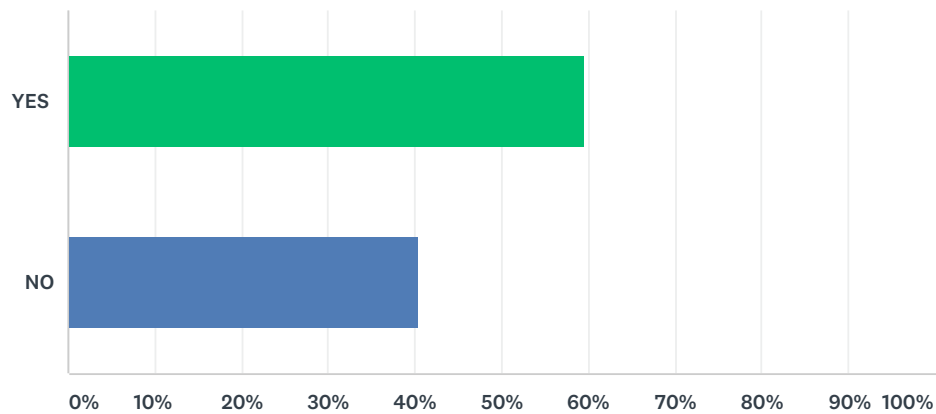


ANSWER CHOICES	RESPONSES	
Getting food from food pantries, food banks, or food shelves	49.75%	196
Having enough food at home	43.91%	173
Learning how to shop and cook for healthy eating	22.84%	90
Learning how to stretch my food dollar	39.59%	156
Getting emergency food assistance	17.51%	69
Getting meals delivered to my home	5.58%	22
Enrolling in the Food Assistance Program	10.66%	42
Learning how to model healthy eating for my children	9.14%	36
Getting nutritious foods during pregnancy	1.78%	7
Obtaining breastfeeding education and assistance	0.51%	2

Total Respondents: 394

Q11 11. Do you have children (under the age of 18) living with you?

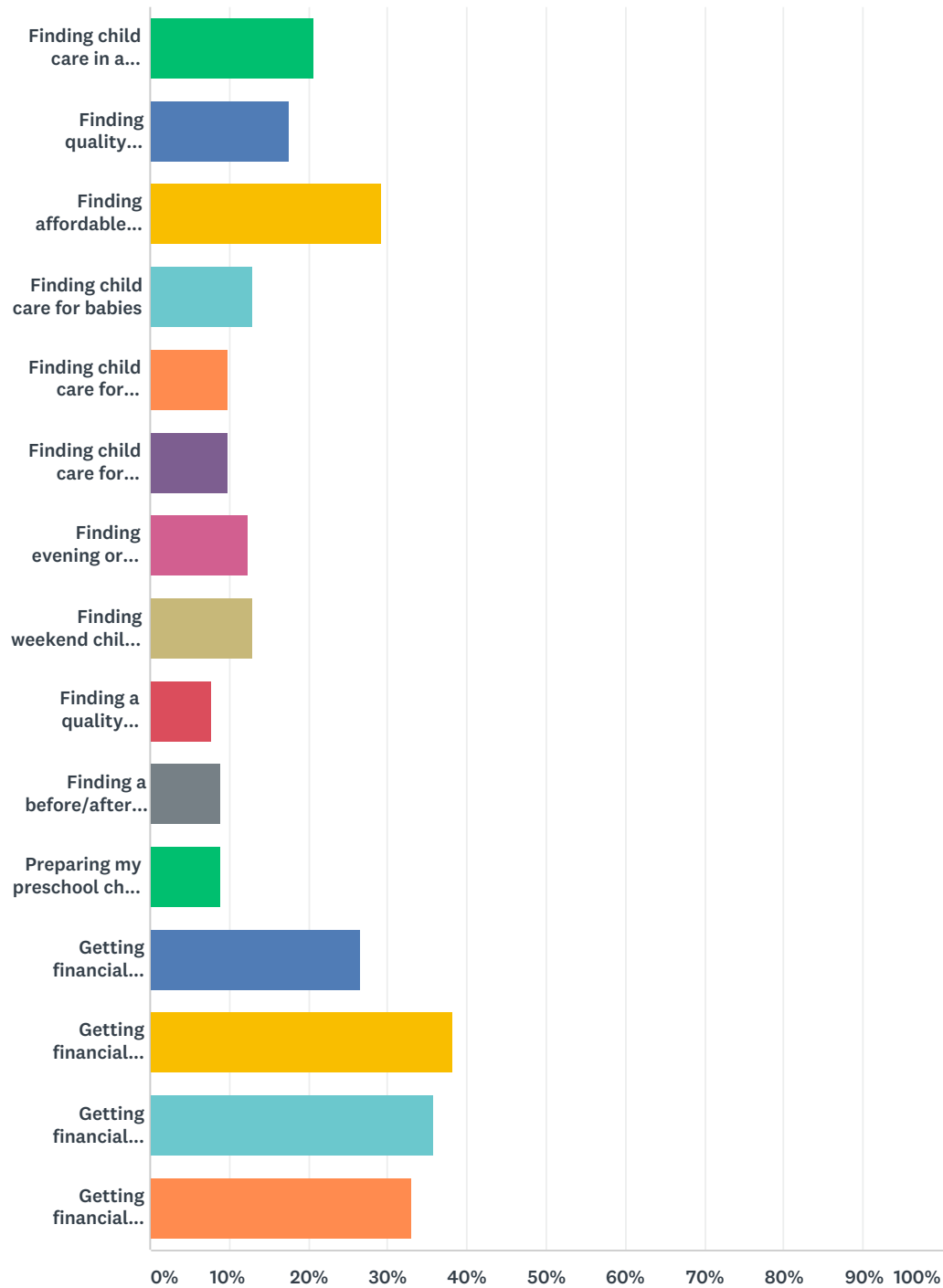
Answered: 483    Skipped: 179



ANSWER CHOICES	RESPONSES	
YES	59.63%	288
NO	40.37%	195
TOTAL		483

Q12 12. CHILD CARE AND CHILD DEVELOPMENTWhich child care and/or child development needs could you or your family use help with...  
(select all that apply)

Answered: 154    Skipped: 508



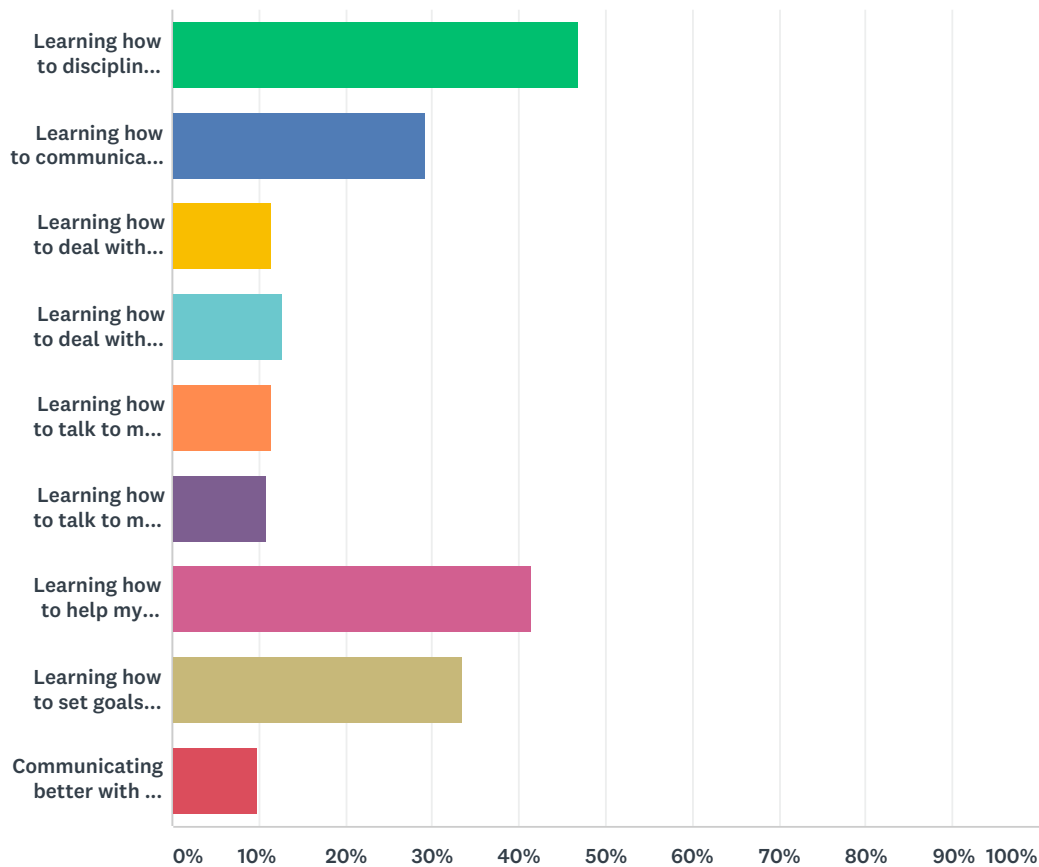
ANSWER CHOICES	RESPONSES	
Finding child care in a convenient location	20.78%	32



Finding quality licensed child care	17.53%	27
Finding affordable child care	29.22%	45
Finding child care for babies	12.99%	20
Finding child care for toddlers	9.74%	15
Finding child care for preschoolers	9.74%	15
Finding evening or nighttime child care	12.34%	19
Finding weekend child care	12.99%	20
Finding a quality preschool	7.79%	12
Finding a before/after school program	9.09%	14
Preparing my preschool child for public school	9.09%	14
Getting financial assistance with child care costs	26.62%	41
Getting financial assistance with school supplies	38.31%	59
Getting financial assistance with school fees	35.71%	55
Getting financial assistance with school and club activities	33.12%	51
Total Respondents: 154		

# Q13 13. PARENTING AND FAMILY SUPPORT Which parenting and/or family support needs could you or your family use help with...(select all that apply)

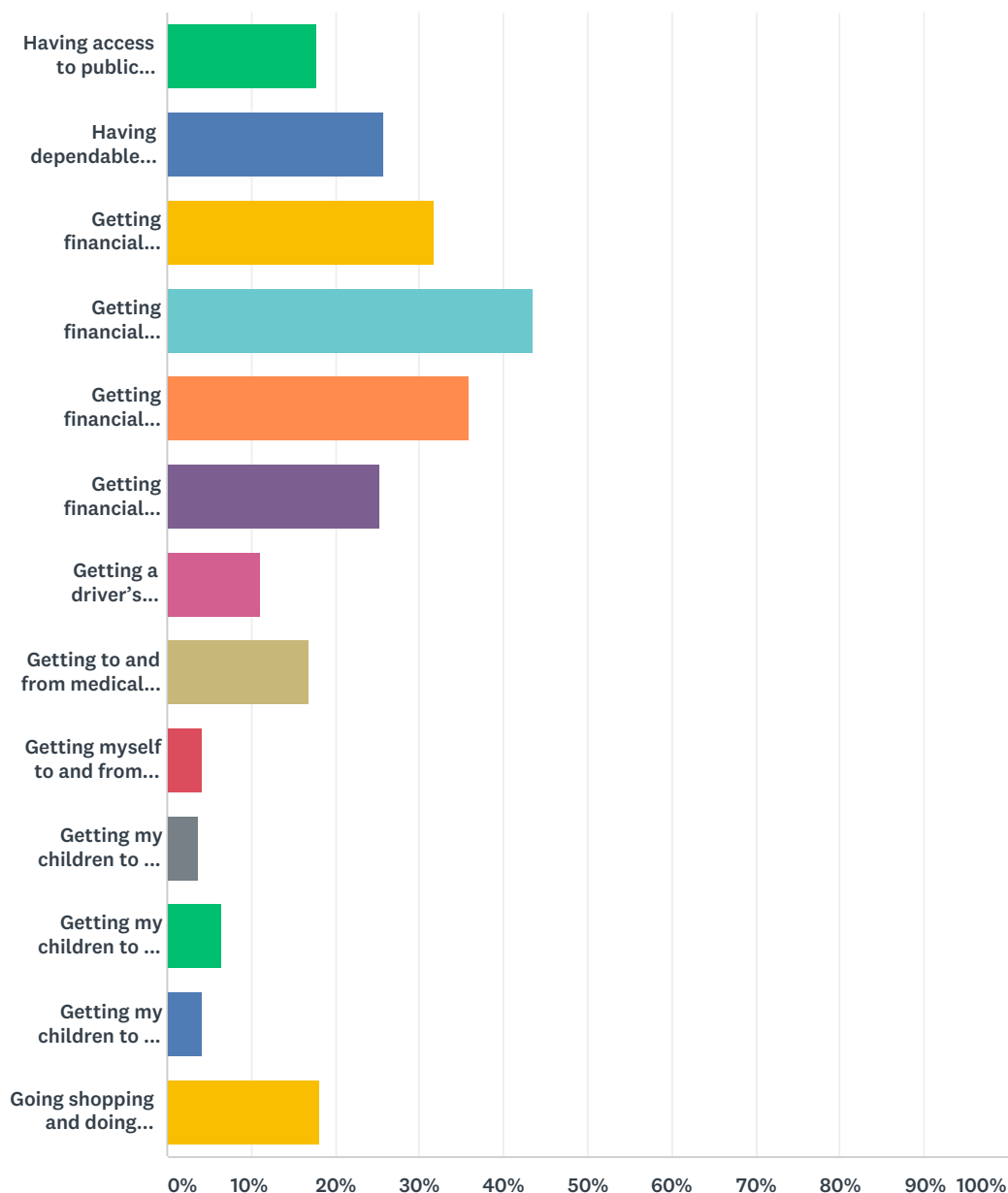
Answered: 164 Skipped: 498



ANSWER CHOICES	RESPONSES	
Learning how to discipline my children more effectively	46.95%	77
Learning how to communicate and deal with my teenage children	29.27%	48
Learning how to deal with my children who have displayed bullying or violent behavior	11.59%	19
Learning how to deal with the bullying or violent behavior of my children's friends	12.80%	21
Learning how to talk to my children about drugs and alcohol	11.59%	19
Learning how to talk to my children about sex, AIDS, STDs, etc.	10.98%	18
Learning how to help my children cope with stress, depression, or emotional issues	41.46%	68
Learning how to set goals and plan for my family	33.54%	55
Communicating better with my children's care provider or teachers	9.76%	16
Total Respondents: 164		

# Q14 14. TRANSPORTATION Which transportation needs could you or your family use help with...(select all that apply)

Answered: 264 Skipped: 398

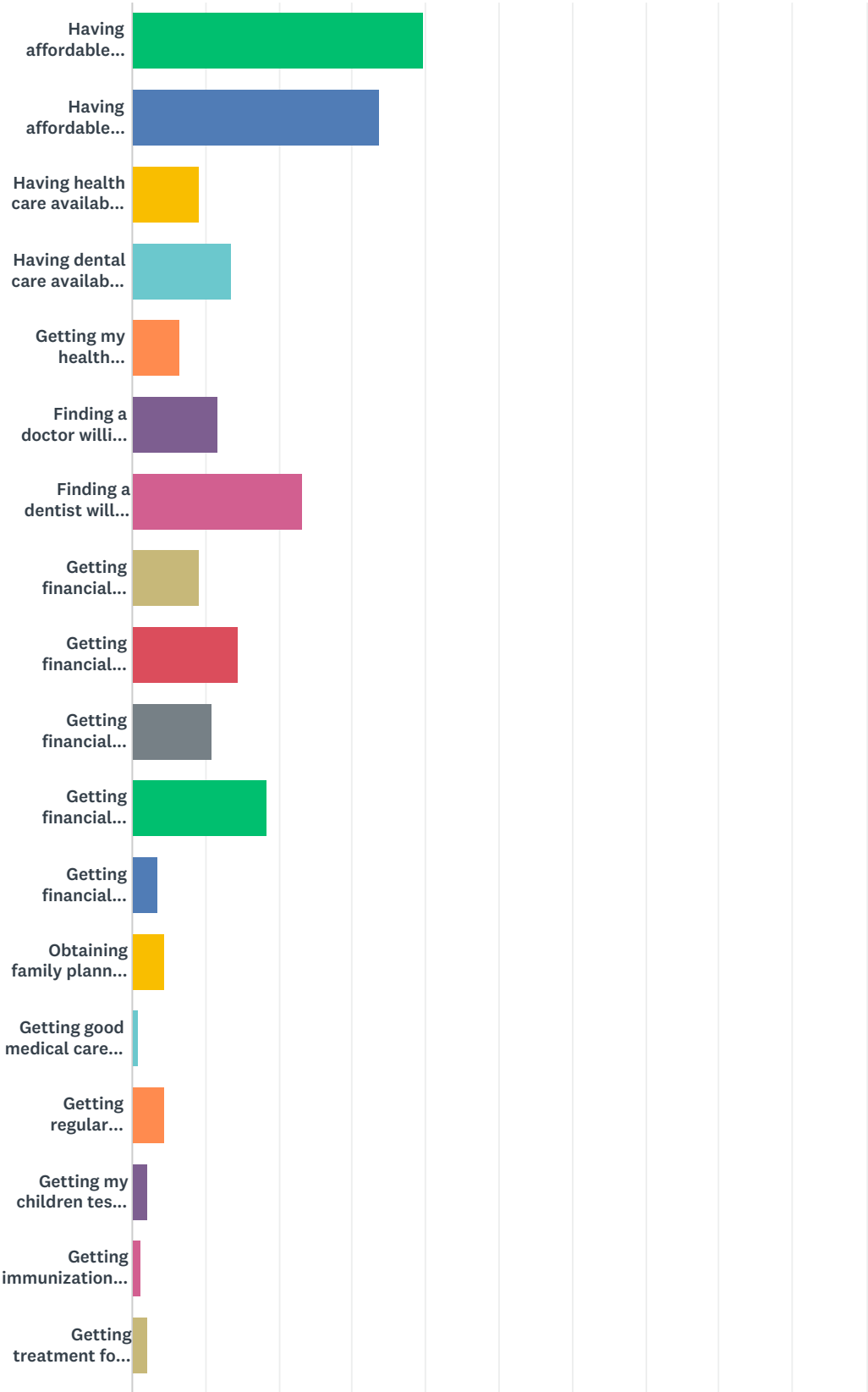


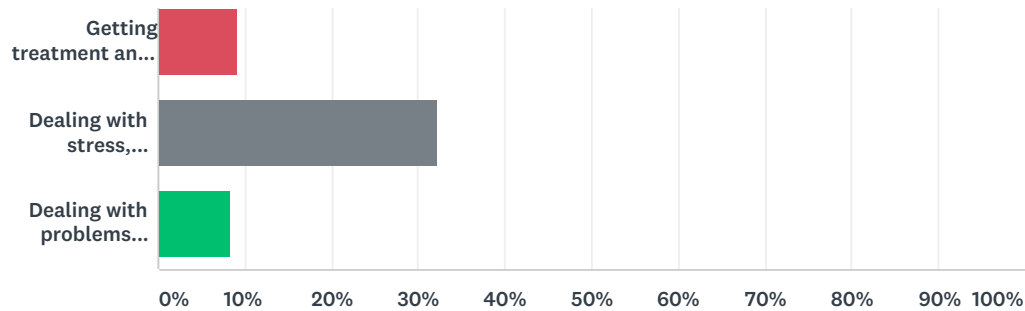
ANSWER CHOICES	RESPONSES	
Having access to public transportation	17.80%	47
Having dependable transportation to and from work	25.76%	68
Getting financial assistance to buy a dependable car	31.82%	84
Getting financial assistance to make car repairs	43.56%	115
Getting financial assistance to buy car insurance	35.98%	95

Getting financial assistance to pay car registration or license fees	25.38%	67
Getting a driver's license	10.98%	29
Getting to and from medical or dental appointments	17.05%	45
Getting myself to and from school	4.17%	11
Getting my children to and from child care	3.79%	10
Getting my children to and from school	6.44%	17
Getting my children to and from school and club activities	4.17%	11
Going shopping and doing errands	18.18%	48
Total Respondents: 264		

Q15 15. HEALTHWhich health needs could you or a family member use help with...(select all that apply)

Answered: 249    Skipped: 413

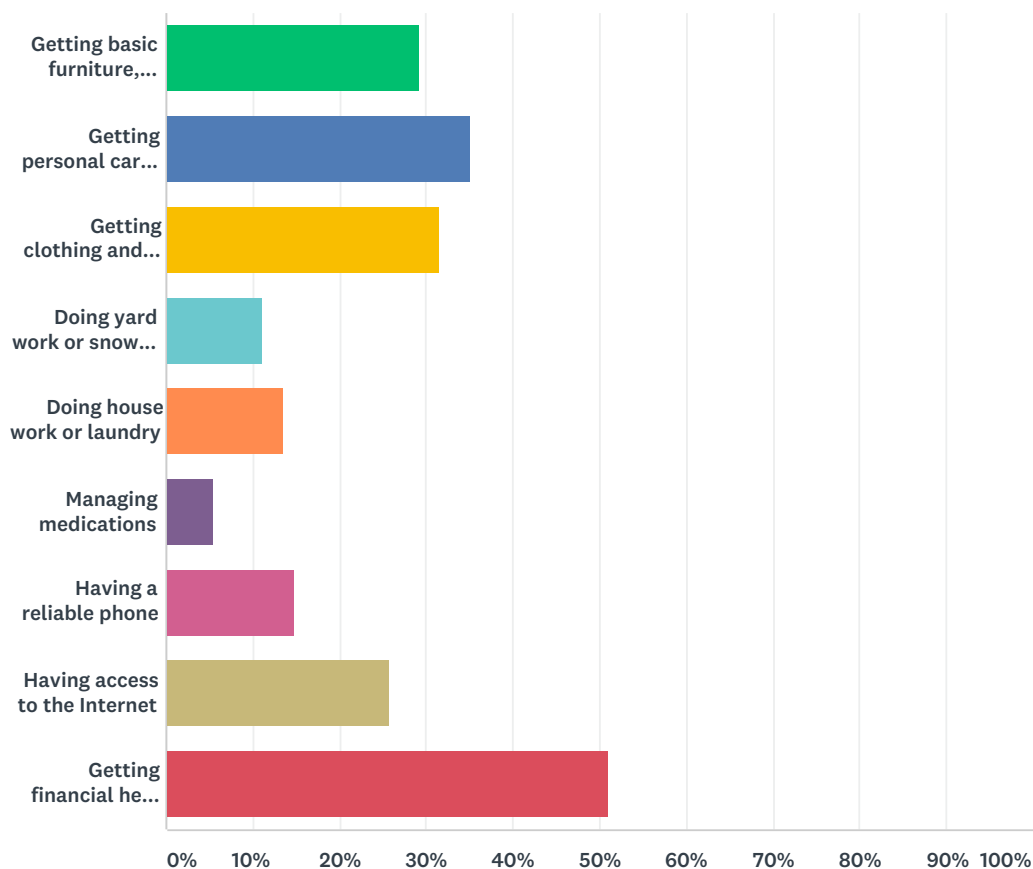




ANSWER CHOICES	RESPONSES	
Having affordable health insurance	39.76%	99
Having affordable dental insurance	33.73%	84
Having health care available in my community	9.24%	23
Having dental care available in my community	13.65%	34
Getting my health insurance questions answered	6.43%	16
Finding a doctor willing to accept Medicaid (Title XIX)	11.65%	29
Finding a dentist willing to accept Medicaid (Title XIX)	23.29%	58
Getting financial assistance for regular medical checkups	9.24%	23
Getting financial assistance for regular dental checkups	14.46%	36
Getting financial assistance for medicine and prescriptions	10.84%	27
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	18.47%	46
Getting financial assistance for long-term health care	3.61%	9
Obtaining family planning or birth control education and assistance	4.42%	11
Getting good medical care before my baby is born	0.80%	2
Getting regular check-ups, developmental screens, or physicals for my children	4.42%	11
Getting my children tested for lead poisoning	2.01%	5
Getting immunizations for my children	1.20%	3
Getting treatment for a drug or alcohol problem	2.01%	5
Getting treatment and services for mental health	9.24%	23
Dealing with stress, depression, or anxiety	32.13%	80
Dealing with problems related to physical, emotional, or sexual abuse	8.43%	21
Total Respondents: 249		

## Q16 16. BASIC NEEDS Which basic needs could you or your family use help with...(select all that apply)

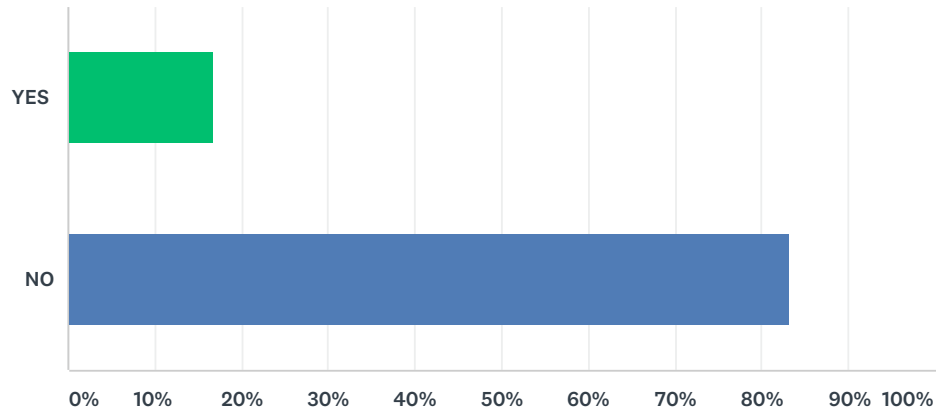
Answered: 345 Skipped: 317



ANSWER CHOICES	RESPONSES	
Getting basic furniture, appliances, or house wares	29.28%	101
Getting personal care items such as soap, diapers, toilet paper, etc.	35.07%	121
Getting clothing and shoes	31.59%	109
Doing yard work or snow removal	11.01%	38
Doing house work or laundry	13.62%	47
Managing medications	5.51%	19
Having a reliable phone	14.78%	51
Having access to the Internet	25.80%	89
Getting financial help with my utility bills (heating, electric, and/or water)	51.01%	176
Total Respondents: 345		

Q17 17. Are there any problems or needs you or your family faced within the last 12 months that you were unable to get help with?

Answered: 553    Skipped: 109



ANSWER CHOICES		RESPONSES	
YES		16.82%	93
NO		83.18%	460
TOTAL			553



## Q18 17A. What were the problems or needs you or your family were unable to get help with?

Answered: 88 Skipped: 574

#	RESPONSES	DATE
1	employment	2/1/2018 2:27 PM
2	phone bill and shoes	1/15/2018 1:19 PM
3	Denial of help and hearing aids.	1/15/2018 1:16 PM
4	My bills like all of my bills.	1/15/2018 12:44 PM
5	I was told I have graves disease I want to learn how to deal.	1/11/2018 11:54 AM
6	my rent	1/11/2018 11:45 AM
7	disability	1/11/2018 11:17 AM
8	Fine past and present, meds, food stamps.	1/11/2018 11:07 AM
9	need to help get respite for my sons	1/8/2018 2:57 PM
10	water heater quit working in 2016, drains are blocked-sewage backs up in tub, toilet overflows when washer is used and does not drain quickly enough.	12/21/2017 2:01 PM
11	food stamps said our income was income guidelines for seven people	12/21/2017 1:57 PM
12	safety issues and immigration issues	12/15/2017 3:08 PM
13	utility help	12/1/2017 3:00 PM
14	water bill not in my name	12/1/2017 2:42 PM
15	House payment assistance.	12/1/2017 2:38 PM
16	Husband being an alcoholic and divorce.	11/29/2017 2:34 PM
17	I D K	11/22/2017 3:23 PM
18	flooding damage to property.	11/22/2017 2:36 PM
19	Trying to get custody of my grandkids.	11/22/2017 12:59 PM
20	Just now-between jobs-have no money for rent,utilities, food or school supplies for the kids.	10/30/2017 3:47 PM
21	deposit	10/23/2017 8:40 AM
22	Insurance not covering kids medical bills.	10/23/2017 8:07 AM
23	utility bills	10/23/2017 8:02 AM
24	utility bills	10/16/2017 8:12 AM
25	Helping pay for my mom funeral in another county.	10/13/2017 2:10 PM
26	Help with medical bills.	10/13/2017 1:35 PM
27	car insurance	10/13/2017 1:28 PM
28	paying bills	10/13/2017 10:52 AM
29	Dental-pulled own teeth. Drank some whiskey and pulled teeth.	10/13/2017 10:46 AM
30	Due to arthritis in knees and hips I cannot get around.	10/13/2017 8:27 AM
31	Drug/alcohol treatment	10/9/2017 5:47 AM
32	Paying rent. Getting a job. Getting a reliable car to get to job/interviews.	10/6/2017 4:32 PM
33	jobs/child support	9/29/2017 1:57 PM

34	need help assistance with car repairs, appliances, and school supplies	9/29/2017 1:44 PM
35	Christmas	9/29/2017 1:40 PM
36	Out of pocket cost for caregiver.	8/18/2017 1:05 PM
37	auto repairs	8/14/2017 7:50 AM
38	Help with utilities. Assistance with finding a jobs.	8/11/2017 1:49 PM
39	struggling with income	8/11/2017 1:38 PM
40	money for car repairs and gas for doctor appointment	8/11/2017 1:20 PM
41	water bill	8/11/2017 12:44 PM
42	transportation and gas	8/11/2017 12:34 PM
43	car payment, house insurance and utility	8/11/2017 10:41 AM
44	shortened on child support and struggle to make ends meet.	8/11/2017 10:37 AM
45	food shortage, laundry, groceries,transportation	8/10/2017 2:29 PM
46	rental assistance	8/10/2017 2:14 PM
47	need landlord to clean mold out of the basement	7/12/2017 9:52 AM
48	rent	7/12/2017 9:38 AM
49	reduces wages	7/12/2017 9:33 AM
50	eye glasses,money to help pay bills etc.	7/12/2017 9:17 AM
51	SS office	7/12/2017 9:05 AM
52	getting a stove to cook with	7/12/2017 9:02 AM
53	vehicle repair	7/10/2017 2:16 PM
54	electric/gas	7/10/2017 2:13 PM
55	food voucher	7/10/2017 10:55 AM
56	Furnace broke	7/5/2017 1:33 PM
57	got food stamps	7/5/2017 1:27 PM
58	windows in home	7/5/2017 1:03 PM
59	transportation	7/5/2017 12:25 PM
60	food, gas and transportation	7/5/2017 10:02 AM
61	reliable transportation	6/27/2017 10:27 AM
62	Need help with getting twin bed and queen size box spring. Also need help with rent.	6/27/2017 10:03 AM
63	Dr. Bills and hospital bills	6/27/2017 8:47 AM
64	lost section 8 for 3 years trying to find affordable housing	6/9/2017 10:21 AM
65	Housing and medical.	6/9/2017 7:25 AM

66	<p>Deep cleaning after a furnace blowout. Took over a month and it's not even finished. 3A wants me to call on some problems I've encountered and I'm already on disability for several conditions, including major depression, extreme anxiety, and constant physical pain. I just can't call who they contracted to do the job and have him bill for what he did clean and end his contract and then call the cleaning lady I found while the first crew took off for 2 weeks and also call a carpet and upholstery cleaner to do that once the house has been cleaned of all debris that was blown out of every vent in every room. The blowout was January 11, 2017 and as much as I appreciate the financial help since I am stretched thin that area, I would feel better if everything was cleaned up. The original cleaners told me to get someone else if I wanted to since they would be gone for 3 weeks but when I told 3A in Decorah they said the contract was with the first provider. She said she wished she had written it up differently but for me to call them and have them complete the job. I'm worried cuz they only cleaned the basement and part of the dining room which I estimated to be \$486 and the funding is for only \$1000. I can smell old dirt and dust in my carpet and furniture but I don't see how this steam cleaning will get done based on his rates and the slowness of cleaning that's been done by his teenage children. I needed someone to handle this and navigate through any issues on my behalf. I'm afraid to call the 3A lady back because I don't want to appear to be a difficult and ungrateful person. So I just haven't called anyone. A local agency is providing in-home services but they don't seem to want to do housework which would help get things cleaned up faster. The lack of progress has increased my depression and I still feel overwhelmed. They're saying it's hard to get C-dac(sp?) services but the county case worker knows I'm in constant pain, on 3 different pain meds, have severe diabetic foot pain, have arthritis that interferes with walking and writing and I thought she said I would get the cleaning help, which I've had trouble keeping up with so all was rather dusty and dirty even before the furnace blowout. All of this just adds to my feeling of hopelessness. The local services agency also knows I need someone to mow the lawn, trim various foliage, and use a weed eater on several areas. My lawn is now a foot tall and I still haven't heard back from the supervisor on this. Everything is just getting worse instead of better. I need a sewer pipe repair that is expensive and I can't afford. Consequently I don't put toilet paper down the toilet for fear it will backup again in the basement which is very gross. It's also gross to have to put urine soaked toilet paper in the trash. I'm embarrassed and feel unclean. To me it's a health hazard but I don't know what else to do. A really nice guy who owns a sewer service company has cleared the pipe about 3 times and did not charge me. He explained the problem and feels the city should pay for it. But they refused. I started putting the tp in the bathroom trash in hopes that I could stop the backups and stop having to call him cuz I feel bad that he keeps doing it for free. My teeth are in bad shape. One tooth is cracked and I'm missing most of my chewing teeth. My diabetes is out of control because I'm eating soft foods that aren't good for keeping my blood sugars down or my diabetes. My gums get sore and become red, torn and painful when I try to eat the healthier foods. I have some bone granulation problems and an off-bite that's so bad it's worn away critical areas of my teeth. I think I can get partial dentures but the local dentist said a deformity in the roof of my mouth is another big problem. I was referred to the U of I Dental School but I wasn't able to get myself there, she said it could take 3-4 trips just for the evaluation and that they don't have a sliding fee scale. I couldn't afford the gas back and forth, my car sounds like it's falling apart, and I felt I couldn't possibly afford the dental work. I'm very self-conscious about my teeth and I'm embarrassed by them. These are just some of the issues I need help with. The main ones probably. Thank you</p>	5/18/2017 3:05 PM
67	Paying utility bills	5/15/2017 10:31 AM
68	Roof leaking	5/15/2017 9:08 AM
69	surgeries	5/15/2017 8:52 AM
70	electric bill	4/21/2017 12:21 PM
71	Utilities, transportation	4/14/2017 4:14 AM
72	divorce, abuse, retrieval of personal belongings and clothing and ID docs.... i have nothing but the clothes on our backs and no resources to start	4/11/2017 11:16 PM
73	unpaid medical bills that result in wage garnishment	4/11/2017 9:52 AM
74	car repairs and air working in home	4/11/2017 8:58 AM
75	kitchen table broke	4/3/2017 1:49 PM
76	safety issues	4/3/2017 1:33 PM
77	transportation	4/3/2017 12:15 PM
78	fuel assistance	4/3/2017 12:00 PM

79	Homeless w/no resources or financial guidance	4/3/2017 10:54 AM
80	Food stamps cancelled because I was with my fiance in hospital and did not make the deadline.	4/3/2017 10:45 AM
81	Food from time to time	4/3/2017 10:31 AM
82	loss of job	3/31/2017 10:17 AM
83	After coming home from a 2 week hospital stay I need like a meal on wheels situation	3/31/2017 8:46 AM
84	Getting housing	3/31/2017 7:46 AM
85	utility bill	3/13/2017 8:41 AM
86	Payments on bills.	3/7/2017 8:48 AM
87	stove	2/23/2017 9:53 AM
88	Rent and child support	2/8/2017 10:17 AM

## Q19 18. What is ONE thing you would like to see improved in your neighborhood?

Answered: 186 Skipped: 476

#	RESPONSES	DATE
1	nothing	1/15/2018 3:10 PM
2	none	1/15/2018 2:11 PM
3	The roads and rundown houses or abandon houses.	1/15/2018 1:41 PM
4	street light in front of my house	1/15/2018 1:21 PM
5	dogs with leashes outdoors	1/15/2018 1:19 PM
6	street lights	1/15/2018 12:59 PM
7	less drug activity	1/15/2018 12:56 PM
8	everything	1/15/2018 12:44 PM
9	Having reliable phones.	1/11/2018 11:24 AM
10	nothing it is good.	1/11/2018 11:08 AM
11	grocery store	1/10/2018 4:37 PM
12	sidewalk repair	1/10/2018 4:35 PM
13	area for children to play	1/8/2018 3:01 PM
14	more activities to help understand bullying and being positive	1/8/2018 2:58 PM
15	Find out what we can do with our land lord. We rent from him. We don't have any freedom to do things with out his permission, and he changes the rules with everyone.	1/4/2018 12:03 PM
16	nothing	1/4/2018 11:49 AM
17	bicycle lanes	1/4/2018 9:27 AM
18	slower speeds	1/4/2018 9:24 AM
19	For neighbors to keep their dogs tied up or caged instead of running free.	1/4/2018 9:18 AM
20	more children activities school and non-school related	1/3/2018 2:55 PM
21	recycling bins like the rest of Waukon got	12/21/2017 2:01 PM
22	Less people sticking there nose in, when they do not live in the neighborhood.	12/14/2017 2:54 PM
23	good neighborhood nothing	12/1/2017 3:25 PM
24	less trouble with teenage kids	12/1/2017 3:14 PM
25	vandals	12/1/2017 3:04 PM
26	neighbors passing along judgement	12/1/2017 2:56 PM
27	less sex offenders living on the block	12/1/2017 2:53 PM
28	less litter, neighbors throw trash on the curb instead of using the trash cans	12/1/2017 2:49 PM
29	garbage everywhere	12/1/2017 2:42 PM
30	something fun and safe fir kids to do	12/1/2017 2:28 PM
31	More activities for families with children 1-18.	11/29/2017 2:49 PM
32	fair and affordable housing	11/29/2017 2:38 PM
33	None- we have a great neighborhood.	11/29/2017 2:34 PM

34	get the drug users out of the neighborhood	11/28/2017 3:05 PM
35	street repairs	11/28/2017 2:56 PM
36	more light	11/27/2017 3:24 PM
37	the young kids not being all over the place at night around town.	11/22/2017 3:26 PM
38	the road	11/22/2017 3:23 PM
39	Fixing up the run down houses.	11/22/2017 3:21 PM
40	being caring about your neighbors	11/22/2017 3:17 PM
41	street lights	11/22/2017 3:10 PM
42	none	11/22/2017 3:00 PM
43	nothing	11/22/2017 1:34 PM
44	none	11/21/2017 2:46 PM
45	nothing	11/21/2017 2:43 PM
46	trash picked up	10/23/2017 8:59 AM
47	more security around	10/23/2017 8:52 AM
48	? just moved here?	10/23/2017 8:30 AM
49	More responsible parenting	10/18/2017 8:05 PM
50	The hellish stench from Cresco Foods is a nightmare and criminal abuse. Eyes water,throat hurts, can't breath, ruins quality of life.	10/13/2017 1:59 PM
51	healthcare	10/13/2017 1:49 PM
52	transportation	10/13/2017 1:46 PM
53	none	10/13/2017 1:35 PM
54	job availablity	10/13/2017 1:29 PM
55	more housing	10/13/2017 1:23 PM
56	Less smell from local factory	10/13/2017 1:13 PM
57	kids behavior	10/13/2017 10:58 AM
58	none	10/13/2017 10:56 AM
59	cheaper water bill	10/13/2017 10:52 AM
60	I don't know	10/13/2017 10:46 AM
61	The neighborhood are drug addicts. We need the police K9 to Aburb.	10/13/2017 8:29 AM
62	Access to mental health services that arent an hour away	10/9/2017 5:48 AM
63	public transportation	10/6/2017 4:34 PM
64	na	9/29/2017 2:17 PM
65	more jobs would like unemployment back	9/29/2017 1:44 PM
66	Let more kids enrolled in Head Start. Got openings being wasted by not filling them, even with kids above poverty line.	9/12/2017 12:25 PM
67	nothing	8/18/2017 1:02 PM
68	peoples attitudes	8/18/2017 12:46 PM
69	I don't know.	8/18/2017 12:43 PM
70	Roads	8/14/2017 7:53 AM
71	more or any hiring minority hires in places of employment	8/11/2017 1:50 PM
72	a homeless shelter	8/11/2017 1:41 PM

73	affordable transportation	8/11/2017 1:21 PM
74	the friendliness	8/11/2017 12:53 PM
75	smarter people	8/11/2017 12:44 PM
76	4 for people to drive slow in my neighborhood	8/11/2017 12:39 PM
77	community help center	8/11/2017 12:34 PM
78	stop signs going east and west	8/11/2017 10:50 AM
79	steeling	8/11/2017 10:47 AM
80	There is a traffic speeding issue and I live by a city park.	8/11/2017 10:37 AM
81	neighborhood girl needs to be nicer	8/10/2017 2:39 PM
82	barking dogs	8/10/2017 2:29 PM
83	street conditions	8/10/2017 2:25 PM
84	none	8/10/2017 2:22 PM
85	none	8/10/2017 2:07 PM
86	food pantry 1 can of soup for 4 people for 1 week is not realistic	8/10/2017 2:04 PM
87	our sidewalk	7/12/2017 9:28 AM
88	places to walk your dog	7/12/2017 9:17 AM
89	how people take care of their property	7/10/2017 2:28 PM
90	nothing	7/10/2017 2:20 PM
91	more resources for people in need.	7/10/2017 2:16 PM
92	school take on bullying	7/10/2017 2:13 PM
93	neighbor dog	7/10/2017 1:56 PM
94	streets	7/10/2017 10:14 AM
95	nothing	7/10/2017 10:07 AM
96	live in great neighborhood	7/7/2017 12:49 PM
97	clean up and neighborhood gathrings	7/7/2017 12:46 PM
98	meth addiction	7/7/2017 12:42 PM
99	more stores	7/5/2017 1:36 PM
100	more parks	7/5/2017 1:27 PM
101	nothing	7/5/2017 1:19 PM
102	friendliness	7/5/2017 1:06 PM
103	roads	7/5/2017 1:04 PM
104	more community like a community garden and community petting zoo and dog park	7/5/2017 12:43 PM
105	easier access to downtown	7/5/2017 12:31 PM
106	Friendlier	7/5/2017 12:25 PM
107	dust control	7/5/2017 10:26 AM
108	nothing	7/5/2017 10:02 AM
109	nothing	7/5/2017 9:54 AM
110	Another utility company in Denver, more jobs	7/3/2017 2:01 PM
111	road construction	7/3/2017 1:57 PM
112	The road construction	6/27/2017 10:30 AM
113	road construction, more people helping others	6/27/2017 10:27 AM

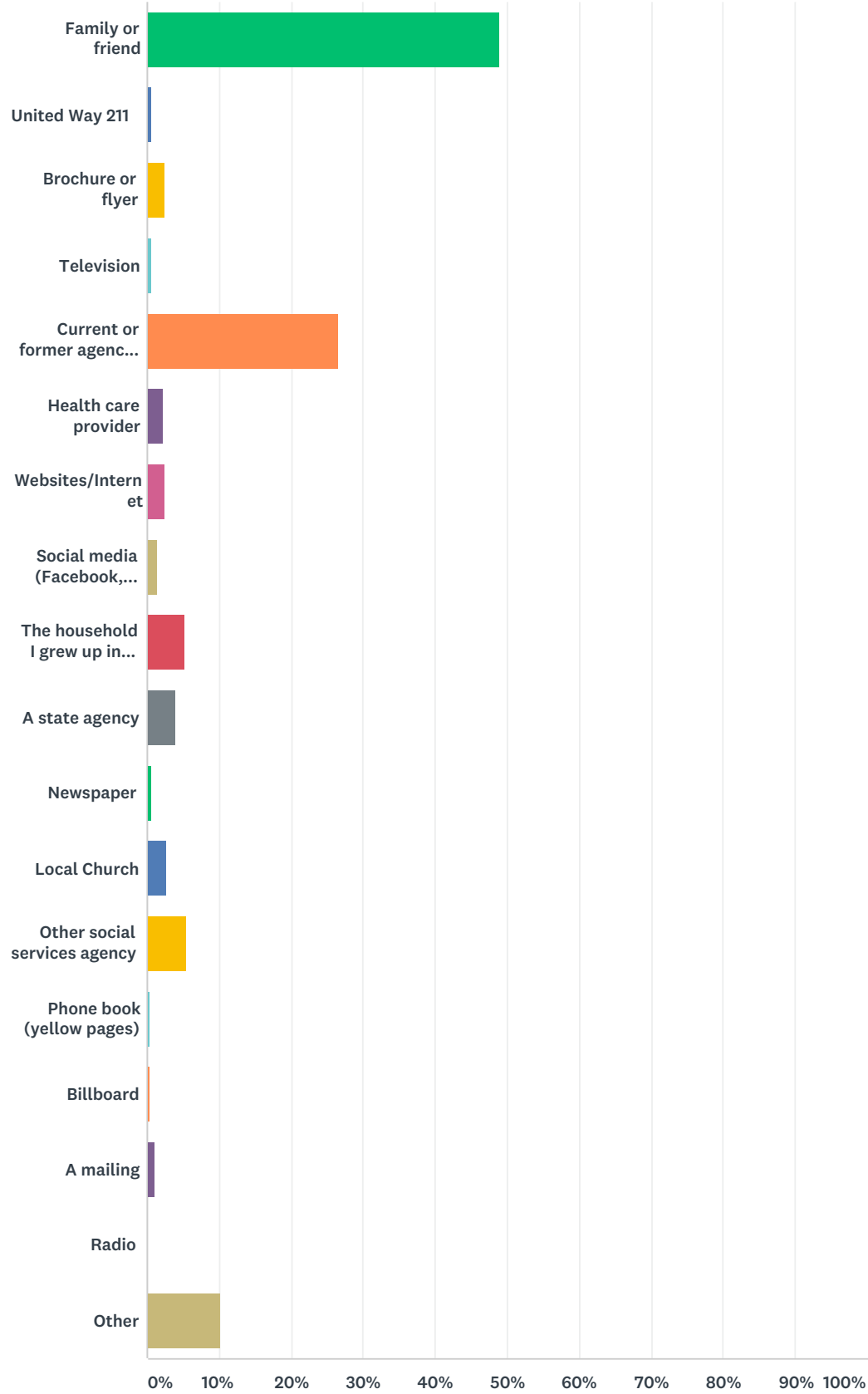
114	none	6/27/2017 10:14 AM
115	nothing	6/27/2017 9:39 AM
116	activities for kids	6/27/2017 9:19 AM
117	More Street lights	6/27/2017 8:47 AM
118	Traffic goes too fast.	6/19/2017 8:41 AM
119	The people speeding through this area. It makes it unsafe for my kids.	6/19/2017 7:44 AM
120	resources	6/9/2017 7:25 AM
121	Public Transportation	5/24/2017 12:01 PM
122	A place to call where I can a least get some referrals if I need something repaired or for lawn care services etc. reliable sources with fair or even lower prices.	5/18/2017 3:12 PM
123	Imnot sure at the moment	5/16/2017 8:03 PM
124	yards cleaned	5/15/2017 12:21 PM
125	Community involvement	5/15/2017 10:32 AM
126	Ridgeway internet for job-public internet library	5/15/2017 10:18 AM
127	Better Behaved Children	5/15/2017 9:53 AM
128	na	5/15/2017 9:49 AM
129	more programs for kids all seasons of the year	5/15/2017 9:37 AM
130	nothing	5/15/2017 9:33 AM
131	schools	5/15/2017 8:53 AM
132	Keep the children safe in our neighborhood from fast driving.	5/15/2017 8:48 AM
133	good clean environment	5/15/2017 8:37 AM
134	not sure	5/15/2017 8:34 AM
135	NA	5/15/2017 8:29 AM
136	cleaner neighborhood	5/11/2017 7:20 AM
137	no	5/11/2017 7:17 AM
138	Disc Golf	4/21/2017 12:30 PM
139	littering	4/21/2017 12:27 PM
140	city park	4/21/2017 12:24 PM
141	My driveway	4/21/2017 12:17 PM
142	More stop signs	4/14/2017 4:14 AM
143	RENT CONTROLLED APARTMENTS OR DUPLEXES	4/11/2017 11:17 PM
144	nothing	4/11/2017 10:02 AM
145	kids activities	4/11/2017 9:52 AM
146	parents taking care of their children	4/11/2017 8:59 AM
147	nothing	4/11/2017 8:54 AM
148	N/A	4/11/2017 8:50 AM
149	streets	4/11/2017 8:42 AM
150	clean up trailers and yards	4/3/2017 2:07 PM
151	more fun things for kids	4/3/2017 1:55 PM
152	the weather	4/3/2017 1:33 PM
153	more clean up around other yards!	4/3/2017 12:33 PM



154	Get the drug dealers out!	4/3/2017 12:15 PM
155	less drugs, more dependable police ( not the assholes here)	4/3/2017 10:55 AM
156	nothing	4/3/2017 10:45 AM
157	roads	4/3/2017 10:36 AM
158	nothing it is safe	4/3/2017 10:32 AM
159	Activities for teens (like a teen hang out)	4/3/2017 10:23 AM
160	drugs	3/31/2017 9:48 AM
161	people being less nosy and minding their own business	3/31/2017 9:45 AM
162	less traffic	3/31/2017 9:42 AM
163	slower vehicles down the street	3/31/2017 9:15 AM
164	Better or longer public transportation hours/& healthier places to buy food.	3/31/2017 8:47 AM
165	Better internet service in the country	3/31/2017 8:41 AM
166	I don't have any concerns	3/31/2017 8:05 AM
167	Activities for the children in the community	3/31/2017 8:01 AM
168	slower drivers	3/31/2017 7:54 AM
169	None	3/7/2017 8:48 AM
170	safety	2/23/2017 9:46 AM
171	Public Transportation	2/23/2017 9:39 AM
172	transportation	2/13/2017 11:43 AM
173	repair the street in front of my house	2/10/2017 11:43 AM
174	more outside activities for kids to do	2/9/2017 3:17 PM
175	potholes	2/9/2017 3:11 PM
176	More supervision for kids.	2/9/2017 2:50 PM
177	I love it.	2/9/2017 2:45 PM
178	nothing	2/9/2017 2:42 PM
179	more community help	2/9/2017 1:05 PM
180	Better housing options	2/9/2017 10:39 AM
181	I like here	2/9/2017 9:23 AM
182	Housing	2/9/2017 9:16 AM
183	Fine	2/9/2017 9:06 AM
184	nothing	2/9/2017 8:49 AM
185	landlord fixing stuff in my apt & others. They don't fix things for months.	2/8/2017 11:06 AM
186	Neighbors dogs not barking at night or neighbor property fences maintained on both sides (painted, repaired or removed)	2/8/2017 10:25 AM

Q20 19. How did you learn about our agency?(select all that apply)

Answered: 601 Skipped: 61

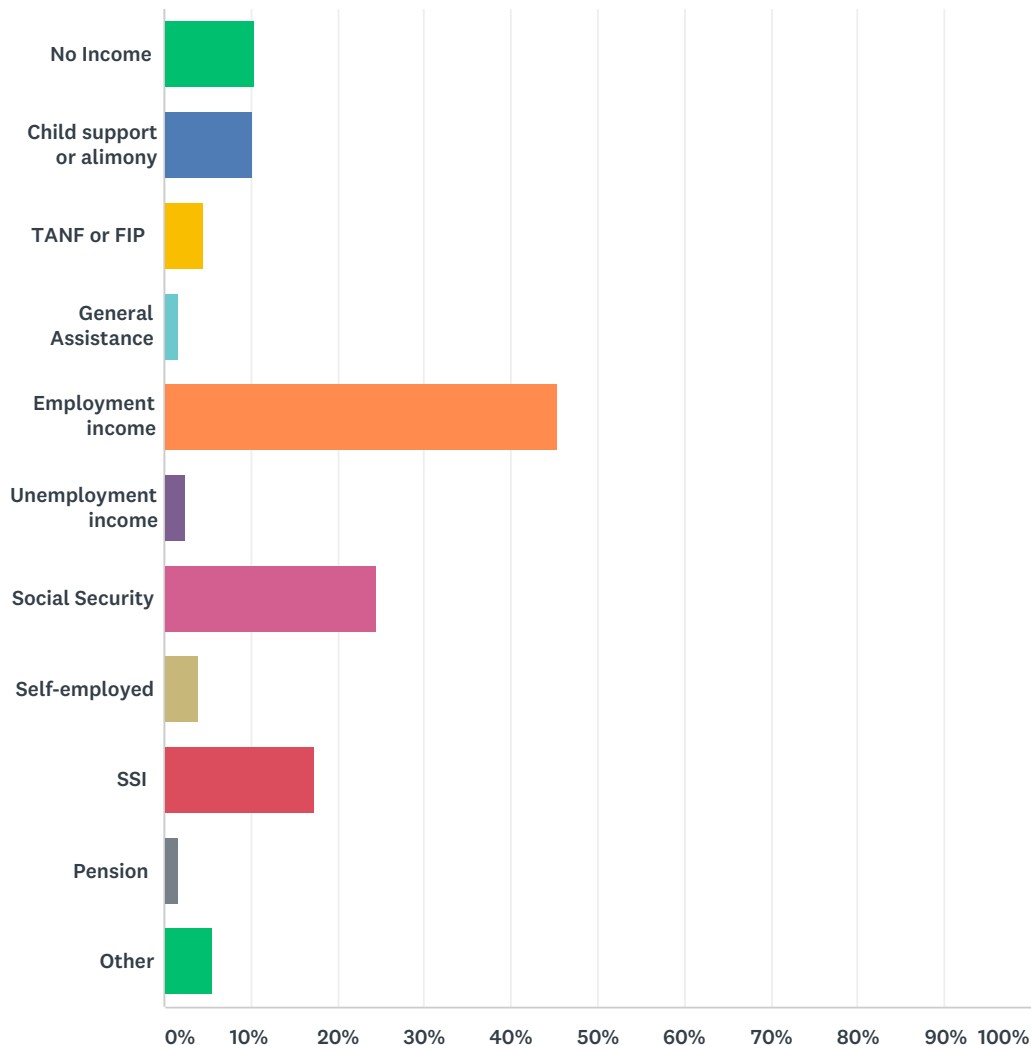


ANSWER CHOICES	RESPONSES	
Family or friend	48.92%	294

United Way 211	0.67%	4
Brochure or flyer	2.50%	15
Television	0.67%	4
Current or former agency client	26.62%	160
Health care provider	2.33%	14
Websites/Internet	2.50%	15
Social media (Facebook, Twitter, etc.)	1.50%	9
The household I grew up in had received agency services	5.16%	31
A state agency	3.99%	24
Newspaper	0.67%	4
Local Church	2.66%	16
Other social services agency	5.49%	33
Phone book (yellow pages)	0.50%	3
Billboard	0.50%	3
A mailing	1.00%	6
Radio	0.17%	1
Other	10.15%	61
Total Respondents: 601		

## Q21 20. What are your sources of household income?(select all that apply)

Answered: 627 Skipped: 35

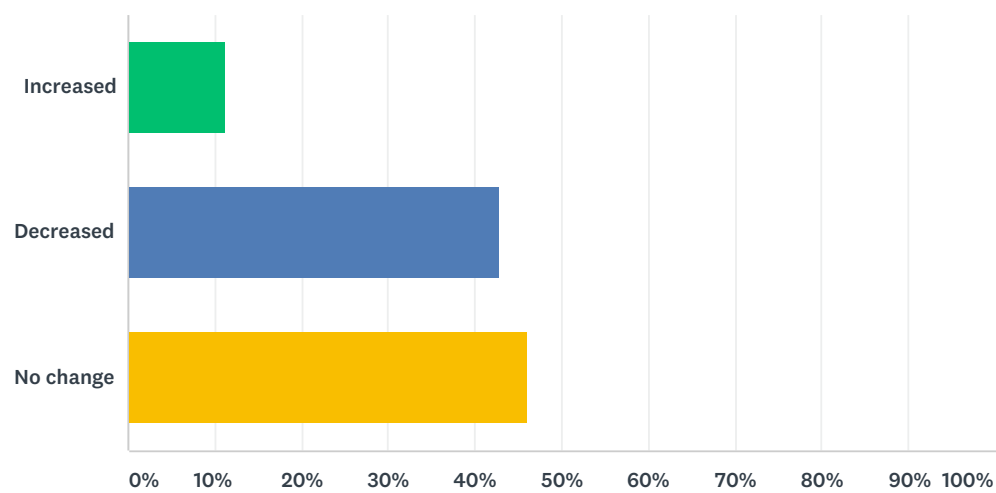


ANSWER CHOICES	RESPONSES	
No Income	10.53%	66
Child support or alimony	10.21%	64
TANF or FIP	4.63%	29
General Assistance	1.75%	11
Employment income	45.30%	284
Unemployment income	2.55%	16
Social Security	24.40%	153
Self-employed	3.99%	25
SSI	17.38%	109

Pension	1.59%	10
Other	5.58%	35
Total Respondents: 627		

Q22 21. In the last 12 months, how has your household's income situation changed?

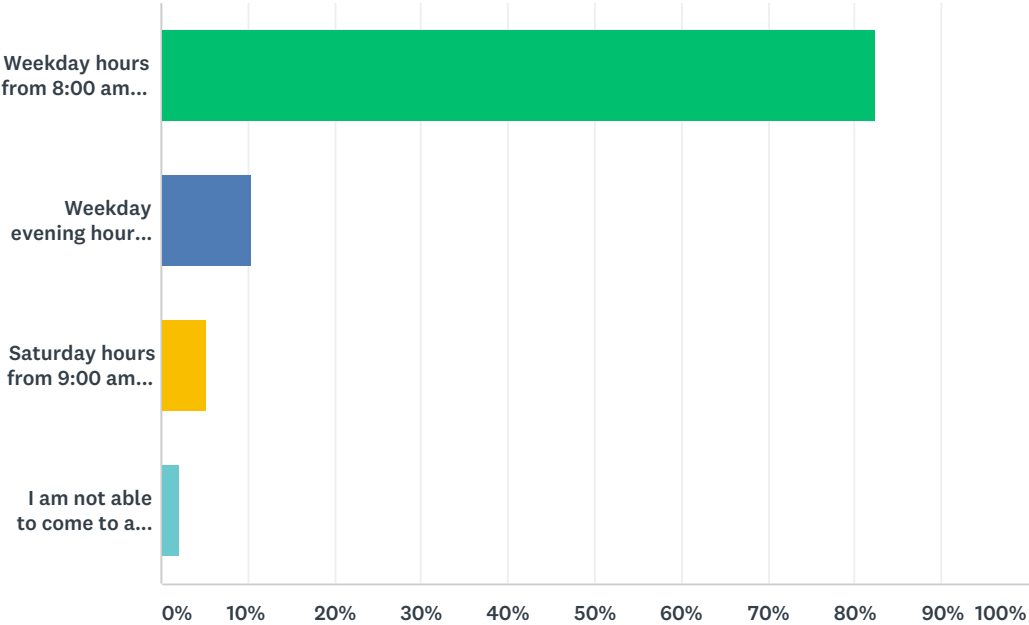
Answered: 577    Skipped: 85



ANSWER CHOICES		RESPONSES	
Increased		11.27%	65
Decreased		42.81%	247
No change		45.93%	265
TOTAL			577

Q23 22. What time of day would you prefer to come to one of our locations (offices) for assistance?

Answered: 589    Skipped: 73

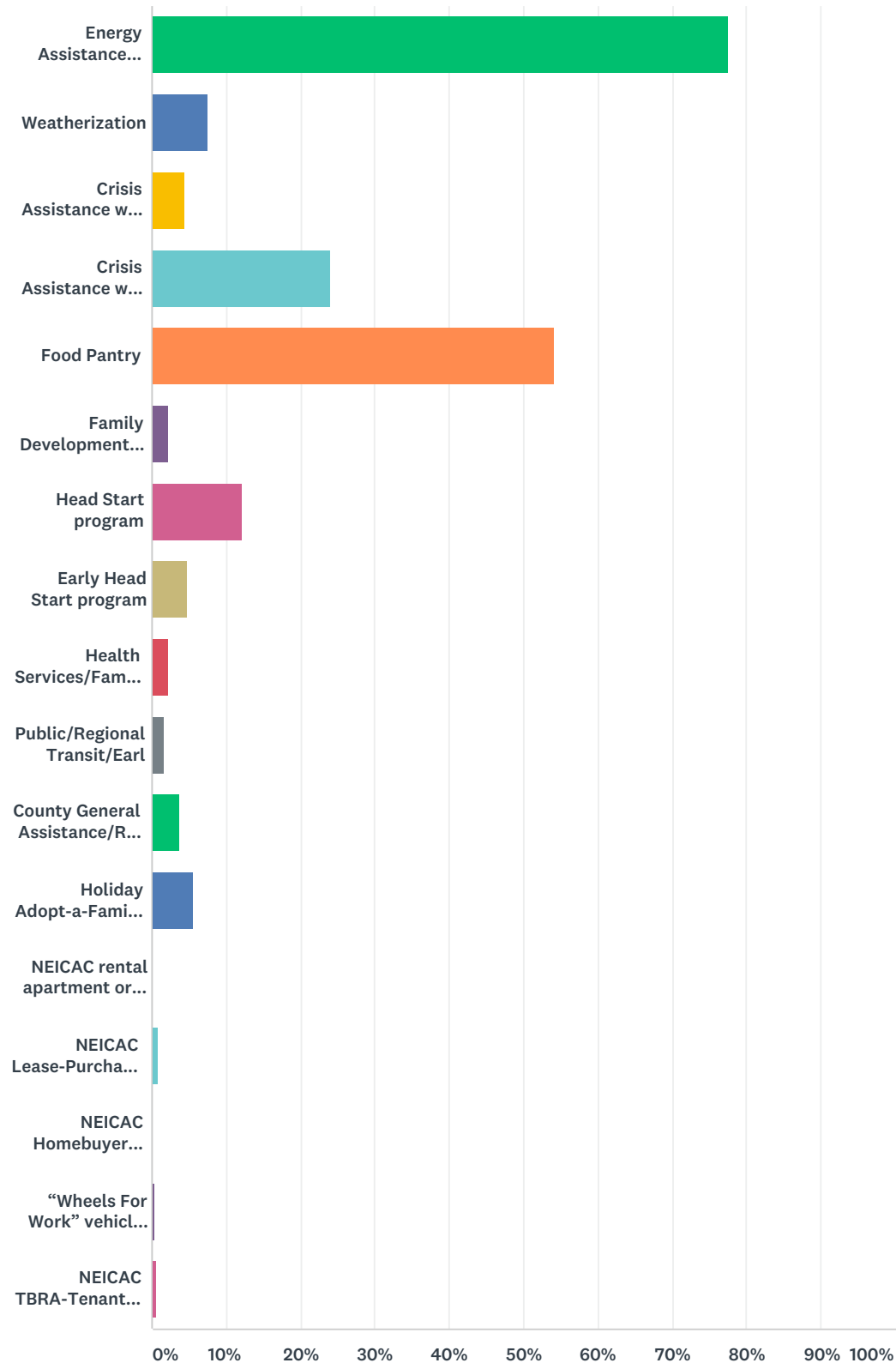


ANSWER CHOICES	RESPONSES	
Weekday hours from 8:00 am - 4:30 pm	82.34%	485
Weekday evening hours from 5:00 pm - 7:00 pm	10.36%	61
Saturday hours from 9:00 am - 12:00 pm	5.26%	31
I am not able to come to any of your locations	2.04%	12
TOTAL		589



Q24 23. What services has your household received from our agency within the last 12 months? (select all that apply)

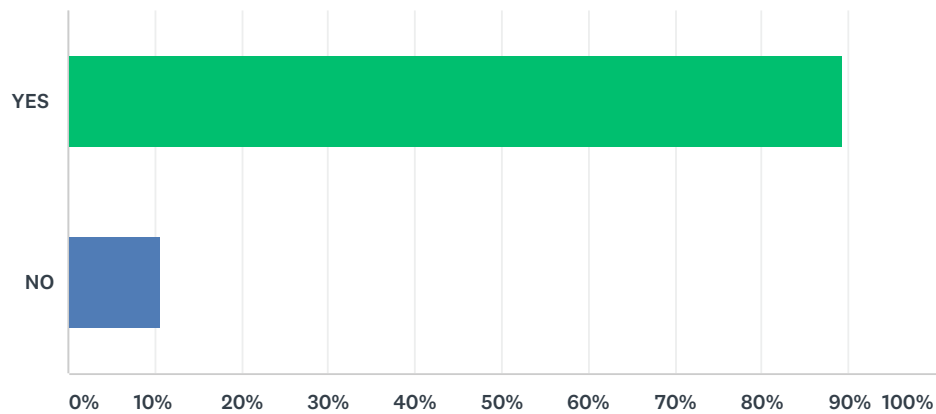
Answered: 523   Skipped: 139



ANSWER CHOICES	RESPONSES	
Energy Assistance (LIHEAP)	77.63%	406
Weatherization	7.46%	39
Crisis Assistance with Rent	4.40%	23
Crisis Assistance with Utilities or LP/Fuel Oil	24.09%	126
Food Pantry	54.11%	283
Family Development Self-Sufficiency program (FaDSS)	2.29%	12
Head Start program	12.05%	63
Early Head Start program	4.78%	25
Health Services/Family Planning	2.29%	12
Public/Regional Transit/Earl	1.72%	9
County General Assistance/Relief program	3.82%	20
Holiday Adopt-a-Family Program	5.74%	30
NEICAC rental apartment or house (Not Lease Purchase)	0.19%	1
NEICAC Lease-Purchase Housing Program	0.76%	4
NEICAC Homebuyer Education/Budget Counseling	0.00%	0
"Wheels For Work" vehicle purchase program	0.38%	2
NEICAC TBRA-Tenant Based Rental Assistance	0.57%	3
Total Respondents: 523		

Q25 24. Is your current housing adequate for your family size?

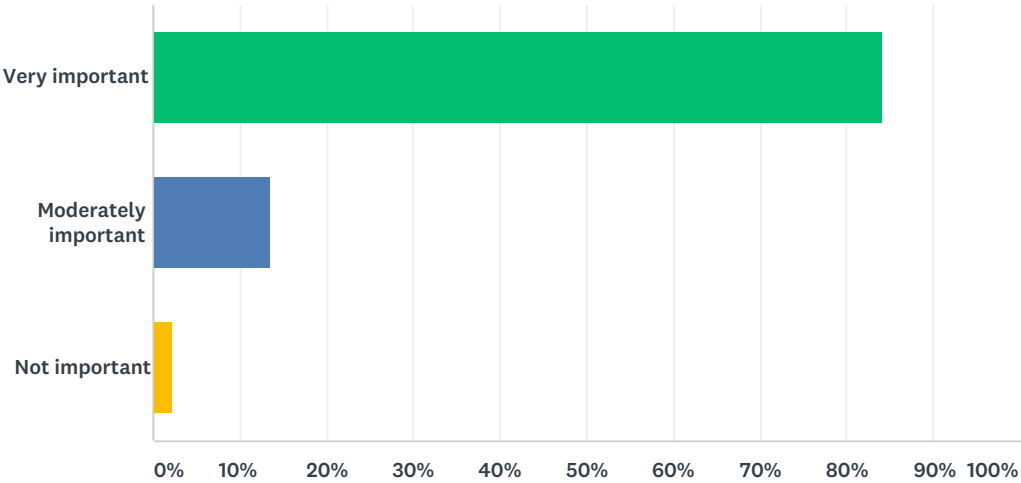
Answered: 620    Skipped: 42



ANSWER CHOICES		RESPONSES	
YES		89.35%	554
NO		10.65%	66
TOTAL			620

Q26 25. How important is it to you that you have a local (in your county) NEICAC Family Service Office to access NEICAC services?

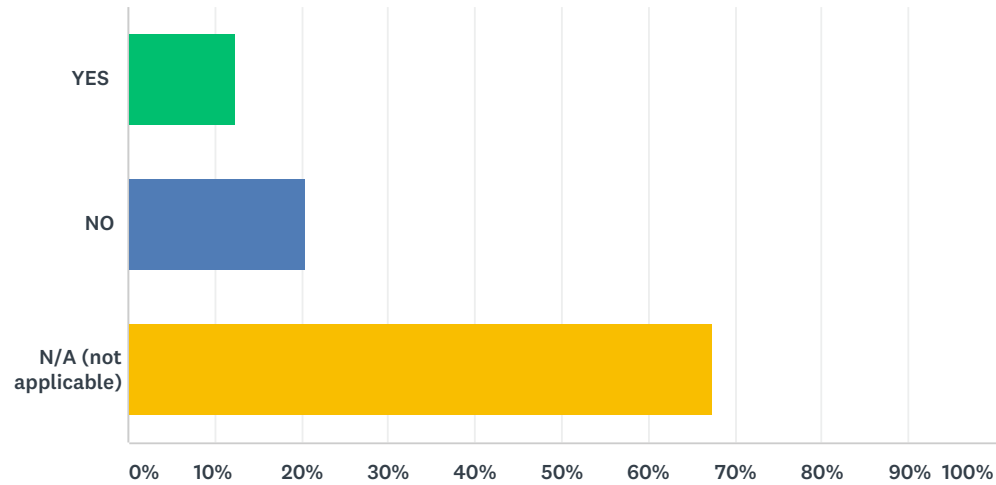
Answered: 577    Skipped: 85



ANSWER CHOICES		RESPONSES	
Very important		84.06%	485
Moderately important		13.69%	79
Not important		2.25%	13
TOTAL			577

Q27 26. Would your pre-school/childcare needs be met if your child was not enrolled in Head Start?

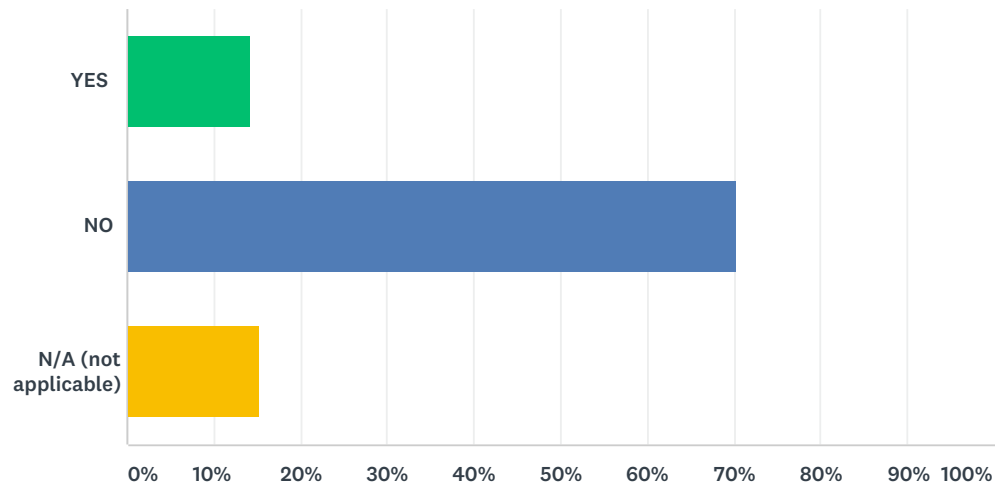
Answered: 539    Skipped: 123



ANSWER CHOICES	RESPONSES	
YES	12.24%	66
NO	20.41%	110
N/A (not applicable)	67.35%	363
TOTAL		539

Q28 27. Is your household currently receiving any type of assistance with your rent?

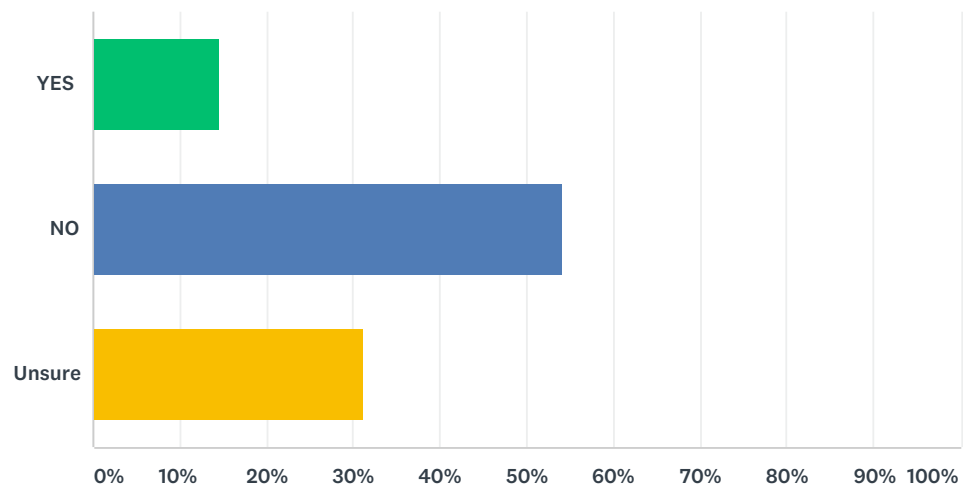
Answered: 608    Skipped: 54



ANSWER CHOICES		RESPONSES	
YES		14.31%	87
NO		70.39%	428
N/A (not applicable)		15.30%	93
TOTAL			608

Q29 28. If given the opportunity, would you be willing to serve on a local board or committee that represents and makes decisions for families with low-incomes?

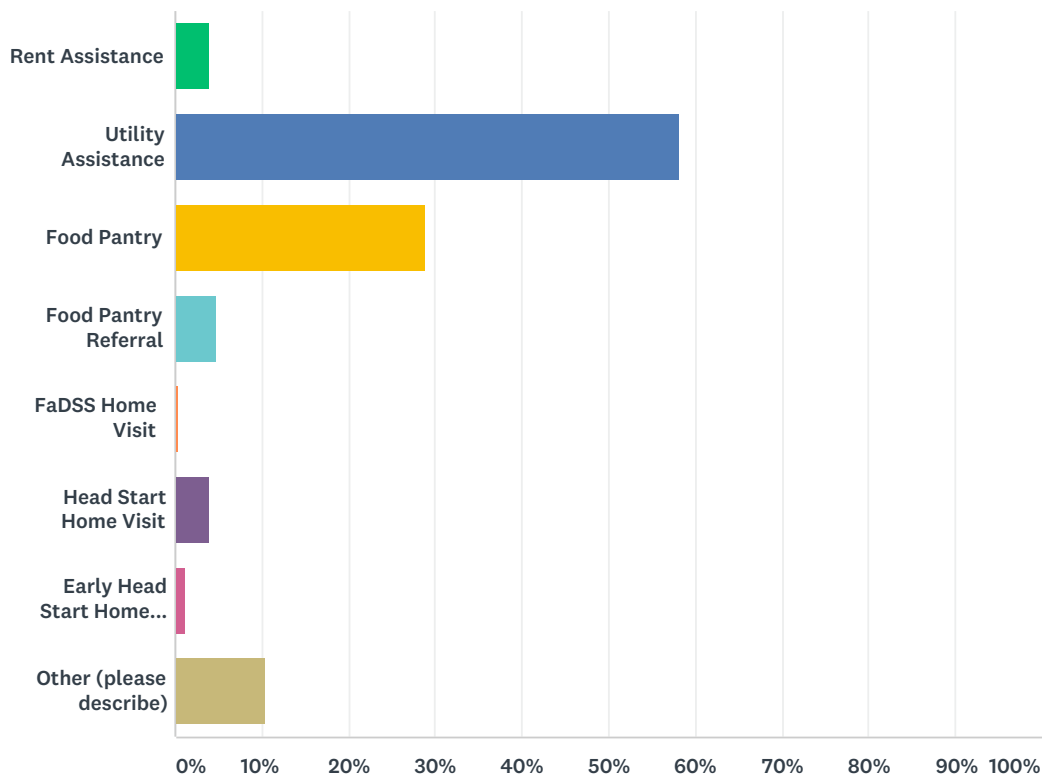
Answered: 587    Skipped: 75



ANSWER CHOICES		RESPONSES	
YES		14.65%	86
NO		54.17%	318
Unsure		31.18%	183
TOTAL			587

### Q33 29. What was the purpose of your inter-action with NEICAC today? (select all that apply)

Answered: 588 Skipped: 74



ANSWER CHOICES	RESPONSES	
Rent Assistance	3.91%	23
Utility Assistance	58.16%	342
Food Pantry	28.91%	170
Food Pantry Referral	4.76%	28
FaDSS Home Visit	0.51%	3
Head Start Home Visit	3.91%	23
Early Head Start Home Visit	1.19%	7
Other (please describe)	10.54%	62
Total Respondents: 588		

#	OTHER (PLEASE DESCRIBE)	DATE
1	LIHEAP	2/1/2018 2:30 PM
2	Heat	2/1/2018 2:22 PM
3	Heat	1/15/2018 4:29 PM
4	rent	1/15/2018 12:54 PM

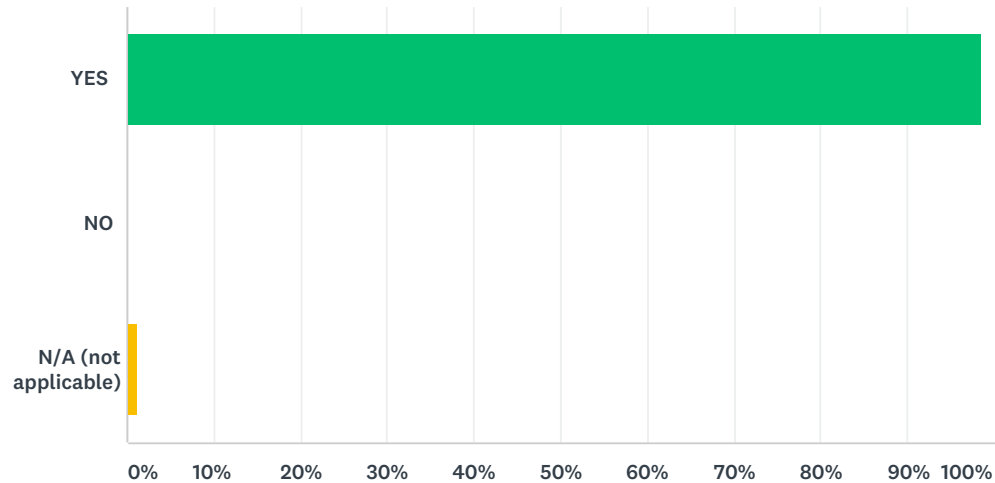


5	furniture	1/11/2018 11:27 AM
6	Energy	1/10/2018 4:38 PM
7	sign forms	12/21/2017 2:03 PM
8	Disaster assistance	12/14/2017 2:54 PM
9	flood assistance	12/14/2017 2:42 PM
10	flood help	12/1/2017 3:23 PM
11	air conditioner per doctor	12/1/2017 3:05 PM
12	clothing	11/22/2017 1:16 PM
13	disaster assistance	10/23/2017 8:21 AM
14	disaster	10/23/2017 8:18 AM
15	school stuff and disaster stuff	10/16/2017 7:51 AM
16	Head start	10/13/2017 11:00 AM
17	AHES	10/13/2017 8:19 AM
18	Alliant program	8/18/2017 12:57 PM
19	Research on available health services to the area. I am in school for my masters in nursing sciences	8/14/2017 8:25 PM
20	nothing written on the line	8/14/2017 7:57 AM
21	Wheels for Work applying	8/11/2017 12:57 PM
22	Referral	7/26/2017 8:40 AM
23	pool pass	7/12/2017 9:55 AM
24	pool pass	7/12/2017 9:53 AM
25	pool pass	7/12/2017 9:50 AM
26	clothing referral	7/12/2017 9:06 AM
27	daughter needs help with elect.	7/10/2017 2:07 PM
28	Attes	7/10/2017 10:22 AM
29	Head Start Application	7/7/2017 1:09 PM
30	AHES	7/7/2017 1:06 PM
31	Alliant	7/7/2017 1:03 PM
32	did not explain on survey	7/5/2017 10:45 AM
33	office paperwork	6/27/2017 8:53 AM
34	Section 8 app	6/19/2017 8:39 AM
35	unemployed,homeless	6/9/2017 7:26 AM
36	help w/air conditioner	6/9/2017 7:20 AM
37	Looking for help tied to my needs	5/18/2017 3:22 PM
38	Housing assistance needed as soon as possible. Please	5/16/2017 8:09 PM
39	Info on transportation and child needs	5/15/2017 10:07 AM
40	Roof Help	5/15/2017 9:10 AM
41	Employment	4/14/2017 4:17 AM
42	starting from zero	4/11/2017 11:24 PM
43	energy assistance	4/11/2017 8:43 AM
44	LP	4/3/2017 11:56 AM

45	clothing	4/3/2017 10:56 AM
46	Head Start	4/3/2017 10:51 AM
47	Head Start	4/3/2017 10:37 AM
48	rent reimbursement	3/31/2017 10:21 AM
49	open house for head start	3/31/2017 9:16 AM
50	Registration Head Start	3/31/2017 8:43 AM
51	Head Start registration	3/31/2017 8:11 AM
52	Head Start registration	3/31/2017 8:07 AM
53	Head Start App	3/31/2017 8:02 AM
54	Head Start sign up	3/31/2017 7:57 AM
55	Head Start	3/31/2017 7:52 AM
56	meeting	2/23/2017 9:47 AM
57	family night	2/9/2017 3:15 PM
58	Head Start family night	2/9/2017 2:55 PM
59	Heat Assistance	2/9/2017 10:37 AM
60	School gathering	2/9/2017 9:18 AM
61	Paperwork	2/9/2017 8:35 AM
62	Energy assistance	2/8/2017 11:08 AM

Q34 If you received services from our agency within the last 12 months, please answer the following:S1. I was helped in a timely manner.

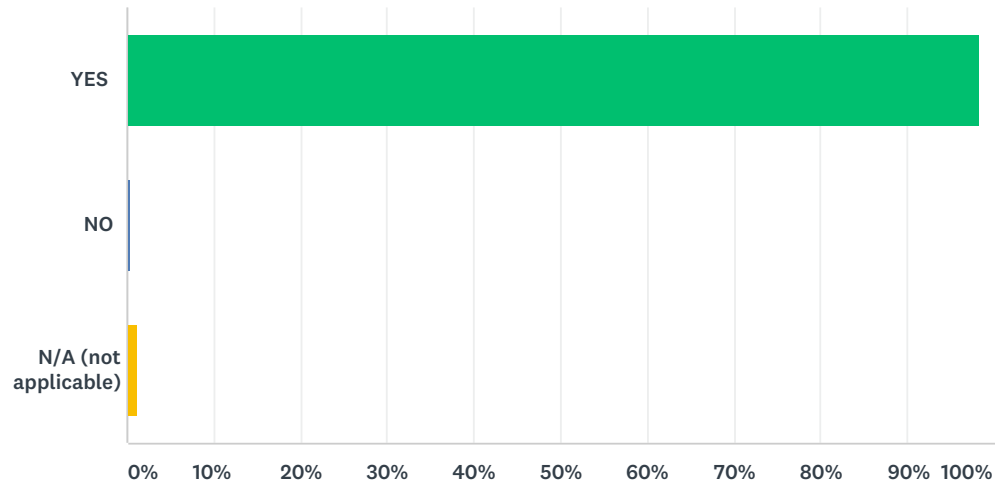
Answered: 628    Skipped: 34



ANSWER CHOICES	RESPONSES	
YES	98.57%	619
NO	0.16%	1
N/A (not applicable)	1.27%	8
TOTAL		628

Q35 S2. I was treated with respect.

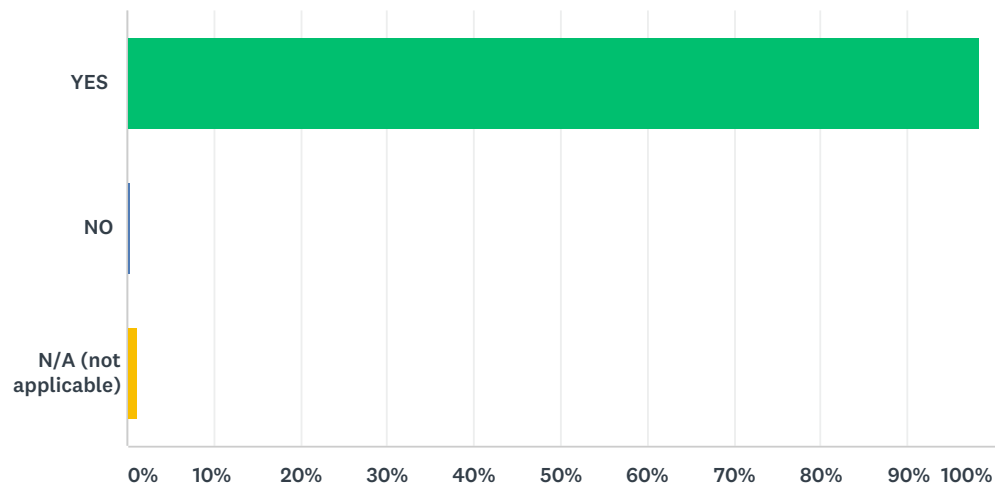
Answered: 629    Skipped: 33



ANSWER CHOICES	RESPONSES	
YES	98.41%	619
NO	0.32%	2
N/A (not applicable)	1.27%	8
TOTAL		629

Q36 S3. The staff were friendly and helpful.

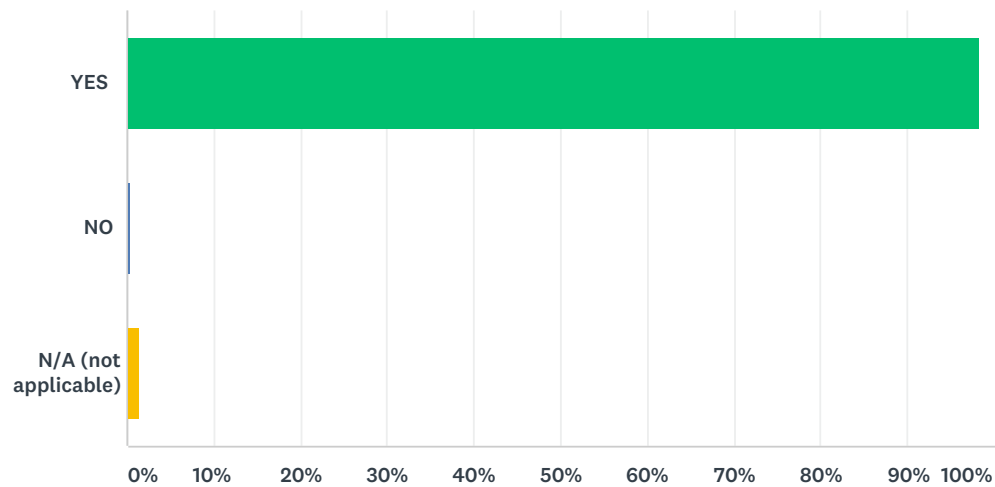
Answered: 627    Skipped: 35



ANSWER CHOICES	RESPONSES	
YES	98.41%	617
NO	0.32%	2
N/A (not applicable)	1.28%	8
TOTAL		627

Q37 S4. I got the information and/or services I needed.

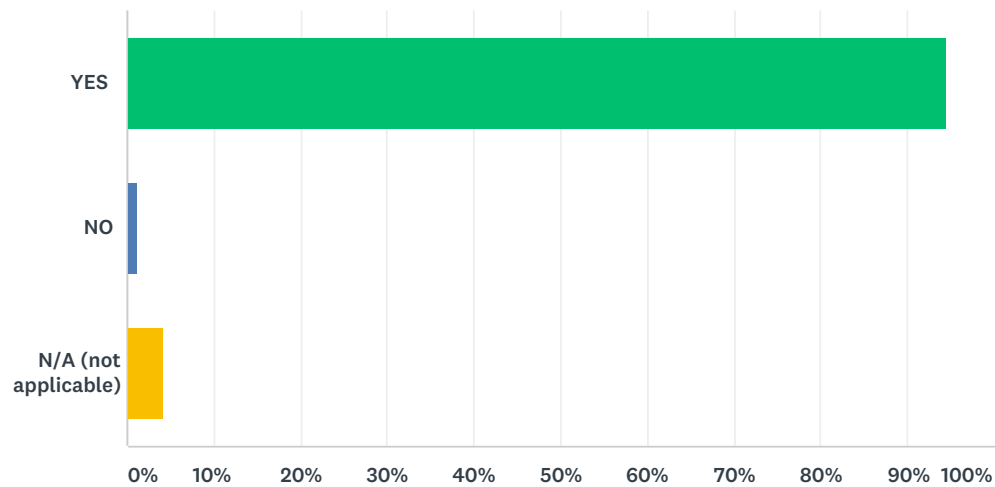
Answered: 626    Skipped: 36



ANSWER CHOICES	RESPONSES	
YES	98.24%	615
NO	0.32%	2
N/A (not applicable)	1.44%	9
TOTAL		626

Q38 S5. I was informed about other agency or community services.

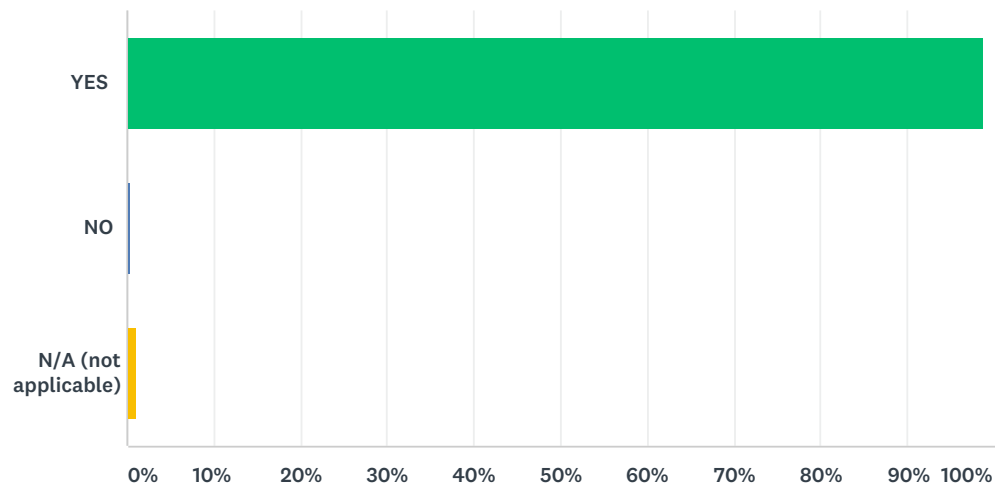
Answered: 625    Skipped: 37



ANSWER CHOICES	RESPONSES	
YES	94.56%	591
NO	1.28%	8
N/A (not applicable)	4.16%	26
TOTAL		625

Q39 S6. I would recommend your agency to family and friends.

Answered: 624    Skipped: 38



ANSWER CHOICES	RESPONSES	
YES	98.72%	616
NO	0.32%	2
N/A (not applicable)	0.96%	6
TOTAL		624



## Q40 S7. What is ONE thing you would change about the services you received from our agency?

Answered: 213 Skipped: 449

#	RESPONSES	DATE
1	location hard to find	2/1/2018 2:31 PM
2	none	2/1/2018 2:28 PM
3	none	2/1/2018 2:20 PM
4	all is good	2/1/2018 2:15 PM
5	none	1/15/2018 3:15 PM
6	everything went great	1/15/2018 3:11 PM
7	none	1/15/2018 2:12 PM
8	NA	1/15/2018 2:06 PM
9	nothing	1/15/2018 2:03 PM
10	nothing at this time.	1/15/2018 1:42 PM
11	nothing	1/15/2018 1:26 PM
12	excellent service	1/15/2018 1:20 PM
13	More workers to serve.	1/15/2018 1:17 PM
14	nothing	1/15/2018 12:58 PM
15	nothing	1/15/2018 12:08 PM
16	nothing	1/15/2018 12:02 PM
17	There is not one thing I would change.	1/11/2018 11:55 AM
18	easier to find place	1/11/2018 11:28 AM
19	nothing	1/11/2018 11:25 AM
20	nothing	1/11/2018 11:15 AM
21	nothing	1/11/2018 10:57 AM
22	nothing	1/4/2018 11:26 AM
23	Not a thing.	1/4/2018 9:19 AM
24	nothing!	12/14/2017 2:57 PM
25	nothing	12/14/2017 2:48 PM
26	none	12/14/2017 2:39 PM
27	nothing	12/1/2017 3:23 PM
28	nothing staff friendly and kind	12/1/2017 3:18 PM
29	nothing!	12/1/2017 3:15 PM
30	nothing	12/1/2017 3:11 PM
31	nothing girls are always helpful	12/1/2017 3:06 PM
32	N/A	12/1/2017 2:54 PM
33	nothing they are very professional and respectful	12/1/2017 2:51 PM
34	nothing	12/1/2017 2:43 PM

35	Nothing the people and service are great.	12/1/2017 2:39 PM
36	nothing	12/1/2017 2:31 PM
37	nothing	12/1/2017 2:29 PM
38	nothing	12/1/2017 2:26 PM
39	none	11/29/2017 2:50 PM
40	nothing they were very helpful	11/29/2017 2:39 PM
41	None- our family service specialist is wonderful.	11/29/2017 2:36 PM
42	none	11/28/2017 3:09 PM
43	nothing	11/28/2017 2:58 PM
44	none	11/27/2017 3:28 PM
45	none	11/27/2017 3:25 PM
46	none	11/27/2017 3:20 PM
47	nothing-they always do what they can to help! Thank You!	11/22/2017 3:28 PM
48	None they fulfill any & all questions & help needed. Very caring.	11/22/2017 3:02 PM
49	nothing	11/22/2017 2:43 PM
50	more funding	11/22/2017 1:35 PM
51	none	11/21/2017 2:47 PM
52	nothing	11/21/2017 2:44 PM
53	nothing	10/30/2017 3:54 PM
54	nothing they are very nice and helpful.	10/30/2017 3:48 PM
55	nothing	10/23/2017 8:53 AM
56	none	10/23/2017 8:42 AM
57	none	10/23/2017 8:37 AM
58	very good	10/23/2017 8:32 AM
59	nothing	10/23/2017 8:26 AM
60	very helpful	10/23/2017 8:21 AM
61	nice	10/23/2017 8:19 AM
62	Amazing help to my family at needy time-thank you	10/23/2017 8:08 AM
63	none	10/23/2017 8:03 AM
64	nothing	10/13/2017 2:02 PM
65	not one thing	10/13/2017 1:21 PM
66	none	10/13/2017 10:57 AM
67	"Budget Crap"	10/13/2017 10:47 AM
68	Nothing all good.	10/13/2017 8:31 AM
69	Not a thing.	10/13/2017 8:22 AM
70	nothing	10/6/2017 4:37 PM
71	Nothing	9/29/2017 2:20 PM
72	nothing	9/29/2017 2:03 PM
73	no	9/29/2017 2:00 PM
74	nothing	9/29/2017 1:58 PM
75	nothing	9/29/2017 1:55 PM

76	nothing they are great and very nice, helpful	9/29/2017 1:46 PM
77	If there are vacancies in the head start programs, fill them. Even if the cap of kids from families above poverty line has been met and there are still vacancies, it's pointless not not fill them.	9/12/2017 12:35 PM
78	Nothing they are doing a good job and help me when I need it.	8/18/2017 1:58 PM
79	nothing	8/18/2017 1:07 PM
80	nothing	8/14/2017 7:54 AM
81	Nothing at this point.	8/11/2017 1:52 PM
82	nothing	8/11/2017 1:46 PM
83	nothing at all (all excellent)	8/11/2017 1:43 PM
84	nothing perfect	8/11/2017 1:22 PM
85	Susan was very helpful and nice	8/11/2017 1:17 PM
86	Nothing-everything went great.	8/11/2017 12:57 PM
87	need more money to help with	8/11/2017 12:46 PM
88	none	8/11/2017 12:40 PM
89	nothing they were very good	8/11/2017 10:54 AM
90	none	8/11/2017 10:43 AM
91	I wouldn't change your services.	8/10/2017 2:37 PM
92	none	8/10/2017 2:24 PM
93	none	8/10/2017 2:11 PM
94	none	8/10/2017 2:08 PM
95	none	8/10/2017 1:30 PM
96	kind and helpful	7/12/2017 9:58 AM
97	nothing it was great	7/12/2017 9:07 AM
98	none always been helped & treated well & in respectful manner	7/10/2017 2:30 PM
99	nothing	7/10/2017 2:21 PM
100	none	7/10/2017 1:55 PM
101	nothing	7/10/2017 1:49 PM
102	none	7/10/2017 11:47 AM
103	utility assistance	7/10/2017 11:37 AM
104	nothing, always helpful kind and respectful.	7/7/2017 12:55 PM
105	none	7/7/2017 12:51 PM
106	nothing	7/7/2017 12:47 PM
107	nothing	7/5/2017 1:28 PM
108	nothing	7/5/2017 1:20 PM
109	Nothing they are great	7/5/2017 12:55 PM
110	nothing you guys do doing great	7/5/2017 12:45 PM
111	0	7/5/2017 12:41 PM
112	nothing	7/5/2017 10:54 AM
113	Always very nice and helpful.	7/5/2017 10:37 AM
114	kind/friendly	7/5/2017 10:20 AM
115	nothing very friendly staff	7/5/2017 10:09 AM

116	nothing	7/5/2017 9:58 AM
117	none	7/5/2017 9:52 AM
118	Nothing they are great and very helpful	7/3/2017 2:02 PM
119	good	7/3/2017 1:49 PM
120	nothing	6/27/2017 10:31 AM
121	nothing	6/27/2017 10:29 AM
122	They are great.	6/27/2017 10:15 AM
123	nothing:)	6/27/2017 10:12 AM
124	nothing	6/27/2017 10:01 AM
125	Very Helpful	6/27/2017 9:54 AM
126	nothing	6/27/2017 9:40 AM
127	nothing	6/27/2017 9:21 AM
128	nothing	6/27/2017 9:00 AM
129	none	6/27/2017 8:58 AM
130	Tina from NEIC NH is wonderful female lady and kind.	6/27/2017 8:54 AM
131	nothing she was exlant to have help from, and verry friendly	6/27/2017 8:49 AM
132	nothing	6/19/2017 8:42 AM
133	none	6/19/2017 7:36 AM
134	nothing	6/9/2017 10:23 AM
135	nothing	6/9/2017 7:26 AM
136	nothing	5/26/2017 10:18 AM
137	nothing	5/24/2017 12:03 PM
138	That you're representative be more courteous, that programs that may be able to help are readily mentioned. It's not easy for a lot of people to ask for help, so if they mention a program take the hint and offer up the info. Fast and curt one word responses are rude and unprofessional. Making the person in need keep asking questions makes them feel bad and ashamed when they're reaching out for help.	5/18/2017 3:35 PM
139	It was fast andd friendly service. They were wonderful	5/16/2017 8:11 PM
140	nothing she was very helpful and polite	5/15/2017 12:30 PM
141	nothing	5/15/2017 10:35 AM
142	nothing	5/15/2017 10:27 AM
143	Howard/ not Winneshiek internet a store that accepts food stamps in Ridgeway	5/15/2017 10:23 AM
144	nothing	5/15/2017 9:34 AM
145	none	5/15/2017 9:31 AM
146	none	5/15/2017 9:26 AM
147	none	5/15/2017 9:16 AM
148	Nothing	5/15/2017 9:10 AM
149	nothing	5/15/2017 9:02 AM
150	nothing they are helpful and understanding	5/15/2017 8:57 AM
151	Nothing at all -smooth sailing	5/15/2017 8:50 AM
152	none	5/15/2017 8:38 AM
153	nothing there are doing great	5/15/2017 8:35 AM

154	nothing	5/15/2017 8:17 AM
155	At this time I'm not sure.	5/11/2017 7:22 AM
156	nothing	5/11/2017 7:18 AM
157	none	5/11/2017 7:10 AM
158	nothing	4/21/2017 12:28 PM
159	nothing	4/21/2017 12:22 PM
160	Since Oelwein is so small, I am extremely worried about confidentiality especially since I know one of the employees.	4/14/2017 4:19 AM
161	Online chat, for immediate 24/7 help for scared or embarrassed stubborn people	4/11/2017 11:27 PM
162	nothing	4/11/2017 10:05 AM
163	nothing	4/11/2017 10:03 AM
164	thank you	4/11/2017 9:50 AM
165	nothing	4/11/2017 9:39 AM
166	nothing	4/11/2017 9:36 AM
167	not 1 thing!!!	4/11/2017 9:33 AM
168	none	4/11/2017 9:00 AM
169	Great!	4/11/2017 8:56 AM
170	nothing very helpful	4/11/2017 8:51 AM
171	Girls were friendly no change	4/11/2017 8:46 AM
172	I wouldn't change anything	4/11/2017 8:44 AM
173	nothing	4/11/2017 8:41 AM
174	none	4/3/2017 2:08 PM
175	nothing service was great	4/3/2017 1:56 PM
176	nothing	4/3/2017 1:45 PM
177	more hours	4/3/2017 1:34 PM
178	none	4/3/2017 1:23 PM
179	nothing	4/3/2017 12:53 PM
180	none	4/3/2017 12:34 PM
181	pay NEICAC employees better	4/3/2017 12:17 PM
182	nothing	4/3/2017 11:57 AM
183	nothing besides give Patty a raise!	4/3/2017 10:57 AM
184	nothing	4/3/2017 10:46 AM
185	I wouldn't Pattie does a great job.	4/3/2017 10:33 AM
186	Nothing- we have always had a good relationship with the agency.	4/3/2017 10:24 AM
187	na	3/31/2017 9:49 AM
188	nothing	3/31/2017 9:46 AM
189	nothing	3/31/2017 9:26 AM
190	none	3/31/2017 9:13 AM
191	none	3/31/2017 8:07 AM
192	none	3/31/2017 7:48 AM
193	none	3/31/2017 7:41 AM

194	Try to have more emergency rental for rental emergency	3/30/2017 1:59 PM
195	nothing	3/13/2017 8:42 AM
196	Keep Mrs. Tina in this position as long as you can as she is the best!	2/23/2017 9:41 AM
197	nothing	2/13/2017 11:45 AM
198	nothing at this time	2/10/2017 11:45 AM
199	Nothing they are always very helpful.	2/9/2017 2:47 PM
200	need too much paperwork	2/9/2017 2:43 PM
201	nothing	2/9/2017 1:33 PM
202	none	2/9/2017 1:00 PM
203	Nothing they are great!	2/9/2017 9:52 AM
204	nothing	2/9/2017 9:25 AM
205	nothing	2/9/2017 9:08 AM
206	NA	2/9/2017 9:04 AM
207	none	2/9/2017 9:00 AM
208	Wouldn't change thing allways do great job in helping me.	2/9/2017 8:57 AM
209	none	2/9/2017 8:50 AM
210	nothing	2/9/2017 8:35 AM
211	Nothing liked the way I was helped.	2/8/2017 11:01 AM
212	nothing	2/8/2017 10:20 AM
213	Nothing Very Helpful!	2/8/2017 10:15 AM