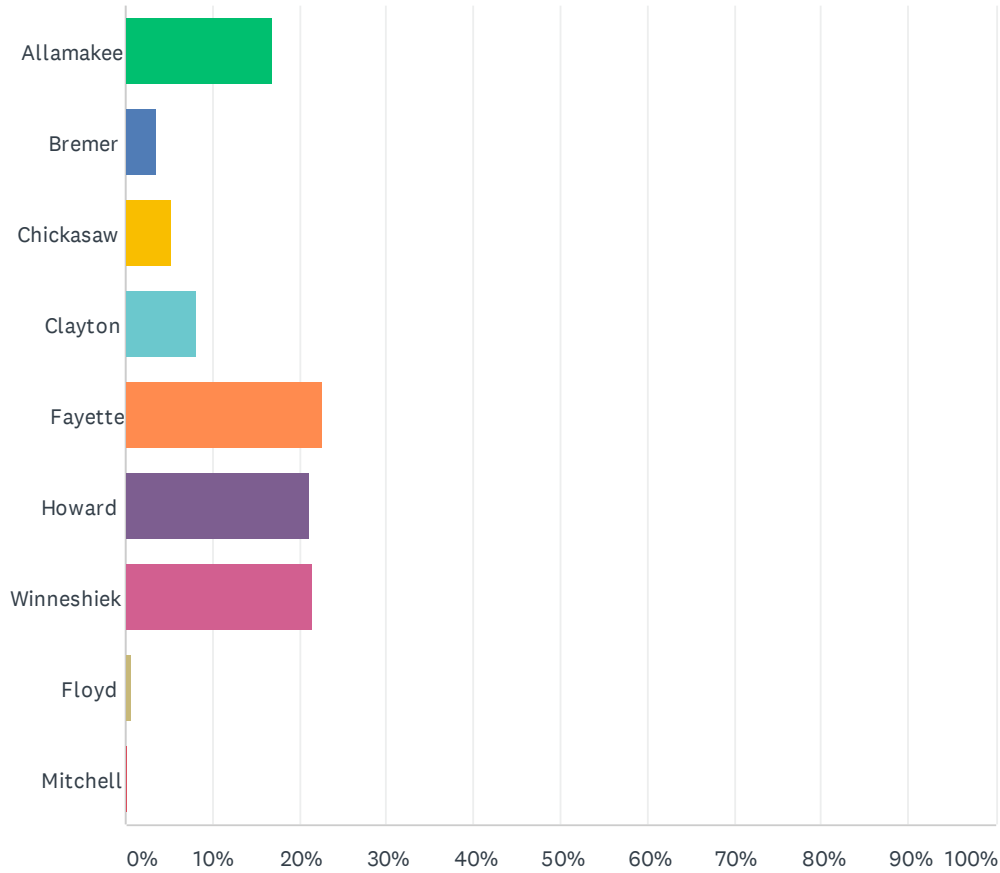


Q1 What county do you reside in?

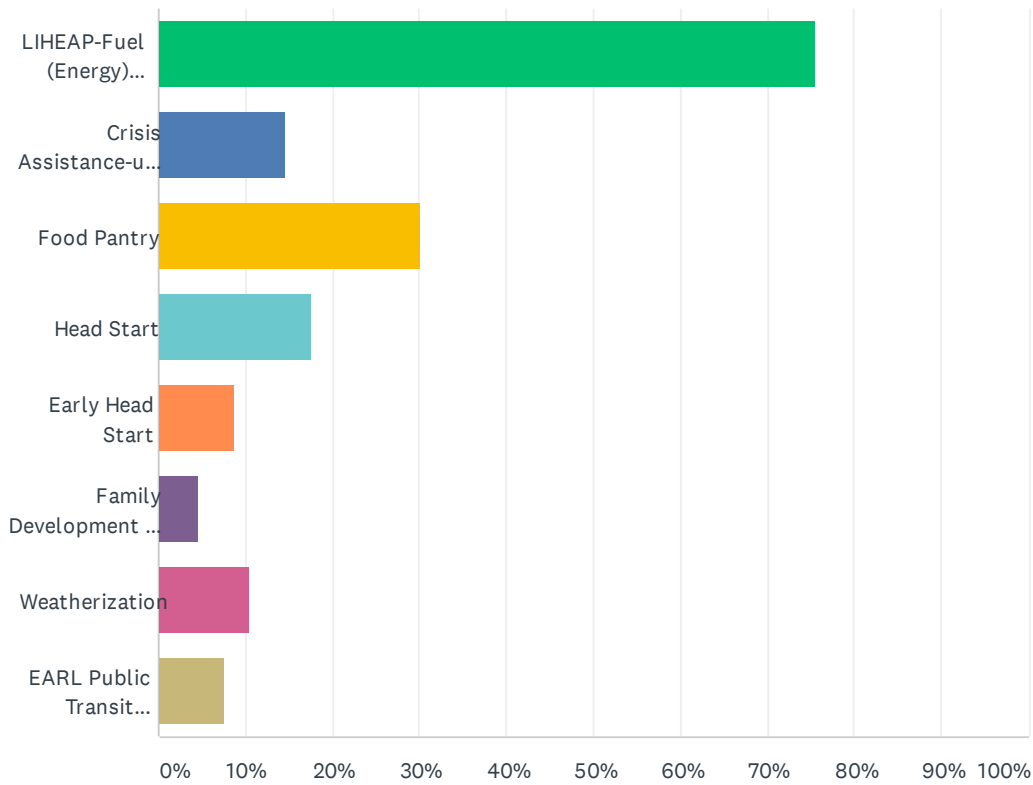
Answered: 359 Skipped: 0



ANSWER CHOICES	RESPONSES	
Allamakee	16.99%	61
Bremer	3.62%	13
Chickasaw	5.29%	19
Clayton	8.08%	29
Fayette	22.56%	81
Howard	21.17%	76
Winneshiek	21.45%	77
Floyd	0.56%	2
Mitchell	0.28%	1
TOTAL		359

Q2 What services have you received from NEICAC in the past 12 months (Check all that apply)

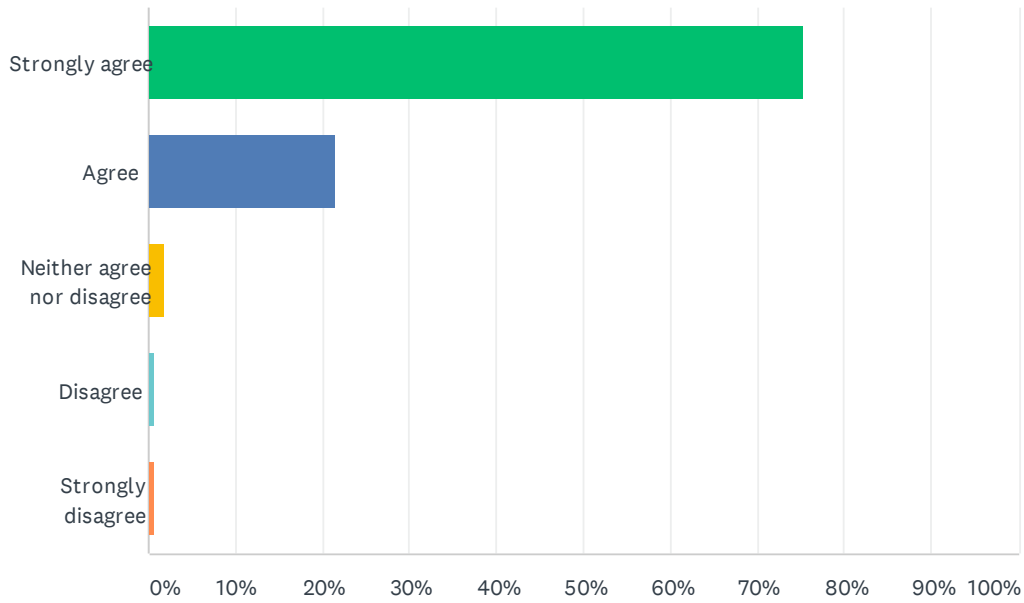
Answered: 342 Skipped: 17



ANSWER CHOICES	RESPONSES	
LIHEAP-Fuel (Energy) Assistance	75.44%	258
Crisis Assistance-utilities, rent, vehicle repair, emergency medical/dental/vision assistance, etc.	14.62%	50
Food Pantry	30.12%	103
Head Start	17.54%	60
Early Head Start	8.77%	30
Family Development and Self Sufficiency (FaDSS) Program	4.68%	16
Weatherization	10.53%	36
EARL Public Transit Services	7.60%	26
Total Respondents: 342		

Q3 I had a positive experience when I received services.

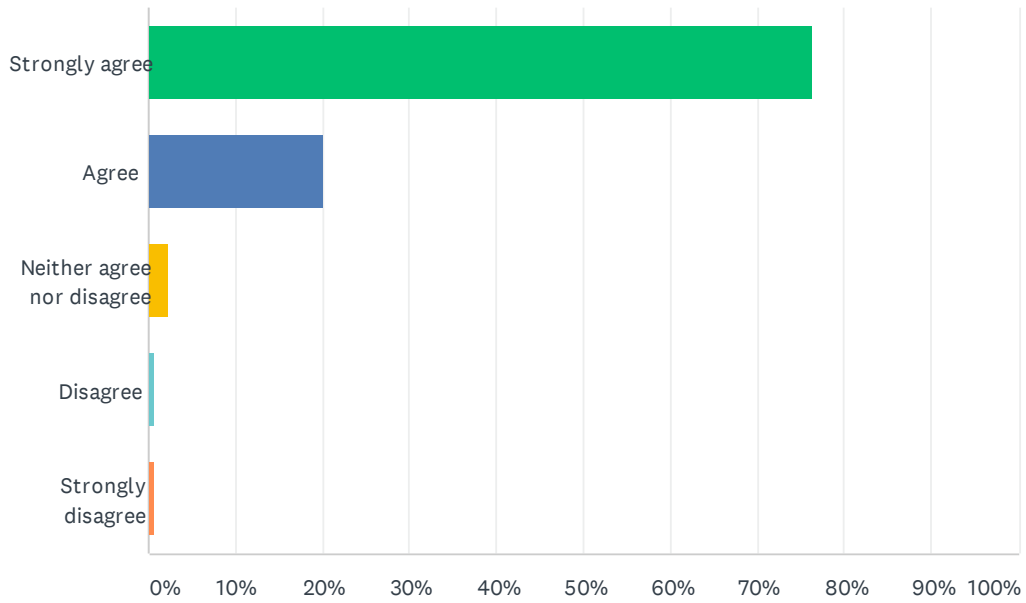
Answered: 357 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	75.35%	269
Agree	21.57%	77
Neither agree nor disagree	1.96%	7
Disagree	0.56%	2
Strongly disagree	0.56%	2
TOTAL		357

Q4 I was helped in a timely manner.

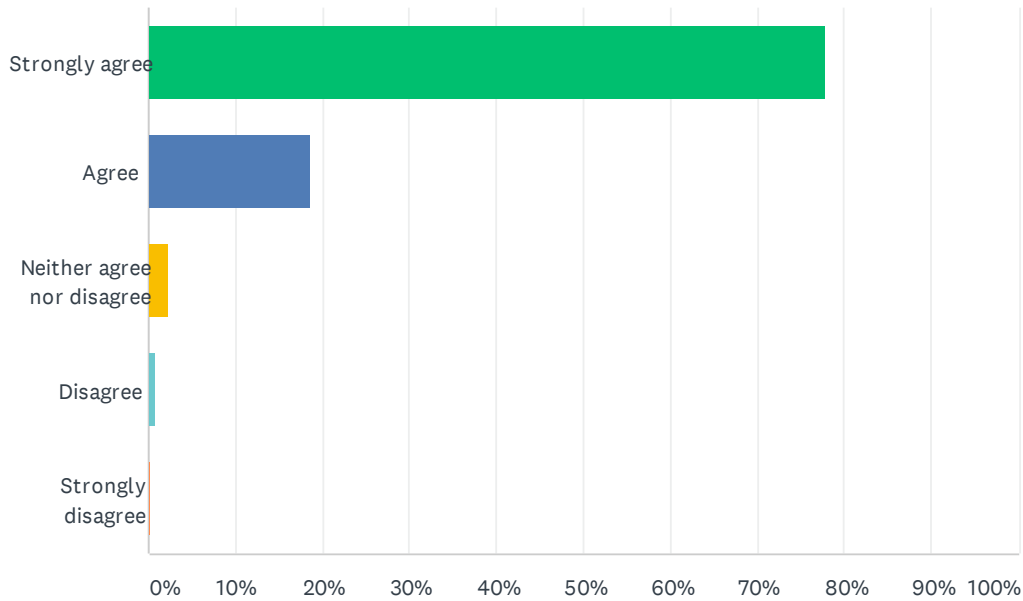
Answered: 352 Skipped: 7



ANSWER CHOICES	RESPONSES	
Strongly agree	76.42%	269
Agree	20.17%	71
Neither agree nor disagree	2.27%	8
Disagree	0.57%	2
Strongly disagree	0.57%	2
TOTAL		352

Q5 The NEICAC staff I interacted with were friendly and helpful.

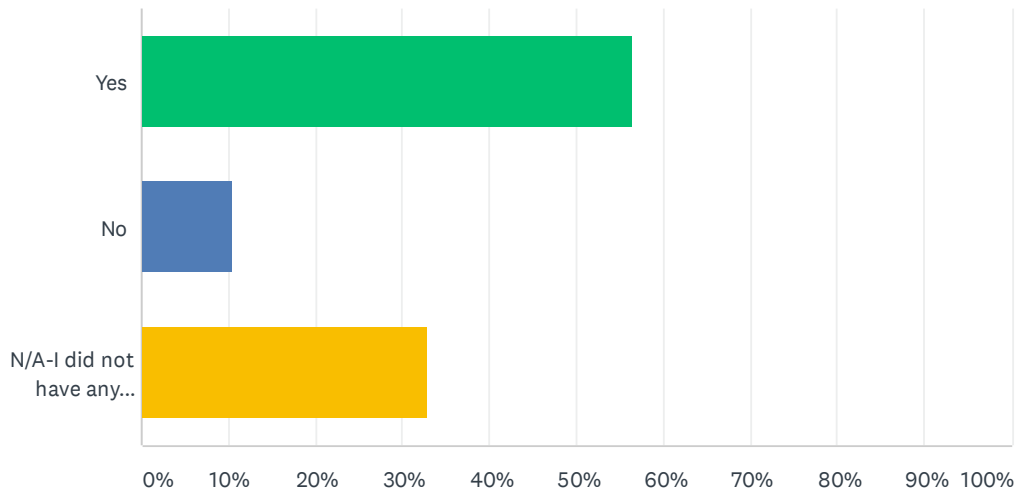
Answered: 353 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly agree	77.90%	275
Agree	18.70%	66
Neither agree nor disagree	2.27%	8
Disagree	0.85%	3
Strongly disagree	0.28%	1
TOTAL		353

Q6 I was informed about other agency or community services that could help me with my needs.

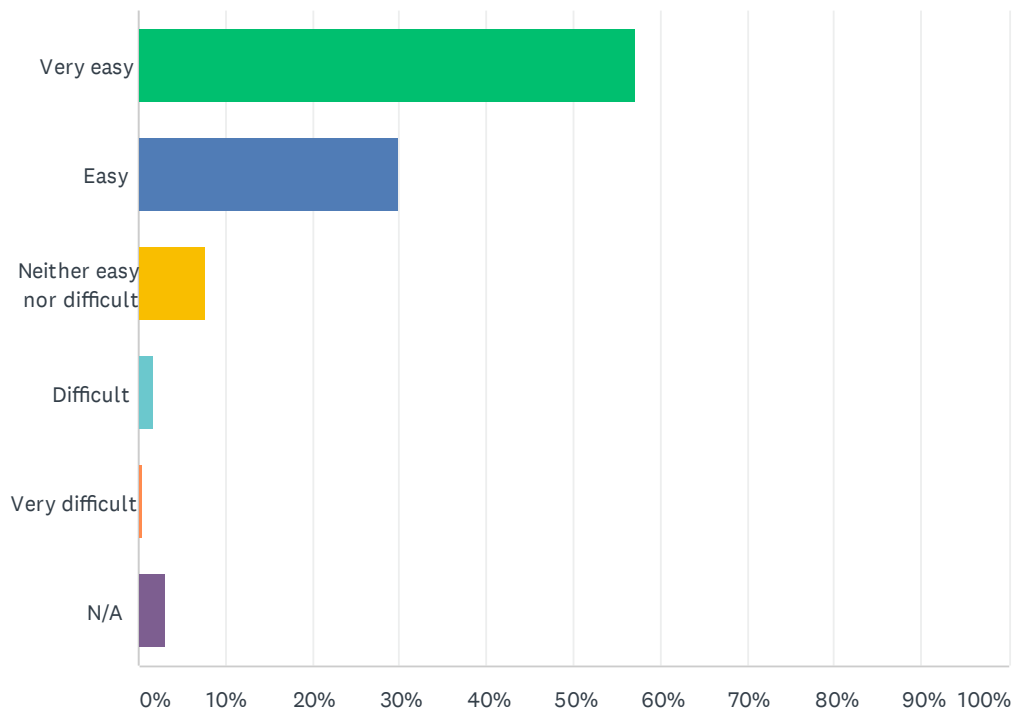
Answered: 343 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	56.56%	194
No	10.50%	36
N/A-I did not have any additional needs to address when working with NEICAC	32.94%	113
TOTAL		343

Q7 If you received service(s) between April 2020 and Today, how would you rate the process to obtain services without meeting in person?

Answered: 310 Skipped: 49



ANSWER CHOICES	RESPONSES	
Very easy	57.10%	177
Easy	30.00%	93
Neither easy nor difficult	7.74%	24
Difficult	1.61%	5
Very difficult	0.32%	1
N/A	3.23%	10
TOTAL		310

Q8 Tell us about your experience(s) with our agency.

Answered: 242 Skipped: 117

Q9 Tell us something you think our agency should improve.

Answered: 162 Skipped: 197