

NEICAC Agency Wide Client Satisfaction Survey Synopsis and Analysis
Prepared by Karli Schmelzer, Operations & Development Director and
Karen Henry, LIHEAP & Outreach Director

Survey Questions	686 Surveys Completed between 11/2019-2/2020
Demographics of Survey Respondents	
What county do you live in?	Allamakee 6.71% Black Hawk .15% Boone .15% Bremer 9.04/5 Buchanan .15% Chickasaw 12.68% Clayton 25.07% Emmet .44% Fayette 26.24% Floyd .44% Howard 9.77% Iowa .15% Mitchell .73% Winneshiek 8.31%
How many people are in your household?	1: 42.42% 2: 18.08% 3: 11.52% 4: 10.93% 5: 8.75% 6 or more: 8/31%
How many adults (18 years old and older) are in your household?	1: 75.43% 2: 33.24% 3: 6.71% 4 or more: 2.62%
Are you or anyone in your household age 55 or over?	Yes: 48.25% No: 51.75%
Are there children (under 3 years old) in your household?	Yes: 16.25% No: 83.75%
Are there preschool children (3-5 years old) in your household?	Yes: 22.11% No: 77.89%
Are there school-aged children (6-11 years old) in your household?	Yes: 23.28% No: 76.72%
Are there youth (12-17 years old) in your household?	Yes: 18.89% No: 81.11%
What is your gender?	Male: 26.91% Female: 73.09%
What is your race?	White: 95.44% Black or African American: 1.62% Other: 1.03% Multi-race: .74% American Indian: .44% Asian: .29% Native Hawaiian or Pacific Islander: .29% Unknown: .15%
Is your ethnicity Hispanic, Latino, or Spanish Origin?	Yes: 4.71% No: 89.85% Unsure: 5.44%

Feedback on service provision, experiences with NEICAC staff, availability, etc.

How did you learn about our Community Action Agency	Family or friend: 47.56% Current or former agency client: 21.59% Referred by another organization or agency: 16.40%
When would you prefer to come to one of our locations (offices) when you need assistance?	Mon-Fri 8:00am-4:30pm: 71.88% Mon-Fri 6:30am-8:00am: 12.05% Mon-Fri 4:30pm-7:00pm: 7.74%
Are you unable to go to any of our office locations?	Yes: 3.27% No: 96.73%
Reasons respondents are unable to go to any of our office locations.	Wheelchair bound Don't/can't drive No transportation Lack of money for gas
How important is it to you that you have a local (in your county) NEICAC Family Service Office to access NEICAC services?	Very important: 76.12% Moderately important: 20.75% Not important: 3.13%
I had a positive experience when I received services.	Strongly agree: 86.87% Agree: 8.08% Neutral: 4.55% Disagree: .34% Strongly disagree: .17% **92 survey respondents did not answer this question
I was helped in a timely manner.	Strongly agree: 86.03% Agree: 6.73% Neutral: 6.40% Disagree: .34% Strongly disagree: .51% **92 survey respondents did not answer this question
The Community Action Agency staff I interacted with were friendly and helpful.	Strongly agree: 90.57% Agree: 4.71% Neutral: 4.21% Disagree: .51% Strongly disagree: .0% **92 survey respondents did not answer this question
I was informed about other agency or community services that could help me with my needs.	Strongly agree: 75.25% Agree: 6.73% Neutral: 14.98% Disagree: 2.02% Strongly disagree: 1.01% **92 survey respondents did not answer this question
Tell us something you think our Community Action Agency should improve.	More staff, frequently commented as a need during heating season, wait times and interruptions during appointments noted Increase in open hours/days More times using the pantry per year Help before utility disconnect or eviction notice Increase income limits/guidelines Less paperwork required Additional resources for transportation, rent assistance/deposits