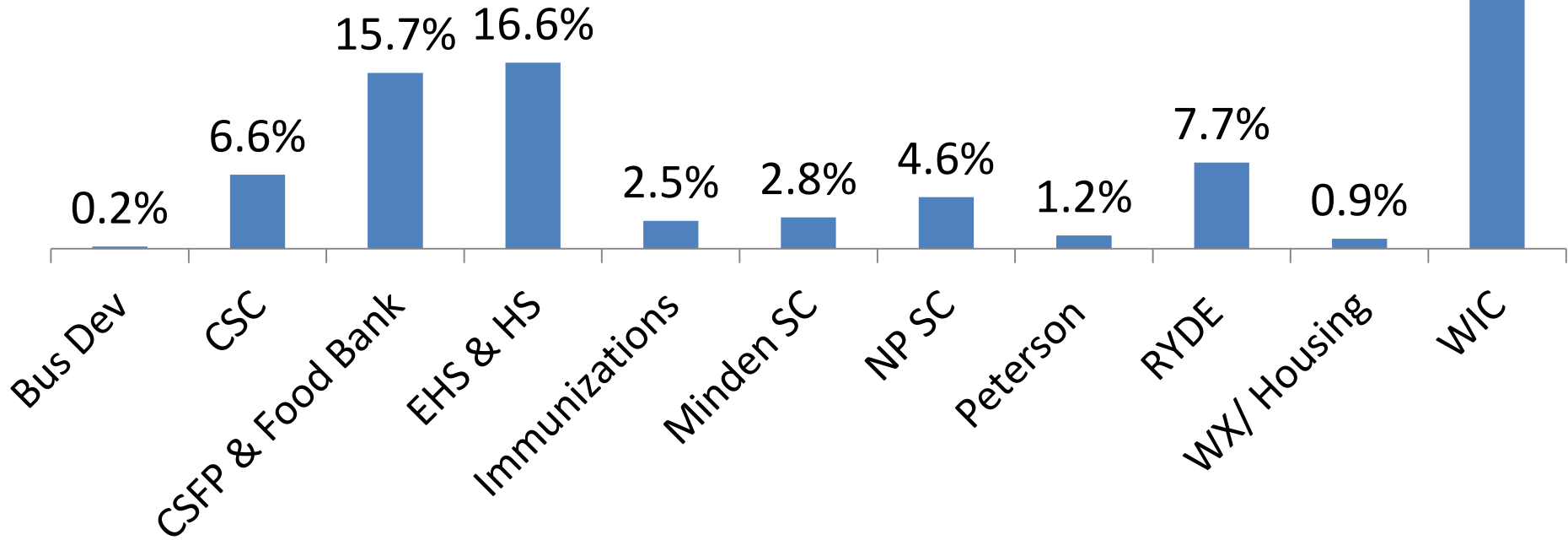




# Customer Survey 2014 Data Analysis

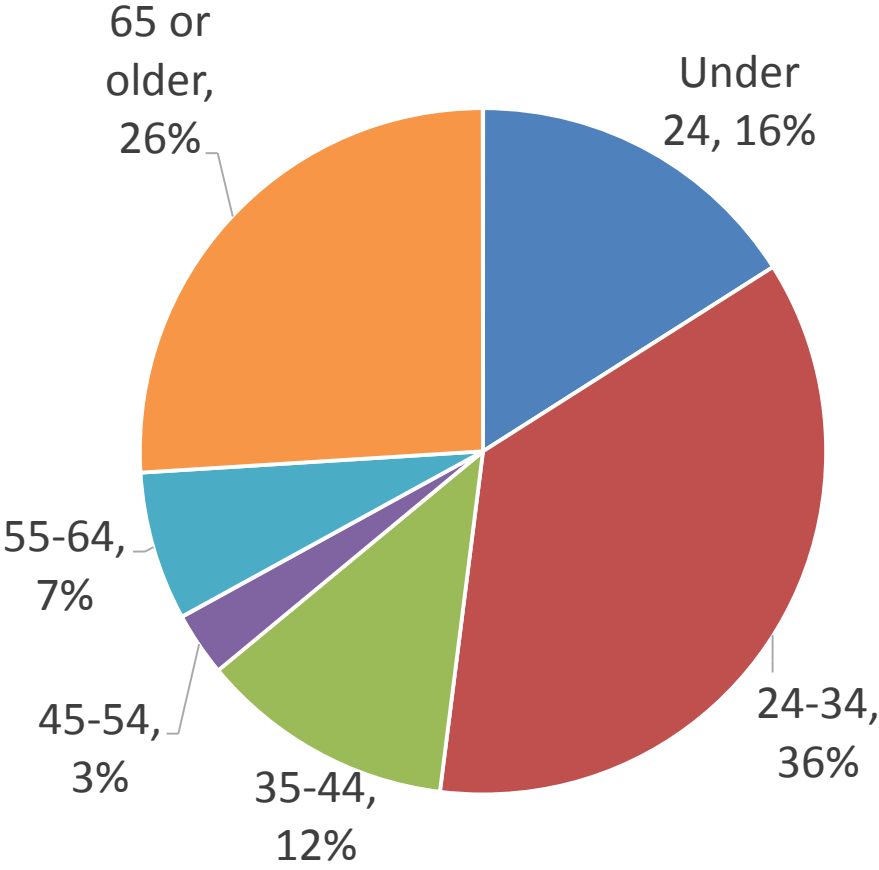
# 1390 Surveys returned

*Overall response rate was 28.9% and 13% of surveys completed were in Spanish.*



# Customer Demographics

Age

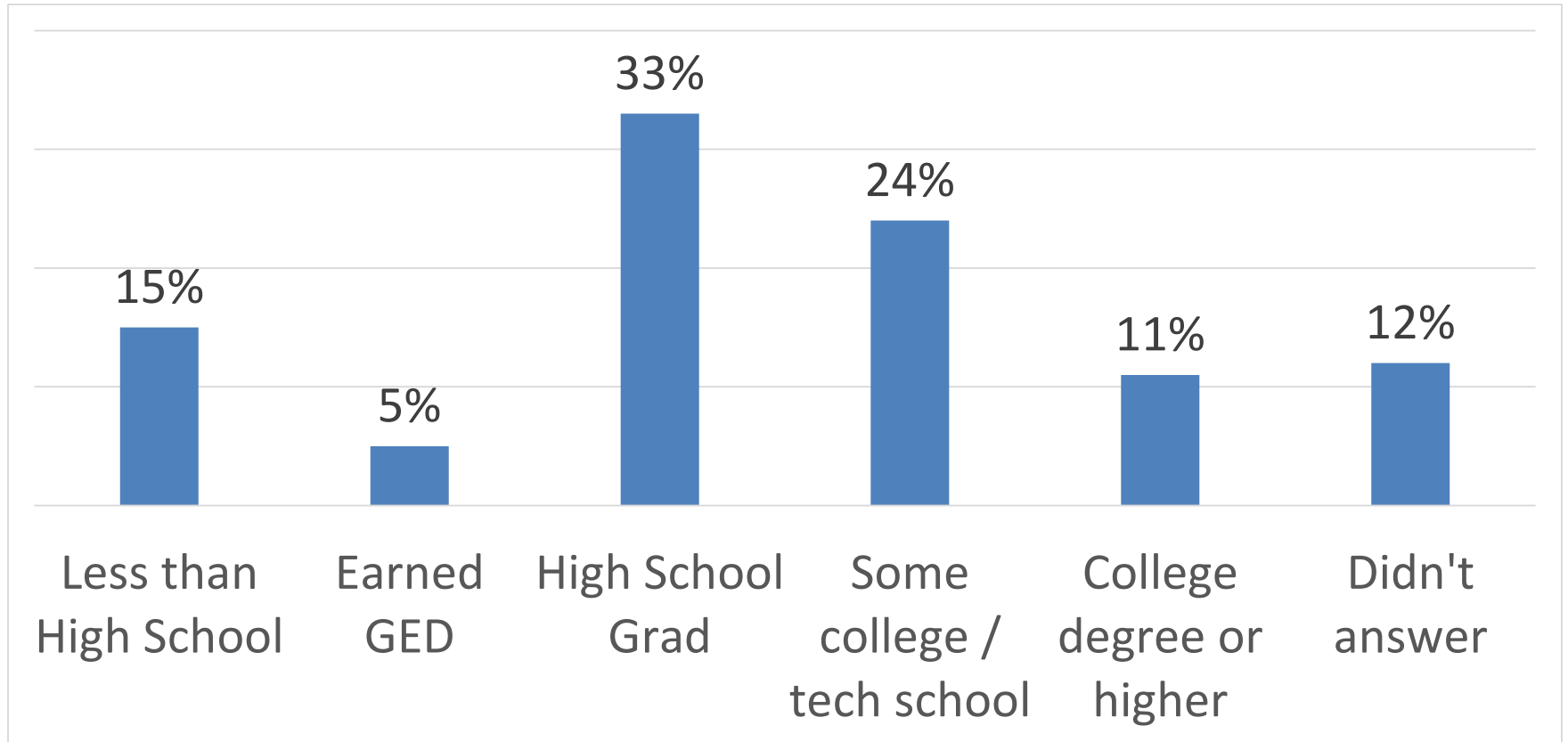


Optional demographic questions were asked of respondents for the first time. As self-reported, respondents were mostly female, (85%), White (92%) and 30% consider themselves to be Hispanic, Latino or Spanish origin.

Family Size			Family type	
1	26%		Single person	26%
2	17%		Single female parent	22%
3	15%		Single male parent	1%
4	17%		2 + adults, no dependents	9%
5	13%		Two parent family	40%
6	7%		Other family type	2%
7	3%		Others included foster families, guardians,	
8 or more	2%		grandparent and grandchild, 2 unrelated adults plus child(ren), other extended family.	

- Only a few respondents said they were homeless (4%).
- A quarter said they lived by themselves (26%).
- A full 40% of respondents said they lived in a two-parent family.

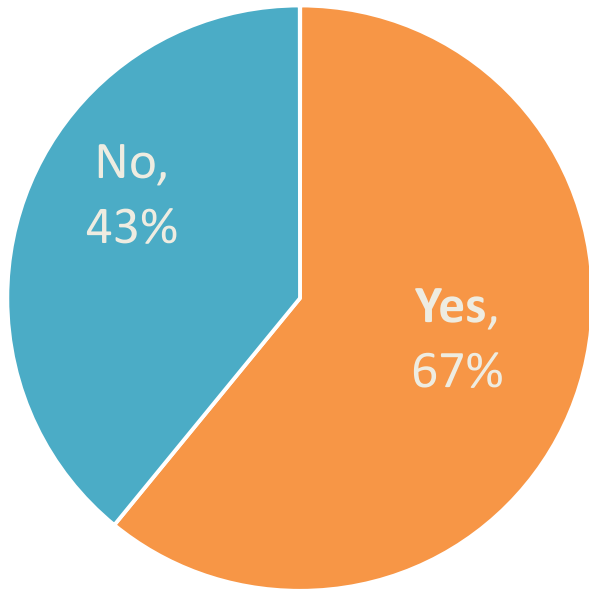
# Educational Level



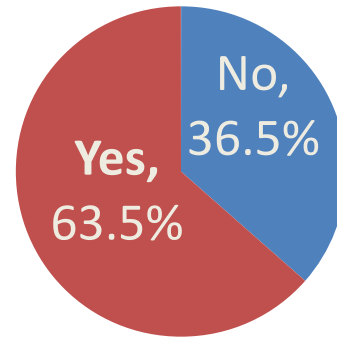
***There are still many individuals who could benefit from Life Skills training to obtain additional education or training.***

# Self Reported Employment Status

Are You Able to Work?



If Yes, are you currently employed?



***Who is not working?***

*Those caring for children or retired elders.*

# Overall, Very Positive

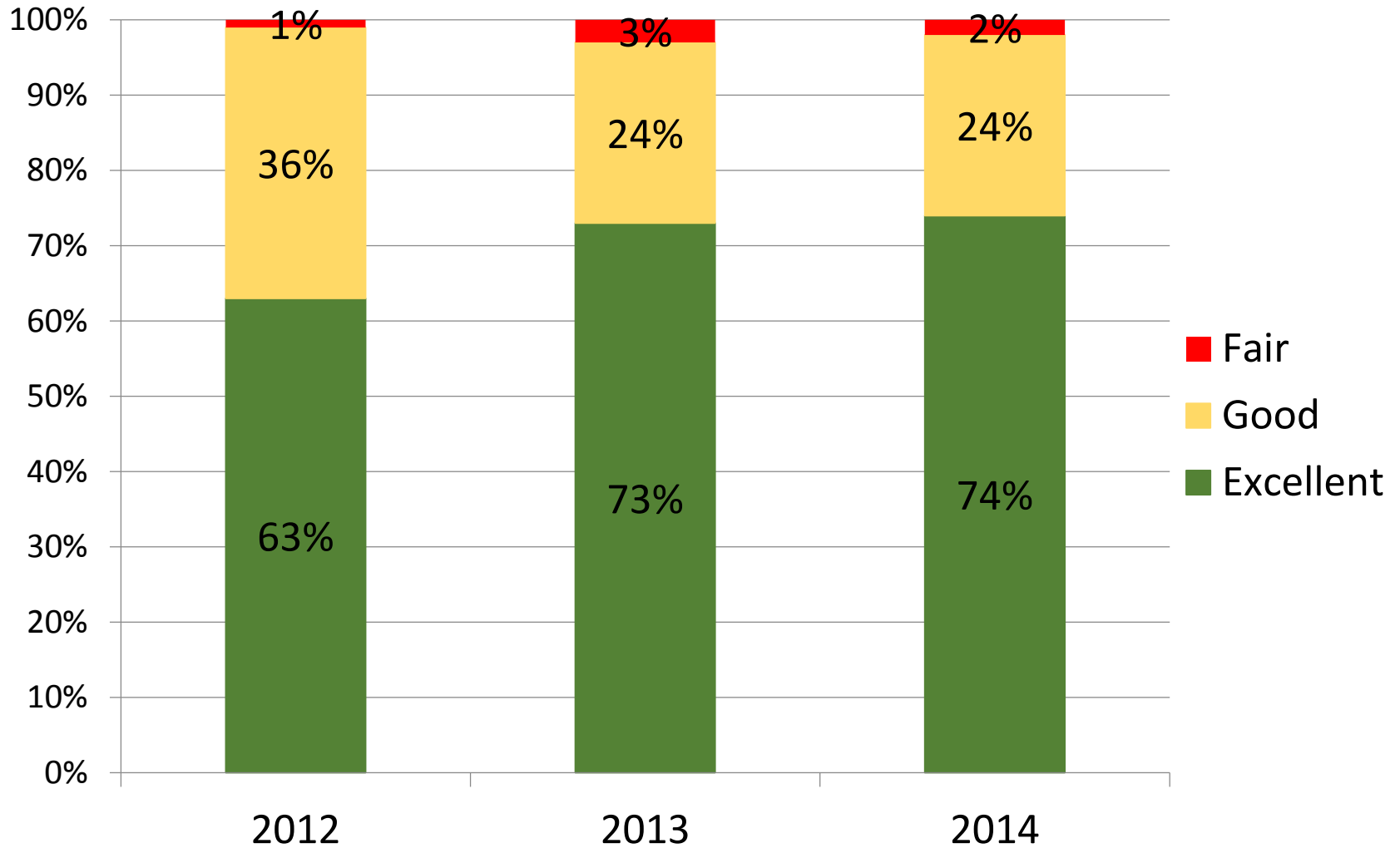
We increased satisfaction levels on overall quality of services, staff knowledge, and meeting customers' needs, from 2012 and 2013.

*This year, we asked "Because of Community Action's help, I have improved my situation", and 99% of Mid customers answered yes.*

99% of customers said, yes, they were treated in a respectful manner.

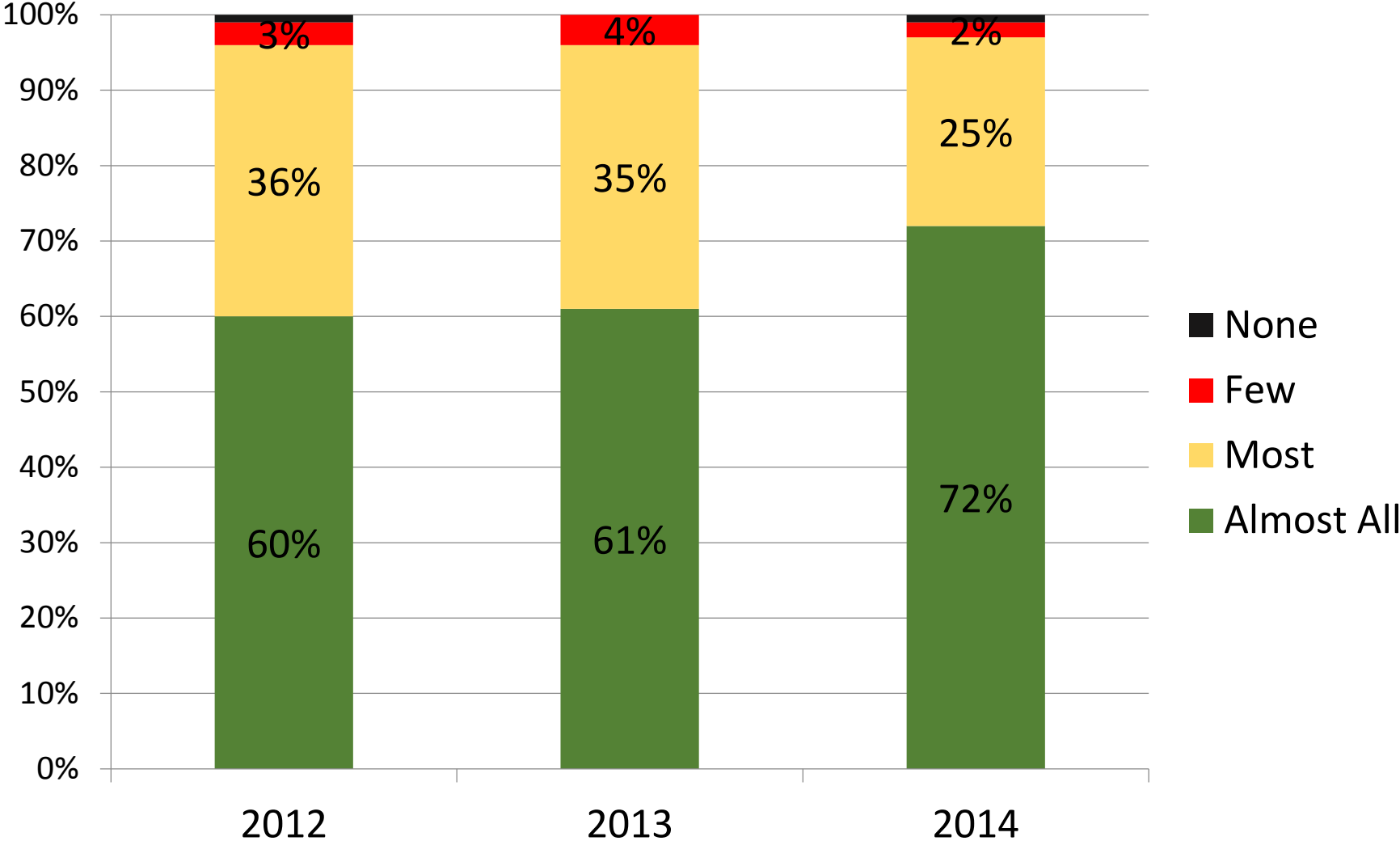


# Overall, how would you rate the quality of services received?





# Based on the services the program could provide, were your needs met?



## Customer Comment Summary: In your opinion, what needs are not being met within your community?

### Children and youth

- Childcare needs : after school, nights, weekends, late shift
- Activities for all ages
- Early Head Start

### Health

- Dental care
- Free medical care to individuals with no insurance

### Transportation

- In general and for kids, families, to medical appointments out of town
- Hours: Evening, weekends, on call, Sundays,
- Excessive wait times for RYDE

### Food

- Availability; food bank, food stamps,
- Types of food: heart healthy, diabetic friendly, fresh

### Housing

- In general
- Windows
- Weatherization
- Home improvements

### General assistance

- Access to help
- Diapers
- Veterans
- Heat, cooling, utilities
- Housekeeping
- Jobs
- Road maintenance
- In general