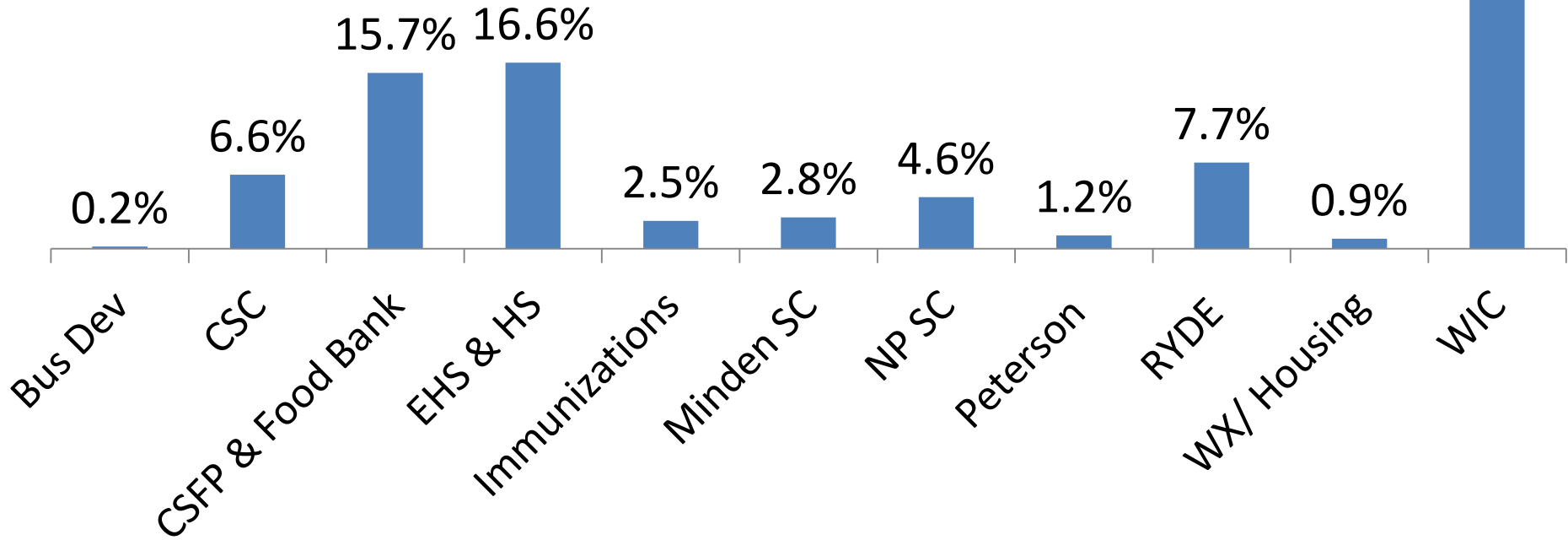




Customer Survey 2014 Data Analysis

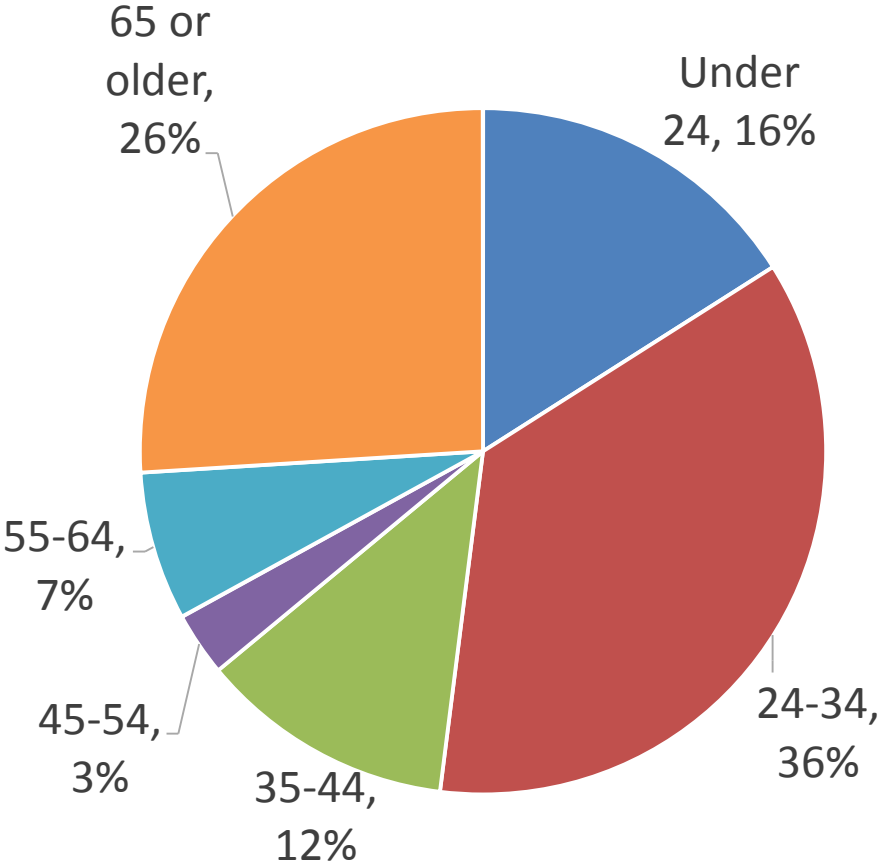
1390 Surveys returned

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



Customer Demographics

Age

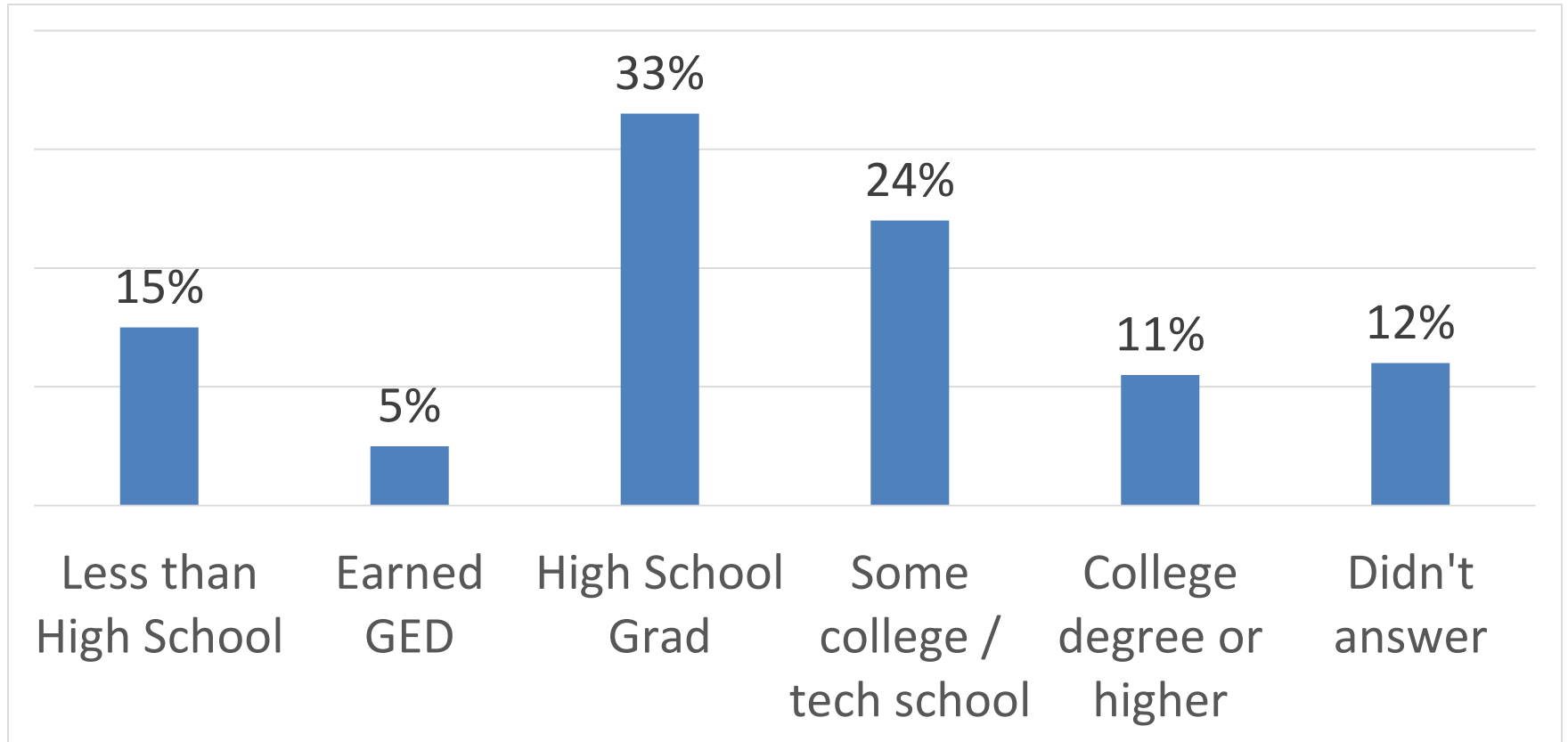


Optional demographic questions were asked of respondents for the first time. As self-reported, respondents were mostly female, (85%), White (92%) and 30% consider themselves to be Hispanic, Latino or Spanish origin.

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.

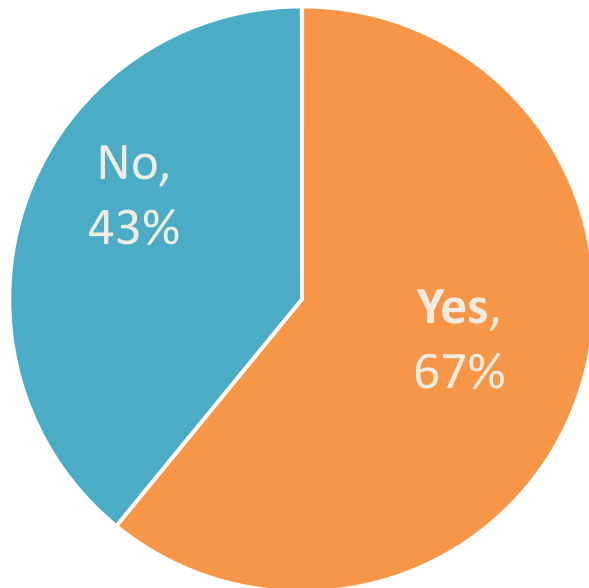
Educational Level



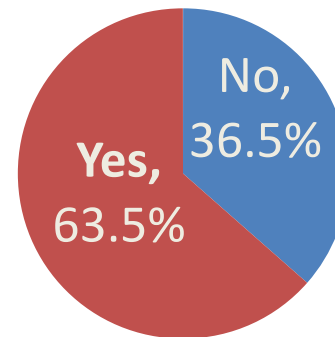
There are still many individuals who could benefit from Life Skills training to obtain additional education or training.

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

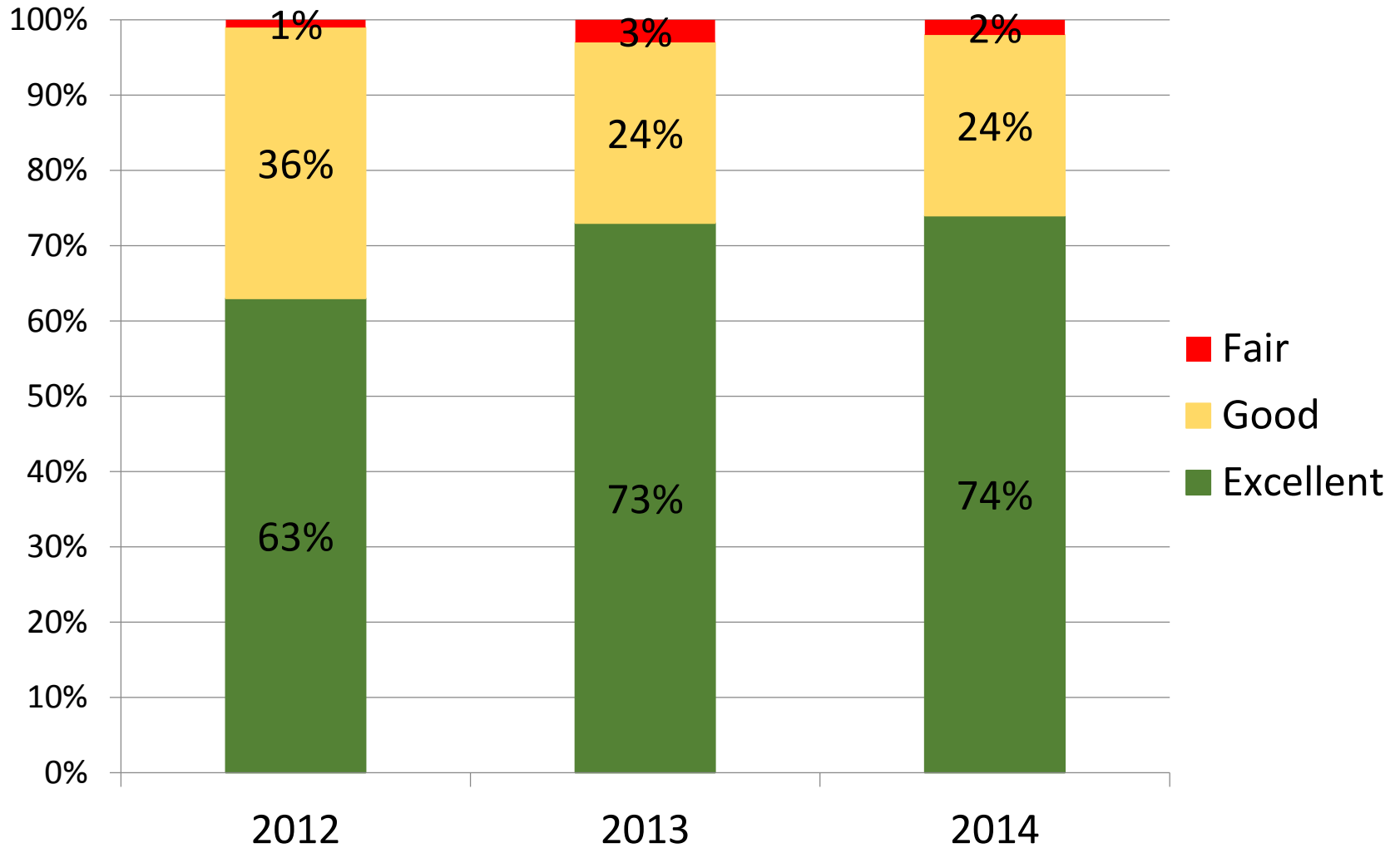
We increased satisfaction levels on overall quality of services, staff knowledge, and meeting customers' needs, from 2012 and 2013.

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

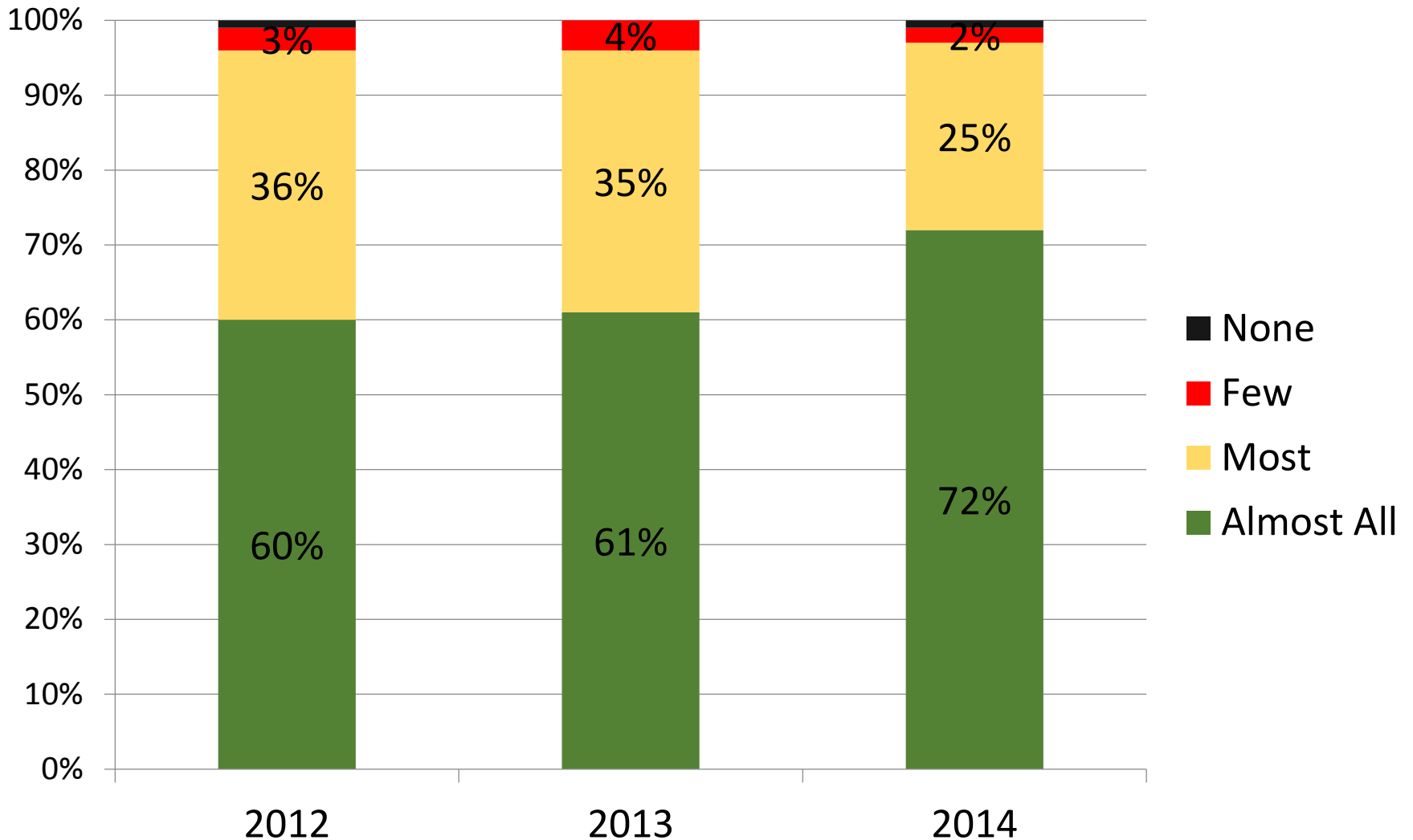
99% of customers said, yes, they were treated in a respectful manner.



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