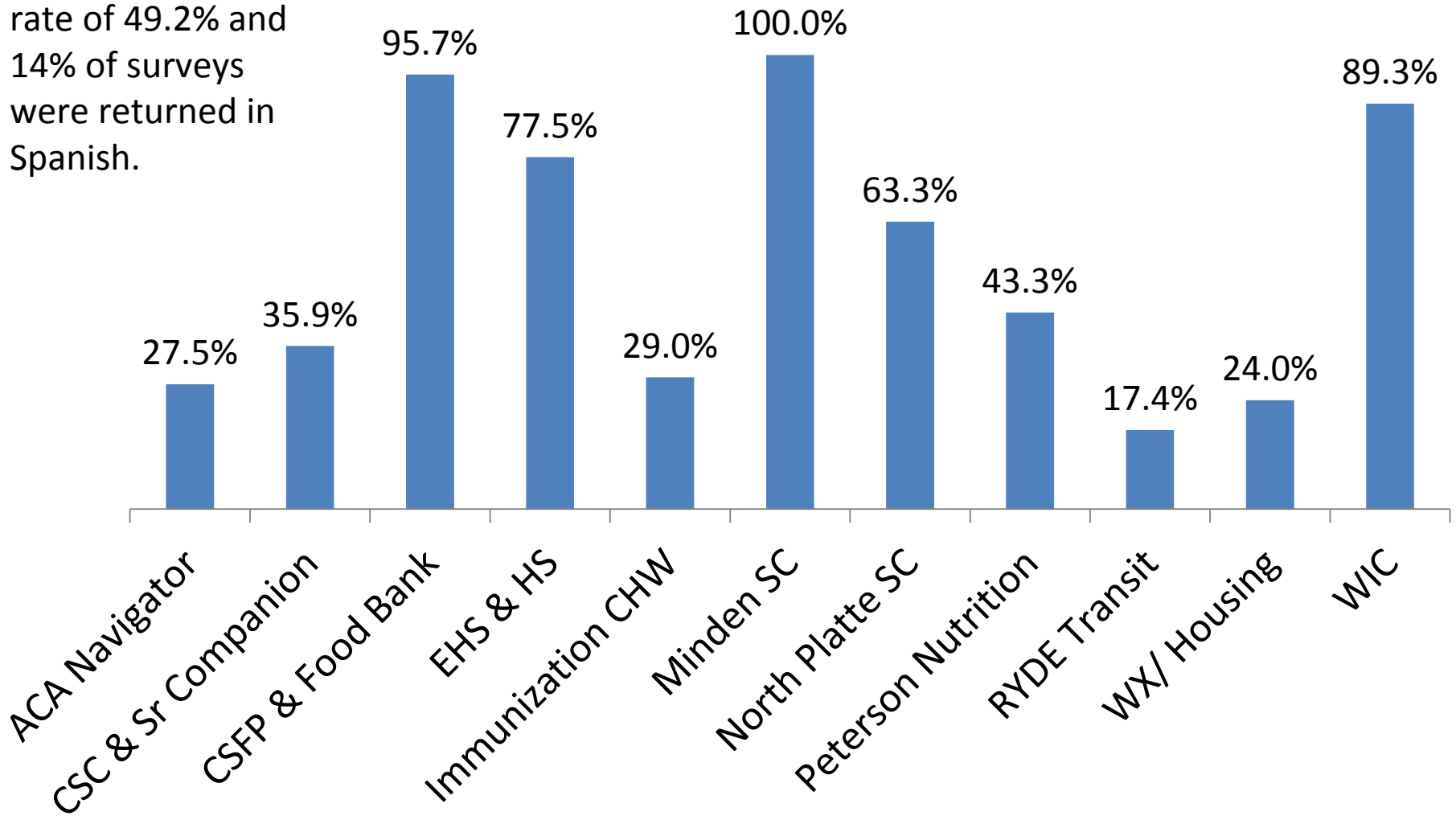




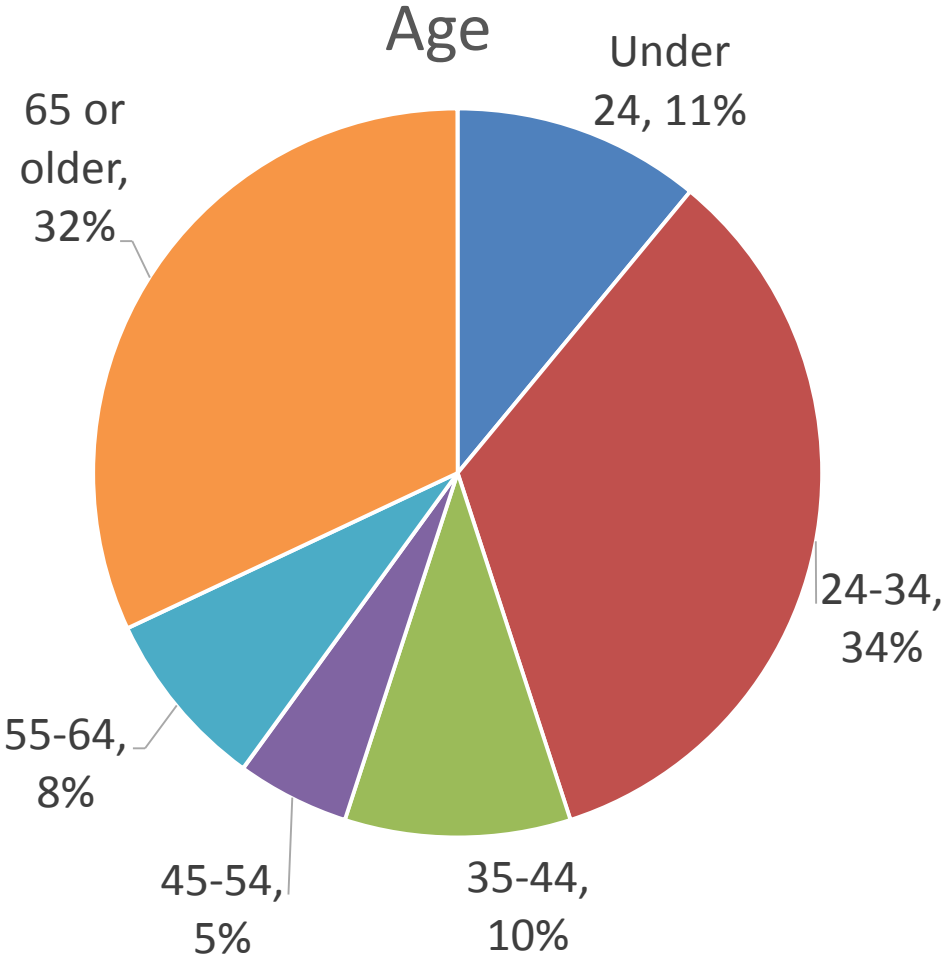
# 2015 Customer Survey Report

# 826 Surveys returned

Overall response rate of 49.2% and 14% of surveys were returned in Spanish.

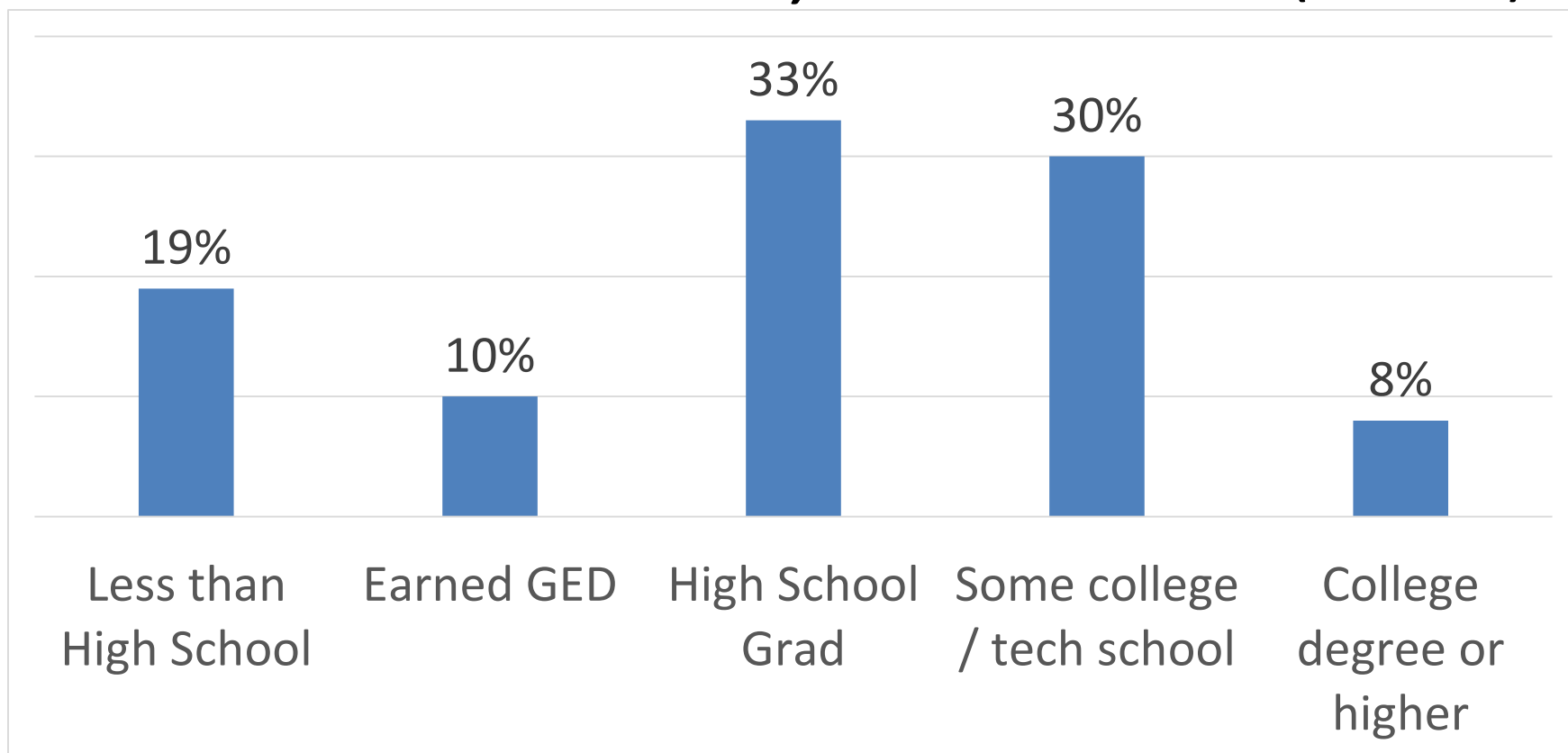


# Customer Demographics



Optional demographic questions were asked again in 2015. As self-reported, respondents were mostly female, (82%), White (93%) and 28% consider themselves to be Hispanic, Latino or of Spanish origin.

# Educational Level, Under 45 (n=381)



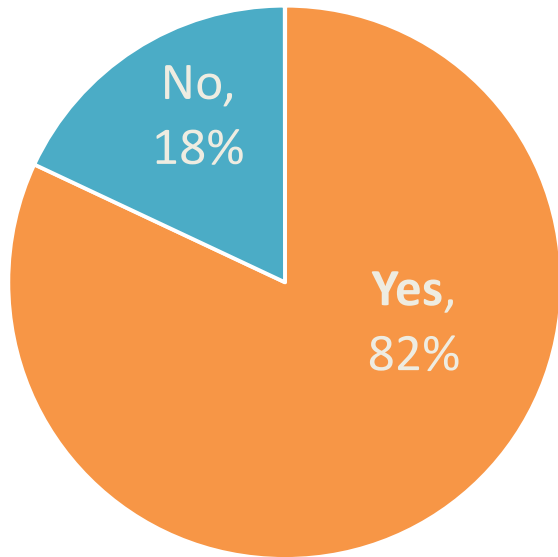
***There are still many individuals, under 45 years of age, who could benefit from additional education or skills training.***

Family Size			Family type	
1	33%		Single person	31%
2	17%		Single female parent	19%
3	14%		Single male parent	2%
4	14%		2 + adults, no dependents	12%
5	11%		Two parent family	34%
6	6%		Other family type	2%
7	3%		Others included grandparent	
8 or more	2%		and grandchild, 2 or more unrelated adults plus child(ren), other extended family.	

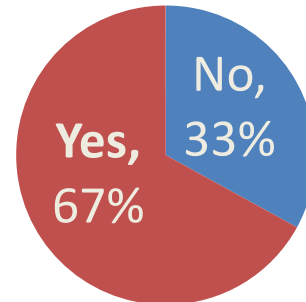
- Only a few respondents said they were homeless (4%).
- A third said they lived by themselves (31%).
- A full 34 % of respondents said they lived in a two-parent family.

# Employment Status

**Are You Able to Work?  
Age 64 and Younger**



**If Yes, are you currently employed?**



*Seventy-five percent of customers 65 or older said they were not able to work.*

*Of those 65 or older who said they were able to work, 20% are employed.*

***Who is not working?***  
*Those who are taking care of children.*

# Overall,

We increased satisfaction levels since last year:

- Overall quality of services
- Staff knowledge
- Offering other Mid Programs
- Meeting customers' needs

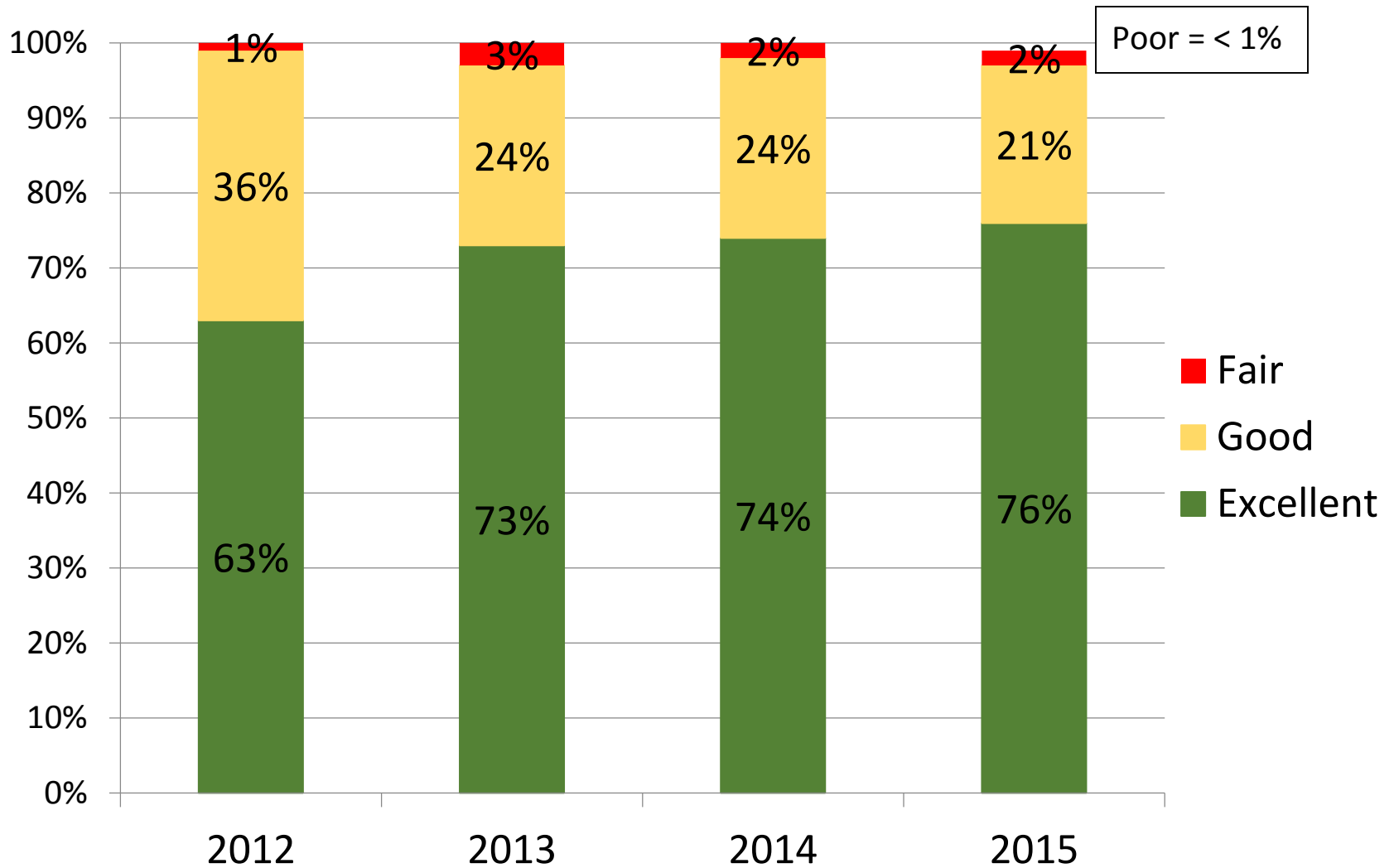


Customers reported being treated respectfully and swiftly (99% agreement on both).

*We asked “Because of Community Action’s help, I have improved my situation”, and 98% of Mid customers answered Yes.*

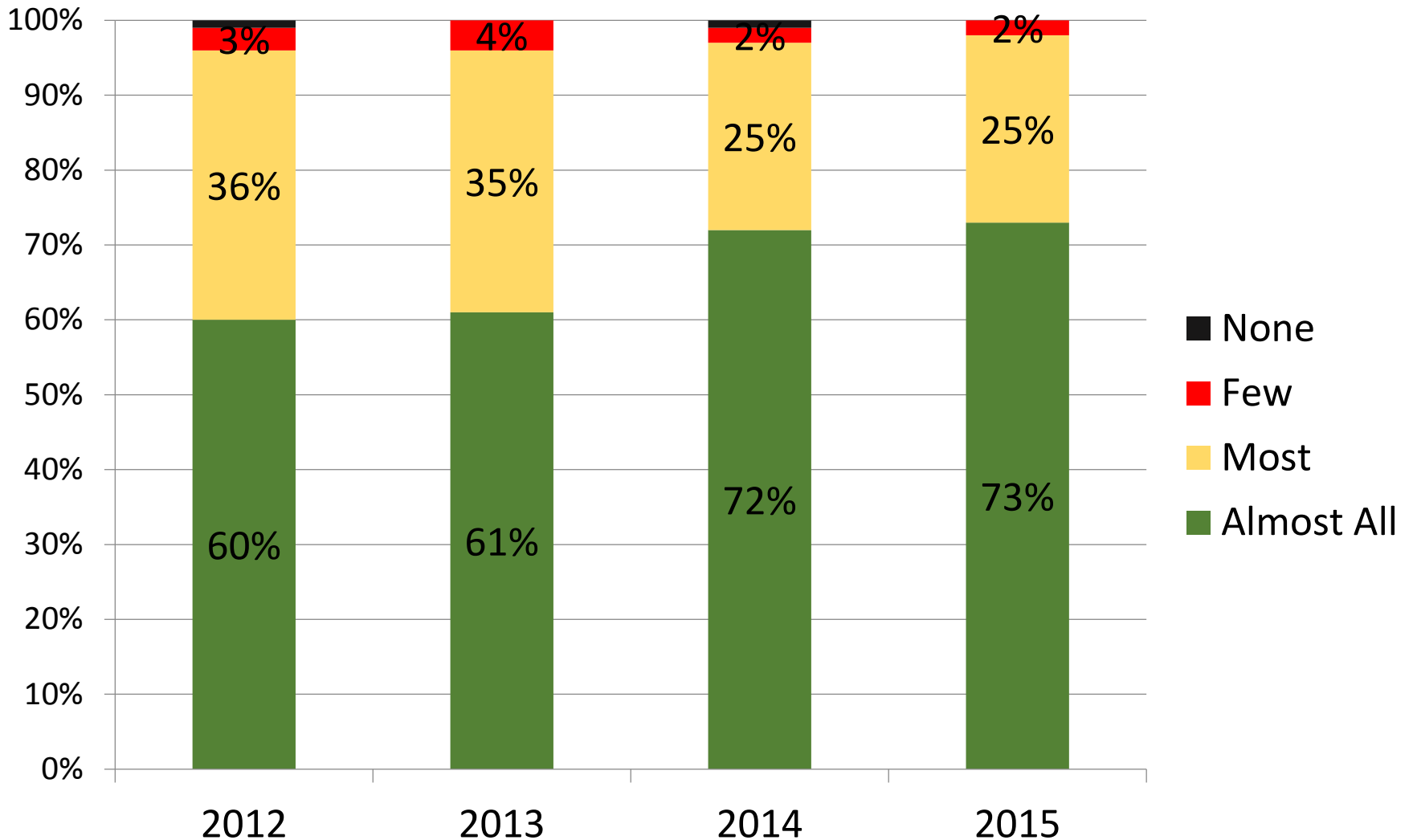


# Overall, how would you rate the quality of services received?





# 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

- Affordable Childcare
- Activities for all ages and special needs
- Birth to age 3 services

### Health

- Dental care
- Access to medical
- Health education

### Transportation

- In general
- Hours: Evening, weekends, on call, Sundays
- For those who need to get to place of work

### Housing

- In general
- Affordable
- Senior and assisted living
- Home improvements

### General assistance

- Postal service
- For Veterans
- For immigrants
- Utilities
- Jobs
- Access to help