



What our customers think is important to us at Community Action of Orleans and Genesee. Your opinion can make a difference! Please take a moment to fill out this survey about the service you have received at Community Action. Your answers will help us make changes to provide the best possible service. You also have the option of going to www.caoginc.org to fill out this survey on-line.

To ensure accurate results, please fill out only one survey per person during the survey period (4/01/17-5/05/17)

Please circle the county you live in **Genesee** **Orleans** **Other** ()

1) Which Community Action Programs have you participated in during the last year? (Check all that apply)

- ___ CATS ___ ACT ___ Holiday Assistance
___ Emergency Services ___ Holley Lunch Program ___ Weatherization ___ CCR&R
___ Main Street Thrift Store ___ Home Rehabilitation ___ Head Start ___ EHSCCP

2) During your experience, did you...

- a) Know where to go? ___ Yes ___ No
b) Feel welcome? ___ Yes ___ No

Comment: _____

3) Did you feel you were treated with dignity and respect by the staff and/or volunteers?

- ___ Completely ___ Somewhat ___ Not at all

Comment: _____

4) What was your goal or purpose? _____

Was your goal or purpose met?

- ___ Completely ___ Somewhat ___ Not at all

If not, why? _____

5) Were you given information about other programs at Community Action?

- ___ Yes ___ No

6) Were you told about or given information about agencies or resources other than Community Action to help you meet your goal? ___ Yes ___ No

7) How would you rate Community Action facilities? (upkeep, cleanliness, etc.)

- ___ Very Good ___ Good ___ Poor ___ Did not visit facility.

Comment: _____

Anything else you want us to know? _____

Optional:

(Note: The following information will be used to enter your name into a drawing for one of three gift cards to be given away at the conclusion of this survey.)

Name _____

Address _____ City _____ State _____ Zip Code _____

Telephone Number _____ Email address _____

___ I would like to be contacted by a director regarding my concerns.

___ I am willing to share my experience in the Community Action newsletter.

Thank you!

During our last Community Needs Assessment the following needs were identified. It is now time to conduct a new Community Assessment. To help us define the current needs of our customers please choose what you see as the 10 most important needs from the list below. Number them from 1 to 10 with 1 being the most important.

- ___ Affordable child care
- ___ Quality early childhood education (from birth to five years old)
- ___ Child care subsidy needs exceeds available funding
- ___ Stability of service provision due to how often families move
- ___ Child abuse and maltreatment has increased, especially in Orleans County
- ___ Services for single mothers
- ___ Service for “High Risk” youth – 43.5% of local youth are considered “High Risk”
- ___ 28.6% of students in grades 6-12 report their parents have favorable attitudes towards drug use while 45.7% report their parents have a favorable attitude towards antisocial behavior.
- ___ Orleans County ranks 61st out of 62 counties for health factors, which measure smoking, diet and exercise, alcohol use, risky sexual behavior, and access to health care and other factors.
- ___ Rates of Chlamydia infection have continued to increase in both counties.
- ___ Orleans County is much higher than state averages for obesity rates in young children.
- ___ Genesee and especially Orleans County have many fewer dental and mental health professionals per person than the state averages.
- ___ Portions of Orleans County have documented high levels of lead in children’s blood
- ___ Requests for medical assistance have increased, especially prescription assistance.
- ___ Access to and education about nutrition is lacking throughout the service area.
- ___ The service area in general and the southern portion of Orleans County specifically has lower quality and older housing stock than the state median, and sometimes “asbestos, lead and mold.”
- ___ Families (homeowners) in both counties cannot afford to replace roofs that are aging.
- ___ Homelessness has become an issue, with limited options for transitional housing.
- ___ Services for minorities
- ___ Services for seniors
- ___ As the senior population grows, the need for supportive services grows along with it. Demand has increased for in-home care, transportation and case management.
- ___ 13% of transportation survey respondents have unmet transportation needs, including evening hours, transit service, out-of-county transportation and transportation between the counties.
- ___ Transportation in the most rural areas is a need that is only partially met.
- ___ Many low-income residents operate their own vehicle but lack money to repair it.
- ___ In both counties, low-income individuals searching for entry-level work have difficulty with application processes and the introductory period at a job.
- ___ Utility payments have come difficult for low-income households, especially after HEAP ends.
- ___ High utility costs and low wages are adversely affecting affordability for renters and owners.
- ___ The average wait time for Weatherization services is more than four years in both counties.
- ___ Financial education for families is frequently stated as a need.
- ___ There is inadequate information about what programs and services are available.
- ___ Other: _____ (be specific)
- ___ Other: _____ (be specific)

Comments: _____

