



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 (4/09/18-5/04/18)

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 Holley Lunch Program Holiday Assistance ACT CCR&R
- Emergency Services (food, clothing, utilities, etc.) Main Street Thrift Store
- Weatherization Home Rehabilitation Head Start (0-5) EHSCCP Program

- 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!