

Community Action, Inc. would like your feedback. Please tell us how we are doing.

Which of the following services have you received? (Please check all that apply)

- Heating Assistance
- WIC
- Head Start
- Family Day Care
- Consumer Services
- Adult Education
- Family & Community Connection
- Volunteer Tax Program
- Community Services:
 - Drop-In-Center
 - Housing Issues
 - Utility Assistance
 - Food/clothing
- Other _____

How did you learn about Community Action?

- Newspaper
- Website
- Word-of-mouth
- Referral

Please circle your response to the questions below.

The office was easy to find, well-marked & convenient.	Agree	Neutral	Disagree	N/A
The CAI office was clean, tidy & comfortable.	Agree	Neutral	Disagree	N/A
I met with CAI staff at or near the time of my appointment.	Agree	Neutral	Disagree	N/A
I didn't have an appointment, but was served in a timely manner.	Agree	Neutral	Disagree	N/A
CAI staff was courteous, respectful, friendly and helpful.	Agree	Neutral	Disagree	N/A
CAI staff was sensitive to my situation and needs.	Agree	Neutral	Disagree	N/A
My need or reason for today's visit was taken care of.	Agree	Neutral	Disagree	N/A
CAI could not meet my need(s), but I was referred to other provider(s) or programs.	Agree	Neutral	Disagree	N/A
CAI staff offered information about other services available.	Agree	Neutral	Disagree	N/A

How long have you participated in Community Action programs?

- Walk in first time
- Less than 12 months
- 1-2 years
- 3 to 5 years
- More than 5 years

Were you satisfied with the services you received?

- Yes
- No

Would you recommend Community Action to others seeking services?

- Yes
- No

Are there services you are in need of that Community Action was unable to connect you with?

Do you have any suggestions for how we could improve the services we provide?

Would you be interested in sharing your story with others?

Please circle one: Yes No Not Sure

If interested in receiving information about Community Action programs how would you like to receive the information?

- Mail (*provide address below*)
- Website
- Facebook
- Email (*provide email below*)
- Other _____

Please provide your contact information

Name: _____

Telephone: _____

Email: _____

Address: _____

Return to: Community Action, Inc.
3 Washington Square
Haverhill, MA 01830

PLEASE NOTE THIS SURVEY IS AVAILABLE ONLINE AT:

WWW.COMMUNITYACTIONINC.ORG

Survey

Mission



Community Action, Inc. (CAI) provide resources and opportunities for individuals, families and communities to overcome poverty.

Vision

CAI envisions strong, thriving communities free of poverty.

Values

We build hope and offer assistance with respect and understanding.

Service Area

Our programs serve the following cities and towns: Amesbury, Boxford, Georgetown, Groveland, Haverhill, Merrimac, Newbury, Newburyport, Rowley, Salisbury, and West Newbury. Some CAI programs also serve Beverly, Essex, Gloucester, Hamilton, Ipswich, Lawrence, Manchester, Rockport, Topsfield and Wenham.