

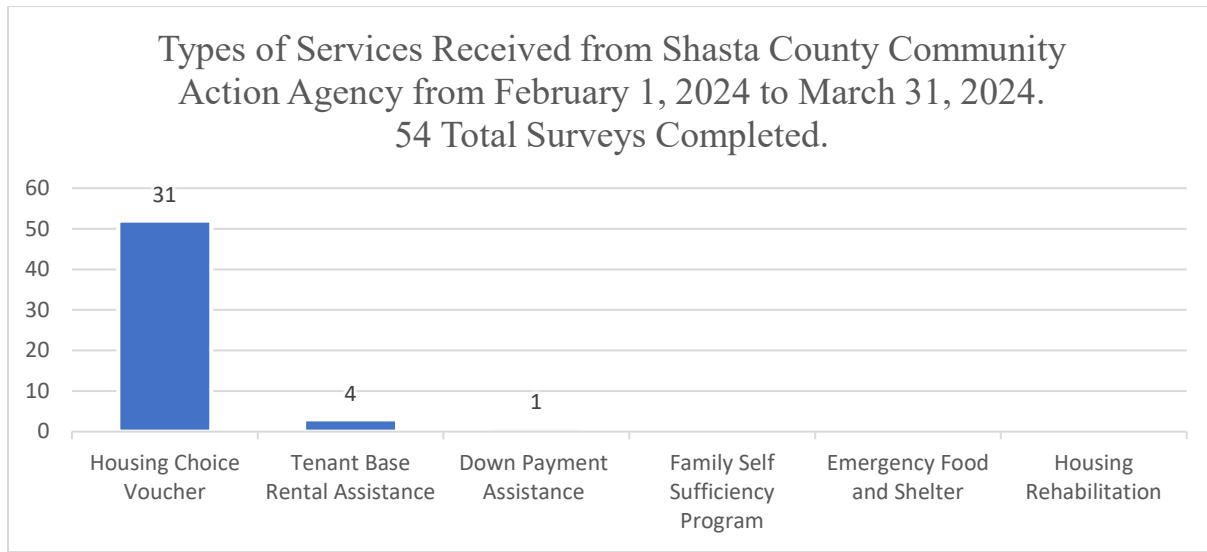
## Satisfaction Survey Report

### Mission Statement

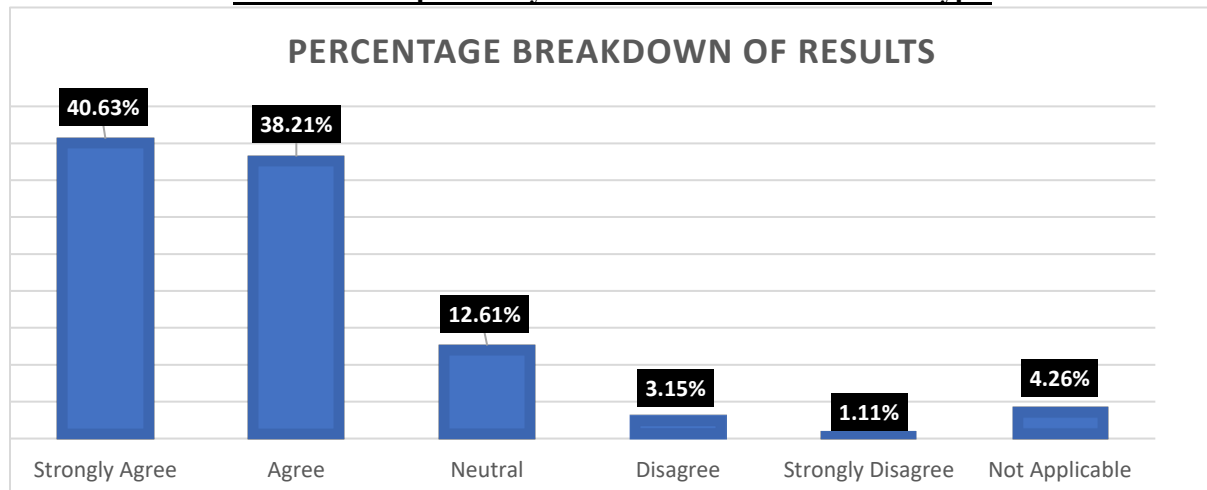
Shasta County Community Action Agency provides leadership, advocacy, and services to mitigate poverty by empowering economically disadvantaged persons to achieve self-sufficiency.

### About the Survey

This survey meets the Center of Excellence Developed CSBG Organizational Standards regarding Standard 1.3: The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/ advisory body, which may be met through broader local government process.



**\*A couple survey's marked more than 1 service type.**



### Surveyor's Comments

- It has really helped me survive on my income.
- I'm grateful for the help but was given worn information from my case manager and almost lost benefits due to her negligence. I never received deposited help and for the second time also lost benefits from housing because of the lack in communication from her and the all around incorrect information for the program and it correct up to date knowledge from her.
- This program has helped me with living expenses. I could barely afford to live life. Now I am stress free and so thankful.
- I am thankful to have Section 8 for having help with my rent because everything in prices goes up and life is hard when it comes to rent, so I am very thankful to have Section 8.
- All good. My inspectors are HUD. I am not sure what HQS is.
- Worker now never returns calls or responds to emails. I am very thankful for Housing Choice Voucher. A very needed help.
- All Good!
- It is extremely difficult for a senior to fill out & complete all the paperwork & dos & don't's & find proof get copies of all that's required.
- I have appreciated this program...without it I would be on the streets alone. Thank you!
- :) 100% + 10
- For the last 3 years everyone at HUD has been MIA. I've called and no one ever gets back to me. Also, I don't even know who my worker is, and I never get letters that they say I do get.

*Based on survey feedback from early 2024, the main area of concern was related to staffing changes with case managers who are no longer with us, improvement is ongoing.*

### People Interested in Volunteering

- 2 People indicated they were interested in volunteering or were interested in the advisory board.