Tallatoona CAP Community Needs Assessment Survey

Thank you very much for looking at this survey. As a person who receives services from Tallatoona CAP organizations, your opinion is very valuable. No one knows these programs better than the people who participate in them. By completing this survey you will be helping us find where there might be problems with some of our services and areas where we might be able to improve our services and our efforts to fight poverty in the community.

Tallatoona CAP has contracted with Kennesaw State University to conduct this survey and use the results as part of a larger assessment. We are also very interested in learning if there are services not being offered that you think would be helpful.

Before you begin, please read this introduction and answer the first two questions at the bottom of this page. You do not have to complete the survey if you do not want to. Your ability to come here for services WILL NOT change if you do not take the survey. Also, nothing will change if you take the survey. It is completely up to you.

Please rest assured all information we gather from this survey is strictly confidential. We will not ask for your name or any information that might identify you in this survey. The data we gather will only be used to make these programs better.

If you have any questions about this survey, please feel free to contact Paul Vaughn at Kennesaw State University – (470) 578-6464.

You must be at least 18 years old to complete the survey.

Before continuing, please choose ONE response for EACH of these 2 statements...

1. O I am 18 years of age or older.
   O I am not 18 or older - PLEASE DO NOT COMPLETE THIS SURVEY

I understand that completing this survey is my choice and that my name will at no point be associated with any information I provide.

2. O I agree to continue and participate in the survey. - PLEASE TURN THE PAGE AND CONTINUE WITH THE SURVEY
   O I do not wish to participate in this survey

Research at Kennesaw State University that involves human participants is carried out under the oversight of an Institutional Review Board. Questions or problems regarding these activities should be addressed to the Institutional Review Board, Kennesaw State University, 585 Cobb Ave., #0111, Kennesaw, GA 30144-5591, (470) 578-6407.

If you have any questions regarding this study, please reference Study #20-021: Tallatoona Community Action Partnership Community Needs Survey - CLIENTS (Tallatoona Community Action Partnership)
1. How did you find out about Tallatoona CAP services? (choose all that apply)

- Community Resource Referral
- Tallatooona promotional materials (flyer, signage, etc.)
- Internet search
- Friend
- Tallatooona website
- Newspaper
- Other (specify)

2. How easy was it to get information about Tallatooona CAP services?

- Very easy
- Easy
- Difficult
- Very difficult
- Don't know

3. Drawing on your experience as a customer of Tallatooona CAP, share your level of agreement with the following statements.

<table>
<thead>
<tr>
<th>Tallatooona CAP and their staff...</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>helped me to acquire useful skills or knowledge.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>improved my living situation.</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<td>O</td>
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<tr>
<td>are knowledgeable about their programs.</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>provide high quality services.</td>
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<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>helped me save money.</td>
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<td>O</td>
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<td>understand the challenges of its clients like me.</td>
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<td>are responsive in times of an emergency.</td>
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<td>O</td>
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<td>made a difference in my life.</td>
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<td>treated me with compassion.</td>
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<td>made me feel included in my community.</td>
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</tbody>
</table>

4. Overall, how satisfied are you with the services you have received?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

5. Which of the following programs have you used? (choose all that apply)

- Head Start
- Early Head Start
- LIHEAP (heating or cooling assistance)
- Self-Sufficiency Services (Assistance with Education, Job Training, Employment, Budgeting, etc.)
- Non-LIHEAP Family Supportive Services (Assistance such as rent, utility, etc.)
- Weatherization (Energy Housing Assistance)
- Other (specify)
6. Please tell us whether you need any of the following services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Not a need</th>
<th>Somewhat of a need</th>
<th>Extensive need</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeting Skills Training</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Healthcare Resources</td>
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<tr>
<td>Expanded GED/Literacy Programs</td>
<td></td>
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<tr>
<td>Mental Health Resources</td>
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<tr>
<td>Higher Education Opportunities (College, Trade School)</td>
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<tr>
<td>Employment Opportunities</td>
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<tr>
<td>Nutritional/Food Assistance</td>
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<tr>
<td>Housing Assistance</td>
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<tr>
<td>Job Skills Training</td>
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<tr>
<td>Utility Assistance</td>
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<tr>
<td>Mortgage/Rent Assistance</td>
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<tr>
<td>Transportation Assistance</td>
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<tr>
<td>Quality Child Care or Early Head Start</td>
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<tr>
<td>Parenting Education Meetings</td>
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<tr>
<td>Weatherization (home improvement such as air sealing, insulation, etc. to reduce energy/utility bills)</td>
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<tr>
<td>Other (specify below)</td>
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</tbody>
</table>

7. In which county do you live?
- Bartow
- Cobb
- Douglas
- Floyd
- Gordon
- Haralson
- Paulding
- Polk
- Other (specify)

8. What is your gender?
- Male
- Female

--- Continuing next page, please ---
9. In which of the following age groups do you belong?

- 18-25
- 26-34
- 35-54
- 55-64
- 65 or over

10. What is your race or ethnic background?

- African-American/Black
- Caucasian/White
- Asian/Pacific Islander
- Native American/American Indian
- Hispanic/Latino
- Multi-racial

11. What is your current employment status?

- Full-time employee
- Part-time employed
- Unemployed/Not looking for work  (Please continue with question #13)
- Unemployed/Looking for work (Please continue with question #13)
- Unemployed/Disabled (Please continue with question #13)
- Retired (Please continue with question #13)
- Other (specify)  

12. In what industry do you work?

- Agriculture
- Automotive
- Childcare
- Clerical Services
- Computer Technology
- Education
- Food Service
- Healthcare
- Management (Business)
- Manufacturing/Construction
- Military
- Professional Services (Legal, Medical, etc.)
- Public Sector/Government or Non-profit
- Other (specify)  

13. What did you like about working with Tallatoona CAP?

14. Is there anything Tallatoona could do to make your experience better?

15. Are there programs or services that you would like to see Tallatoona offer in the future?

Those are all of our questions. Thank you very much for completing this survey.
Please return the survey to where you picked it up.