A BRIEF SURVEY

Dear Friends,

(optional)

Community Action Organization is in the midst of a strategic planning process. We would appreciate a few minutes of your time to let us know what you think about our work in the community. Please fill out the questions below, fold this sheet so our address shows on the outside, and mail it back to us. Thank you for your comments and suggestions. They are very important to us as we create our future. Overall, how would you rate Community Action Organization's visibility in the county? 1 2 3 4 5 6 7 8 9 (High) Overall, how would you rate Community Action Organization's effectiveness in the county? <u>1 2 3 4 5 6 7 8 9</u> (Low) (High) What do we do well? 1, _____ What could we do better? If the agency were to focus on only two programs or issues, which ones would you suggest? What is the best role for the Community Action Organization to play in our county? What's one comment or idea you'd like to share that we haven't asked you about yet?

S-Almin

(optional)



1001 SW Baseline St. ● Hillsboro, OR ● 97123 ● Main (503) 648-6646 ● Client Assistance (503) 648-0829 ● Fax (503) 648-4175

Dear Friends,

As part of Community Action Organization's strategic planning process we are very interested in obtaining feed back from the community.

We would appreciate it if you took a few moments to answer two questions.

1. What do you think CAO is really good at (this could be the way in which we do our work or a specific service we provide)?

2. What are we known for in the community?

Any additional comments about CAO.

Thank you so much for your feedback

Admin/Corresp. DeFrLr97

Social Services Questionnaire

As you know in order to achieve compliance with Head Start Performance Standards we have been making changes to the manner in which social services are provided to our Head Start families. We'd very much like your assistance and feedback on the issue of social services in order to develop a system that works effectively to serve Head Start families.

What center do you work at?	
What types of social services are most often requested by families? Please list the top 3-5 services with the most fre requested first.	

Of the social services requested, what are the services that are the most difficult to provide or that you are unable to provide?

Please give us your feedback and ideas for improvement on the following areas:

Our social services delivery system:

Staff/program competency in the area of social services:

Staff training needs in social services:

Our filing system for documenting social services:

Combining the child education and family plans:

Other suggestions for improving social services for Head Start families?

HEAD START

Social Services Questionnaire

Which Head Start Center does your child attend?

If you had problems getting food stamps or other community services for your family who would you talk to at Head Start?

The state of the s

At Head Start each family has an assigned social services worker. It might be your child's teacher, the center coordinator, or a family worker. Do you know the name of your assigned worker?

How would you rate the skills and helpfulness of your social services worker the scale below?

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No	ot skilled	Highly skilled
	helpful	or helpful
		the little telling sounderman a pro- growing in

Any other comments on the skills or helpfulness of your social services worker?

Have you and your social services worker completed a family plan?

What are the most important issues you identified to work on in your family plan?

Any suggestions for how we can improve social services to Head Start families?

Thank you for taking the time to answer these questions.

COMMUNITY ACTION ORGANIZATION WEATHERIZATION EVALUATION

NAME
DATE COMPLETED
Was the weatherization work completed to your satisfaction?
Comments
Was the agency staff (the auditor and inspector) courteous and professional?
Comments
Was the private contractor's staff courteous and professional?
Did the private contractor's staff arrive at the scheduled time?
Yes No
Was the work site cleaned up when the crew finished?
Would you allow your home to be inspected by the Department of Energy when they visit our program to review our work?
Yes No
Do you have any other comments?

Thank you for taking the time to fill out this evaluation. Your comments witl help us in making our program better. Please return to CAO's inspector when the weatherization work is inspected.

WCCAO EMERGENCY FAMILY SHELTER 210 S.E. 12th HILLSBORO, OR 97123

Resident Evaluation Sheet

We appreciate your help in filling out this evaluation. Please feel comfortable to answer freely. We need your feedback and ideas to make the WCCAO Shelter program a success.

Your	length of stay at the Shelter:
For ton a	he following please circle the number closest to how you feel scale of 1 (excellent) to 5 (not satisfactory).
1.	The safety of the Shelter 1 2 3 4 5 Comments:
2	House Rules 1 2 3 4 5 Comments:
3.	Chore Set-up 1 2 3 4 5 Comments:
4.	Interaction with other residents 1 2 3 4 5 Comments:
5.	Sleeping Areas 1 2 3 4 5 Comments:
6.,	Kitchen and eating areas 1 2 3 4 5 Comments:
7.	Bathrooms 1 2 3 4 5 Comments:
8.	Laundry Facilities 1 2 3 4 5 Comments:
9.	Children's Areas 1 2 3 4 5 Comments:
The f Shelt	ollowing questions are about support you received at the WCCAO
CASE	MANAGEMENT
10.	How often was the Case Manager available to talk to you? 1 2 3 4 5 Comments:
11.	What issues did the Case Manager help you with?

12.	The Case Manager helped me discover resources and options. 1 2 3 4 5 Comments:
13.	The Case Manager was sensitive to my needs. 1 2 3 4 5 Comments:
CHIL	DREN'S PROGRAM
	Days and times provided 1 2 3 4 5 Comments:
15.	Activities provided 1 2 3 4 5 Comments:
16.	Children's Program Coordinator 1 2 3 4 5 Comments:
17.	Suggestions for improving the children's program
SHEL	TER STAFF
18.	The Shelter Staff was sensitive to my needs. 1 2 3 4 5 Comments:
19.	
160	Comments:
SPEC	IAL ACTIVITIES
20.	Parenting Classes 1 2 3 4 5 Comments:
21.	4
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