

Analysis

THE STAFF Person...	Agree
Listened and treated me fairly	99%
Responded in a reasonable amount of time	97%
Explained everything so I understood the service	98%
Helped solve the problem or meet my need	98%
Seemed to know the answers to my questions	97%
Did what they said they were going to do	98%

Since I used the NORWESCAP services, I am or a member of my family:	
	Agree (%)
Things have improved for the long term	80
An emergency or crisis has ended	52
There is hope for the future	79
One or more goals has achieved a goal	74
I have told others and referred others to NORWESCAP	79
There is no need to rely on agencies as much	47
There have been changes to the way I/we do things	63
I/we have been more active in the community, church, school, volunteer	55
I/we can deal better with our problems and issues	63
My situation has gotten worse	26
Don't think there has been any change for me or my family	32

	Not something I need (%)	Currently need help with item or service (%)	Currently have on my own don't need help (%)	Another agency, church, or org. helps me with this (%)
Housing that you can afford	40	24	23	13
Services for seniors living at home	90	3	6	1
Repairs for home	80	9	6	4
Medical care	51	10	20	19
Healthcare Insurance	45	12	23	20
Prescription medication that you can afford	54	9	20	17
Medical/Social services after discharge from hospital/facility (home health aide, med. Transport, etc.)	73	5	11	10
Dental services	46	18	18	17

Mental Health services	76	4	11	8
Substance Abuse services	87	2	4	6
Emergency financial service for basic needs	60	20	10	10
Food for self or family	44	22	15	19
Job that provides enough money to pay bills	46	33	16	5
Education/job training	57	29	9	5
Affordable childcare	58	21	10	11
After-school and evening program for children, youth and teens	65	20	8	7
Recreation/social opportunities for all ages	64	22	9	5
Parenting skills/support	75	11	10	4
Transportation	61	16	17	5
Legal assistance	81	9	6	4
Disability services	87	5	5	3
Immigration services	87	7	3	2
Services in my language (sign language, Braille, languages other than English)	89	5	3	2
Loan I have to pay back	82	12	4	2
Place where I can be involved in my community	80	9	6	5

How did you find out about us (n=443)
Friend = 185
Family = 86
Website = 21
Newspaper = 7
Poster = 6
Brochure = 10
Don't know = 6
Meeting = 6
Used for other services = 50
Facebook = 3
Medical office = 12
Other agency = 21
Other NORWESCAP program = 25
Faith based referral = 3