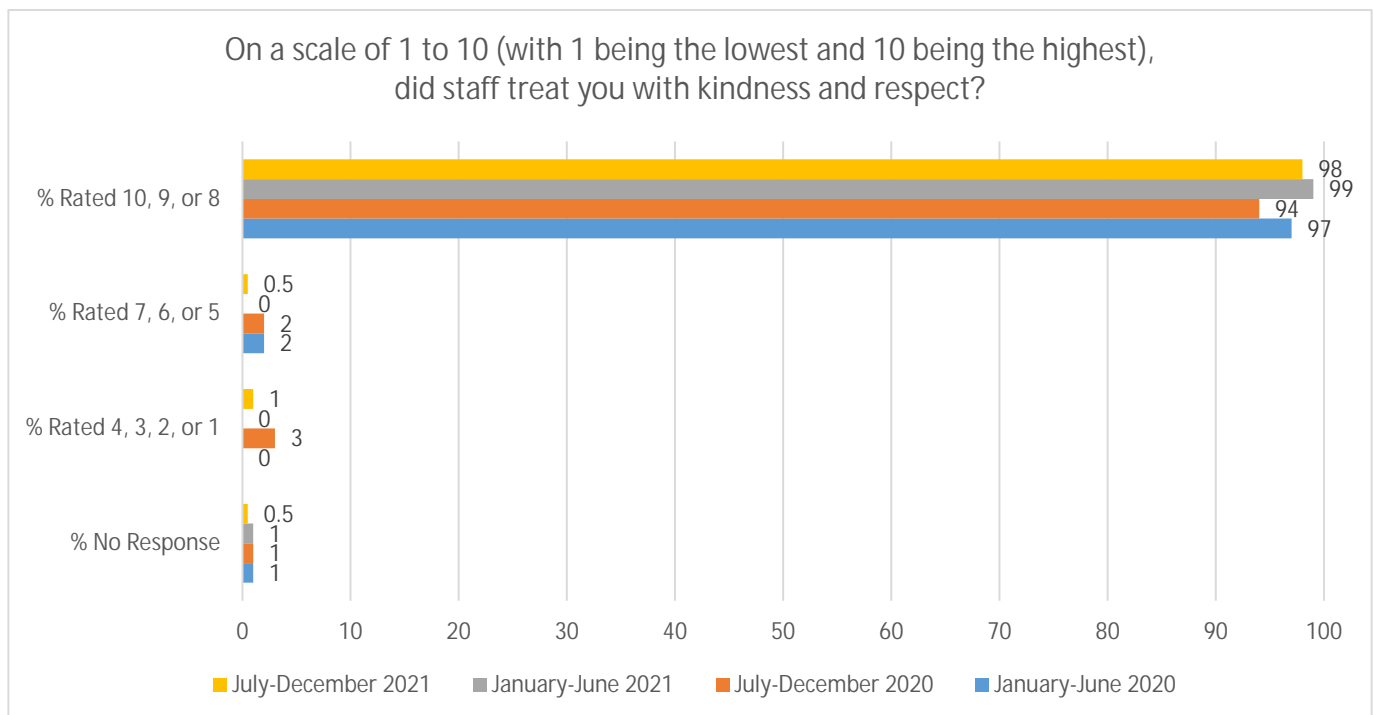
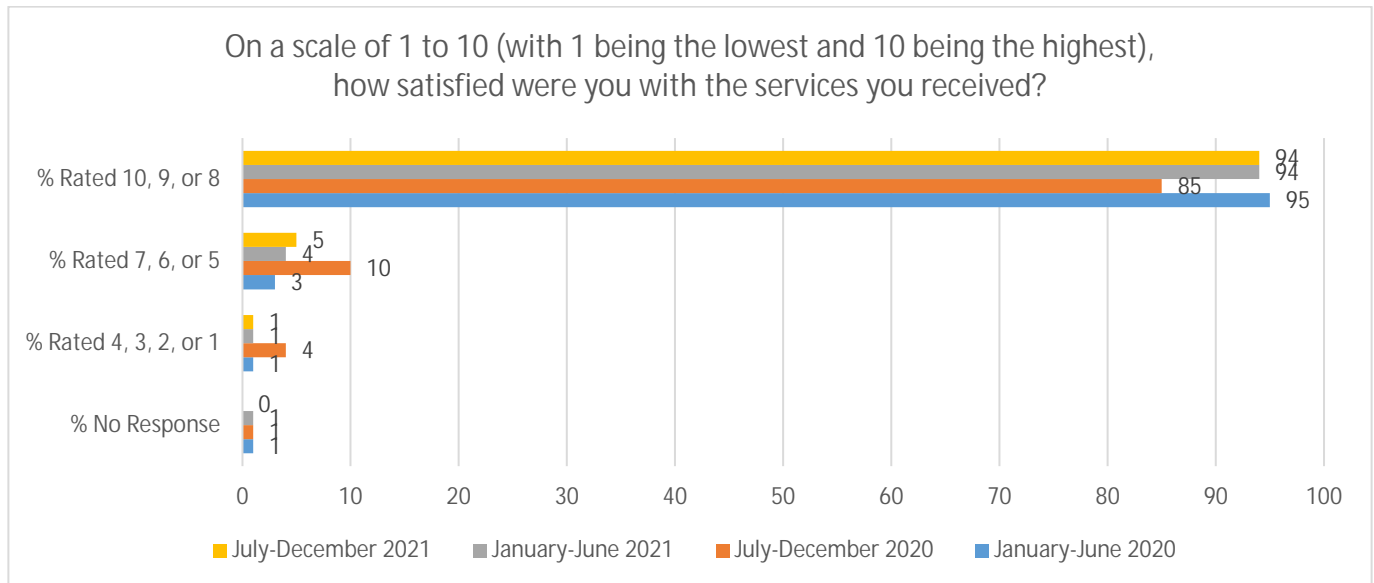


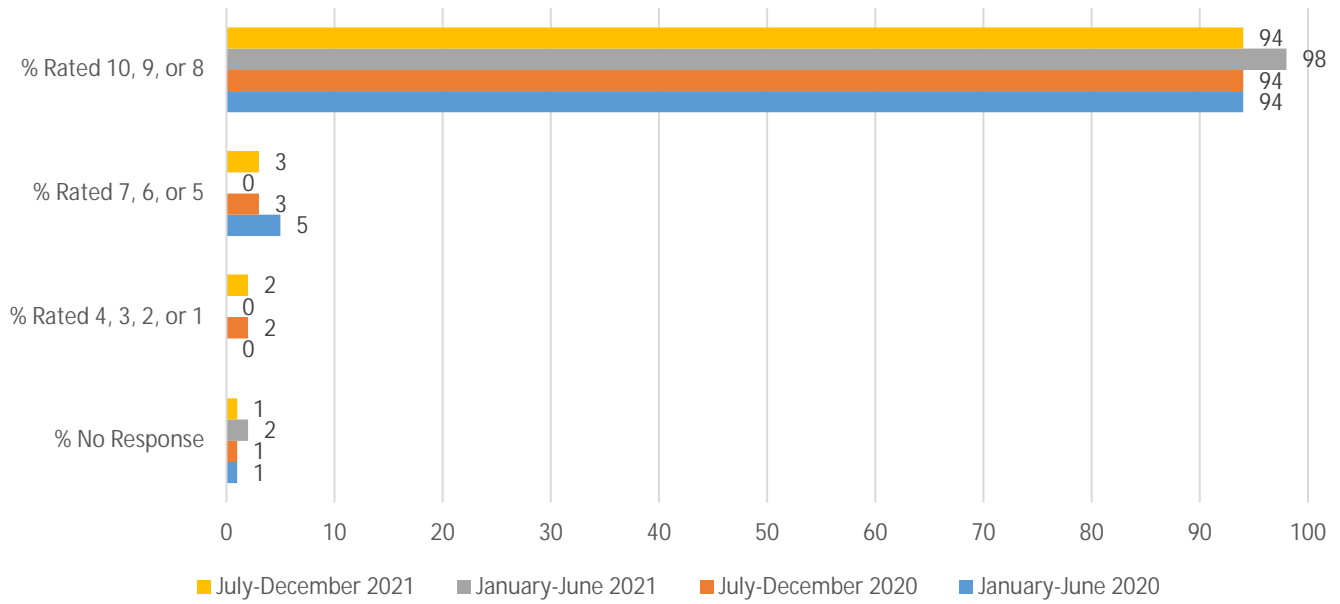


**Agency-Wide
Program Satisfaction Survey Results
July - December 2021 (214 respondents), with
January - June 2021 (133 respondents),
July - December 2020 (283 respondents), and
January - June 2020 (102 respondents),
included for comparison**

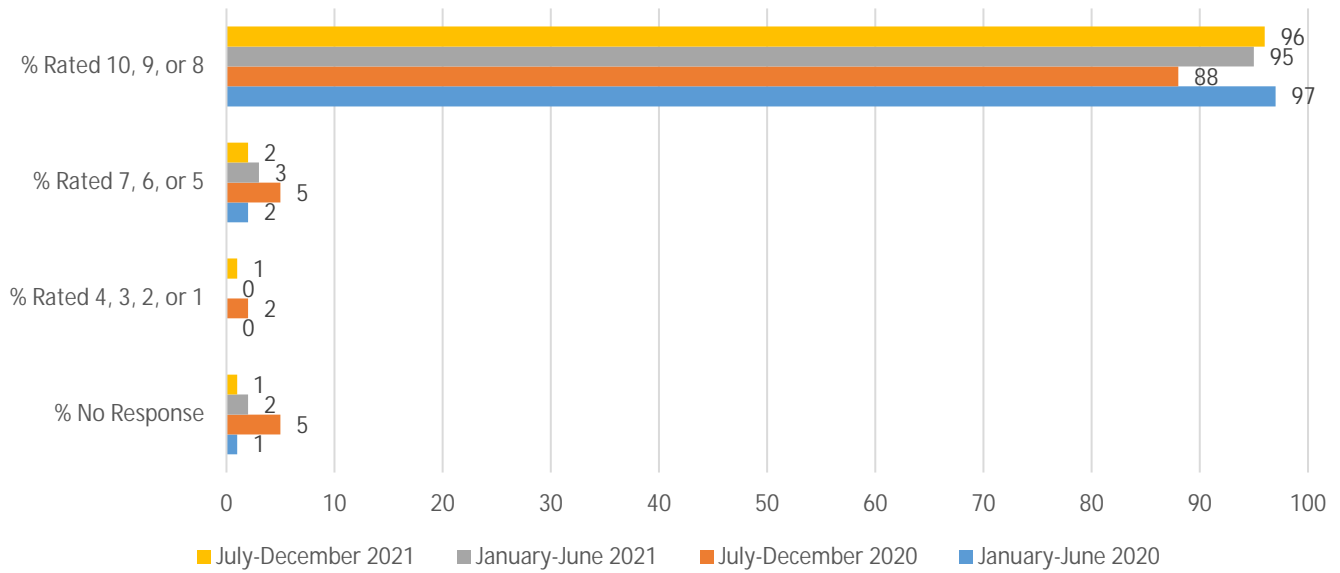
Couleecap provides various services in Crawford, La Crosse, Monroe, and Vernon counties. Once a year, or when the assistance provided is complete, program participants are asked (but not required) to complete a satisfaction survey. Below is a summary of the results from January 2020 - December 2021:



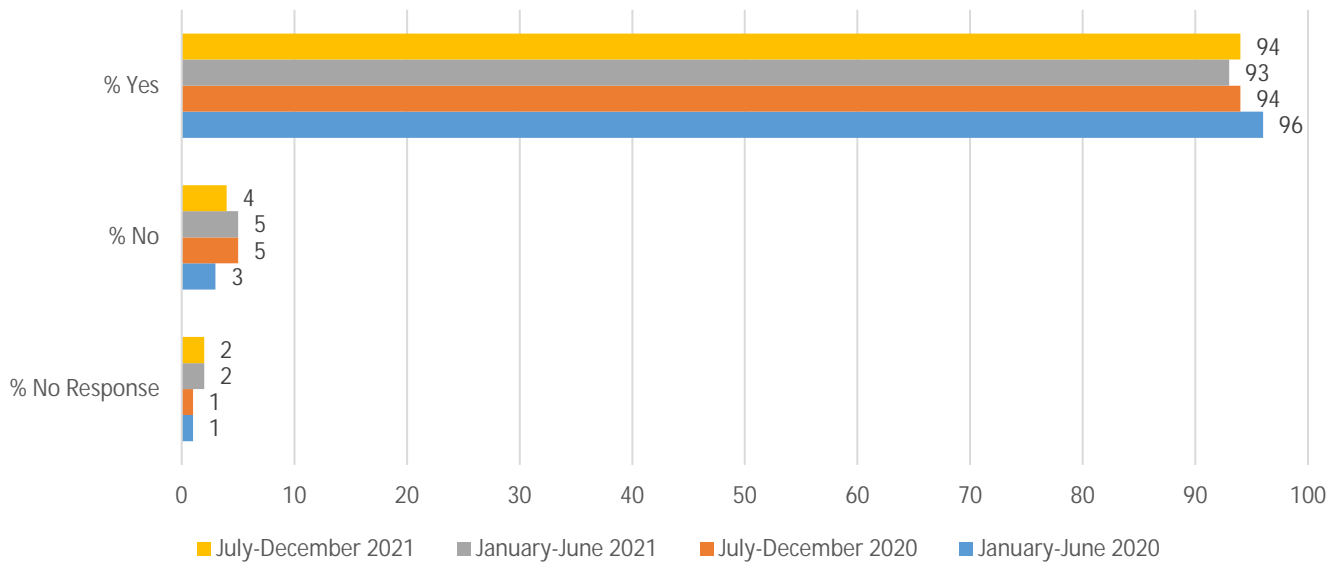
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
did staff respond to you in a timely and professional manner?



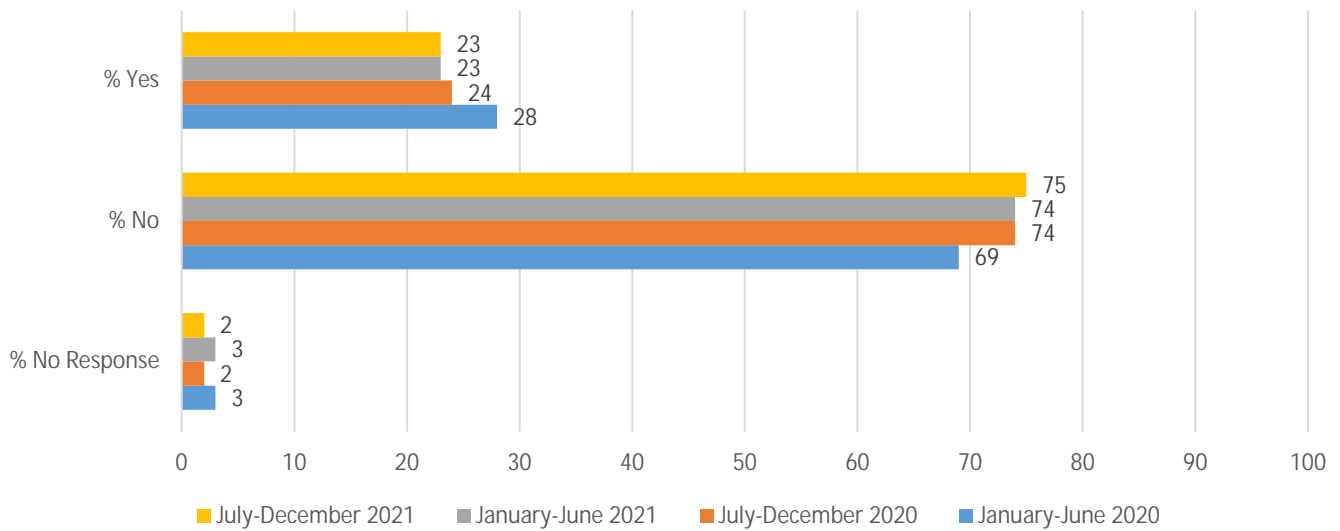
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
how likely are you to recommend this program to others?



Has your life been improved through this program?



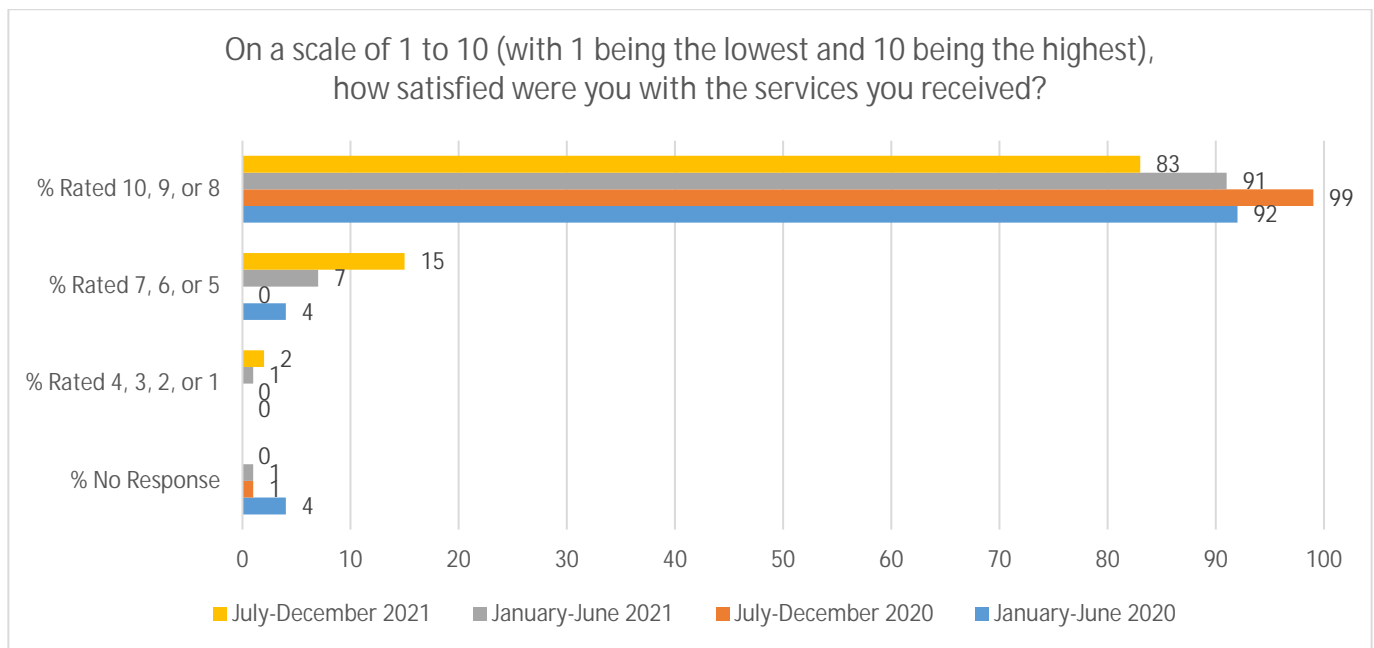
Have you used other Couleecap programs?



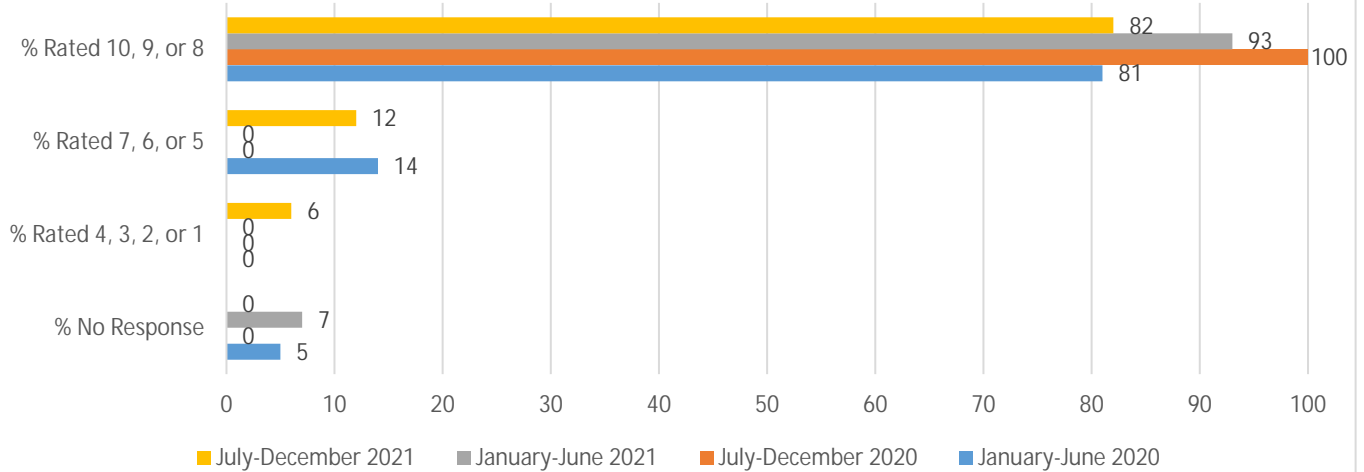


**Community Development Department
Program Satisfaction Survey Results
July - December 2021 (54 respondents), with
January – June 2021 (85 respondents),
July - December 2020 (74 respondents), and
January - June 2020 (27 respondents)
included for comparison**

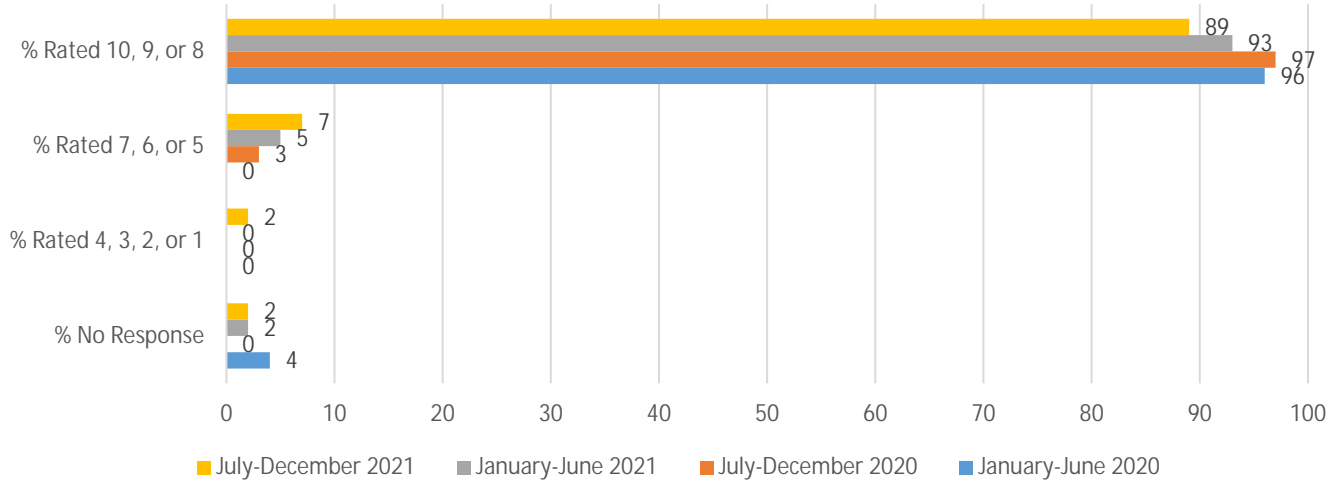
Couleecap’s Community Development Department provides services in the areas of home rehabilitation, home buying assistance/education classes, affordable rental housing, education/employment, transportation, and economic development in Crawford, La Crosse, Monroe, and Vernon counties. Once a year, or when the assistance provided is complete, program participants are asked (but not required) to complete a satisfaction survey. Below is a summary of the results from January 2020 – December 2021 (comments are from July – December 2021 surveys):



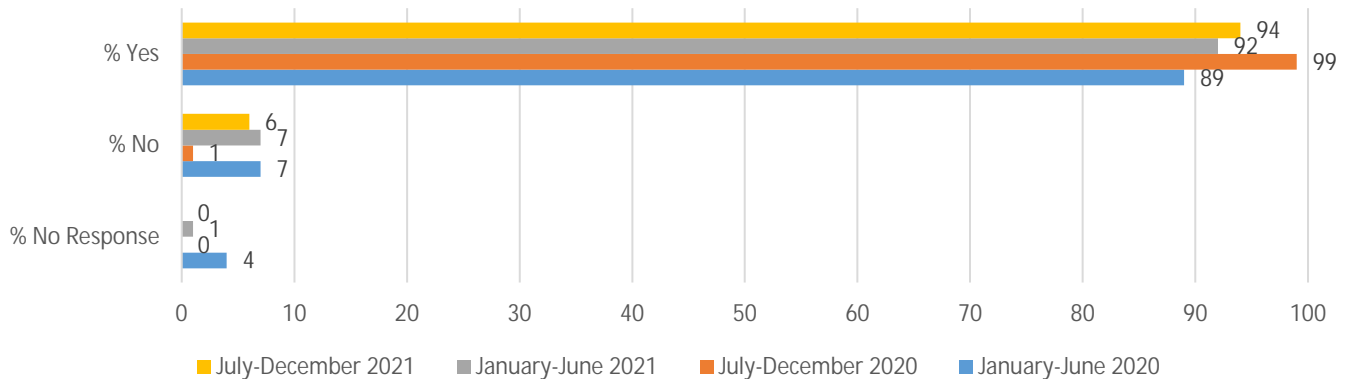
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest), did staff respond to you in a timely and professional manner?



On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest), how likely are you to recommend this program to others?

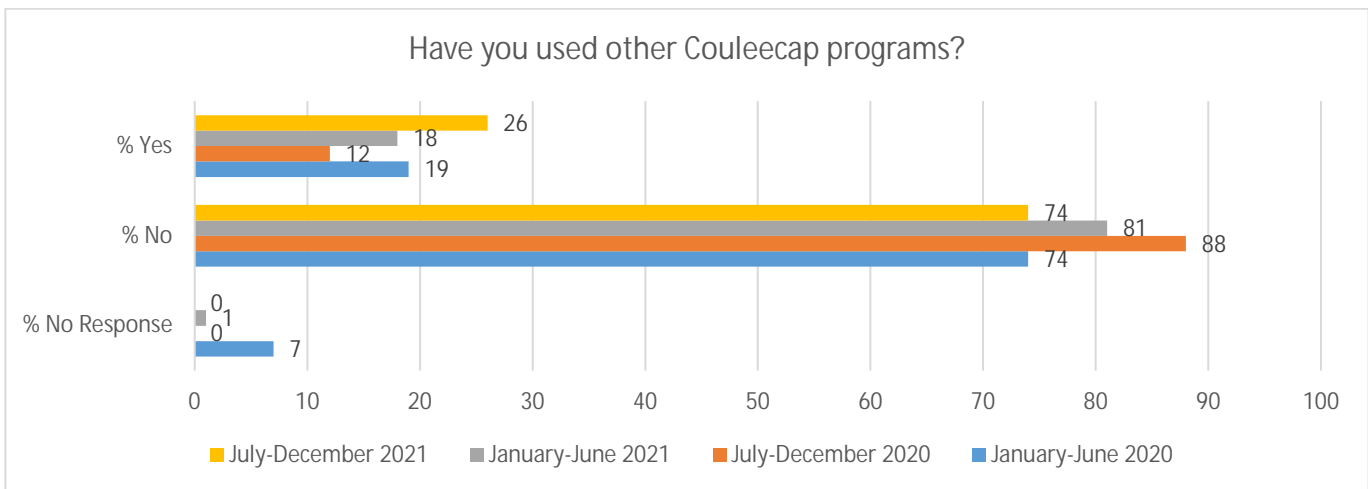


Has your life been improved through this program?



Please explain:

1. I have learned so much more about credit and the process of homebuying.
2. I learned many new things, have a better understanding of the home-buying process, and feel confident that I have the tools to step through the home-buying process.
3. Great refresher on some topics, and new information gained on others.
4. New information.
5. Know more about the purchasing process.
6. Managing expenses to improve credit.
7. I know more about what I need to do to prepare to buy and what to expect when I do.
8. Know more about the purchasing process.
9. Gives me hope.
10. A lot of valuable information that I did not have prior to the class.
11. It is making buying a house easier and less complicated.
12. The information shown in the in the presentation help me better look at homes on the market and better understanding the home buying process and what to look for.
13. This program has made it so that I can buy a home for my family and put down roots.
14. I feel more prepared to invest my money in a home.
15. Just more informed and ready.
16. I understand better the things I need to get in.
17. It gave me a better understanding on the things I need to do in order to get the house I want.
18. This class enables me to look into more than 1 home mortgage option as in fixed....WHEDA, etc.
19. Excited.
20. This helped me understand everything that goes into the home buying process a lot better!
21. There was so much good information!!!
22. It has prepared me for the next steps of buying a home.
23. Without Couleecap our family would not be able to own our home & lower our utility bills.
24. Got a house.
25. I was told that I qualified for a full 10% down. 3 days before my closing I was informed I would only get 1 of the programs not both with an apology for blowing up my house deal. I feel that was done on purpose. It was also commented that my house would sell fast and even someone in their office was interested in it.
26. Not only did it help us get into a new house but allowed us to make some fixes too.
27. I got a house.
28. Problems around house have been addressed and made safer for family.
29. Fewer worries.
30. Mostly just time issue.
31. Build back what was lost in bankruptcy, repaired credit to a 750. Newer dependable vehicles. Now house shopping. All five kids spoiled.
32. Cleaner conditions.
33. No lawn care, snow removal, great.
34. I was able to move from the flood plain to higher ground.



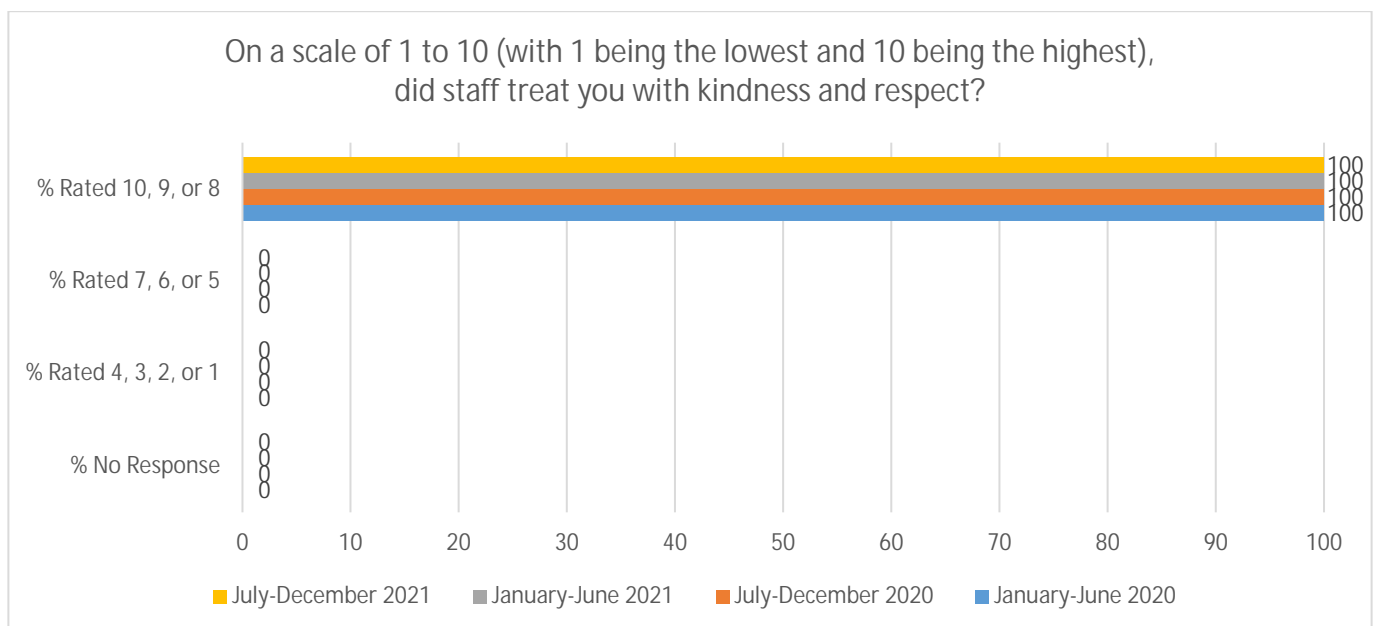
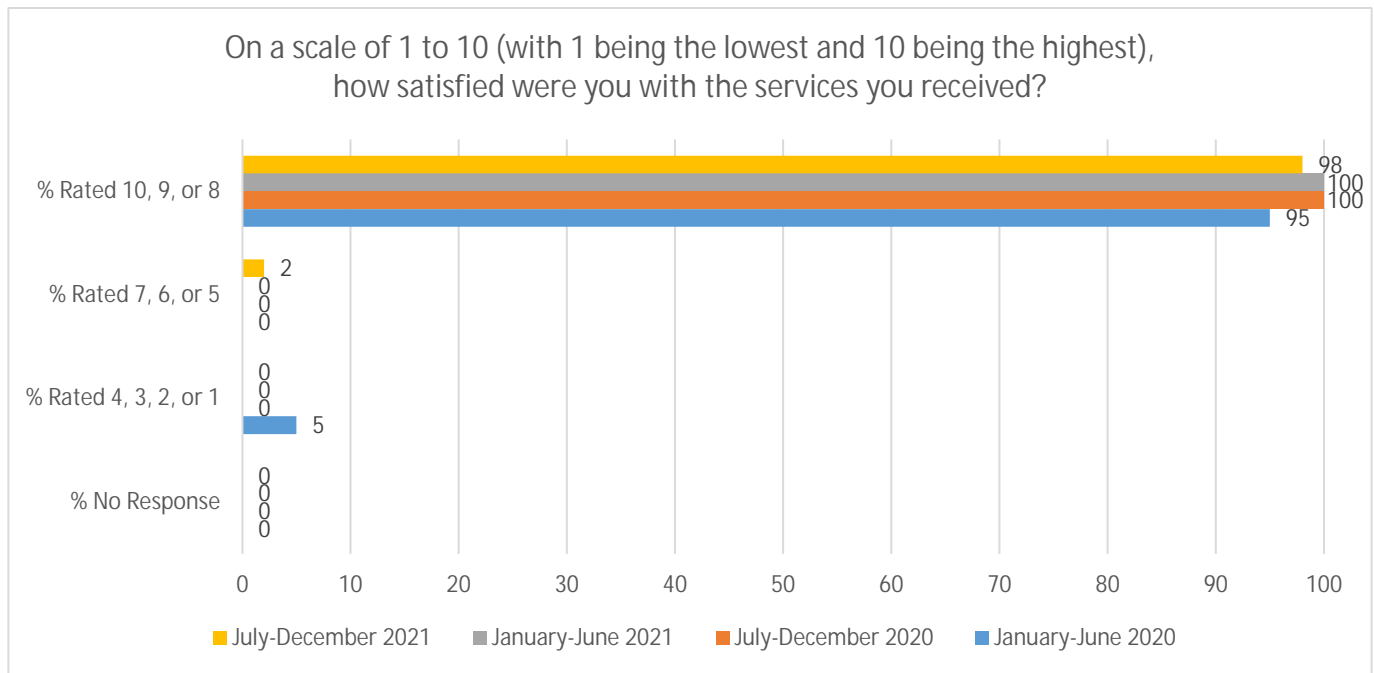
How can we improve the services you received? Feel free to use this question to share other comments/suggestions too.

1. Nothing! This program is great. I learned so much and was walked through thoroughly of the homebuying process. I am now excited to officially start looking for my first home.
2. Math sucks.
3. None at all.
4. Great program.
5. Very good.
6. I think this service/class was presented greatly and kept my attention very well.
7. High five Coulee cap staff for helping people better their lives!!
8. Have more class times available, maybe split it into 2 classes so you can have the classes later in the day.
9. At this time, I cannot see any way to improve this program unless more grant money is injected into the program.
10. You can just keep hiring nice people - those ladies' were so sweet and knowledgeable.
11. 3 sections seemed too brief or confusing. Maybe a guest can come in and talk more.
12. Buying a house can be confusing and very overwhelming with everything that goes into it! This class definitely helped break things and down and made me understand how the whole process worked. Especially on the side of the mortgage and banking portion and understanding how much I can truly afford. Thank you so much for putting this all together!
13. I really enjoyed this class!
14. You could actually do what you promise to do and help. I also have repeatedly called in to try and utilize another program and absolutely no one has returned my calls. Considering these are loans mostly that I have to pay back you cannot dictate how the house is done - it is not free money. I am disabled and really need an elevator in my home. It is less than 1 year in a nursing home for 1 person for the cost. Can make it so can function in my home for decades!! For a loan I have to repay - Couleecap people tried to dictate a full home renovation instead - which by the way would hurt my functioning in my house, not leave space for overnight Medicaid/IRIS workers, was not what I wanted and needed, but also cost more than the elevator/lift does. You (Couleecap) cannot dictate the structure of my home for a loan I have to pay back. You might have input for free money but that is not what you offer. Quite frankly, it is my home and they do not want to do this, so they are just not answering my calls. So much for helping disabled people - Couleecap is a joke around here.
15. More dates for counselling or automate/make it on demand.
16. I think staff did a great job.
17. You are very thorough.
18. Mostly just time issue.
19. The last rental management really had poor communication skills. She never informed us why repairs were not being made. She was very rude, talked down to us. In short, she made us feel less than human for being here and having a large family. I felt like scum.
20. Wood strip on floor in living room/kitchen has crack. Kitchen spray faucet broke.

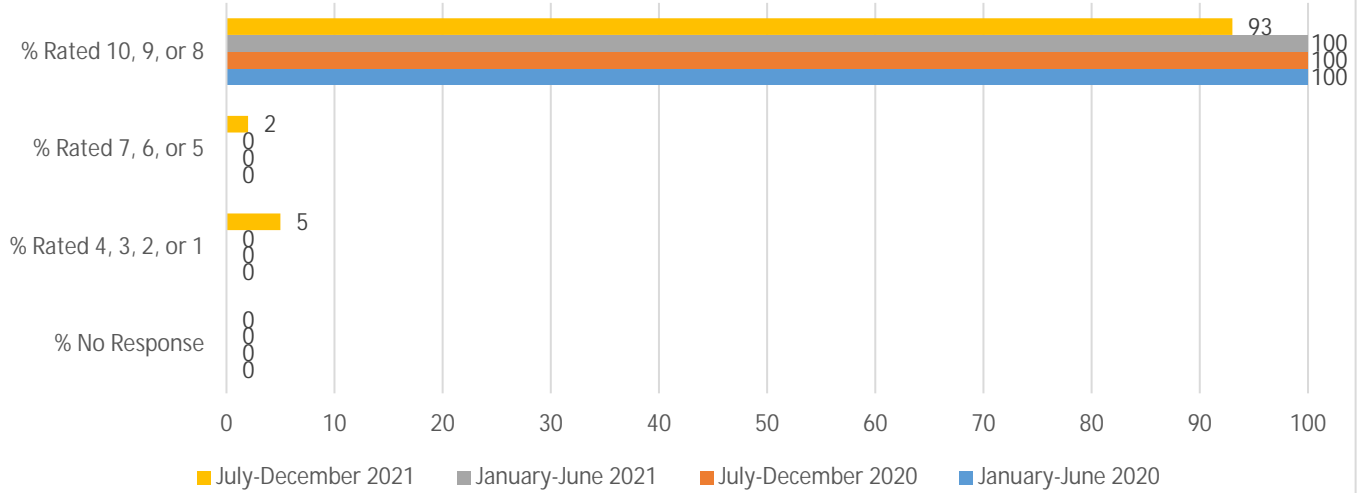


**Energy Services Department
Program Satisfaction Survey Results
July - December 2021 (43 respondents), with
January - June 2021 (24 respondents),
July - December 2020 (33 respondents), and
January - June 2020 (21 respondents),
included for comparison**

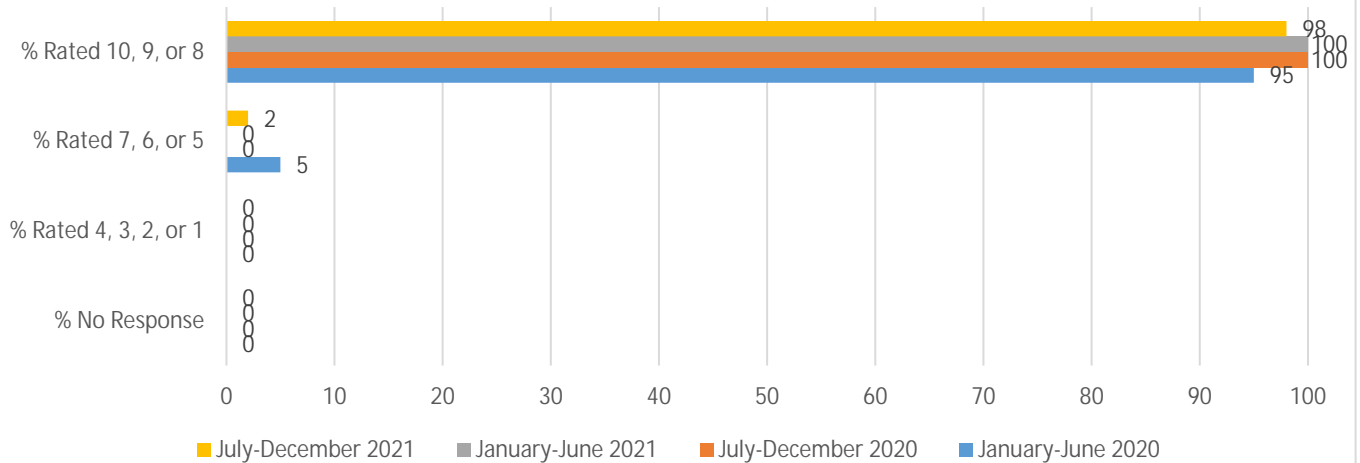
Couleecap’s Energy Services Department provides services in the areas of weatherization and furnace repair/replacement in Crawford, La Crosse, Monroe, and Vernon counties. When the assistance provided is complete, program participants are asked (but not required) to complete a satisfaction survey. Below is a summary of the results from January 2020 – December 2021 (comments are from July – December 2021 surveys):



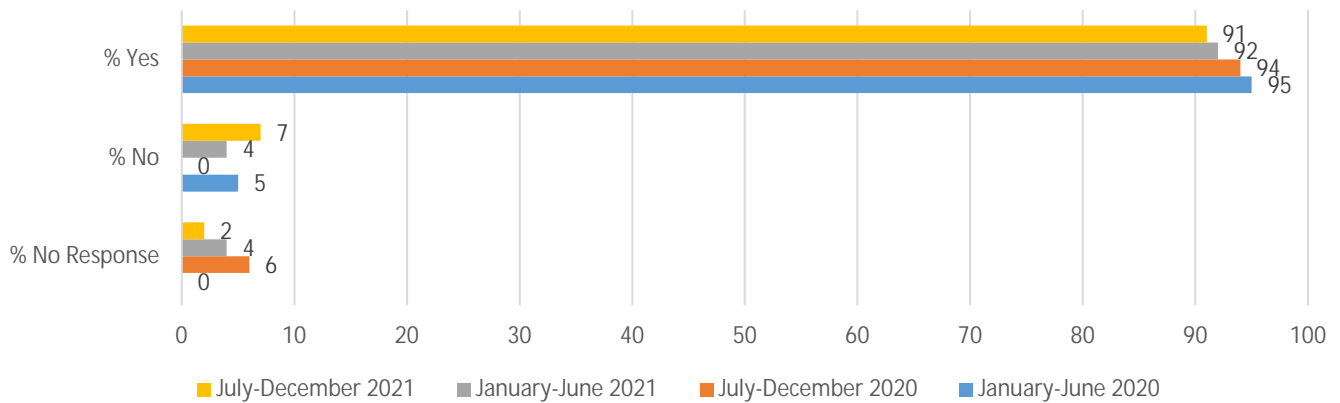
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
did staff respond to you in a timely and professional manner?



On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
how likely are you to recommend this program to others?

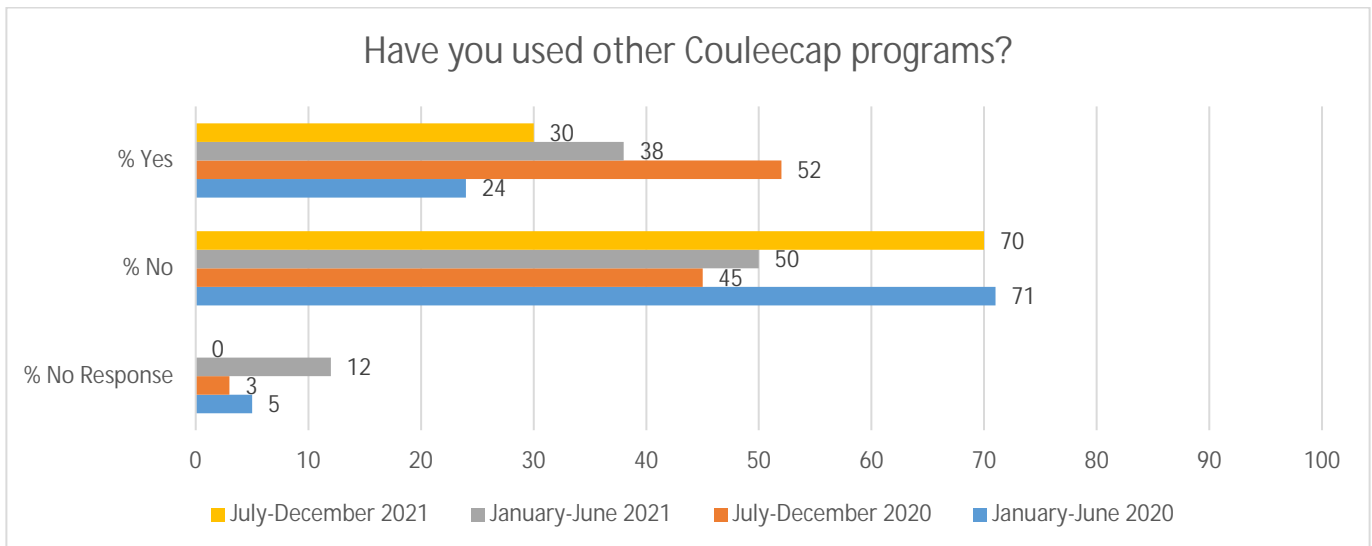


Has your life been improved through this program?



Please explain:

1. The house won't be as bad to heat this winter after Couleecap got it insulated.
2. House is easier to heat.
3. Our life had been improved in different ways, this making our home better to live in.
4. No drafts, warmer house.
5. We used to burn wood only for heat, now with this wonderful new gas heating system, we can breathe cleaner air and not worry about chimney fires. Also the amount of insulation used to tighten up the house is very noticeable, No Drafts!
6. I have a better insulated home and a lower Xcel Energy bill.
7. Doors fixed so they can lock, so we feel safer now. We know our heat bill will be reduced. Removed old freezer, replaced with new.
8. Improved my quality of life, I could not afford.
9. Lower energy bills. House cool and warmer when appropriate. Sealed porch keeps unwanted air out. Clothes dryer now has tight fitting exhaust.
10. Always sure I will have hot water. I know the house will be warmer this winter.
11. Gas leak fixed and nice refrigerator - thank you.
12. With the added insulation, our house has been holding the cold air better which means air conditioner runs less. I cannot wait to see the savings from winter with heat.
13. Cheaper utilities since replaced water heater.
14. Hopefully the heating bills will come down this winter.
15. It helped by providing services in a time of need and helping us to a better tomorrow.
16. The exhaust fans in the bathroom have made a HUGE difference and the added insulation has really helped.
17. Immediately noticed a comfort level improvement upstairs. Used to get incredibly hot/humid. Now takes a while.
18. My electricity bill went from averaging \$200-250/mo when using electric heat to \$65-87/mo.
19. They repaired items that I would not have been able to. Also, we will save money.
20. I don't think we will really see the benefits until winter.
21. Didn't receive help because I'm moving. I called staff.
22. Air temperature is evenly distributed throughout home. Replaced leaking water heater which will reduce electric costs.
23. Before having a furnace installed I had to fire a wood burning stove to keep warm, which was not heating my house, so was cold before this year.
24. Ease of mind. Had some super people do the insulation.



How can we improve the services you received? Feel free to use this question to share other comments/suggestions too.

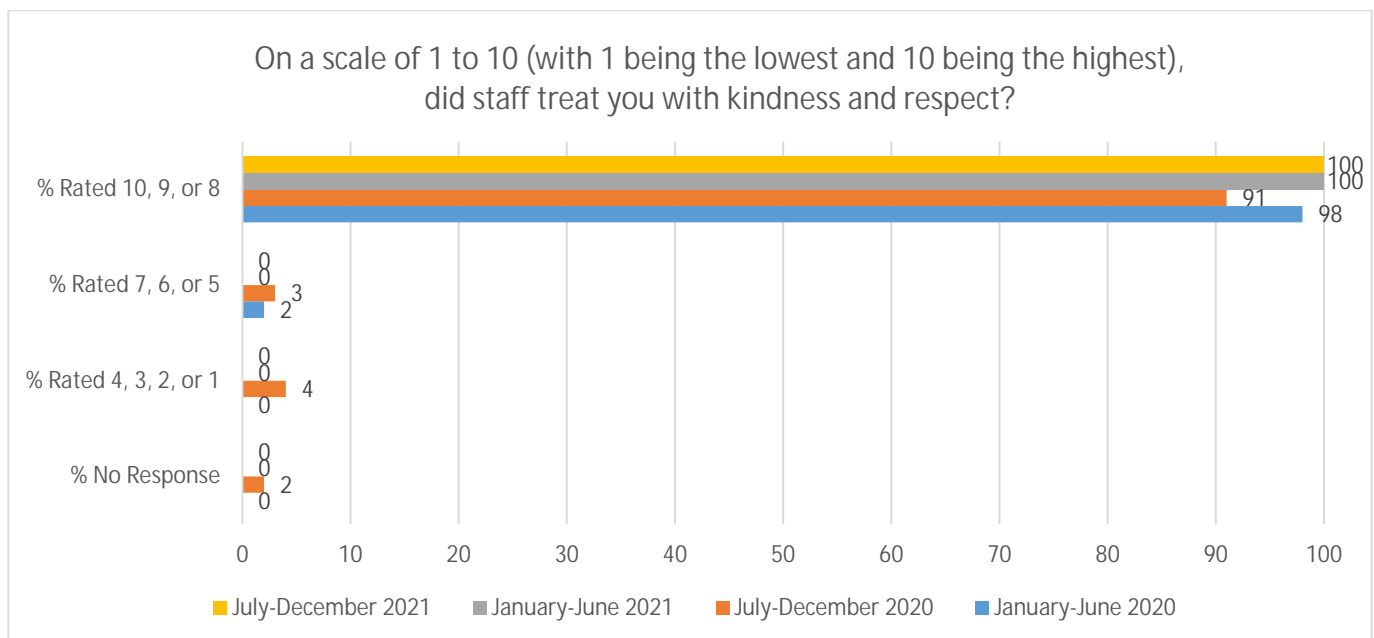
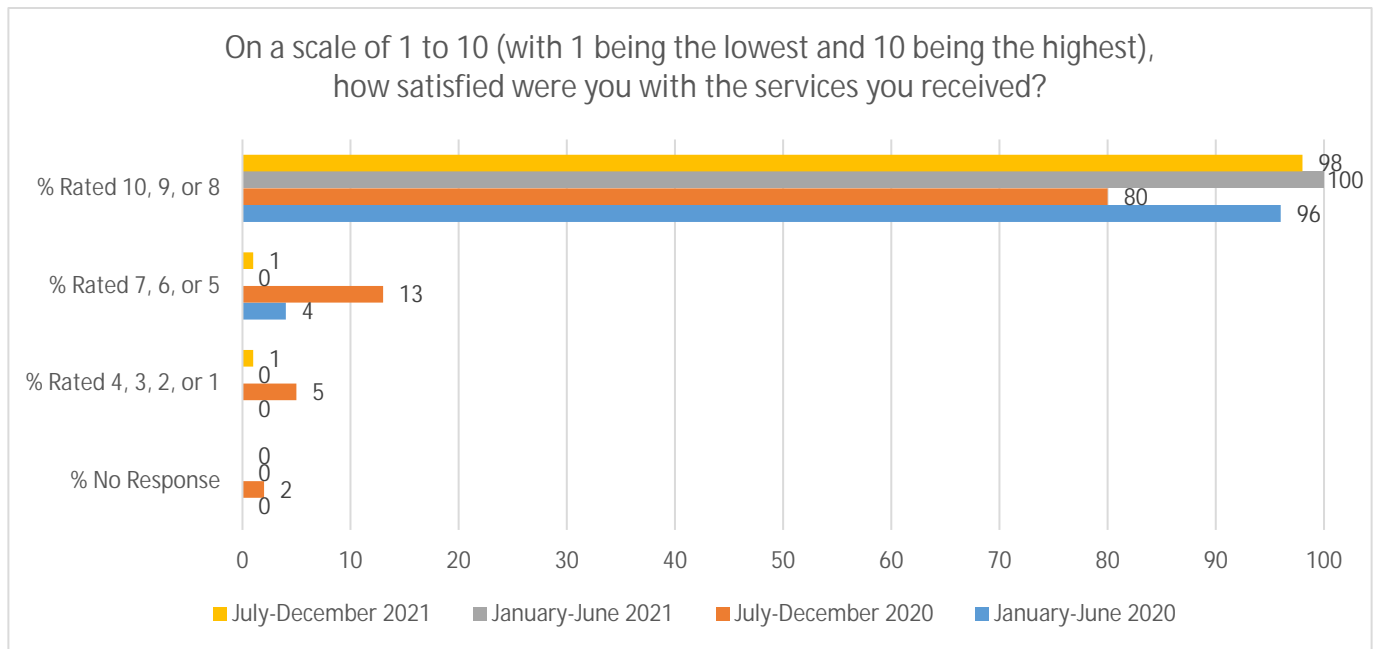
1. Services were perfect.
2. Everything went very well. We thank you so much.

3. I am so grateful for everything the program and all the people did to improve my home, to make it more efficient. The fridge took some time to get but that was no ones fault. The workers for all services were awesome and very informative and friendly. Thank you again!
4. Very professional, very fast in doing what they said. Love everything!
5. Everything is great.
6. My only regret is not having the other 1/2 of my basement done. I told the guys to not do it because the drop ceiling was a hassle but now I wish I had removed the ceiling and had it done.
7. I see no need to improve.
8. Everyone was excellent, timely, professional, courteous, and friendly. How does one improve on that!!!
9. Your people are all super friendly and work real good together. Thank You for everything! Sorry this is late. It got misplaced.
10. Text messages weren't returned timely - nor voice mail messages.
11. I am happy - don't need to change. Thank you.
12. Staff used text to let me know when running late or to let me know on their way which was helpful. We did have an electrical issue and they fixed it but it did take a week for them to come back. Since it was in the bathroom the kids couldn't use it so the trap in the shower began to stink. They had 2 different people take a look at the electric and the last guy spent 5 minutes and found the issue & fixed it.
13. Don't use H & N. Everyone did a fabulous job, except the shoddy workmanship by H & N.
14. It took a full year to complete, which I know was partly due to COVID, it was just a lot of waiting and unknown.
15. You have done a very good job. Thank you.
16. You guys are doing so great! I'm so thankful for this organization. You are all wonderful to work with! Thank you so much for making things more manageable and getting me on my feet again!
17. I don't think that is possible right now due to the COVID situation.
18. There was a long time from approval to job completion. Once here everything was great!
19. Long delay from fist contact April 2020 to completion July 2021.
20. Great Program, Great Work, Thank you!
21. All were fine.
22. I am so grateful I found this program online. I initially applied for fuel assistance because I knew I was going to need some help. I retired in May of 2020 due to some health issues, unrelated to COIVD-19. By October, I realized probably would be unable to pay for a winter Excel bill, let-a-lone a new furnace. So, I just wanted to let you know how grateful I am to this program. You actually saved me. Every person that came to my residence was professional and so nice. If there was a way to thank each one, I would. I have thanked you and all the workers many, many times in my prayers. You all lifted a big burden off of me. I received a new furnace, fuel assistance, some upgrades in insulation and was able to stay warm and cozy all winter. Not one of the workers that came to my home made me feel like I was receiving "charity," or less than someone who could afford to pay for the same services. All I can say is thank-you, thank you all from the bottom of my heart!!
23. No recommendations. Service was professional and high quality.
24. Very satisfied with everything. Thank you for your help. We appreciate everything you have. Thank you.

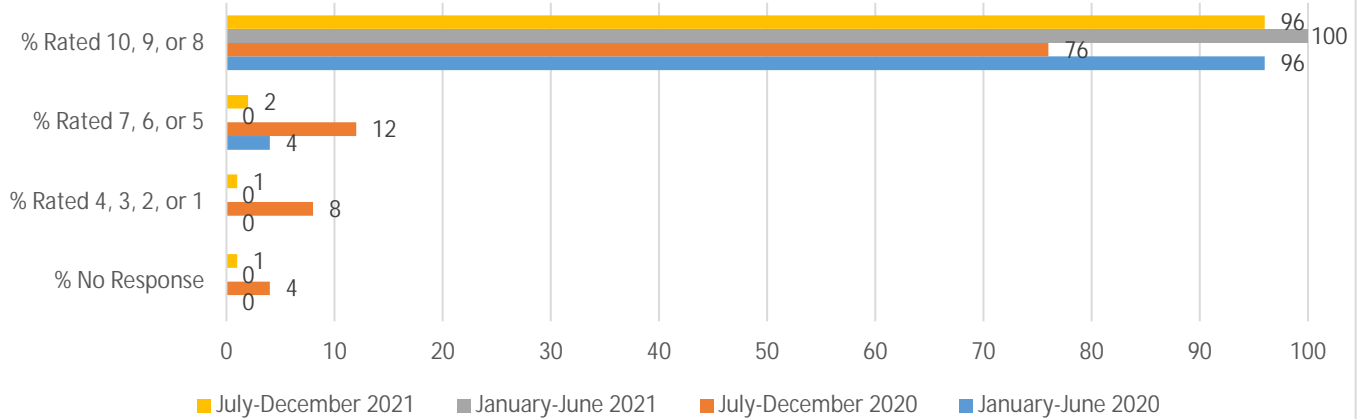


**Housing & Community Services Department
Program Satisfaction Survey Results**
**July – December 2021 (117 respondents), with
 January – June 2021 (24 respondents),
 July – December 2020 (176 respondents), and
 January – June 2020 (54 respondents),
 included for comparison**

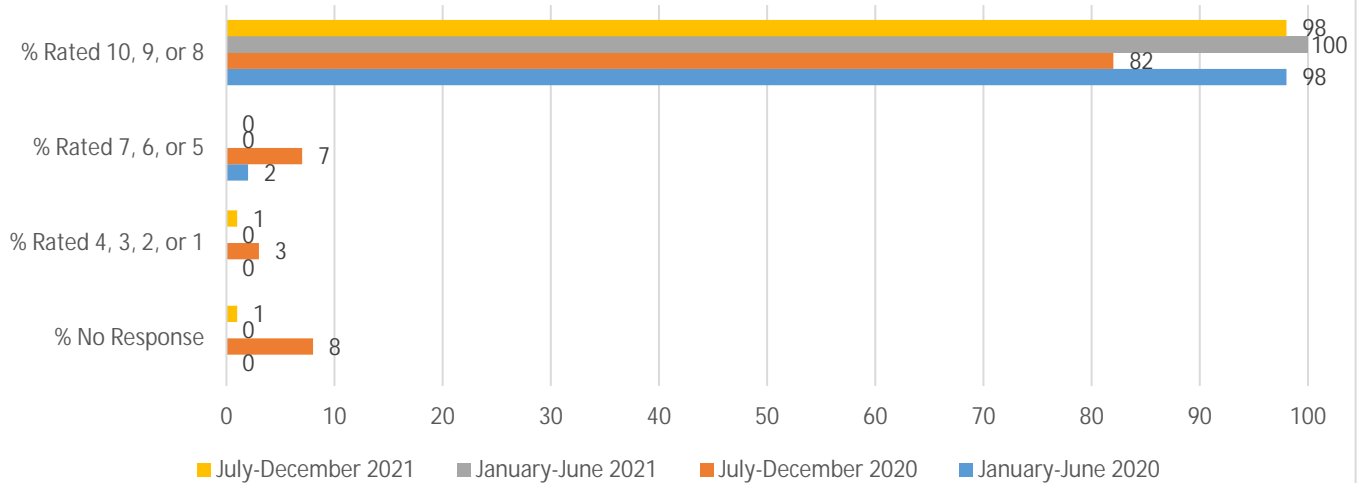
Couleecap’s Housing & Community Services Department provides services in the areas of homeless and homeless prevention, food, and COVID-19 related assistance in Crawford, La Crosse, Monroe, and Vernon counties. Once a year, or when program participants exit these programs, they are asked (but not required) to complete a satisfaction survey. Below is a summary of the results from January 2020 – December 2021 (comments are from July – December 2021 surveys):



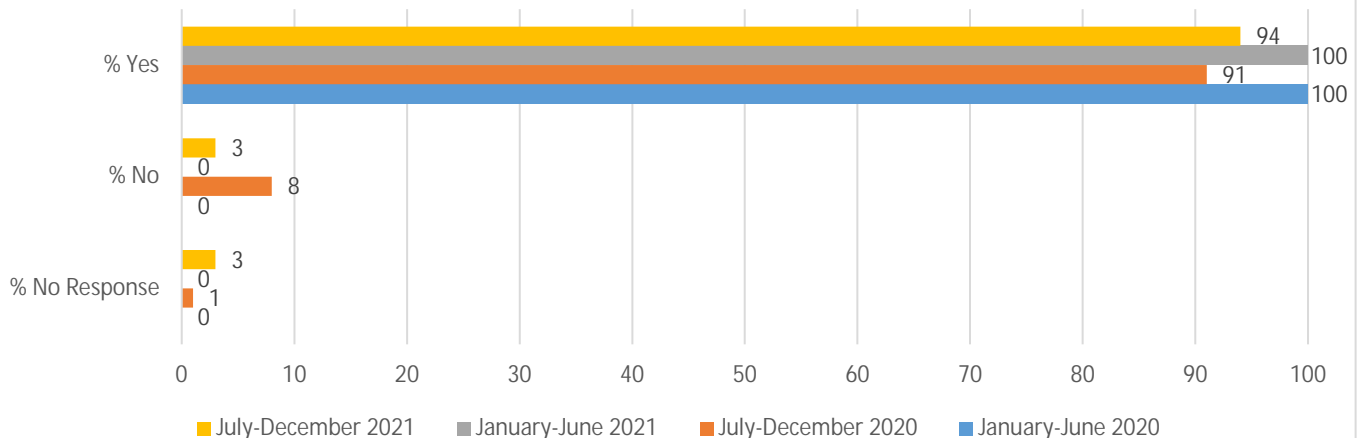
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest), did staff respond to you in a timely and professional manner?



On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest), how likely are you to recommend this program to others?

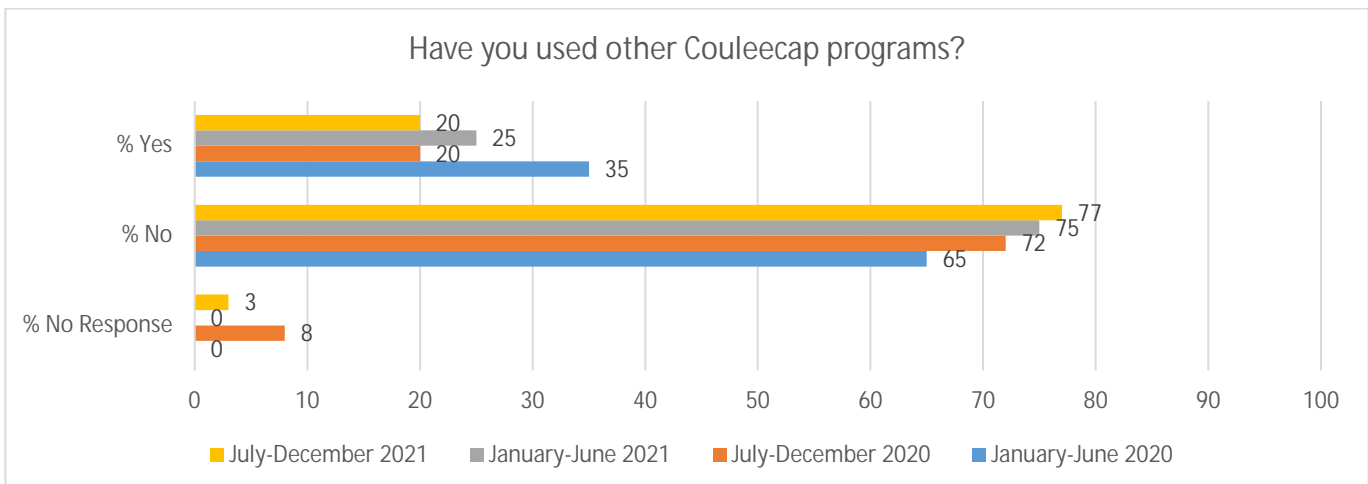


Has your life been improved through this program?



Please explain:

1. Groceries are expensive and your service helps a lot!!
2. Lost job so helping us keep fed.
3. Short of cash.
4. Save money that means a lot.
5. Helpful in financial difficult times.
6. I have housing. It helps me not worry.
7. Work from pay check to pay check.
8. It helps with grocery expenses.
9. Get food.
10. We're hungry.
11. Helps with the extra kids we get in foster care.
12. No unemployment all pandemic nothing.
13. Helps save on budget. Currently unemployed. No funds coming in.
14. It helps a lot with groceries.
15. Food and a place to live.
16. I applied. I have been approved - it's been over 5 months, you guys still haven't completed the process, my rent still hasn't been payed up and while I was waiting for this to go through with no response from anybody to know what was going on, my stuff still hasn't been resolved. I've called staff several times with no response back and no call back. Loss for words, I don't even know what to do anymore to get through to somebody.
17. Less worry of where rent was going to come from with help from this program.
18. Alleviated the stress of figuring out how I was going to pay.
19. Relief.
20. The financial assistance we received for our rent allowed us to have more disposable income which is made paying our other bills easier.
21. I could finally sleep at night without the constant worry of eviction.
22. I will say kind of but my situation hasn't really change because I'm poor and my landlord is threatening to void my lease because I can't afford to pay rent on time.
23. Relieved some of the financial stress.
24. Less stressed bcuz rent was paid.
25. Allowed us to get on track.
26. Keeps me sanity calm from family being homeless!
27. Helped me pay bills and get back to living a normal life.
28. I was able to get back on my feet and not stress about how I was going to pay my rent for a few months.
29. Was able to catch up on rent and energy.
30. I got caught up on rent and electric through WERA.
31. Some - kept roof over our heads...worried about winter.
32. I can concentrate on school and finding a job without worrying about getting evicted.



How can we improve the services you received? Feel free to use this question to share other comments/suggestions too.

1. They were a help when food was needed. Thank you.
2. Give more food.
3. Very friendly.
4. Works good.
5. It is awesome!! Thank You 😊
6. Good job.
7. You do a great job.
8. Couleecap does a wonderful job helping.
9. Hang similar clothes together - skirts in one section, not mixed with jeans, etc.
10. They do good job.
11. All good.
12. Doing a great job.
13. Help with basic needs - we have no income to buy toilet paper, cleaning supplies, etc.
14. Too many housing rules 😞
15. Provide a phone to better communicate with case worker.
16. Thank you for the help.
17. I have only been in this country for a short time and I do not have a work permit, but we are not afraid of work.
18. Satisfied with everything I get it all helps out when in need!!
19. Everything is great.
20. Allergies don't allow me to have all foods on the cart.
21. All is well.
22. Satisfied.
23. Make things more accessible.
24. Satisfied at this time.
25. Help me get this resolved and I would be so appreciative.
26. The system they use works very well.
27. Is there still available emergency relief available?
28. We are waiting for a response on a second request for rental assistance. We have had to wait for more than a month. I hope we receive notice of approval soon. We live on a fixed income and the assistance has helped us greatly.
29. Making the contacts accessible because sometimes I always have a hard time reaching out to one specific person and the process always takes so long. I wish I can do a zoom meeting.
30. All were very helpful and responsive. Thank you.
31. I am very grateful for any services WERA can help provide for humanity!
32. I really don't have any suggestions. The people I interacted with were amazing and so helpful and kind. They all deserve raises.
33. I only had one issue with the worker I worked with and became concerned about her I was able to reach out to her boss and hopefully she got the right tools in order to continue to help and serve the community.
34. For me it was an amazing experience and I see no need for improvement.
35. No improvements, they are amazing.
36. Offer more assistance - a lot of people are worried about what we're going to do now with covid running ramped.
37. To keep information after just in case I need to reapply 😊
38. Keep up the good work.

RECOMMENDATION: Approve these program satisfaction survey results as presented.