

Random Call Customer Satisfaction Survey

CSBG / LIHEAP

2023-2024

| | | | |
|----|--|---------|--------|
| 1. | Were our employees helpful and friendly? | Yes 622 | No 2 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 622 | No 2 |
| 3. | Were you pleased with the service(s) you received? | Yes 621 | No 3 |
| 4. | Would you tell your family and friends about Gateway? | Yes 624 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 7 | No 617 |

COMMENTS

Angi helps me all she can.

Make it easier when utilities aren't in the client's name. I really struggled to Get the forms filled out.

Location is hard for seniors. Steps are hard for them in Montgomery County.

Pretty much changed my life.

Everything was smooth as it can be.

Every time I came in, everything was top notch.

She does a really good job and is very helpful. The walk-ins are just too Much. They need appointments.

Lady was rude to me. Attitude needs to be better.

Be nicer. They helped the first time. They were hateful the next time.

Everything has always been good.

Raise the income limit. Unable to get help.

Wonderful people.

Angi is the best!

Melissa is so helpful.

It's been a blessing to get the help.

The lady was wonderful.

Shannon was great!

If everything went like it did with LiHeap Crisis, the world would be a better place. Deborah is the best.

Everything was perfect.

Great lady.

The lady in Bath Co. helped me a lot.

Sweet lady.

Very nice lady.

They were really on top of things.

Let people know the availability of help. Advertise better.

The lady was very nice.

Good programs. Wonderful.

Good people to deal with.

Need more advertisement and notification. Mail flyers out.

Helpful. Sweet lady.

Neighbor got more help than she did. They live in the same subsidized housing.

Very helpful.

Everything was great.

Hard to get paperwork done and in to the office.

Great experience.

So happy to have the help.

Delivery for firewood was awful. Wrong kind of wood from 1st and 2nd vendor.
Gateway was good.

They are good and helpful.

Clear home visits with client before showing up.

The staff do an excellent job.

Super nice lady that was a little overwhelmed.

You guys were great!

Everything was good.

Needs help with her house, too.

She is really understanding and nice.

I've been treated great every time I've been there.

The lady we talked to was super.

It's always helpful financially.

Always friendly. Caring people.

Great job!

It was wonderful.

Super nice lady.

Need more services.

Everything was great.

Everything was fine for me. It went great.

I have always been treated good with you all.

They were wonderful.
 You all do a good job.
 Everyone was beyond helpful.
 You did everything that you could.
 More help would be appreciated.
 I have never had to wait too long. They take care of everything.
 Always helpful. She would be willing to volunteer any time.
 You all were tremendous.
 Very satisfied.

EH1

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 23 | No 1 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 22 | No 2 |
| 3. | Were you pleased with the service(s) you received? | Yes 22 | No 2 |
| 4. | Would you tell your family and friends about Gateway? | Yes 23 | No 1 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 5 | No 19 |

COMMENTS

Medical information was not filed correctly. Inform parents about paperwork. If expired, Let parents know.
 Teachers cannot handle children. Pulled mine out.
 Would like to be notified of incidents at HS before child tells parent and they have to Call HS. Need better notification.
 Better notification about back to school.

Fatherhood

2023-2024

| | | | |
|----|---|-------|------|
| 1. | Were our employees helpful and friendly? | Yes 5 | No 0 |
| 2. | Were they able to answer any question you had or refer you to someone that could? | Yes 5 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 4 | No 1 |
| 4. | Would you tell your family and friends about Gateway? | Yes 4 | No 1 |
| 5. | Is there anything that staff could have done differently? To accommodate you? | Yes 1 | No 4 |

Unable to get 31 responses

COMMENTS

Employee not dedicated enough to really helping them.

Healthy Marriage

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 13 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 13 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 13 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 13 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 1 | No 12 |

COMMENTS

UNABLE TO GET 40 RESPONSES

Told client they could get their SS cards for them. Only gave them an application and Did not help them get it. They needed help with the application.

HS1

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 50 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 50 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 50 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 50 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 1 | No 49 |

COMMENTS

Tell everyone how much she loves that little school.

Need instant report when child is injured.

Staff was perfect for her family and child.

Always friendly and good communication with parent. Will absolutely Tell friends and family about Gateway.

Adores Shannon. Great employees that did everything they could.

KYNECT

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 15 | No 1 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 13 | No 3 |
| 3. | Were you pleased with the service(s) you received? | Yes 13 | No 3 |
| 4. | Would you tell your family and friends about Gateway? | Yes 14 | No 2 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 4 | No 12 |

COMMENTS

1. They could have spoken to me. It was all done on computer.
2. Get back to me promptly and assist more with sign up. Still not correct.
3. Resolve my issues with insurance.
4. While employees were friendly, they were not helpful. Answer questions More clearly.

LIHEAP CRISIS

2023-2024

| | | | |
|----|--|---------|--------|
| 1. | Were our employees helpful and friendly? | Yes 155 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 155 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 155 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 155 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 0 | No 155 |

COMMENTS

Wonderful people.

Angi is the best!

Melissa is so helpful.

It's been a blessing to get the help.

The lady was wonderful.

Shannon was great!

If everything went like it did with LiHeap Crisis, the world would be a better place.
Deborah is the best.

Everything was perfect.

Great lady.

The lady in Bath Co. helped me a lot.

Sweet lady.

Very nice lady.

They were really on top of things.

Let people know the availability of help. Advertise better.

LIHEAP

FALL SUBSIDY

2023-2024

| | | | |
|----|---|---------|--------|
| 1. | Were our employees helpful and friendly? | Yes 225 | No 0 |
| 2. | Were they able to answer any questions you had? or refer you to someone that could? | Yes 225 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 222 | No 3 |
| 4. | Would you tell your family and friends about Gateway? | Yes 225 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 3 | No 222 |

COMMENTS

The lady was very nice.

Good programs. Wonderful.

Good people to deal with.

Need more advertisement and notification. Mail flyers out.

Helpful. Sweet lady.

Neighbor got more help than she did. They live in the same subsidized housing.

Very helpful.

Everything was great.

Hard to get paperwork done and in to the office.

Great experience.

So happy to have the help.

Delivery for firewood was awful. Wrong kind of wood from 1st and 2nd vendor.
Gateway was good.

LIHEAP IIJA

SUMMER SUBSIDY

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 17 | No 0 |
| 2. | Were they able to answer any questions you had? Or refer you to someone that could? | Yes 16 | No 1 |
| 3. | Were you pleased with the service(s) you received? | Yes 17 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 17 | No 0 |
| 5. | Is there anything that staff could have done differently? To accommodate you? | Yes 1 | No 16 |

COMMENTS

They are good and helpful.

Clear home visits with client before showing up.

The staff do an excellent job.

LIHEAP

SPRING SUBSIDY

2023-2024

| | | | |
|----|--|---------|--------|
| 1. | Were our employees helpful and friendly? | Yes 128 | No 0 |
| 2. | Were they able to answer any questions you had? Or refer you to someone that could? | Yes 128 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 128 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 128 | No 0 |
| 5. | Is there anything that staff could have done differently? To accommodate you? | Yes 0 | No 128 |

COMMENTS

Everything was good.

Needs help with her house, too.

She is really understanding and nice.

I've been treated great every time I've been there.

The lady we talked to was super.

You all were tremendous.

Very satisfied.

TBRA

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 10 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 10 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 10 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 10 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 0 | No 10 |

TRANSIT

2023-2024

| | | | |
|----|--|-------|------|
| 1. | Were our employees helpful and friendly? | Yes 4 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 4 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 4 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 4 | No 0 |
| 5. | Is there anything staff could have done differently to accommodate you? | Yes 0 | No 4 |

WEATHERIZATION

2023-2024

| | | | |
|----|--|-------|------|
| 1. | Were our employees helpful and friendly? | Yes 4 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 4 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 4 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 4 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 0 | No 4 |

WIOA

2023-2024

| | | | |
|----|--|--------|-------|
| 1. | Were our employees helpful and friendly? | Yes 10 | No 0 |
| 2. | Were they able to answer any questions you had or refer you to someone that could? | Yes 10 | No 0 |
| 3. | Were you pleased with the service(s) you received? | Yes 10 | No 0 |
| 4. | Would you tell your family and friends about Gateway? | Yes 10 | No 0 |
| 5. | Is there anything that staff could have done differently to accommodate you? | Yes 0 | No 10 |

**Gateway Community Action
Board of Directors Meeting
November 9, 2023
Menifee, Kentucky
7:00 PM
AGENDA**

Call to Order.....Brad LeMaster
Roll Call.....Shelva Rowe

Welcome Staff & Guest

Approval of September 14, 2023 Board Minutes

Presentation: Weatherization Works - Evan O'Neal
Workforce Innovation & Opportunity Act (WIOA)/kynect- Angie Elliott

Reports – (enclosed)

CEO Report
Administrative Reports
Program Directors Reports
Head Start Director Report & CACFP
CSBG National Performance Indicator (NPI) Report

Action Items:

1. Financial Reports – (enclosed)
 - *Acceptance of Revenue and Expenditure Report
 - *Acceptance of Balance Sheet
 - *Acceptance of Charge & Credit Card Reports
 - August 2023
 - September 2023
2. Acceptance of Qualitative Data Results (enclosed)
 - a. Random Call Customer Satisfaction Survey Results
 - b. Community Needs Assessment Questionnaire Survey Results
3. Approval of Internal Dispute Resolution- (enclosed in packet)
4. Approval to Apply for Crusade for Children Grant - Discussed at Meeting
5. Approval to write Carryover Applications (04CH011176 and 04HP000505) - Discussed at Meeting
6. Approval to apply for Technology Grants - Discussed at Meeting
7. Acceptance of the 2022-23 Transportation Analysis (enclosed in packet)
8. Approval to write Carryover Applications HMRF (90ZJ0012 and 90ZB0013) - Discussed at Meeting.
9. Acceptance of EKCEP Board Representatives - Discussed at Meeting

Agency Enclosures:
Weatherization Technical Monitoring
Weatherization Grant Agreement

Board Members Q & A

Old Business/New Business

Adjournment

**Gateway Community Action
Board of Directors Meeting
November 9, 2023
Clark Energy Building, 8 Bible Camp Lane Frenchburg, KY 40322
7:00 PM**

MINUTES

The meeting was properly noticed and called to order by Chairman LeMaster at 7:00 PM. The roll was called by Shelva Rowe, Executive Assistant. A quorum was established. Chairman LeMaster welcomed everyone to the meeting.

Approval of September 14, 2023 Executive Committee Meeting Minutes- Chairman LeMaster called for a motion to approve the minutes as presented: Brady Shultz offered a motion; Sheriff Greg Motley seconded; Motion carried.

Presentation:

Weatherization Works - Evan O'Neal

Evan O'Neal reviewed the eligibility requirements, funding, and type of work that is performed.

WIOA - Workforce Investment Opportunity Act & Kynect - Angie Elliott

Angie Elliott reviewed each program and what the goals are for each. She discussed the services that are provided to the clients.

Reports- CEO

Ms. Roe noted that her report was enclosed and updated members on activity that has occurred. Administrative and program staff reports were included in the packet. There were no questions.

Action Items

1. **Financial Reports**

Acceptance of Revenue and Expenditure Report

Chairman LeMaster called for a motion to accept as presented: Brandon Wells offered a motion; Judge Chris Haddix seconded; motion carried.

Acceptance of Balance Sheet

Chairman LeMaster called for a motion to accept as presented: Judge Chris Haddix offered a motion; Brady Schultz seconded; motion carried.

Acceptance of Charge & Credit Card Reports

April 2023

May 2023

Chairman LeMaster called for a motion to accept as presented: Phyllis Lawson offered a motion; Brandon Wells seconded; motion carried.

2. **Acceptance of Qualitative Data Results (enclosed)**
 - a. **Random Call Customer Satisfaction Survey Results**
Chairman LeMaster called for a motion to accept as presented: Judge Chris Haddix offered a motion; Brandon Wells seconded; motion carried.
 - b. **Community Needs Assessment Questionnaire Survey Results**
Chairman LeMaster called for a motion to accept as presented: Brady Shultz offered a motion; Phyllis Lawson seconded; motion carried.
3. **Approval of Internal Dispute Resolution- (enclosed in packet)**
Chairman LeMaster called for a motion to accept as presented: Brandon Wells offered a motion; Judge Chris Haddix seconded; motion carried.
4. **Approval to Apply for Crusade for Children Grant - Discussed at Meeting**
Chairman LeMaster called for a motion to accept as presented: Brady Shultz offered a motion; Pam Mattox seconded; motion carried.
5. **Approval to write Carryover Applications (04CH011176 and 04HP000505) - Discussed at Meeting**
Chairman LeMaster called for a motion to accept as presented: Brandon Wells offered a motion; Phyllis Lawson seconded; motion carried.
6. **Approval to apply for Technology Grants - Discussed at Meeting**
Chairman LeMaster called for a motion to accept as presented: Sheriff Greg Motley offered a motion; Brady Shultz seconded; motion carried.
7. **Acceptance of the 2022-23 Transportation Analysis (enclosed in packet)**
Chairman LeMaster called for a motion to accept as presented: Brandon Wells offered motion; Sheriff Greg Motley seconded; motion carried.
8. **Approval to write Carryover Applications HMRP (90ZJ0012 and 90ZB0013) - Discussed at Meeting**
Chairman LeMaster called for a motion to accept as presented: Brandon Wells offered a motion; Judge Chris Haddix seconded; motion carried.
9. **Approval of Appalachian Regional Healthcare Agreement (enclosed)**
Chairman LeMaster called for a motion to accept as presented: Phyllis Lawson offered a motion; Judge Chris Haddix seconded; motion carried

Agency Enclosures:

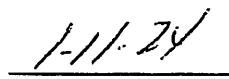
- Weatherization Technical Monitoring
- Weatherization Grant Agreement

Adjournment

Chairman LeMaster called for a motion to adjourn: Judge Chris Haddix offered a motion; Brady Shultz seconded; motion carried. Meeting adjourned at 8:14 PM.



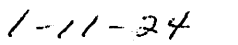
Brad LeMaster, Chairman



Date



Norma Patton, Secretary



Date