



A Community Survey

Action, Inc. is a community action agency that helps people access the basics that are necessary to overcome poverty. For four decades **Action** has lived up to its name by taking Action to improve lives and help people become economically secure, live with dignity and move up the ladder of economic opportunity. Every three years we ask people who live and work on Cape Ann to give us their advice for how we should expand our services and help more people in need. All information you give is confidential and for statistical purposes only. Thank you for taking the time to complete this survey. Please return completed surveys to Action, 180 Main St., Gloucester, MA 01930 by **April 30, 2008**. Or simply complete the survey online at www.actioninc.org/CommunitySurvey.html.

Did you receive Action services in the last year?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The services I used were:	<input type="checkbox"/> Fuel Assistance <input type="checkbox"/> Getting a job <input type="checkbox"/> Job Training/Classes <input type="checkbox"/> Tenant Assistance <input type="checkbox"/> Compass <input type="checkbox"/>	<input type="checkbox"/> Homecare <input type="checkbox"/> Homeless Shelter <input type="checkbox"/> Home Loan <input type="checkbox"/> Compass <input type="checkbox"/> Other: _____
Where do you live?	<input type="checkbox"/> Gloucester <input type="checkbox"/> Essex <input type="checkbox"/> Ipswich	<input type="checkbox"/> Rockport <input type="checkbox"/> Manchester
What is your gender?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
How old are you?	<input type="checkbox"/> 19 or younger <input type="checkbox"/> 36-62	<input type="checkbox"/> 20-35 <input type="checkbox"/> 63 or over
Race/Ethnicity	<input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Other: _____	<input type="checkbox"/> African American <input type="checkbox"/> Hispanic or Latino
How many people live in your household? _____	<input type="checkbox"/> Less than 15,000	<input type="checkbox"/> 15,000-25,000
What is the total income from all members of your household (including wages, unemployment insurance, welfare benefits, pensions, etc.)?	<input type="checkbox"/> 25,000-35,000 <input type="checkbox"/> 50,000 or above	<input type="checkbox"/> 35,000-50,000
What type of housing do you have?	<input type="checkbox"/> Own <input type="checkbox"/> Homeless	<input type="checkbox"/> Live with relatives/ friends
If you rent, do you have	<input type="checkbox"/> Public Housing <input type="checkbox"/> No Assistance	<input type="checkbox"/> Subsidized
In the last year, did you cut household costs to pay your rent or mortgage?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what monthly costs did you cut?	<input type="checkbox"/> Heat and Utilities <input type="checkbox"/> Food <input type="checkbox"/> Health Care <input type="checkbox"/> Transportation	<input type="checkbox"/> Housing <input type="checkbox"/> Child care <input type="checkbox"/> Other

What are the causes of poverty in your community? We have listed some common causes on the reverse side of this survey. For each one please describe if you believe it is not a problem, a minor problem, or a major problem **in your community**.

	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Unemployment	1	2	3	4	0
Shortage of good paying jobs	1	2	3	4	0
Issues facing recent immigrants	1	2	3	4	0
Transportation	1	2	3	4	0
Alcoholism	1	2	3	4	0
Drug abuse	1	2	3	4	0
HIV/AIDS	1	2	3	4	0
Crime	1	2	3	4	0
Gang activity	1	2	3	4	0
Family violence / child abuse / spouse abuse	1	2	3	4	0
Shortage of affordable housing	1	2	3	4	0
Foreclosure/Subprime lending	1	2	3	4	0
Lack of affordable legal services	1	2	3	4	0
High cost of water and sewer bills	1	2	3	4	0
High cost of heating fuel and electricity	1	2	3	4	0
Lack of adequate education and training	1	2	3	4	0
Mental illness and emotional problems	1	2	3	4	0
Afterschool Activities	1	2	3	4	0
Shortage of affordable day care	1	2	3	4	0
Health care access	1	2	3	4	0
Difficulty paying for health insurance	1	2	3	4	0
Elderly need for care at home	1	2	3	4	0
Racial or ethnic discrimination	1	2	3	4	0
High cost of food	1	2	3	4	0
High cost of education/training	1	2	3	4	0
Other:	1	2	3	4	0

What do you believe is the most serious problem in your community: _____

If you used an Action service, please answer the following questions:

	Yes	Sometimes	No	Not Sure
Did you get the help or information you needed?	1	2	3	0
Did you get the help or information in a timely way?	1	2	3	0
Were you treated with respect?	1	2	3	0
Did you feel welcome?	1	2	3	0
If you have any special needs or if English is not your first language, were you treated with patience and understanding?	1	2	3	0
Would you refer a friend to the program?	1	2	3	0

How can Action work toward its goal of helping more people to overcome poverty?

If you are interested in providing more advice to an Action staff member by phone or in person, please contact **Jen Pieroni at 180 Main Street, Gloucester or Tel: (978)282-1000 x102.**