

How would you rate the effectiveness of Community Action in each of the following areas over the past year?

	Extremely ineffective	Somewhat ineffective	Somewhat effective	Extremely effective	Don't know	Response Average
Service Delivery	0	0	0	9	2	4
Organizational Management	0	0	1	9	1	3.9
Financial Management	0	0	5	5	1	3.5
Building support from individual and business donors	0	0	5	5	1	3.5
Obtaining foundation support	0	0	3	7	1	3.7
Building awareness of poverty issues	0	1	4	5	1	3.4
Building awareness of Community Action's role of providing a "hand up not a hand out"	0	0	7	3	1	3.3
Strategic thinking and decision making	0	0	4	6	1	3.6
<b>Total Respondents</b>	<b>11</b>					

**Comments:**

I just don't think the majority of everyday people in Washington County know or appreciate the level of poverty.

The managers have made major improvements in their financial management skills over the past couple of years.

Still need to increase donor base

Too many people still believe that CAO is a Western Washington County program.

Where I ranked the agency as somewhat effective, it is only because the challenges in those areas were so great that we came short of meeting them 100%. I would give an 'A' for effort on all of these things.

none

n/a

See below

none

Repair of the building has taken a toll on the staff and resources, but they are weathering the storm well.

**Total Respondents** 10

**How would you rate the effectiveness of the Board as a whole in providing leadership and support for the organization during this difficult period?**

	<b>Response</b>
	<b>Total</b>
Extremely ineffective	0
Somewhat ineffective	0
Somewhat effective	6
Extremely effective	4
Don't know	1
<b>Total Respondents</b>	<b>11</b>

**Comments:**

extremely effective

Some of the directors from the low income sector need training and experience to become effective board members. The board has a number of new members and will need some time working together to become more effective.

Lots of turnover in this period

The finance committee and staff are doing a great job.

Again, some of the challenges have not been addressed completely, but I think our Board does work that is way above average.

none

n/a

See below.

none

Jerralynn is such a strong leader that she does not need a strong leadership Board.

**Total Respondents**                      **10**