

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

2008

	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

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

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

Extremely ineffective	0
Somewhat ineffective	0
Somewhat effective	6
Extremely effective	4
Don't know	1
Total Respondents	11

Comments:

extremely effective
 Some of the directors. . . 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.
 Jerralynn is such a strong leader that she does not need a strong leadership Board.

How would you rate your satisfaction over the past year with the role you have played as a Board member for Community Action?

Extremely unsatisfied	0
Somewhat unsatisfied	0
Neutral	1
Somewhat satisfied	5
Extremely satisfied	5
Total Respondents	11

Comments:

extremely satisfied

I feel I should be able to do more to help resolve some of the problems.

Would like more hands on with clientsk

Perfect attendance.

My ranking of myself reflects my tendency to second-guess myself. My second-guessing this past year mostly has to do with whether I could have foreseen the financial difficulties from the change in how we are paid by the state.

Time pressures keep me from participating to the full extent I would prefer(proably true of most Board members).

To what extent have you been able to bring your greatest gifts (expertise community contacts financial support willingness to help raise money willingness to help raise awareness of poverty issues strategic thinking etc.) to your Board service for Community Action?

None of my capacity was used	0
Little of my capacity was used	0
Neutral	1
Some of my capacity was used	2
Almost all of my capacity was used	8
Total Respondents	11

Comments:

All my capacity

Since I have retied, I do not have the contacts or the influence in the community that I once had.

I'm allowed to use my talents whenever I feel they can help the organization.

I am willing and able to do more to raise awareness of poverty issues. It has been difficult to make this a primary focus with one financial crisis after another.

However in fairness to CAO, I can not at this time give almost all of my capacity to one organizarion even one as worthwhile as CAO.

What changes in Board operation staff support for Board efforts or other areas would make your Board service more satisfying or make it more likely to provide opportunities to bring your greatest gifts to the organization?

I think it works well now.

I think we have excellent support for the Board. The staff and Board work as a team.

I would like more opportunities to speak about poverty issues. One idea I had to do this was put on the back-burner and hasn't worked its way up to the front yet. No one is to blame. We're all doing the best we can.

Shorter board meetings.

staff support, individual attention,

No ideas at this time.

How would you rate your level of understanding of Community Action's overall financial health?

No understanding	0
Very little understanding	0
Some understanding	4
Very high level of understanding	7
Don't know	0
Total Respondents	11

Comments:

extremely high

I'm the treasurer.

We are updated by staff on a regular basis

Involvement in the finance committee has made all the difference.

I rely on the Financial Committee and Jerralynn to illustrate the financial areas I need to focus on as a Board member.

How would you rate your level of understanding of the major financial choices which Community Action confronts?

No understanding	0
Very little understanding	1
Some understanding	2
Very high level of understanding	8
Don't know	0
Total Respondents	11

Comments:

Very high
I'm the treasurer
great job
We continue to get updated reports at each meeting
I get it. At least I think I do. Sometimes I worry about what I don't know.
I am new to the board and have very little experience with these issues.

What issues do you most want to discuss at the Board retreat?

Financial This survey is very annoying. You have made me make idiotic and mundane comments when I preferred not to.
The financial decisions that the organization might have to make in the next ten months.
How to communicate needs of low income people to the community
The CAO office building issues Public relations with east county
Although me level of understanding is high, I would like to discuss our finances and the financial decisions we face so that we can raise the over-all understanding of the Board. It makes me nervous when we make major financial decisions at a Board meeting and no one asks any questions.
Future financial stability for long term viability.
Future strategies
I will not be able to attend the retreat do to work.
Building support from individual and business donors
Ways to increase CA ability to sustain and expand impact.