

2025 SURVEY RESULTS



Thank you for your feedback!

We are thankful for those who took the time to share their thoughts in the 2025 Mission Action Client Survey. We understand that this information doesn't speak to all experiences, and not everyone was able to participate.

WHAT WE HEARD ABOUT YOUR EXPERIENCE AT MISSION ACTION



How did we meet your needs?

79%

Replied with “very well” or
“extremely well”



75%

Would recommend Mission
Action to a friend or family
member in a similar situation

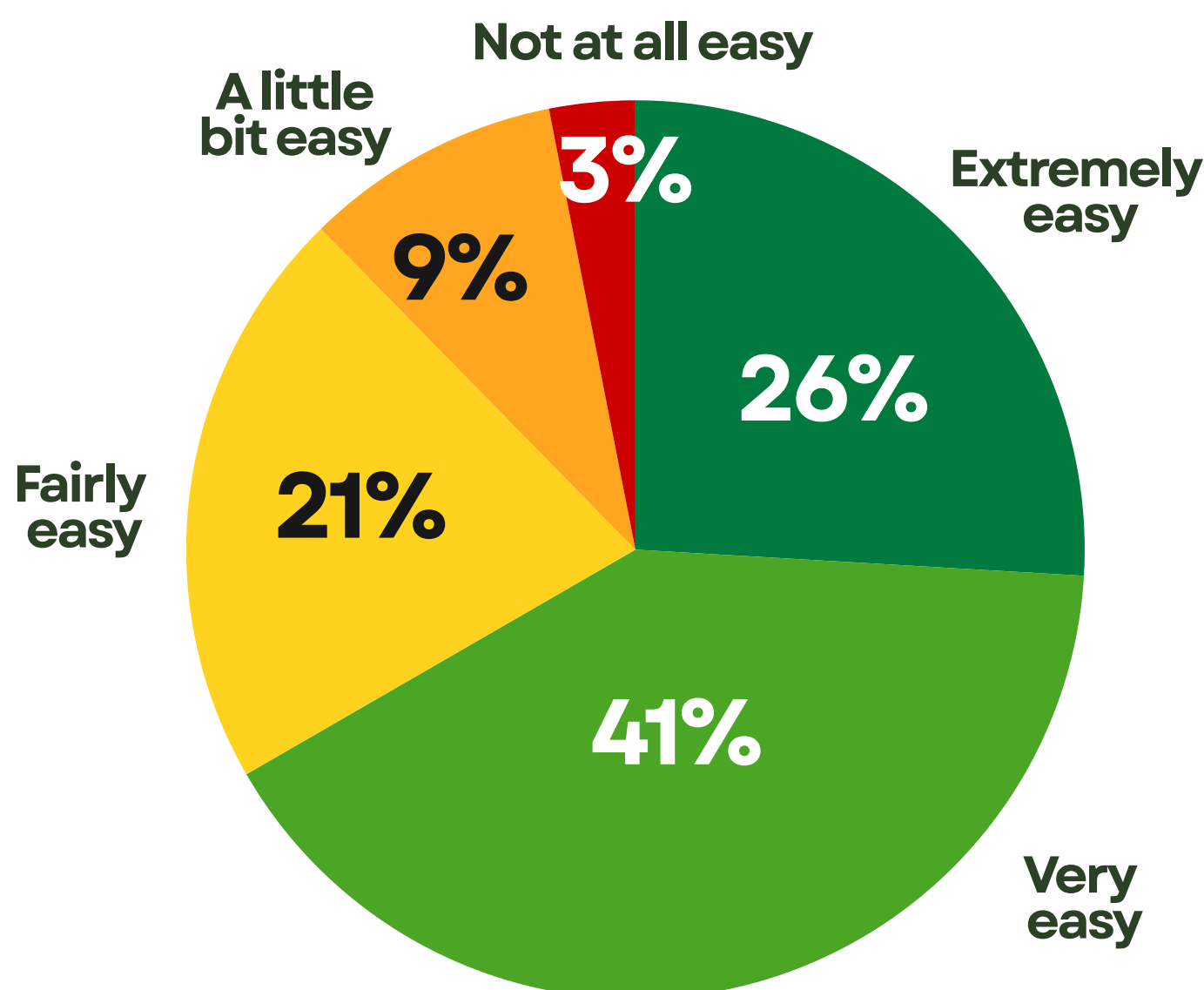


81%

Felt “very or extremely safe”
from discrimination, bullying,
and harm based on gender,
gender identity, racial identity,
and/or cultural identity

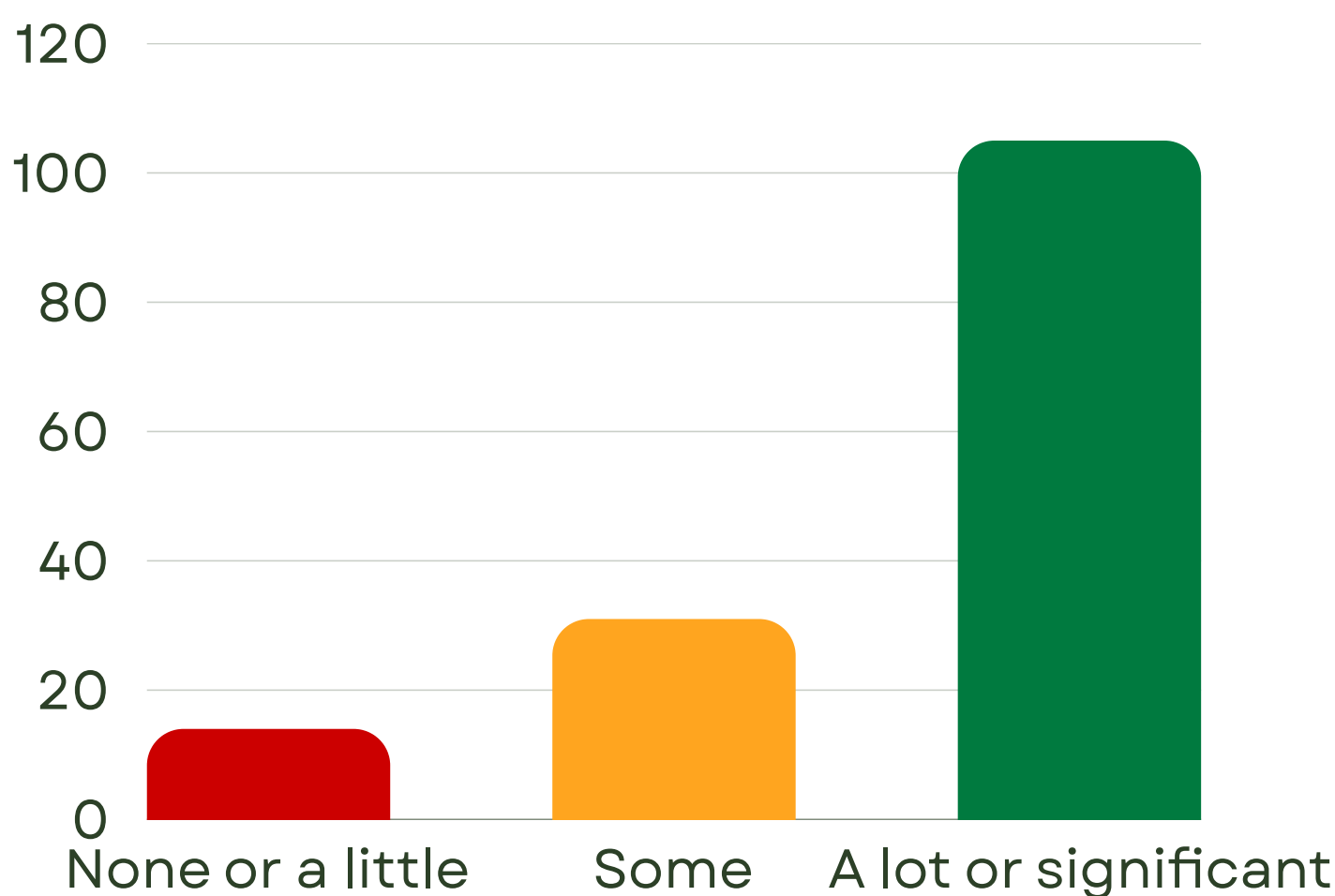
HOW EASY IS IT FOR YOU TO GET SERVICES AT MISSION ACTION?

.....



HOW HAS YOUR WELL-BEING IMPROVED SINCE RECEIVING SERVICES AT MISSION ACTION?

.....





WHAT IS MISSION ACTION GOOD AT?

- PROVIDING FOOD, HOUSING, AND SHELTER
- WELCOMING STAFF AND VOLUNTEERS
- CREATING COMMUNITY

“ Understanding the needs of clients, empathy, they are helpful, they also do all that they can to provide assistance. ”

“ Mission Action is very good at making people feel comfortable, seen, and assisted. ”

“ They treat people with respect; they are kind. ”



WHAT COULD WE DO BETTER?

- MAKE IT EASIER TO CONNECT TO ASSISTANCE
- PROVIDE CLEAR COMMUNICATION
- OFFER MORE SERVICES

“

Have more staff and be more coordinated.

”

“

Having a housing rights lawyer.

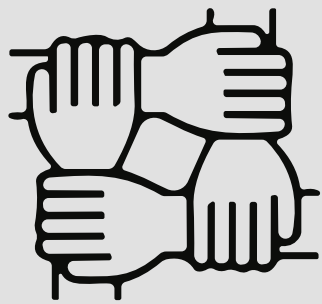
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“

More programs focused on mental health.

”

HOW HAVE MISSION ACTION'S PROGRAMS HELPED YOU?



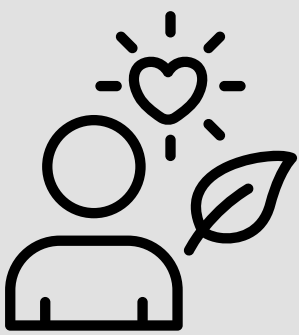
52%

Feel more stable



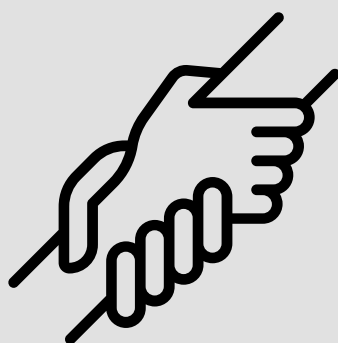
38%

Know more about their rights



38%

Are able to make better decisions and healthier choices

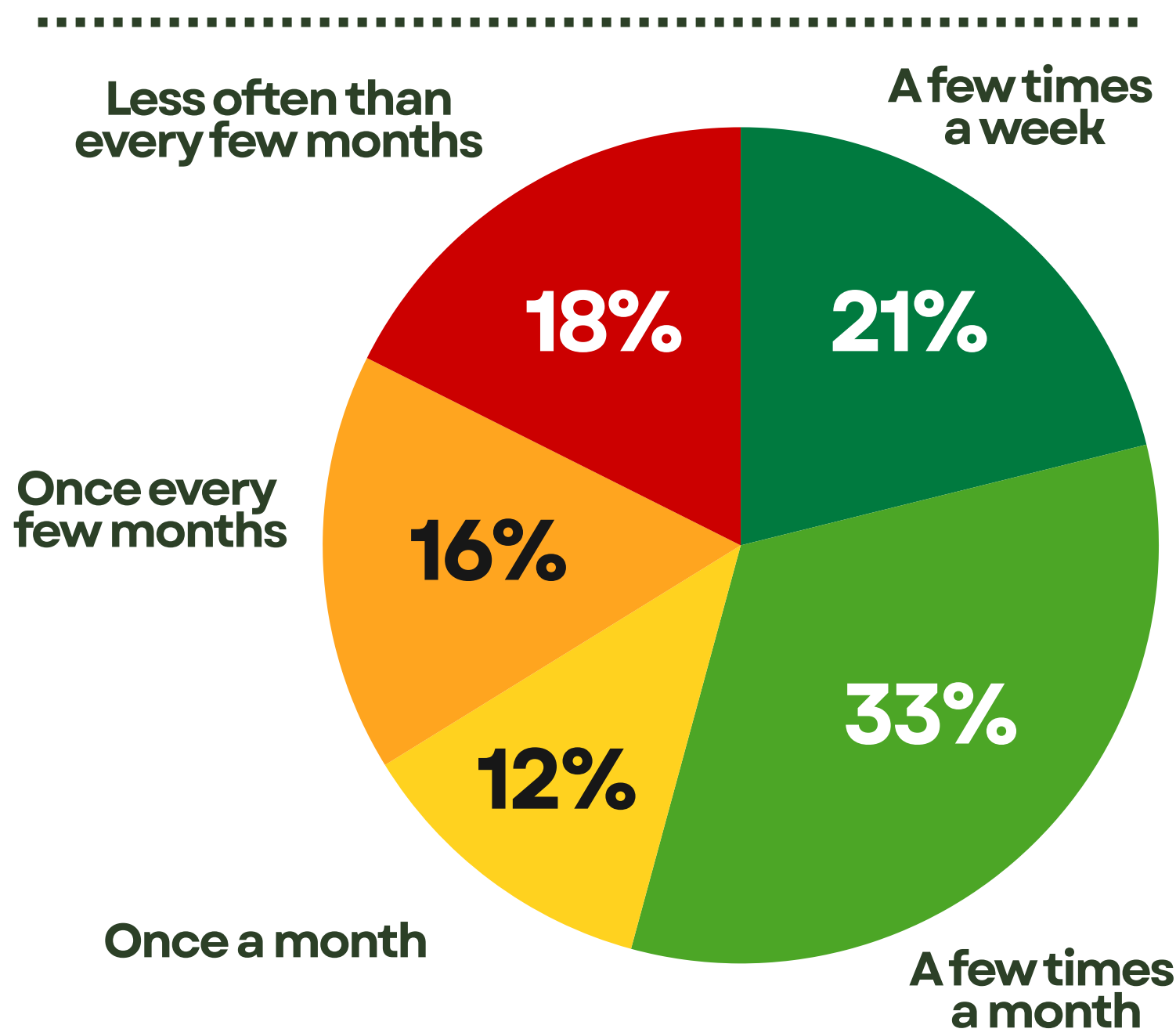


37%

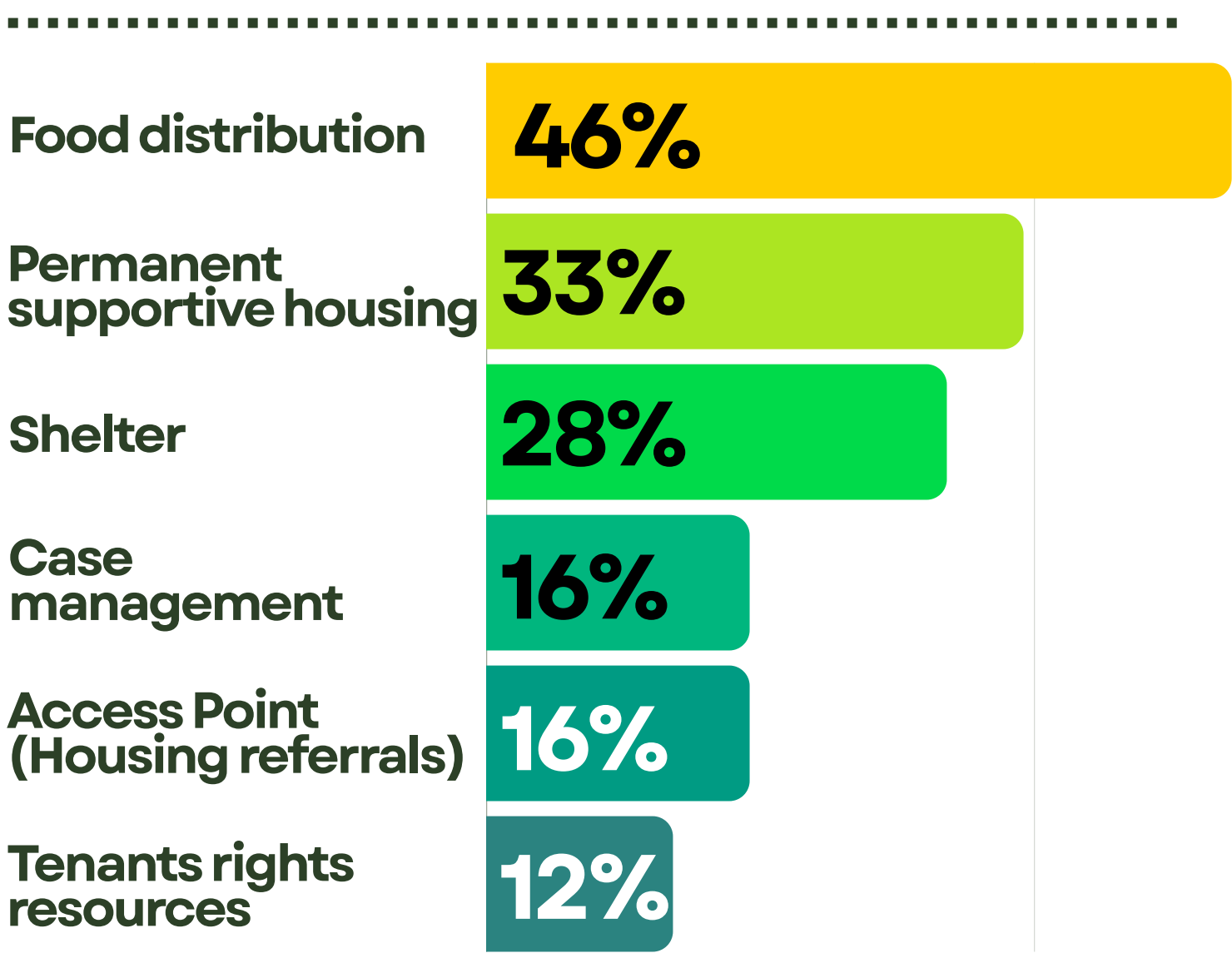
Know where to get help with the services that they need



HOW OFTEN DO YOU USE OUR SERVICES?



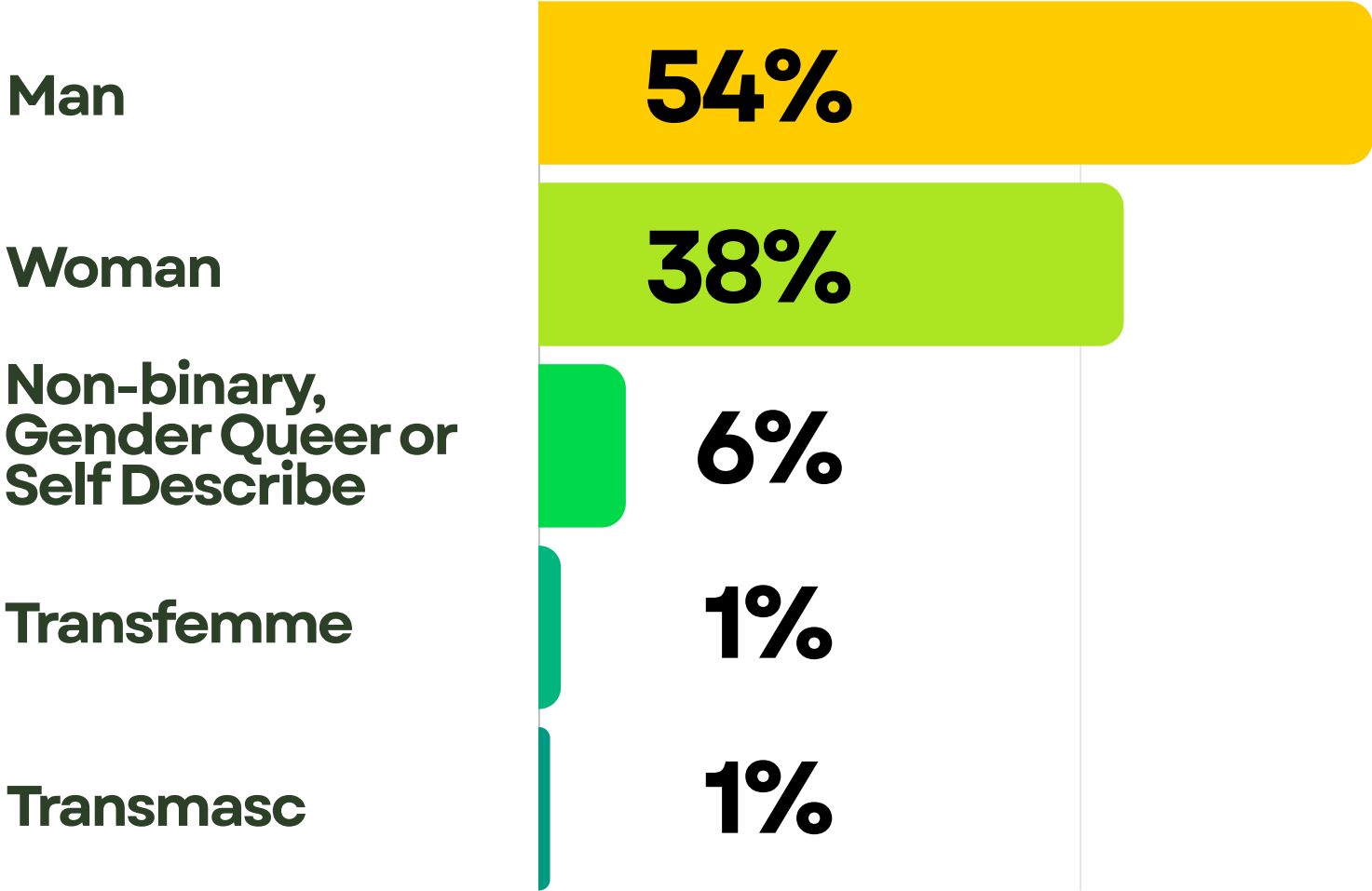
WHICH SERVICES OR RESOURCES HAVE BEEN THE MOST HELPFUL? (TOP 6 OUT OF 15 OPTIONS)



WHO IS USING OUR SERVICES?

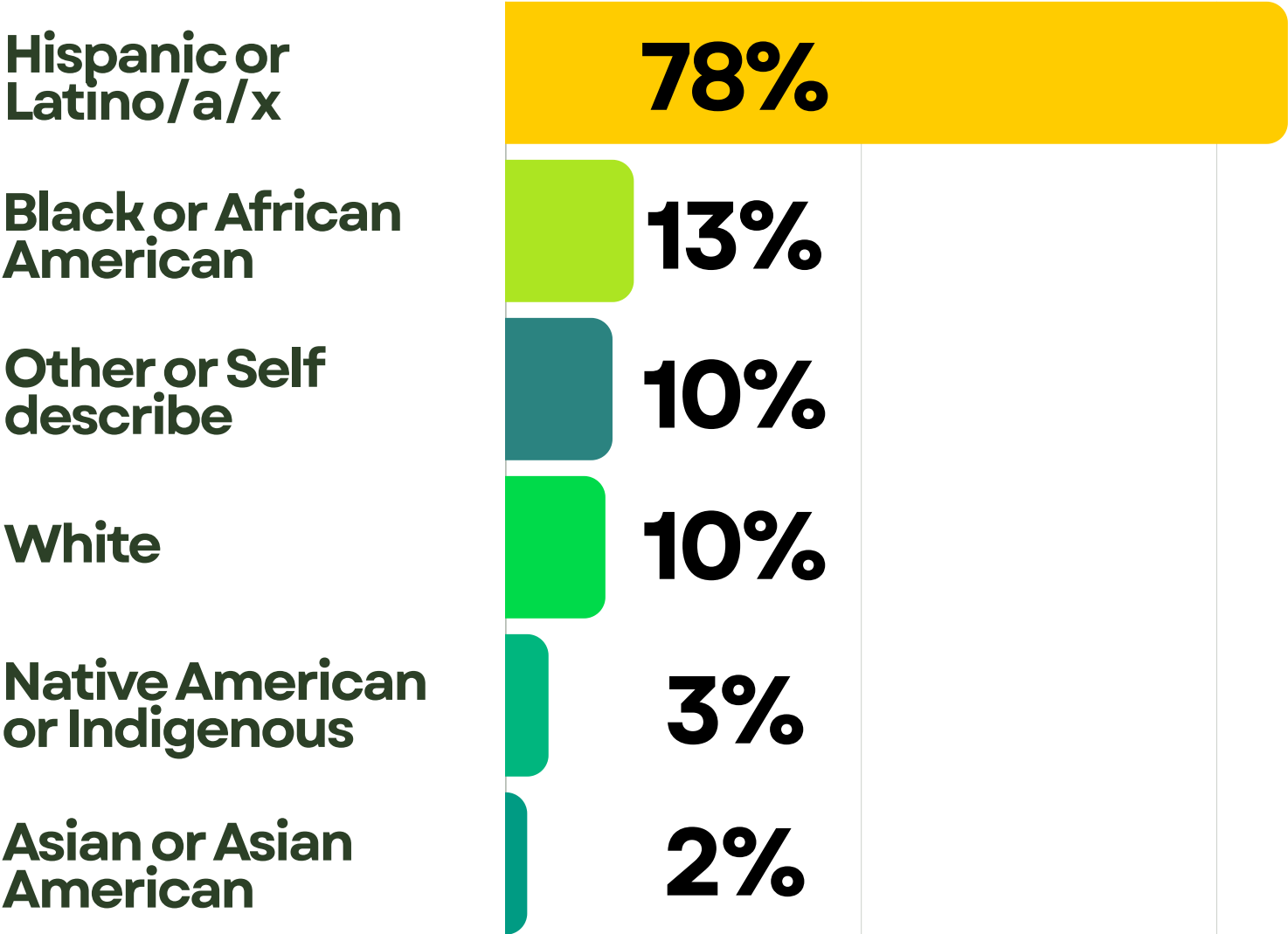
GENDER: HOW DO YOU IDENTIFY?

.....



RACE/ETHNICITY: HOW DO YOU IDENTIFY? (MULTIPLE SELECTIONS POSSIBLE)

.....



WHAT HAPPENS NEXT?

We are gathering focus groups and community meetings to help prioritize needed updates.

Want to participate? Click this link to let us know.

Or go to: bit.ly/MAfocusgroups

Focus groups may take place throughout the fall and spring, based on availability. Please use the form to share your contact information if you want to participate.



Thank you



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