

**Crawford County Commission on Aging  
Home Delivered Meal Program Satisfaction Survey ~ December 2016**

Volunteers were used to call each client and offer survey to them during the first part of December 2016. **54 surveys returned out of 77 distributed = 70% return rate.**

1. How would you rate the **appearance** of the meals?

**61% Excellent**

39% Average

0% Poor

2. How would you rate the **taste** of the meals?

**70% Excellent**

30% Average

0% Poor

3. How would you rate the **variety of food** offered?

**54% Excellent**

31% Average

15% Poor

4. How would you rate the overall **quality** of Home Delivered Meals?

**70% Excellent**

30% Average

0% Poor

5. How well do the meals meet your need?

**80% Excellent – Meals fully meet my needs**

18% Average – Meals not quite enough to meet need

2% Poor – Could use significantly more meals

6. The HDM volunteer makes me feel less lonely.

**58% Strongly Agree** 20% Somewhat Agree

0% Somewhat Disagree 0% Strongly Disagree 22% NA

7. Because of the HDM program I feel connected to more people.

**60% Strongly Agree** 16% Somewhat Agree

2% Somewhat Disagree 0% Strongly Disagree 22% NA

8. Is this meal your main source of food each day?

**63% Yes** 37% No

9. Since eating our meals, my health has .....

40% Improved **60% Stayed the Same** 0% Declined

10. Do you think the \$3.00 suggested donation is reasonable?

**98%Yes** 2% No

11. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)

**40% COA/Other Agency-Which One? Doctor, Nurse, Hospital, Social Services, Melanie**

31% Friend/Relative

19% Senior Gazette

7% Crawford County Avalanche

3% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

0% Weekly Choice – Free Paper

0% Other Newspaper – Which One? \_\_\_\_\_

0% Radio – Which Station? \_\_\_\_\_

12. Do you own a computer or other device so you can **connect to the internet?**

19% Yes **81% No**

13. What is the best way to get information to you?

**54% Phone Call**

43% U.S. Mail

3% E-Mail

0% COA Website

0% Facebook

0% Twitter

0%Texting