

## Crawford County Commission on Aging In-Home Services Satisfaction Survey ~ December 2016

**Volunteers were used to call each client and offer survey to them during the first part of December 2016.**

**61 surveys returned out of 83 distributed = 73% return rate.**

1. What services are you currently receiving (check as many as apply).  
**74% Homemaking**      0% Senior Companion  
16% Personal Care      10% Respite
  
2. How would you rate the overall quality of your service?  
**87% Excellent** 13% Average 0% Poor
  
3. How well do the services meet your need?  
**92% Excellent** - All Needs Met   8% Average - A Few Needs Not Met  
0% Poor - Could Use Significantly More Services
  
4. How would you rate COA staff treating you in a positive and professional manner?  
**98% Excellent** 2% Average 0% Poor
  
5. Are you notified in a timely manner when there are changes in your service?  
**95% Yes** 5%No
  
6. Are you notified when your worker is delayed?  
**95% Yes** 5% No
  
7. How would you rate the availability of office staff for scheduling?  
**92% Excellent** 8% Average 0% Poor
  
8. How would you rate the COA working with you to make arrangements to fit your needs?  
**92% Excellent** 6% Average 2% Poor

9 . Did the staff person who visited you and filled out paperwork involve you in making decisions about your care?

**98% Yes** 2% No

10. Services are helpful to maintaining my independence.

**98% Yes** 2% No

11. Do you think the \$10.00 suggested donation is reasonable?

**98% Yes** 2% No

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

**36% Senior Gazette**

30% COA/Other Agency-Which one? Played euchre, Houghton Lake

28% Friend/Relative

4% Crawford County Avalanche

2% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

0% Weekly Choice-Free Paper

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

0% Radio - Which Station? \_\_\_\_\_

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

**36% Yes** 64% No

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

**58% Phone Call**

32% U.S Mail

8% E-Mail

2% Facebook

0% COA Website

0% Twitter

0% Texting

