

**Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ September 2022**

**Surveys distributed during meals for the month of September
85 surveys returned out of 92 distributed = 92% return rate.**

1. What is the reason you continue to participate in the Congregate Meal program?
37% Get out of House/See People **44% Nutritious Meal**
10% Don't Like to Cook for Self 9% Other

2. How often do you dine in/eat at the Senior Center?
4% Daily 16% Multiple times/week
23% Weekly 16% Multiple times/month **41% Monthly**

3. How often do you pick-up meals to take home?
2% Daily 7% Multiple times/week
17% Weekly 18% Multiple times/month **56% Monthly**

4. Would you like to see the pick-up meals continue?
92% Yes 8% No

5. Are you aware that you can take meals to go or pick up meals to go?
90% Yes 10% No

6. If you are not attending regularly, why not?
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7. How would you rate the appearance of the meals?
74% Excellent 22% Average 4% Poor

8. How would you rate the taste of the meals?
73% Excellent 25% Average 2% Poor

9. How would you rate the variety of food offered?
70% Excellent 29% Average 1% Poor

10. How would you rate the overall quality of the meals served at the Senior Center?
74% Excellent 22% Average 4% Poor

11. How would you rate the overall temperature of the hot foot that is served to you at the Senior Center?
4% Too Hot **64% Hot Enough** 26% Warm 6% Not Hot

12. How would you rate the level of COVID-19 protections staff take in handling your meal?
87% Excellent 13% Average 0% Poor

13. How would you rate the professionalism of the Commission on Aging staff?
92% Excellent 8% Average 0% Poor

14. How likely is it that you would recommend our meals to your family & friends?
90% Very Likely 9% Somewhat Likely 1% Not Likely
15. Is this meal your main source of food each day?
 27% Yes **73% No**
16. Do you feel you have access to enough food?
 14% Overabundance **81% Enough** 5% Not Enough
17. How well do the meals meet your need?
92% Excellent – Meals fully meet my needs
 8% Average – Meals not quite enough to meet need
 0% Poor – Could use significantly more meals
18. What food are you receiving from other sources in addition to the Congregate Meal?
51% Free Food Trucks at Grayling Baptist Church
 19% Fresh Produce for the Grayling Community Garden
 19% Christian Help Center Food Pantry
 11% SNAP Benefits (Food Stamps)
19. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)
39% Senior Gazette
 18% Crawford County Avalanche
 16% Friend/Relative
 11% COA Website www.crawfordcoa.org
 9% Weekly Choice – Free Paper
 2% Facebook
 2% COA/Other Agency-Which One?
 2% Other Newspaper – Which One?
 1% Radio – Which Station?
20. Do you own a computer or other device so you can **connect to the internet**?
70% Yes 30% No
21. Can you send and receive texts?
78% Yes 22%
22. Can you send and receive email?
75% Yes 25% No
- If yes, do you receive our monthly Senior Gazette emails?
62% Yes 38% No
- If no, please provide your email so we can include you
23. What is the best way to get information to you?
 17% U.S. Mail 19% E-Mail **37% Phone Call** 19% Texting
 2% COA Website 6% Facebook 0% Twitter 0% Instagram
24. Please list suggestions for changes that would increase your participation in meals at the Senior Center.