

**Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ September 2023**

Surveys distributed during meals for the month of September 14, 2023

49 surveys returned out of 51 distributed = 96% return rate.

1. What is the reason you continue to participate in the Congregate Meal program?
34% Get out of House/See People **39% Nutritious Meal** 16% Here for Activity
10% Don't like to/Can't Cook for Self 1% Other
2. How often do you dine in/eat at the Senior Center?
18% Daily **43% Multiple times/week**
25% Weekly 14% Multiple times/month 0% Monthly
3. How do you normally get here for your meal?
69% Private Car 10% Dial-A-Ride 21% Walk or Bike/Scooter 0% Other
4. How would you rate the appearance of the meals?
77% Excellent 21% Average 2% Poor
5. How would you rate the taste of the meals?
61% Excellent 39% Average 0% Poor
6. How would you rate the variety of food offered?
66% Excellent 34% Average 0% Poor
7. How would you rate the overall quality of the meals served at the Senior Center?
68% Excellent 30% Average 2% Poor
8. How would you rate the overall temperature of the hot food that is served to you at the Senior Center?
2% Too Hot **44% Hot Enough** 40% Warm 13% Not Hot
9. How would you rate the level of cleanliness of the dining room?
82% Excellent 18% Average 0% Poor
10. How would you rate the professionalism of the Commission on Aging staff?
81% Excellent 19% Average 0% Poor
11. How likely is it that you would recommend our meals to your family & friends?
84% Very Likely 14% Somewhat Likely 2% Not Likely
12. Is this meal your main source of food each day?
34% Yes **66% No**
13. Do you feel you have access to enough food?
10% Overabundance **84% Enough** 6% Not Enough

14. How well do the meals meet your need?
80% Excellent – Meals fully meet my needs
 20% Average – Meals not quite enough to meet need
 0% Poor – Could use significantly more meals
15. What food are you receiving from other sources in addition to the Congregate Meal?
33% Free Food Trucks at Grayling Baptist Church & Mt. Hope Church
 30% Fresh Produce for the Grayling Community Garden
 30% SNAP Benefits (Food Stamps)
 7% Christian Help Center Food Pantry
16. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)
- 44% Senior Gazette**
 21% Friend/Relative
 12% Crawford County Avalanche
 11% COA Website www.crawfordcoa.org
 9% Facebook
 3% Weekly Choice – Free Paper
 0% COA/Other Agency-Which One?
 0% Other Newspaper – Which One?
 0% Radio – Which Station?
17. Do you own a computer or other device so you can **connect to the internet**?
61% Yes 39% No
18. Can you send and receive texts? **74% Yes** 26% No
19. Can you send and receive email? **65% Yes** 35% No
- If yes, do you receive our monthly Senior Gazette emails? **52% Yes** 48% No
 If no, please provide your email so we can include you
20. What is the best way to get information to you?
 13% U.S. Mail 16% E-Mail **37% Phone Call** 26% Texting
 2% COA Website 6% Facebook 0% Instagram