

**Crawford County Commission on Aging
Home Delivered Meal Program Satisfaction Survey ~ August 2017**

Volunteers were used to call each client and offer survey to them during August 2017. **56 surveys returned out of 81 distributed = 69% return rate.**

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

36% Excellent
55% Average
9% Poor

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

27% Excellent
70% Average
3% Poor

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

36% Excellent
52% Average
12% Poor

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

50% Excellent
50% Average
0% Poor

5. How well do the meals meet your need?

60% Excellent – Meals fully meet my needs
38% Average – Meals not quite enough to meet need
2% Poor – Could use significantly more meals

6. The HDM volunteer makes me feel less lonely.

52% Strongly Agree 36% Somewhat Agree

10% Somewhat Disagree 2% Strongly Disagree

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

41% Strongly Agree **52% Somewhat Agree**

7% Somewhat Disagree 0% Strongly Disagree

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

67% Yes 33% No

9. Has your overall health or well-being improved since being on services?

57% Improved 39% Stayed the Same 4% Declined

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

98% Yes 2% No

11. Would you recommend our services to your friends or family?

100% Yes 0% No

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

45% Senior Gazette

22% Friend/Relative

19% Crawford County Avalanche

8% Weekly Choice – Free Paper

3% COA/Other Agency-Which One? Doctor

2% Other Newspaper – Which One? Voice

1% Radio – Which Station? _____

0% COA Website www.crawfordcoa.org

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

39% Yes **61% No**

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

68% Phone Call

25% U.S. Mail

4% E-Mail

2% Facebook

1% Texting

0% COA Website

0% Twitter