

**Crawford County Commission on Aging
Home Delivered Meal Program Satisfaction Survey ~ September 2018**

Volunteers were used to call each client and offer survey to them during September 2018. **43 surveys returned out of 85 distributed = 51% return rate.**

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

61% Excellent
37% Average
2% Poor

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

47% Excellent
53% Average
0% Poor

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

37% Excellent
51% Average
12% Poor

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

58% Excellent
42% Average
0% Poor

5. How well do the meals meet your need?

65% Excellent – Meals fully meet my needs
35% Average – Meals not quite enough to meet need
0% Poor – Could use significantly more meals

6. The HDM volunteer makes me feel less lonely.

83% Strongly Agree 12% Somewhat Agree

0% Somewhat Disagree 5% Strongly Disagree

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

79% Strongly Agree 14% Somewhat Agree

5% Somewhat Disagree 2% Strongly Disagree

8. How likely is it that you would recommend our meals to your family & friends?

90% Very Likely 10% Somewhat Likely 0% Not Likely

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

60% Yes 40% No

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

49% Improved **49% Stayed the Same** 2% Declined

11. Would you support an increase in the suggested donation?

58% Yes 42% No

If yes, how much? 48% \$3.25 52% \$3.50

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

63% Senior Gazette

31% Friend/Relative

4% COA/Other Agency-Which One? Doctor

2% COA Website www.crawfordcoa.org

0% Crawford County Avalanche

0% Weekly Choice – Free Paper

0% Other Newspaper – Which One? Voice

0% Facebook

0% Radio – Which Station? _____

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

35% Yes **65% No**

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

54% Phone Call

41% U.S. Mail

3% E-Mail

2% Texting

0% COA Website

0% Facebook

0% Twitter