

**Crawford County Commission on Aging
Home Delivered Meal Program Satisfaction Survey ~ November 2020**

Volunteers were used to call each client and offer survey to them during November 2020. **28 surveys returned out of 82 distributed = 34% return rate.**

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

57% Excellent
39% Average
4% Poor

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

46% Excellent
50% Average
4% Poor

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

46% Excellent
43% Average
11% Poor

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

75% Excellent
21% Average
4% Poor

5. How well do the meals meet your need?

71% Excellent – Meals fully meet my needs
25% Average – Meals not quite enough to meet need
4% Poor – Could use significantly more meals

6. Are the meals packaged securely and easy to open>

75% Yes 25% No

If No, Explain

- 6 Plastic top difficult open
- Bread is not sealed enough-dry
- Sticks to much to the paper

7. Would you like to see the Wednesday USDA fresh food boxes continue?

81% Yes 19% No

8. Currently frozen meals replace sack lunches. Do you miss the sack lunches?

14% Yes **86% No**

9. The HDM volunteer makes me feel less lonely.

81% Strongly Agree 15% Somewhat Agree

4% Somewhat Disagree 0% Strongly Disagree

10. How are your meals delivered by the volunteer?

10% Left at the door

67% Handed to me by driver

23% Brought into my house

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

54% Strongly Agree 39% Somewhat Agree

7% Somewhat Disagree 0% Strongly Disagree

12. I look forward to the phone check-ins on Tuesday and Thursday and they are helpful.

83% Strongly Agree 13% Somewhat Agree

4% Somewhat Disagree 0% Strongly Disagree

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

81% Very Likely 15% Somewhat Likely 4% Not Likely

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

50% Yes **50% No**

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

36% Improved **57% Stayed the Same** 7% Declined

16. Do think the \$3.50 suggested donation is reasonable?

89% Yes 11% No

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

64% Senior Gazette

15% Crawford County Avalanche

9% Friend/Relative

6% COA/Other Agency-Which One?

- 2 Prudenville COA

3% COA Website www.crawfordcoa.org

3% Facebook

- 0% Weekly Choice – Free Paper
- 0% Other Newspaper – Which One?
- 0% Physician/Home Health – Which One?
- 0% Radio – Which Station?

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

50% Yes **50% No**

If yes, do you participate in on-line activities?

13% Yes **87% No**

19. Can you send and receive texts?

46% Yes 54% No

20. Can you send and receive email?

39% Yes **61% No**

If yes, do you receive our weekly emails?

25% Yes **75% No**

If no, please provide your email so we can include you.

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

59% Phone Call

25% U.S. Mail

8% E-Mail

8% Texting

0% COA Website

0% Facebook

0% Twitter