

**Crawford County Commission on Aging  
Home Delivered Meal Program Satisfaction Survey ~ September 2021**

Volunteers were used to call each client and offer survey to them during September 2021. **34 surveys returned out of 73 distributed = 47% return rate.**

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

**69% Excellent**  
31% Average  
0% Poor

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

48% Excellent  
**52% Average**  
0% Poor

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

**65% Excellent**  
35% Average  
0% Poor

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

**64% Excellent**  
36% Average  
0% Poor

5. How well do the meals meet your need?

**76% Excellent – Meals fully meet my needs**  
24% Average – Meals not quite enough to meet need  
0% Poor – Could use significantly more meals

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

**91% Yes**                      9% No

If No, Explain

- 3 - Hard to open.

7. Currently frozen meals replaced sack lunches. Do you miss the sack lunches (sandwich/wrap with cupped veggies)?

25% Yes                      **75% No**

8. The HDM volunteer makes me feel less lonely.

**72% Strongly Agree**    25% Somewhat Agree

0% Somewhat Disagree 3% Strongly Disagree

9. How are your meals delivered by the volunteer?

3% Left at the door

**73% Handed to me by driver**

24% Brought into my house

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

**67% Strongly Agree** 30% Somewhat Agree

3% Somewhat Disagree 0% Strongly Disagree

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

**72% Strongly Agree** 21% Somewhat Agree

7% Somewhat Disagree 0% Strongly Disagree

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

**85% Very Likely** 15% Somewhat Likely 0% Not Likely

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

**85% Yes** 15% No

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

35% Improved **65% Stayed the Same** 0% Declined

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

**97% Yes** 3% No

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

**48% Senior Gazette**

21% Friend/Relative

13% Crawford County Avalanche

8% Physician/Home Health – Which One?

6% COA/Other Agency-Which One?

2% Facebook

2% Weekly Choice – Free Paper

0% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

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**?

42% Yes      **58% No**

18. Can you send and receive texts?

36% Yes      **64% No**

19. Can you send and receive email?

41% Yes      **59% No**

If yes, do you receive our weekly emails?

15% Yes      **85% No**

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

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

**52% Phone Call**

32% U.S. Mail

10% E-Mail

6% Texting

0% COA Website

0% Facebook

0% Twitter

21. Please share your positive comments and constructive criticism.