

**Crawford County Commission on Aging
Home Delivered Meal Program Satisfaction Survey ~ September 2022**

Volunteers were used to call each client and offer survey to them during September 2022. **37 surveys returned out of 77 distributed = 48% return rate.**

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

74% Excellent
26% Average
0% Poor

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

65% Excellent
35% Average
0% Poor

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

58% Excellent
36% Average
6% Poor

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

87% Excellent
13% Average
0% Poor

5. How well do the meals meet your need?

81% Excellent – Meals fully meet my needs
19% 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?

90% Yes 10% No

If No, Explain

7. The HDM volunteer makes me feel less lonely.

84% Strongly Agree 13% Somewhat Agree
3% Somewhat Disagree 0% Strongly Disagree

8. How are your meals delivered by the volunteer?

3% Left at the door
70% Handed to me by driver
27% Brought into my house

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

67% Strongly Agree 30% Somewhat Agree
3% Somewhat Disagree 0% Strongly Disagree

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

80% Strongly Agree 20% Somewhat Agree
0% Somewhat Disagree 0% Strongly Disagree

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

97% Very Likely 3% Somewhat Likely 0% Not Likely

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

74% Yes **26% No**

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

47% Improved **50% Stayed the Same** 3% Declined

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

97% Yes 3% No

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

60% Senior Gazette

20% Friend/Relative

10% Physician/Home Health – Which One?

7% Crawford County Avalanche

3% COA/Other Agency-Which One?

0% Facebook

0% Weekly Choice – Free Paper

0% COA Website www.crawfordcoa.org

0% Other Newspaper – Which One?

0% Radio – Which Station?

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

35% Yes **65% No**

17. Can you send and receive texts?

13% Yes **87% No**

18. Can you send and receive email?

20% Yes **80% No**

If yes, do you receive our weekly emails?

40% Yes

60% No

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

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

70% Phone Call

23% U.S. Mail

5% Texting

2% E-Mail

0% COA Website

0% Facebook

0% Twitter

20. Please share your positive comments and constructive criticism.

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