

**Crawford County Commission on Aging
Home Delivered Meal Program Satisfaction Survey ~ September 2023**

Volunteers were used to call each client and offer survey to them during September 2023. **31 surveys returned out of 112 distributed = 28% return rate.**

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

71% Excellent
29% Average
0% Poor

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

52% Excellent
48% Average
0% Poor

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

84% Excellent
16% Average
0% Poor

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

80% Excellent
20% Average
0% Poor

5. How well do the meals meet your need?

91% Excellent – Meals fully meet my needs
9% 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?

84% Yes 16% No

If no, Explain

7. The HDM volunteer makes me feel less lonely.

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

8. How are your meals delivered by the volunteer?

0% Left at the door
96% Handed to me by driver
4% Brought into my house

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

60% Strongly Agree 36% Somewhat Agree
4% Somewhat Disagree 0% Strongly Disagree

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

67% Strongly Agree 33% Somewhat Agree 0% Somewhat Disagree
0% Strongly Disagree 0% I would like to receive them

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

80% Very Likely 20% Somewhat Likely 0% Not Likely

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

54% Yes 46% No

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

46% Improved **54% Stayed the Same** 0% Declined

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

96% Yes 4% 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)

52% Friend/Relative

24% Physician/Home Health – Which One?

7% Senior Gazette

7% Crawford County Avalanche

4% COA Website www.crawfordcoa.org

3% COA/Other Agency-Which One?

3% Radio – Which Station?

0% Facebook

0% Weekly Choice – Free Paper

0% Other Newspaper – Which One?

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

46% Yes **54% No**

17. Can you send and receive texts? 33% Yes **67% No**

18. Can you send and receive email? 29% Yes **71% No**
 If yes, do you receive our weekly emails? 20% Yes **80% No**
 If no, please provide your email so we can include you.
19. What is the best way to get information to you?
 57% Phone Call
 27% U.S. Mail
 11% Texting
 5% E-Mail
 0% COA Website
 0% Facebook
 0% Instagram