

Crawford County Commission on Aging
Home Delivered Meal Program Satisfaction Survey ~ September 2025

Volunteers were used to call each client and offer survey to them during September 2025. Clients not reached were sent a survey with their meals to fill out and return. **43 surveys returned out of 103 distributed = 42% return rate.**

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

19% Excellent	29% Very Good	43% Good	9% Average
0% Poor	0% Bad	0% Very Bad	

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

7% Excellent	26% Very Good	44% Good	16% Average
7% Poor	0% Bad	0% Very Bad	

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

10% Excellent	32% Very Good	34% Good	13% Average
11% Poor	0% Bad	0% Very Bad	

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

10% Excellent	32% Very Good	42% Good	14% Average
2% Poor	0% Bad	0% Very Bad	

5. How well do the meals meet your need?

19% Excellent	26% Very Good	40% Good	10% Average
5% Poor	0% Bad	0% Very Bad	

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

98% Yes 2% No

If no, Explain

- Plastic peels off 50/50
- Some are already open.

7. The HDM volunteer makes me feel less lonely.

64% Strongly Agree	31% Somewhat Agree
5% Somewhat Disagree	0% Strongly Disagree

8. How are your meals delivered by the volunteer?

0% Left at the door

65% Handed to me by driver

35% Brought into my house

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

65% Strongly Agree 33% Somewhat Agree

2% Somewhat Disagree 0% Strongly Disagree

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

86% Very Likely 14% Somewhat Likely 0% Not Likely

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

67% Yes 33% No

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

30% Improved **70% Stayed the Same** 0% Declined

13. Do you think the \$4.00 suggested donation is reasonable?

100% Yes 0% No

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

35% Senior Gazette

26% Friend/Relative

21% Physician/Home Health – Which One? Social Worker,
5 - Hospital, 2 - Doctor.

6% Crawford County Avalanche

5% Facebook

5% COA Website www.crawfordcoa.org

2% COA/Other Agency-Which One?

0% Weekly Choice – Free Paper

0% Radio – Which Station?

0% Other Newspaper – Which One?

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

41% Yes

59% No

17. Can you send and receive texts?

54% Yes

46% No

18. Can you send and receive email?

36% Yes

64% 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?

77% Phone Call

14% Texting
5% U.S. Mail
2% E-Mail
2% Facebook
0% COA Website
0% Instagram

20. Please share your positive comments and constructive criticism.