

**Crawford County Commission on Aging**  
**In-Home Services Satisfaction Survey ~ September 2024**

Volunteers were used to call each client and offer a survey to them during September of 2024. **18 surveys were returned out of 60 distributed = 30% return rate.**

1. What services are you currently receiving (Check all that apply)  
**76% Homemaking** 10% Respite 14% Personal Care
2. How would you rate the overall quality of your service?  
**78% Excellent** 17% Average 5% Poor
3. How well do the services meet your need?  
**100% Excellent (All Needs Met)**  
0% Average (A Few Needs Not Met)  
0% Poor (Could Use Significantly More Services)
4. How would you rate COA staff treating you in a positive and professional manner?  
**89% Yes** 11% No 0% Poor
5. Are you notified in a timely manner when there are changes in your service?  
**100% Yes** 0% No
6. Are you notified when your worker is delayed?  
**100% Yes** 0% No
7. How would you rate the availability of office staff for scheduling?  
**75% Excellent** 19% Average 6% Poor
8. How would you rate the COA working with you to make arrangements to fit your needs?  
**75% Excellent** 19% Average 6% Poor
9. How did the staff person who called you and filled out paperwork in making decisions about your care?  
**100% Yes** 0% No
10. Did the forms received for your signature reflect the services you and the staff person discussed?  
**100% Yes** 0% No
11. Services are helpful to maintaining my independence.  
**100% Yes** 0% No
12. Has your overall health or well-being improved since being on services?  
**59% Yes** 41% No
13. Do you think the \$23.00 suggested donation is reasonable?  
**94% Yes** 6% No
14. How likely would you be to recommend our services to your family and friends?  
**89% Very Likely** 11% Somewhat Likely 0% Not Likely

15. 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**
- 22% Friend/Relative
- 9% Physician/Home Health
- 9% Crawford County Avalanche
- 4% COA/Other Agency (Which One?)
- 4% COA Website ([www.crawfordcoa.org](http://www.crawfordcoa.org))
- 4% Weekly Choice – Free Paper
- 4% Other Newspaper (Which One?)
- 0% Facebook
- 0% Radio (Which Station?)

16. 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?

**65% Yes**    35% No

18. Can you send and receive email?

44% Yes    **56% No**

If yes, do you receive our monthly Senior Gazette emails?

33% Yes    **67% No**

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

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

- 28% US Mail
- 14% E-Mail
- **48% Phone Call**
- 10% Texting
- 0% COA Website
- 0% Facebook
- 0% Instagram