

Crawford County Commission on Aging In-Home Services Satisfaction Survey ~ August 2017

Volunteers were used to call each client and offer survey to them during the end of August of 2017.

57 surveys returned out of 90 distributed = 63% return rate.

1. What services are you currently receiving (check as many as apply).

76% Homemaking 6% Senior Companion
14% Personal Care 4% Respite

2. How would you rate the overall quality of your service?

82% Excellent 18% Average 0% Poor

3. How well do the services meet your need?

86% Excellent - All Needs Met 14% 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?

93% Excellent 7% Average 0% Poor

5. Are you notified in a timely manner when there are changes in your service?

94% Yes 6% No

6. Are you notified when your worker is delayed?

94% Yes 6% No

7. How would you rate the availability of office staff for scheduling?

71% Excellent 27% Average 2% Poor

8. How would you rate the COA working with you to make arrangements to fit your needs?

77% Excellent 21% Average 2% Poor

9. Did the staff person who visited you and filled out paperwork involve you in making decisions about your care?

96% Yes 4% No

10. Services are helpful to maintaining my independence.

93% Yes 7% No

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

65% Yes 35% No

12. Do you think the \$13.00 suggested donation is reasonable?

93% Yes 7% No

13. Would you recommend our services to your friends and family?

100% Yes 0% No

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

43% Senior Gazette

23% Crawford County Avalanche

16% Friend/Relative

9% Weekly Choice-Free Paper

4% COA/Other Agency-Which one? Hospital, COA

3% Other Newspaper - Which One? Record Eagle, Houghton Lake, Voice

1% COA Website www.crawfordcoa.org

1% Radio - Which Station? _____

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

39% Yes **61% No**

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

63% Phone Call

24% U.S Mail

6% E-Mail

3% COA Website

3% Texting

1% Twitter

0% Facebook

