

## Crawford County Commission on Aging In-Home Services Satisfaction Survey ~ September 2018

**Volunteers were used to call each client and offer survey to them during the beginning of September of 2018.**

**51 surveys returned out of 98 distributed = 52% return rate.**

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

**80% Homemaking**            5% Senior Companion  
13% Personal Care        2% Respite

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

**86% Excellent** 14% Average 0% Poor

3. How well do the services meet your need?

**88% Excellent** - All Needs Met    10% Average - A Few Needs Not Met  
2% Poor - Could Use Significantly More Services

4. How would you rate COA staff treating you in a positive and professional manner?

**98% Excellent** 2% Average 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?

**98% Yes** 2% No

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

**92% Excellent** 8% Average 0% Poor

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

**94% Excellent** 6% Average 0% Poor

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

**100% Yes** 0% No

10. Services are helpful to maintaining my independence.

**98% Yes** 2% No

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

**90% Yes** 10% No

12. Do you think the \$15.00 suggested donation is reasonable?

**96% Yes** 4% No

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

79% **Very Likely** 0% Somewhat Likely 21% Not Likely

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)

**53% Senior Gazette**

29% Friend/Relative

9% Crawford County Avalanche

9% COA/Other Agency-Which one? Home Health, hospital, doctors office, and COA worker

0% Weekly Choice-Free Paper

0% Facebook

0% Other Newspaper - Which One?

0% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

0% Radio - Which Station? \_\_\_\_\_

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

36% Yes **64% No**

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

**60% Phone Call**

35% U.S Mail

5% E-Mail

0% COA Website

0% Texting

0% Twitter

0% Facebook