

## Crawford County Commission on Aging In-Home Services Satisfaction Survey ~ November 2020

**Volunteers were used to call each client and offer survey to them during the beginning of November of 2020.**

**28 surveys returned out of 101 distributed = 28% return rate.**

1. What services are you currently receiving (check as many as apply).  
**93% Homemaking**  
7% Personal Care  
0% Respite
  
2. How would you rate the overall quality of your service?  
**71% Excellent** 29% Average 0% Poor
  
3. How well do the services meet your need?  
**68% Excellent - All Needs Met** 25% Average - A Few Needs Not Met  
7% Poor - Could Use Significantly More Services
  
4. How would you rate COA staff treating you in a positive and professional manner?  
**86% Excellent** 14% 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?  
**88% Yes** 12% No
  
7. Does COA staff wear protective equipment to keep you safe, such as a mask, gown, booties, face shield?  
**100% Yes** 2% No
  
8. How would you rate the availability of office staff for scheduling?  
**59% Excellent** 37% Average 4% Poor
  
9. How would you rate the COA working with you to make arrangements to fit your needs?  
**71% Excellent** 29% Average 0% Poor

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

**89% Yes** 11% No

11. Did the forms you received for you signature reflect the services you and the staff person discussed?

**100% Yes** 0% No

12. Services are helpful to maintaining my independence.

**100% Yes** 0% No

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

**64% Yes** 36% No

14. Do you think the \$18.00 suggested donation is reasonable?

**96% Yes** 4% No

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

**86% Very Likely** 11% Somewhat Likely 4% Not Likely

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

**57% Senior Gazette**

17% Crawford County Avalanche

11% Friend/Relative

6% Physician/Home Health - Which One?

3% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

3% COA/Other Agency-Which one?

3% Facebook

0% Weekly Choice-Free Paper

0% Radio - Which Station?

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

**44% Yes** 56% **No**

If yes, do you participate in on-line activities?

**14% Yes** 86% **No**

18. Can you send and receive texts?

48% Yes 52% **No**

19. Can you send and receive email?

37% Yes **63% No**

If yes do you receive our weekly emails?

40% Yes **60% No**

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

**53% Phone Call**

18% U.S Mail

16% Texting

10% E-Mail

3% Facebook

0% COA Website

0% Twitter