

## Crawford County Commission on Aging In-Home Services Satisfaction Survey ~ September 2021

**Surveys were mailed to clients in September 2021**

**22 surveys returned out of 44 distributed = 50% return rate.**

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

**61% Homemaking**

11% Personal Care

29% Respite

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

**91% Excellent** 9% Average 0% Poor

3. How well do the services meet your need?

**74% Excellent** - All Needs Met 26% 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?

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

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

**95% Yes** 5% No

6. Are you notified when your worker is delayed?

**95% Yes** 5% No

7. Does COA staff wear protective equipment to keep you safe, such as a mask, gown, booties, face shield?

**100% Yes** 0% No

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

**77% Excellent** 23% Average 0% Poor

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

**91% Excellent** 9% Average 0% Poor

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

**90% Yes** 10% 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?

**89% Yes** 11% No

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

**95% Yes** 5% No

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

**86% Very Likely** 14% Somewhat Likely 0% 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)

**40% Senior Gazette**

36% Friend/Relative

8% Crawford County Avalanche

8% COA/Other Agency-Which one?

4% Physician/Home Health - Which One?

4% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

0% 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**?

38% Yes **62% No**

18. Can you send and receive texts?

35% Yes **65% No**

19. Can you send and receive email?

37% Yes **63% No**

If yes do you receive our weekly emails?

0% Yes 100% **No**

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

**62% Phone Call**

23% U.S Mail

9% Texting

6% E-Mail

0% Facebook

0% COA Website

0% Twitter

21. Please share your positive comments and constructive criticism.