

**Crawford County Commission on Aging  
In-Home Services Satisfaction Survey ~ September 2022**

Volunteers were used to call each client and offer survey to them during September of 2022. 18 surveys were completed out of 42 = 43% return rate.

1. What services are you currently receiving (check as many as apply).  
**59% Homemaking**                      11% Respite                      30% Personal Care
2. How would you rate the overall quality of your service?  
**89% Excellent**      11% Average      0% Poor
3. How well do the services meet your need?  
**89% Excellent**      11% Average      0% Poor
4. How would you rate COA staff treating you in a positive and professional manner?  
**100% Excellent**      0% 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. Does COA staff wear protective equipment to keep you safe, such as a mask, gown and gloves?  
**100% Yes**                      0% No
8. How would you rate the availability of office staff for scheduling?  
**94% Excellent**      6% Average      0% Poor
9. How would you rate the COA working with you to make arrangements to fit your needs?  
**83% Excellent**      11% Average      6% Poor
10. Did the staff person who called you and filled out paperwork involve you in making decisions about your care?  
**100% Yes**                      0% No
11. Did the forms you received for your 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?  
**88% Yes**                      12% No

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

**94% Yes**

6% No

15. How likely would you be to recommend our services to your family & friends?

**94% Very Likely**

6% Somewhat Likely

0% Not Likely

16. How do you hear about the services, meals and activities at the Senior Center?

(check all that apply)

**42% Senior Gazette**

31% Friend/Relative

11% COA/Other Agency-Which One?

8% Crawford County Avalanche

8% Physician/Home Health

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

0% Weekly Choice – Free Paper

0% Facebook

0% Other Newspaper – Which One?

0% Radio – Which Station?

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

**53% Yes**

47% No

18. Can you send and receive texts?

**94% Yes**

6% No

19. Can you send and receive email?

**50% Yes**

50% No

If yes, do you receive our weekly emails?

8% Yes

**92% No**

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

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

20% U.S. Mail

4% E-Mail

**68% Phone Call**

8% Texting

0% COA Website

0% Facebook

0% Twitter

0% Instagram

21. Please share your positive comments and constructive criticism.