

**Crawford County Commission on Aging  
In-Home Services Satisfaction Survey ~ September 2023**

Volunteers were used to call each client and offer survey to them during September of 2023. 14 surveys were completed out of 40 = 35% return rate.

1. What services are you currently receiving (check as many as apply).  
**67% Homemaking**                      5% Respite                      28% Personal Care
  
2. How would you rate the overall quality of your service?  
**93% Excellent**      7% Average      0% Poor
  
3. How well do the services meet your need?  
**79% Excellent - All Needs Met**  
21% 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?  
**100% Excellent**      0% Average      0% Poor
  
5. Are you notified in a timely manner when there are changes in your service?  
**93% Yes**                      7% No
  
6. Are you notified when your worker is delayed?  
**92% Yes**                      8% No
  
9. How would you rate the availability of office staff for scheduling?  
**93% Excellent**      7% Average      0% Poor
  
10. How would you rate the COA working with you to make arrangements to fit your needs?  
**93% Excellent**      7% Average      0% Poor
  
- 11 . Did the staff person who called you and filled out paperwork involve you in making decisions about your care?  
**100% Yes**                      0% No
  
12. Did the forms you received for your signature reflect the services you and the staff person discussed?  
**100% Yes**                      0% No
  
13. Services are helpful to maintaining my independence.  
**100% Yes**                      0% No

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

**86% Yes**

14% No

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

**93% Yes**

7% No

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

**93% Very Likely**

7% Somewhat Likely

0% Not Likely

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

56% Friend/Relative

13% Crawford County Avalanche

7% Senior Gazette

6% Physician/Home Health

6% COA/Other Agency-Which One?

6% COA Website [www.crawfordcoa.org](http://www.crawfordcoa.org)

6% 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?

**43% Yes**

57% No

18. Can you send and receive texts?

**50% Yes**

**50% No**

19. Can you send and receive email?

21% Yes

**79% No**

If yes, do you receive our weekly emails?

**15% Yes**

85% No

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

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

22% U.S. Mail

17% E-Mail

**48% Phone Call**

13% Texting

0% COA Website

0% Facebook

0% Instagram