

**Crawford County Commission on Aging
In-Home Services Satisfaction Survey ~ September 2025**

Volunteers were used to call each client and offer survey to them during September of 2025. **23 surveys were completed out of 50 = 46% return rate.**

1. What services are you currently receiving (check as many as apply).
72% Homemaking 7% Respite 21% Personal Care
2. How would you rate the overall quality of your service?
54% Excellent 21% Very Good 13% Good 4% Average
4% Poor 4% Bad 0% Very Bad
3. How well do the services meet your need?
33% Excellent 29% Very Good 17% Good 13% Average
8% Poor 0% Bad 0% Very Bad
4. How would you rate COA staff treating you in a positive and professional manner?
46% Excellent 42% Very Good 12% Good 0% Average
0% Poor 0% Bad 0% Very Bad
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. How would you rate the availability of office staff for scheduling?
23% Excellent **68% Very Good** 4% Good 5% Average
0% Poor 0% Bad 0% Very Bad
8. How would you rate the COA working with you to make arrangements to fit your needs?
32% Excellent 27% Very Good **32% Good** 9% Average
0% Poor 0% Bad 0% Very Bad
9. Did the staff person who called you and filled out paperwork involve you in making decisions about your care?
100% Yes 0% No
10. Did the forms you received for your signature reflect the services you and the staff person discussed?
100% Yes 0% No

11. Services are helpful to maintaining my independence.

95% Yes

5% No

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

76% Yes

24% No

13. Do you think the \$23.00 suggested donation is reasonable?

100% Yes

0% No

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

95% Very Likely

5% Somewhat Likely

0% Not Likely

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

39% Physician/Home Health-Which One? Hospital/Doctor

26% Friend/Relative

22% Senior Gazette

9% COA/Other Agency-Which One? COA

4% COA Website www.crawfordcoa.org

0% Crawford County Avalanche

0% Weekly Choice – Free Paper

0% Other Newspaper – Which One?

0% Facebook

0% Radio – Which Station?

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

45% Yes

55% No

17. Can you send and receive texts?

42% Yes

58% No

18. Can you send and receive email?

45% Yes

55% No

If yes, do you receive our weekly emails?

62% Yes

38% No

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

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

0% U.S. Mail

0% E-Mail

82% Phone Call

18% Texting

0% COA Website

0% Facebook

0% Twitter

0% Instagram

20. Please share your positive comments and constructive criticism.