

Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ September 2024

Surveys distributed during meals for the week of September 3rd, 2024. 30 surveys were returned out of 34 distributed surveys = 88% return rate.

1. What is the reason you continue to participate in the Congregate Meal Program?
28% Get out of the House/See People **47% Nutritious Meals** 17%
Here for an Activity 6% Don't like to/Can't Cook 2% Other.
2. How often do you dine in/eat at the Senior Center?
11% Daily **35% Multiple times a week** 11% Weekly
11% Multiple times a month 32% Monthly
3. How do you normally get here for your meal?
87% Private Car 13% Dial-A-Ride 0% Walk/Bike/Scooter 0% Other
4. How would you rate the appearance of the meals?
93% Excellent 7% Average 0% Poor
5. How would you rate the overall taste of the meals?
80% Excellent 20% Average 0% Poor
6. How would you rate the variety of the food offered?
7. How would you rate the quality of the food offered?
87% Excellent 13% Average 0% Poor
8. How would you rate the overall temperature of the hot food that is served to you at the Senior Center?
0% Too Hot **66% Hot Enough** 34% Warm 0% Not Hot
9. How would you rate the cleanliness of the dining room?
100% Excellent 0% Average 0% Poor
10. How would you rate the professionalism of the Commission on Aging Staff?
97% Excellent 3% Average 0% Poor
11. How likely is it that you would recommend our meals to your family and friends?
90% Very Likely 10% Somewhat Likely 0% Not Likely
12. Is this meal your main source of food each day?
20% Yes **80% No**
13. Do you feel you have enough access to food?
21% Overabundance **79% Enough** 0% Not Enough
14. How well do the meals meet your needs?
86% Excellent- Meals fully meet your needs
14% Average- Meals not quite enough to meet needs
0% Poor- Could use significantly more meals

15. What food are you receiving from other sources in addition to the Congregate Meal?

- **46% Free Food Trucks at Grayling Baptist & Mount Hope Church**
- 54% Christian Help Center Food Pantry
- 0% SNAP Benefits (Food stamps)

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

- **53% Senior Gazette**
- 11% Friend/Relative
- 10% Facebook
- 8% Crawford County Avalanche
- 4% COA Website (www.crawfordcoa.org)
- 2% COA/Other Agency (Which One?)
- 0% Radio (Which Station?)

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

66% Yes 34% No

18. Can you send and receive texts?

86% Yes 14% No

19. Can you send and receive email?

79% Yes 21% No

If yes, do you receive our monthly Senior Gazette emails?

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

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

- 11% US Mail
- 19% E-Mail
- 29% Phone Call
- **31% Texting**
- 4% COA Website
- 6% Facebook
- 0% Instagram