

## Crawford County Commission on Aging

### Home Delivered Meals Satisfaction Survey ~ September 2024

Volunteers were used to call each client and offer a survey to them during September of 2024. **39 surveys were returned out of 115 distributed = 34% return rate.**

1. How would you rate the **appearance** of the meals?  
**67% Excellent** 33% Average 0% Poor
2. How would you rate the overall **taste** of the meals?  
45% Excellent **53% Average** 2% Poor
3. How would you rate the **variety** of the food offered?  
45% Excellent **53% Average** 2% Poor
4. How would you rate the **quality** of the food offered?  
**59% Excellent** 41% Average 0% Poor
5. How well do the meals meet your needs?  
**79% Excellent- Meals fully meet your needs**  
21% Average- Meals not quite enough to meet needs  
0% Poor- Could use significantly more meals
6. Are the meals securely packaged and easy to open?  
**95% Yes** 5% No  
If no, explain:
  - Hard to open sometimes
  - Plastic comes down in the strings sometimes
  - Pull film off the plate
7. The HDM volunteers make me feel less lonely.  
**61% Strongly Agree** 36% Somewhat Agree  
3% Disagree 0% Strongly Disagree
8. How are your meals delivered by the volunteer?  
0% Left them at the door **76% Handed to me by the driver**  
24% Brought into my house
9. Because of the HDM program, I feel more connected to people.  
44% Strongly Agree **51% Somewhat Agree** 5% Somewhat Disagree  
0% Strongly Disagree
10. How likely is it that you would recommend our meals to your family and friends?  
**82% Very Likely** 18% Somewhat Likely 0% Not Likely
11. Is this meal your main source of food each day?  
**74% Yes** 26% No
12. Has your overall health or well-being improved since being on services?  
37% Improved **63% Stayed the Same** 0% Declined
13. Do you think the suggested \$4.00 donation is reasonable?  
**94% Yes** 6% No

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

- **36% Senior Gazette**
- 33% Friend/Relative
- 9% Crawford County Avalanche
- 6% Physician/Home Health (Which One?)
- 6% Facebook
- 4% COA/Other Agency (Which one?)
- 4% COA Website ([www.crawfordcoa.org](http://www.crawfordcoa.org))
- 2% Weely Choice (Free Paper)
- 0% Other Newspaper
- 0% Radio (Which Station?)

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

**58% Yes**    42% No

16. Can you send and receive texts?

47% Yes    **53% No**

17. Can you send and receive email?

**53% Yes**    47% No

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

6% Yes    **94% No**

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

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

- 16% US Mail
- 15% E-Mail
- **46% Phone Call**
- 18% Texting
- 2% COA Website
- 3% Facebook
- 0% Instagram