

2009 CLIENT SURVEY

Each year, the Commission on Aging asks all of our clients to complete our annual survey. We do this for two reasons: 1.) to help us evaluate the quality of our services, and 2.) to identify other needs you may have.

This year, to make certain the survey is completely objective, we will be using an outside consultant, Woods Consulting Group, to distribute, collect, and prepare the final report for the Commission on Aging Board. Therefore, all questions about the survey should be directed to Woods Consulting Group at (231) 725-8306.

And finally, **if you complete and return this survey**, your name will be placed in a **drawing** for a **gift certificate from Grand Traverse Pie Company**.

Thank you for completing the survey.

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INSTRUCTIONS: Please circle the answer that best describes how you feel about each question.

1. How would you rate your overall satisfaction with the services provided by the Commission on Aging?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	<i>Mean Score</i>
Number of Responses	6	5	40	162	439	4.57

2. How easy is it to do business with the Commission on Aging?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	<i>Mean Score</i>
Number of Responses	4	5	21	149	473	4.66

3. Overall, how would you rate the quality of our services?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	<i>Mean Score</i>
Number of Responses	5	3	39	163	442	4.59

4. When you've contacted the Commission on Aging, how would you rate our responsiveness to your concerns or requests for service?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	<i>Mean Score</i>
Number of Responses	6	5	19	139	481	4.67

5. If you had to contact our office, was our staff polite and professional, and did they help you with your concerns?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	<i>Mean Score</i>
Number of Responses	3	6	15	117	502	4.72

6. If you had a concern with our services, was your concern resolved to your satisfaction?

	Needs Improvement			Excellent		
Rating	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Mean Score</i>
Number of Responses	11	6	41	131	375	<i>4.51</i>

7. Have you received a visit from the Commission on Aging's Nurse or Assessment Specialist at your home within the last year?

<i>YES</i>	487
<i>NO</i>	106
<i>I Don't Know</i>	72

8. Would you be comfortable with the Commission staff member using a laptop computer to record information during a home visit?

	Not Comfortable			Excellent		
Rating	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Mean Score</i>
Number of Responses	25	22	52	153	380	<i>4.37</i>

9. When a Commission employee comes to your home, is his/her appearance neat and clean, and are they identified as being from the Commission on Aging ?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	Mean Score
Number of Responses	1	2	9	94	528	4.81

If you are not satisfied with the appearance of our employees, how might we improve?

Responses
"detailed ID badges"

10. Are the bills you receive from the Commission on Aging clear and easy to understand?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	Mean Score
Number of Responses	8	2	19	104	519	4.72

If NO, please explain:

Responses
"Billing process is slow"
"More detailed billing" – 4 comments
"Billing errors need to be corrected"

11. How might we improve the services we provide for you?

Responses
"more frequent plowing/mowing" – 3 comments
"poor variety in Meals on Wheels"
"more information on services provided" – 2 comments
"more flexible scheduling/time allotted for services rendered" – 7 comments
"more careful with plowing and mowing" – 2 comments
"earlier plowing"
"more input on services from client" – 3 comments
"more care with services completed" – 5 comments
"better trained employees"

12. Are there any additional services that you need that you currently do not receive? Please tell us what those services are:

Responses
"additional yard services" – 9 comments
"medical alert device" – 3 comments
"window washing" – 6 comments
"errand transportation" – 4 comments
"medical appointment transportation" – 8 comments
"grocery service" – 2 comments
"additional housekeeping" – 7 comments
"roof shoveling" – 2 comments
"home maintenance" – 3 comments
"companionship"
"bathing aid"
"additional respite care"
"foot care"

13. How would you describe your overall level of satisfaction with the Commission on Aging?

	Needs Improvement			Excellent		
Rating	1	2	3	4	5	Mean Score
Number of Responses	2	1	22	145	472	4.68

14. If you receive any of the following services, please rate your overall satisfaction with each service you receive:

	1	2	3	4	5	Mean
Home Maker (House Cleaning)	1	8	27	96	304	4.59
Home Health Care	1	2	6	26	90	4.62
Yard Maintenance/Snow Removal	19	15	35	82	138	4.06
Respite Care	0	1	1	6	37	4.76
Foot Care	5	0	2	23	111	4.67
Personal Emergency Response	5	2	5	16	107	4.61

Please check the township/city/village you live in:

Acme Township	21	Mayfield Township	3
Blair Township	32	Paradise Township	10
East Bay Township	68	Peninsula Township	40
Fife Lake Township	15	Union Township	1
Garfield Township	217	Whitewater Township	3
Grant Township	11	Village of Fife Lake	6
Long Lake Township	21	Village of Kingsley	7
City of Traverse City	201	Green Lake Township/Interlochen	9
Total Responses (to-date)			665

You've now completed the Commission on Aging 2009 survey.

Please fold the survey and place it in the enclosed envelope with **Woods Consulting Group** visible on the front. Place the envelope in the mail – postage has been provided.

If you wish to be entered in the drawing for a gift certificate from Grand Traverse Pie Company, please PRINT your name and telephone number below:

Name

Telephone number

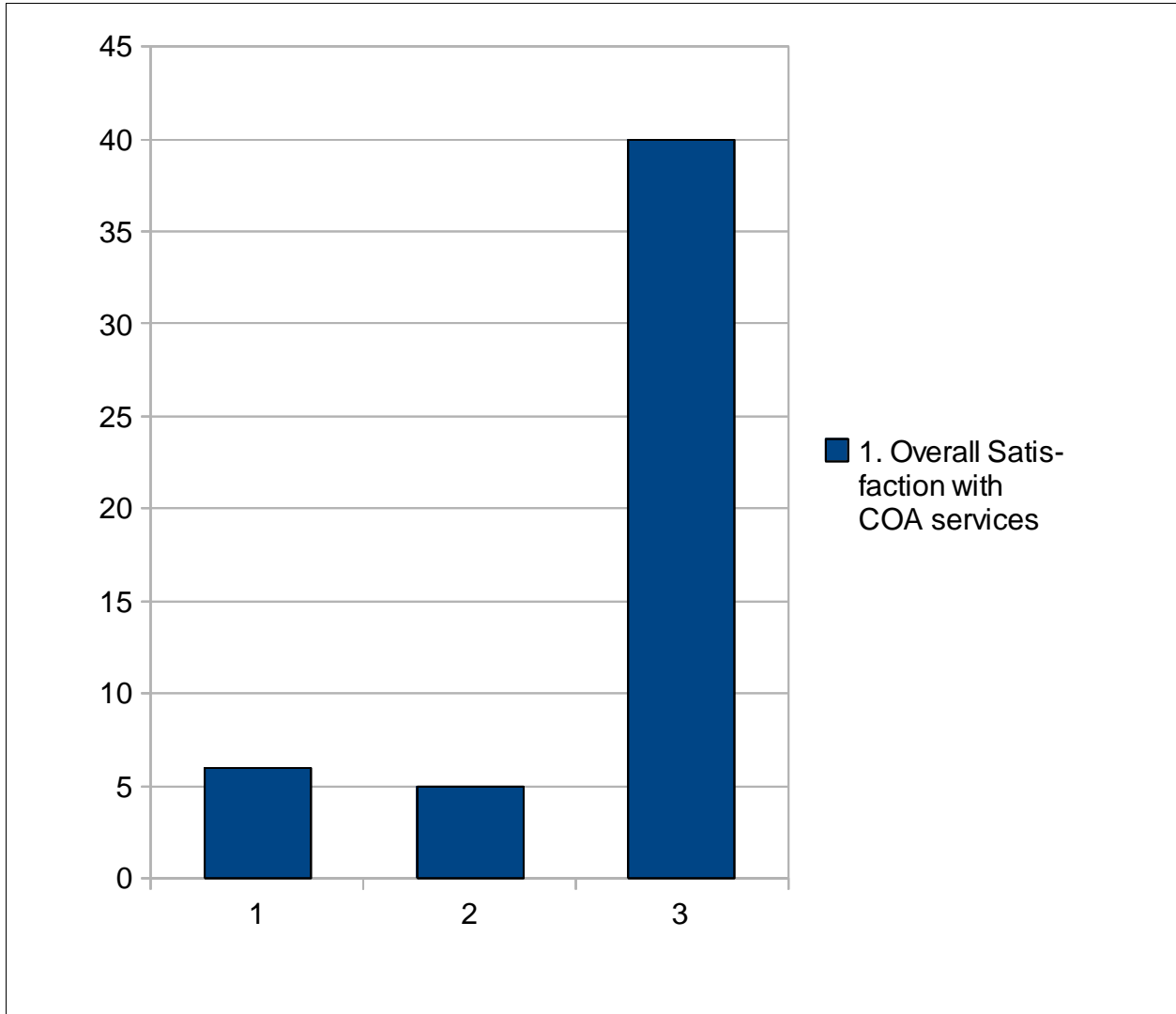
THANK YOU!

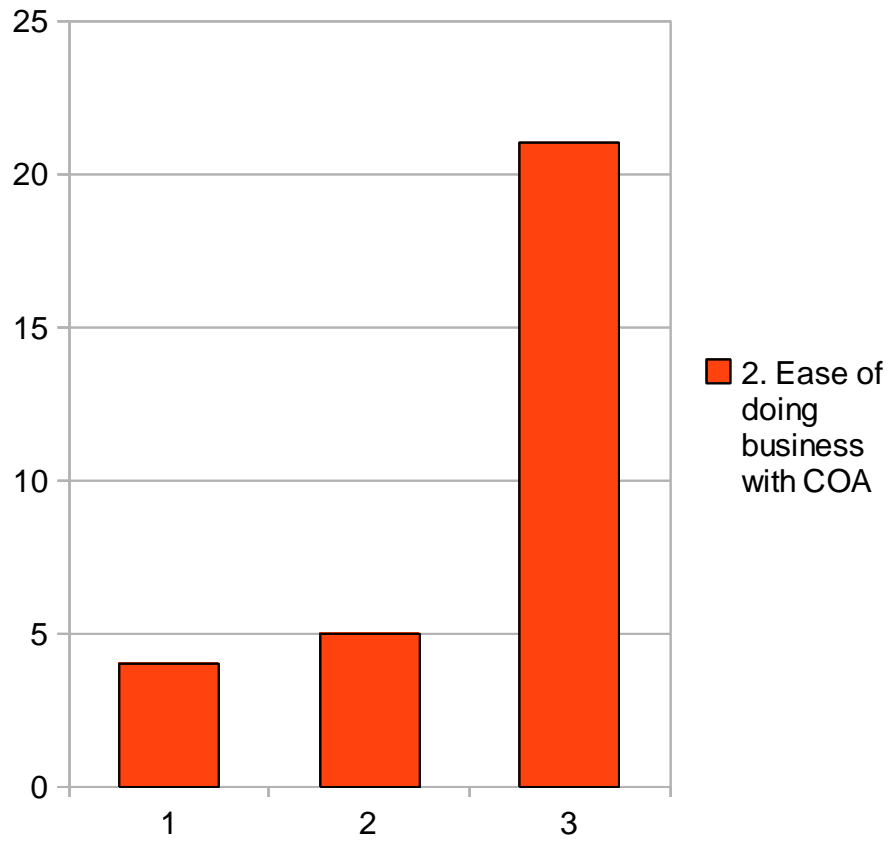
Graphic Presentation of Survey Results

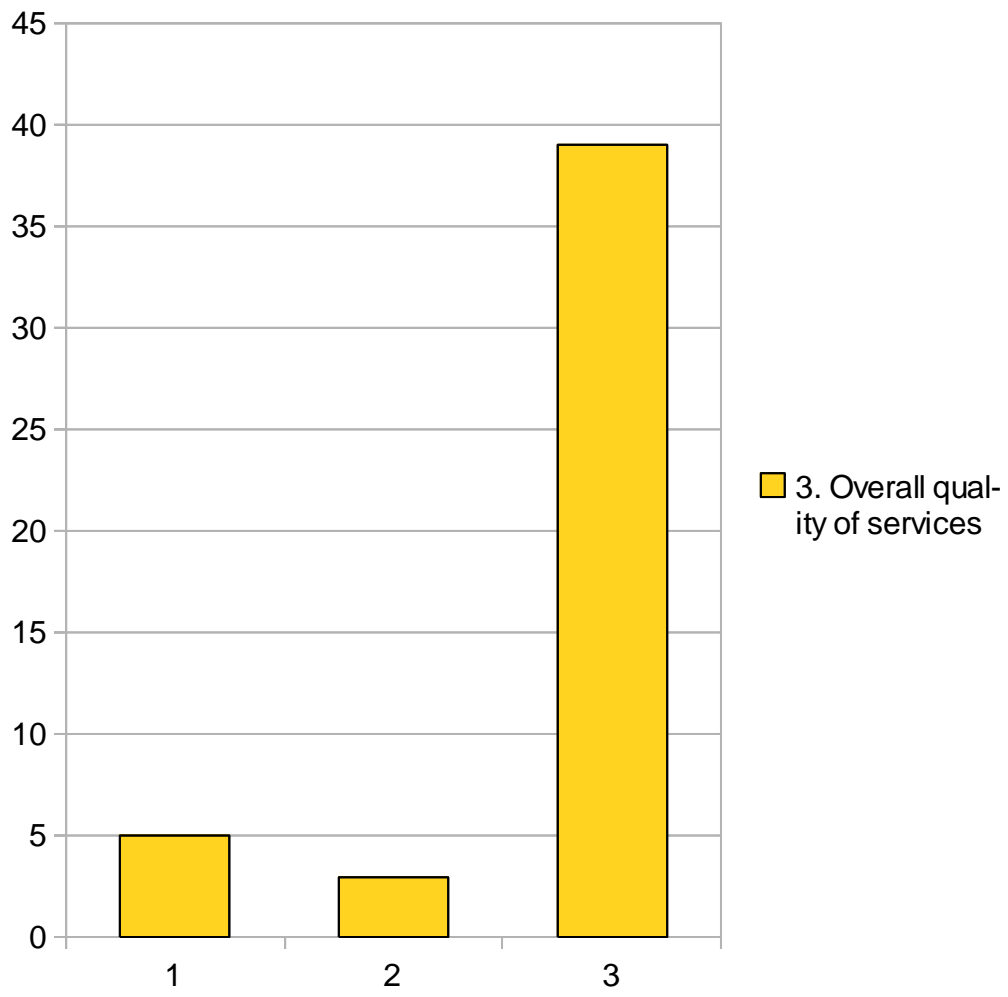
Graph #1: Median Score for Questions with 1-5 Rating Grid

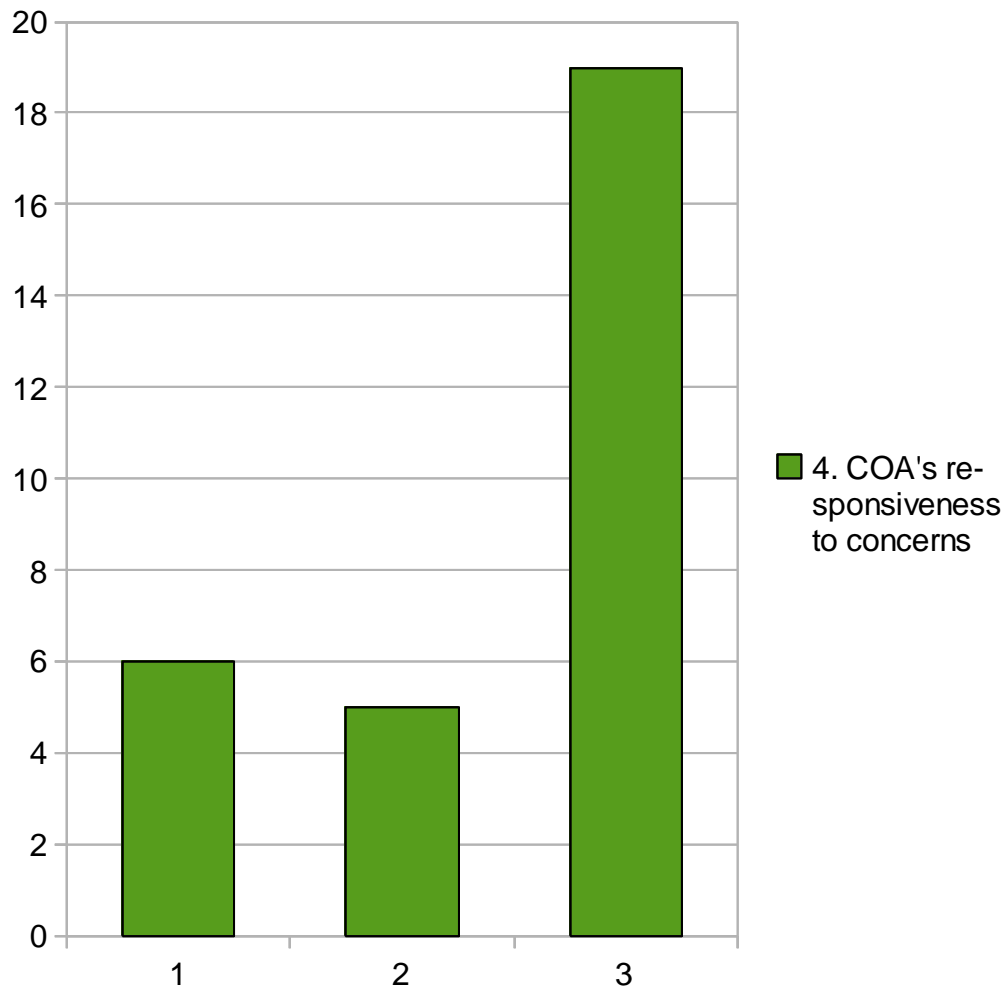


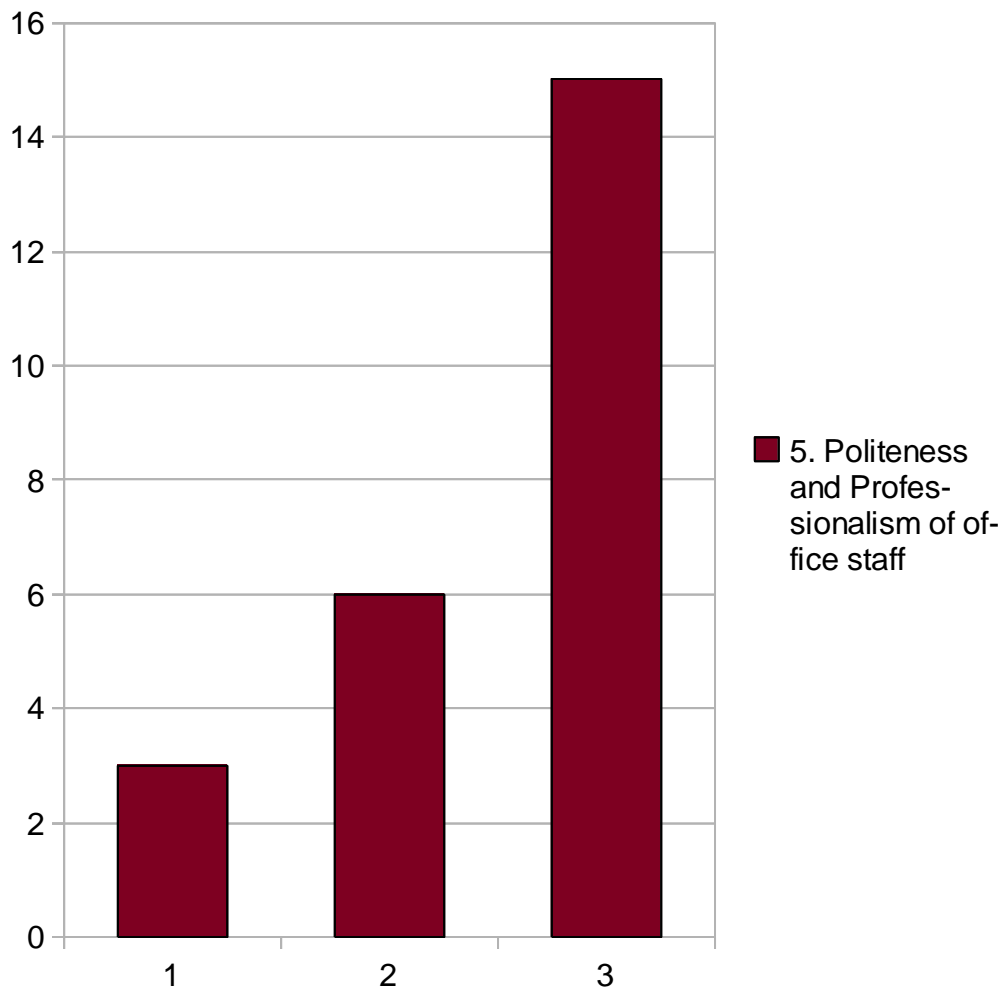
Graphs #2-11: Graphs depict the number of respondents who responded with a “1”, “2” or “3” to each question (responses that were “neutral” or “negative”)

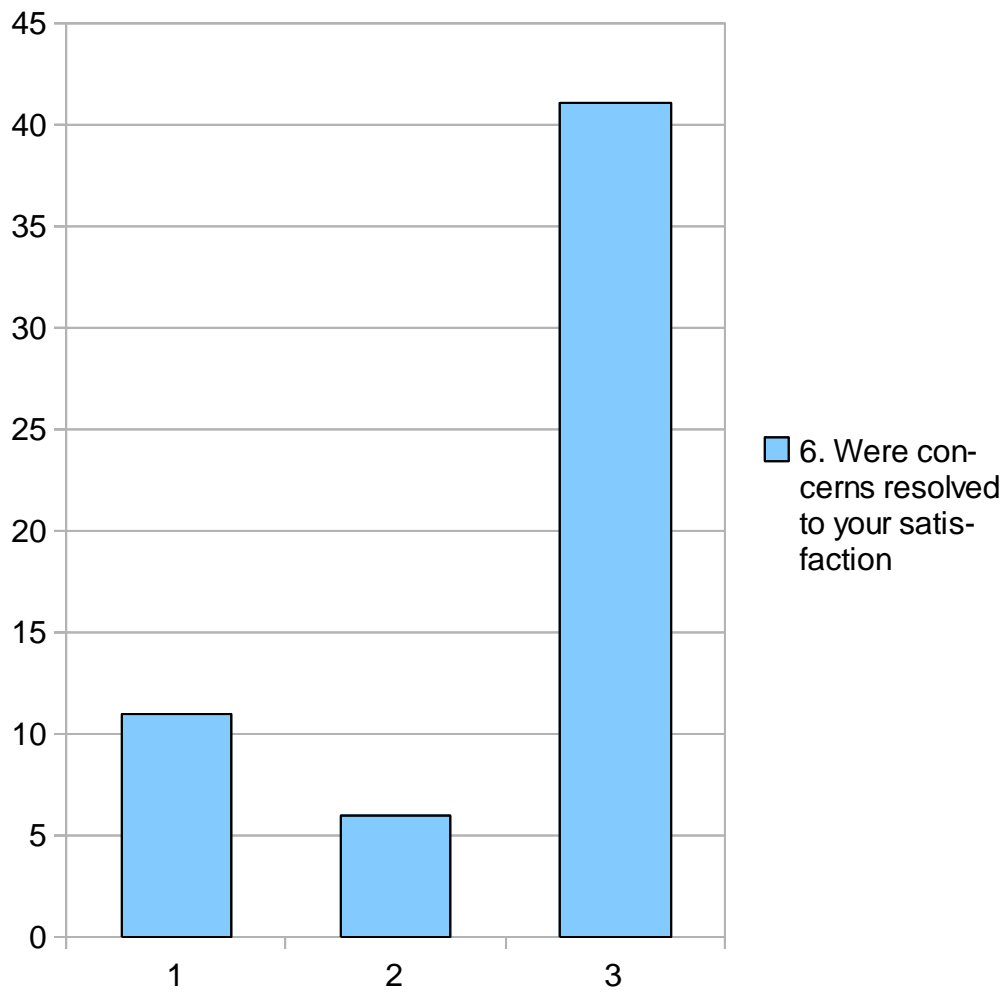


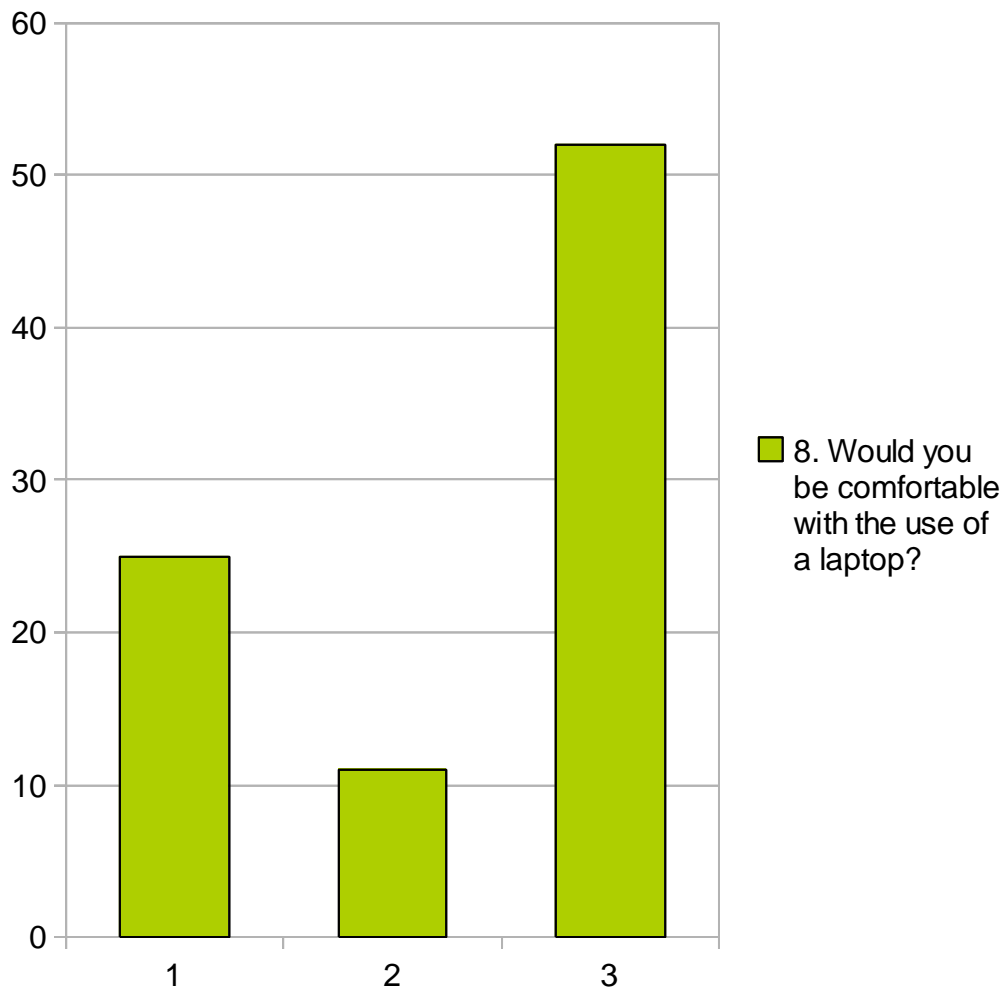


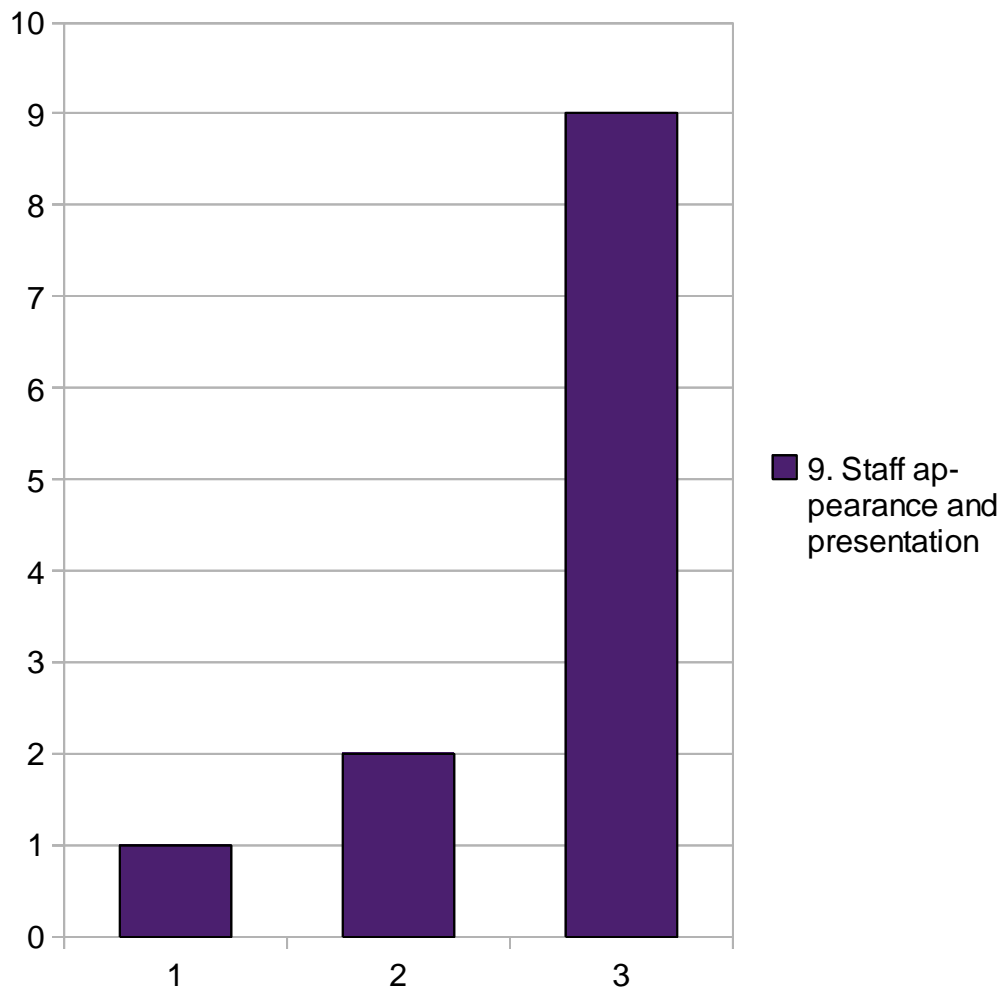


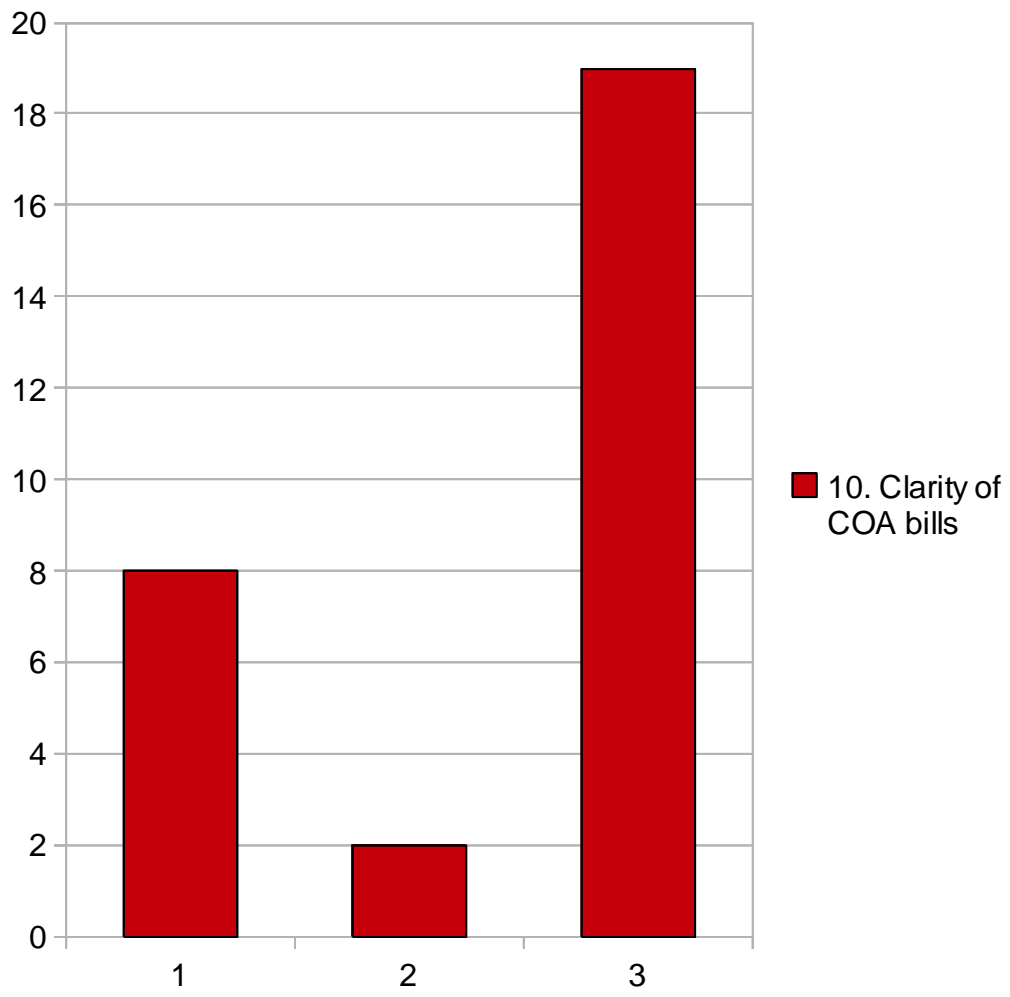


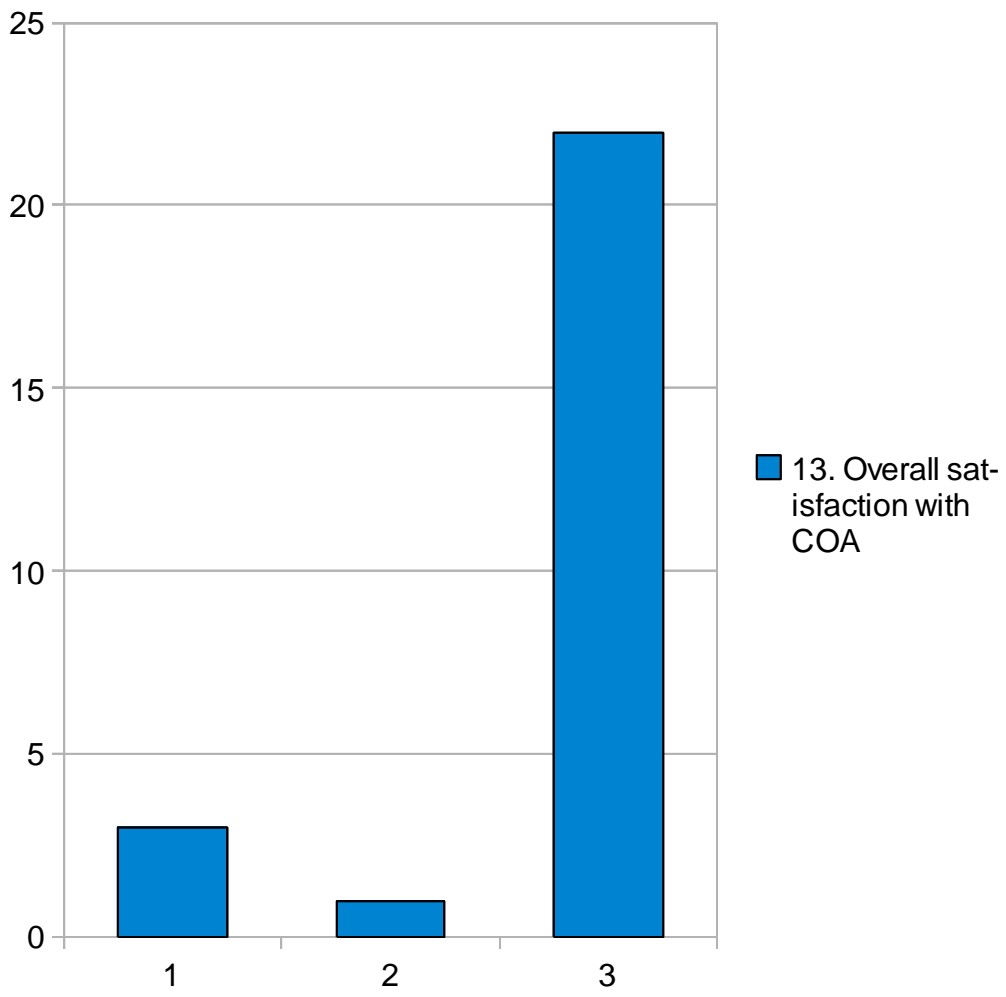


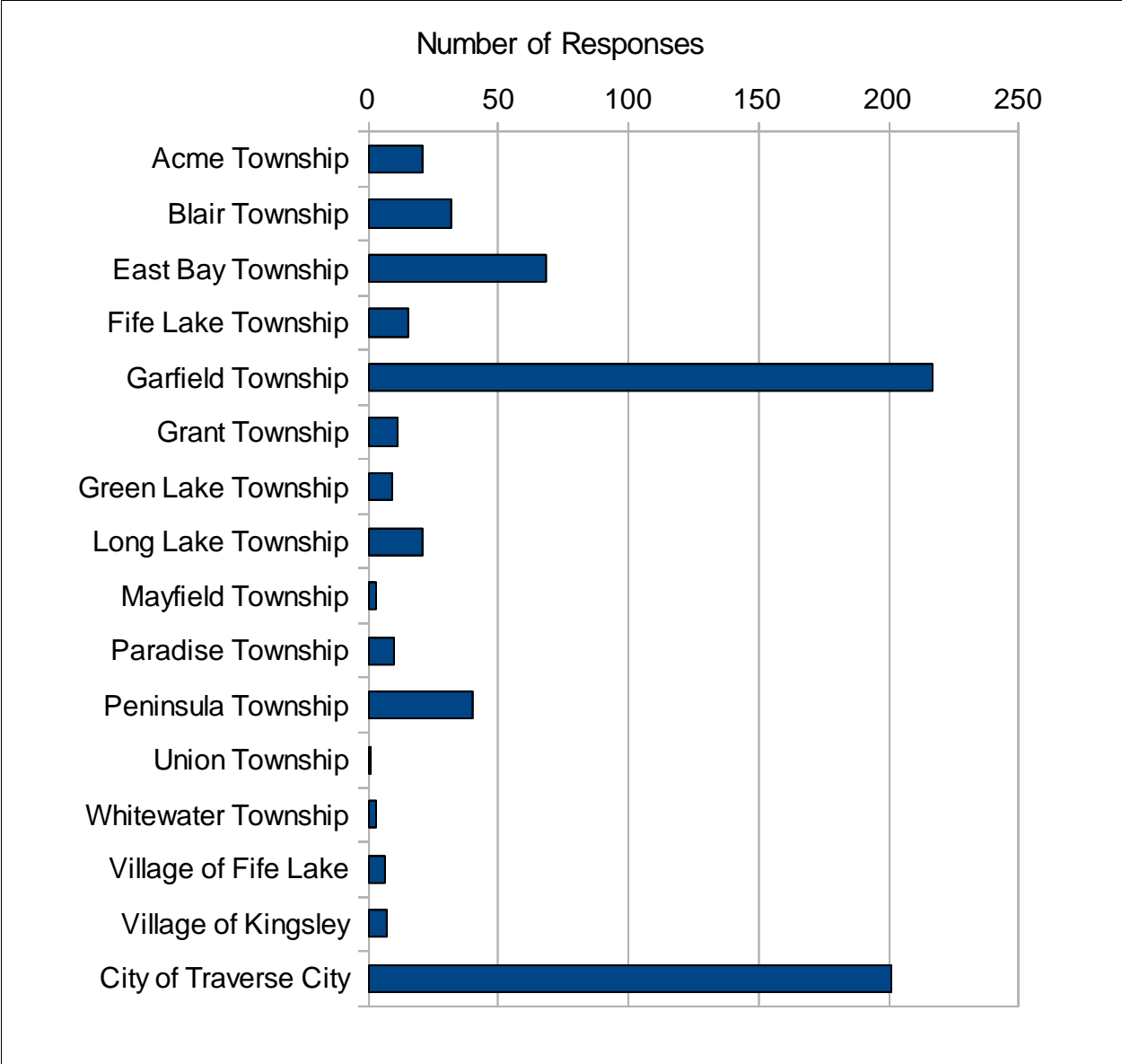






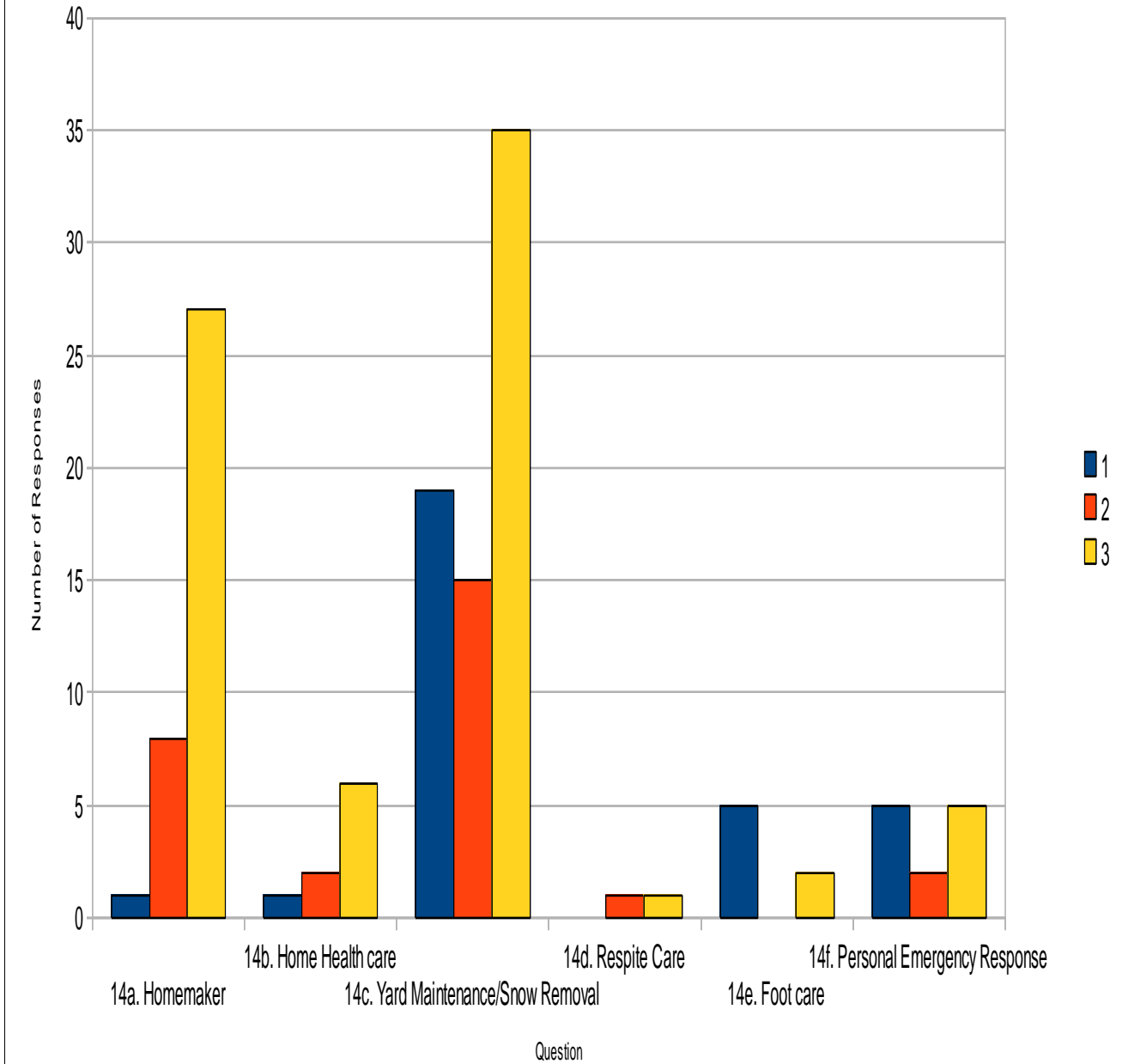






Graph displays # of Responses Received by Community of Residence

Distribution of Unfavorable Ratings



Graph displays the number of responses who rated each service as a "1", "2" or "3".