



2015 Annual CHORE Survey Results

1. About how many hours of Chore service do you receive every month? **Average is 4 Hours**

2. How important is the service your Chore Aid provides you with?

80% Extremely important

19% Very important

Moderately important

Slightly important

Not at all important

3. How would you describe the service your Chore Aid provides?

90% Excellent

9 % Satisfactory

1% Poor

4. How would you describe your Chore Aid? (Check all that apply)

92% Attentive to my directions

92% Dependable

92% Arrives at the appointed time

92% Hard worker

92% Knowledgeable about cleaning

7% Could use more training

92% Kind and considerate

0% Indifferent

Additional comments:

5. Besides the Center of Concern, are you currently receiving services from other organizations?

19% Yes

75% No

If Yes, Which organizations? **Maine Township Meals on wheels**

6. Besides the housekeeping services your Chore Aid provides, what other services are you interested in?

- 17% Transportation**
- 12% Housing assistance**
- 0% Financial counseling**
- 17% Telephone Reassurance**
- 5% Friendly Visitor**
- 12% More information on Successful Aging**
- 0% In-home support**

Other: Counseling of disability issues

7. How many years have you been associated with the Center of Concern? **Average is 2 Years**

8. Overall, how satisfied are you with your experience with the Center of Concern?

- 66% Extremely satisfied**
- 26% Moderately satisfied**
- 0% Moderately dissatisfied**
- 0% Extremely dissatisfied**
- 0% Neither satisfied nor dissatisfied**

9. How friendly is the staff at the Center of Concern?

- 73% Extremely friendly**
- 22% Quite friendly**
- 0% Moderately friendly**
- 0% Slightly friendly**
- 0% Not at all friendly**
- 0% Don't know**

10. How likely are you to recommend The Center of Concern to others?

- 73% Extremely likely**
- 22% Quite likely**
- 0% Moderately likely**
- 0% Slightly likely**
- 0% Not at all likely**