

2017 Annual CHORE Survey Results*

1. Hours of Chore service do you receive every month? **Average 3 hours**

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

- 71.1%** Extremely important
- 15.5%** Very important
- 4.4%** Moderately important
- 0%** Slightly important
- 0%** Not at all important

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

- 55.5%** Excellent
- 37.7%** Satisfactory
- 0%** Poor

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

- 73.7%** Attentive to my directions
- 73.7%** Dependable
- 73.7%** Arrives at the appointed time
- 71.1%** Hard worker
- 71.1%** Knowledgeable about cleaning
- 0%** Could use more training
- 73.7%** Kind and considerate
- 0%** Indifferent

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

- 8.8%** Yes
- 82.2%** No

If Yes, Which organizations? **North Shore Senior Center, CJE Senior Life**

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

- 44.4%** Transportation
- 2.2%** Housing assistance
- 2.2%** Financial counseling
- 17.7 %** Telephone Reassurance
- 22.2%** Friendly Visitor
- 17.7 %** More information on Successful Aging
- 22.2%** In-home support
- 4.4%** Other: Shopping, Cooking

7. How many years have you been associated with the Center of Concern?

- 2.2% More than 15 Years
- 8.8% More than 10 Years
- 4.4% More than 5 Years
- 35.5% Less than 1 year

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

- 51.1% Extremely satisfied
- 28.8% Moderately satisfied
- 0% Moderately dissatisfied
- 0% Extremely dissatisfied
- 0% Neither satisfied nor dissatisfied

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

- 42.2% Extremely friendly
- 26.6% Quite friendly
- 11.1% 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?

- 46.6% Extremely likely
- 22.2% Quite likely
- 11.1% Moderately likely
- 2.2% Slightly likely
- 0% Not at all likely

*Survey results were mailed to Center of Concern CHORE clients during the Month of November 2017. Total surveys received were 22% of the clients served in Fiscal Year 2018. Surveys were anonymously returned for data analysis.