

# Center of Concern

## 2020 Annual Chore Survey

### RESULTS-31 SURVEYS COMPLETED

1. Approximately how many hours of Chore service do you receive every month? \_\_\_\_\_  
3hrs-3 4hrs-6 4.5hrs-2 5hrs-3 6hrs-3 8hrs-3

2. Indicate the extent to which you agree or disagree with the following statement:  
“My Chore services meet my needs”

Strongly Agree 15

Agree 9

Neutral 3

Disagree 1

Strongly Disagree 2

*Note: could use 2x month*

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

Excellent 17

Satisfactory 8

Poor 4

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

**Optional:** Chore Aide name Tina-1, Kasia-2, Diana Baeza-1, Renee-2, Madeline-2, Joanne-5, Elvira-1, Janice-1

Follows direction well 20

Shows initiative 16

Dependable 21

Arrives to appointments on time 22

Hardworking 21

Kind and considerate 23

Indifferent 7

Additional comments:

Joanne-not Dependable, cancels and pre-occupied, always dealing with personal crisis

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

Yes 6

No 22

If yes, what organizations and services? Respite-2, Meals on Wheels-2, Grocery Shopper-1, Maine Township Transportation-1

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

- Transportation 6
- Housing counseling 1
- Financial counseling 2
- Legal counseling 3
- Friendly visiting 1
- Telephone reassurance
- Friendly visiting
- Nutritional programming 2
- In-home support and services 2
- More information on successful aging 2

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

- Extremely satisfied 16
- Moderately satisfied 8
- Neutral 2
- Moderately dissatisfied 1
- Extremely dissatisfied 2

8. How helpful is the staff at Center of Concern?

- Extremely helpful 17
- Moderately helpful 5
- Neutral 2
- Slightly helpful 2
- Not at all helpful 2
- N/A 3

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

- Extremely likely 19
- Moderately likely 5
- Slightly likely 2
- Not at all likely 2