



## Congregate Nutrition Program 2020 Annual Survey

1. How often do you attend the congregate meal program monthly?  
Every time (4): 6  
Frequently: 1  
0-2: 1  
1: 1  
None: 0
2. How did you first hear about the Congregate Meal Program?  
Brother, Des Plaines Library, Friend, At the Library, CEDA / Senior Center, Niles News, Library Brochure, Department of Aging, Center of Concern Staff
3. How important is the service Meal Program provides you with?  
Very Important: 6  
Extremely Important: 8  
Moderately Important: 1
4. How would you describe the service staff and volunteers provide?  
Excellent 15  
Excellent/Satisfactory: 1
5. How would you describe the staff and volunteers?  
Dependable: 16  
Hard Worker: 16  
Knowledgeable: 16  
Kind and considerate: 16  
Attentive: 5  
Could Use More Training: 1
6. What is your favorite item on the menu? Your least favorite? Is there anything you'd like to be added? Removed?
  - Everything - Except rubbery meat that bounces back.
  - Crusted Fish, Bratwurst, Chicken Parm, Veal Parm.
  - Anything Italian, least favorite is pork riblet. Too much sugar. Processed meats taste fatty
  - All the meals are great!
  - Favorites, Chicken and fish with sauce, Veal, Pollock with lemon sauce.
  - Beef, Meat with tomato sauce.
  - BBQ pork is very good, mashed potatoes are soupy watery.

Survey results are client's responses. Surveys were anonymously returned for data analysis.

- BBQ riblet, omelet, ham. The fish and hot dog are not good.
  - Add More Sweets, Chili, Spaghetti & Meatballs, Beef, Veal, Ham, Eggs.
  - Chicken Parm.
  - Chicken and Pork.
  - Chicken too Fat, Wheat products good.
  - Roasts, Brussels Sprouts.
  - Pasta and Meatloaf, Chili, Pot Roast.
7. Besides the Center of Concern, are you currently receiving services from other organizations? If Yes, which organizations?  
 No: 12  
 Yes: 4 Catholic Charities, Leyden Township, Maine Township, Food Pantry.
8. Regarding activities, presentations, and speakers during the meals, do you feel there has been too many or too few scheduled thus far?  
 Too few: 4  
 Too many: 1  
 n/a: 8
- How often would you like for activities, presentations, and speakers to be scheduled? What types? What are your interests?
    - music trivia
    - walks (2)
    - Investment Scam information
    - depression counseling
    - house sharing
 N/A: 10
9. Besides the Meal Program, what other services are you interested in?  
 Friendly Visitor 4  
 N/A: 4  
 Housing Assistance 3  
 Successful Aging 2  
 Financial Counseling 2  
 Chore Housekeeping 2  
 In-Home Support  
 Help with grocery shopping.  
 Telephone Reassurance
10. Overall, how satisfied are you with your overall experience with the Center of Concern?  
 Extremely satisfied: 15  
 Moderately Satisfied: 1
11. How friendly is the staff at the Center of Concern “Lunch with Us” Program?  
 Extremely friendly: 14  
 N/A: 2

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12. How likely are you to recommend The Center of Concern "Lunch with Us" Program?

Extremely likely: 9

Quite Likely: 2

Moderate Likely: 1

n/a: 2

13. Do you feel that the \$2 suggested donation is appropriate, given what the Congregate Meal Program offers? If Yes, how often do you donate? If No, do you feel it is asking too much? Too little? Why?

Yes: 14 (Once in a blue moon, Can't Afford)

N/a: 2

14. Is there anything you feel could be added to the Congregate Meal Program overall that might further encourage contribution?

No: 14

Yes: 2

- Antibacterial cleaners, hand disinfectant, toilet paper, paper towels, Kleenex, moisturizing hand and body lotion, real fruits. p.s I got these items delivered for free along with my food package, if it could be done again monthly - I would be able to contribute for the extra items.
- Threat of discontinuing the program.