

# BCCC Client Experience Survey Report

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# Table of Contents

- I. Executive Summary ..... 2
- II. Methodology ..... 3
- III. Overall Satisfaction ..... 3
- IV. Survey Results ..... 5
- V. Conclusion.....12
- VI. Appendix .....13

# Executive Summary

Clients were asked to participate in an anonymous survey to help BCCC evaluate the effectiveness of their services. The purpose of the surveys was to assess the experience of clients with program services, the quality of direct contact with volunteers, and the impact of BCCC program services on clients' lives. Clients selected for the surveys participated in at least one of four BCCC programs: Carry Out-Caravan (COC), Fix-It (FI), Icebusters (IB), Medical Mobility (MM), and YardBusters (YB).

The survey also asked respondents questions regarding their connection to the community, important statements and values and reception and interest to new services. A total of 138 responses were received from a total of 433 surveys mailed to customers. Results cannot be generalized to represent the entire client population, as this sample only represent 16.4% of the total BCCC clients<sup>1</sup>

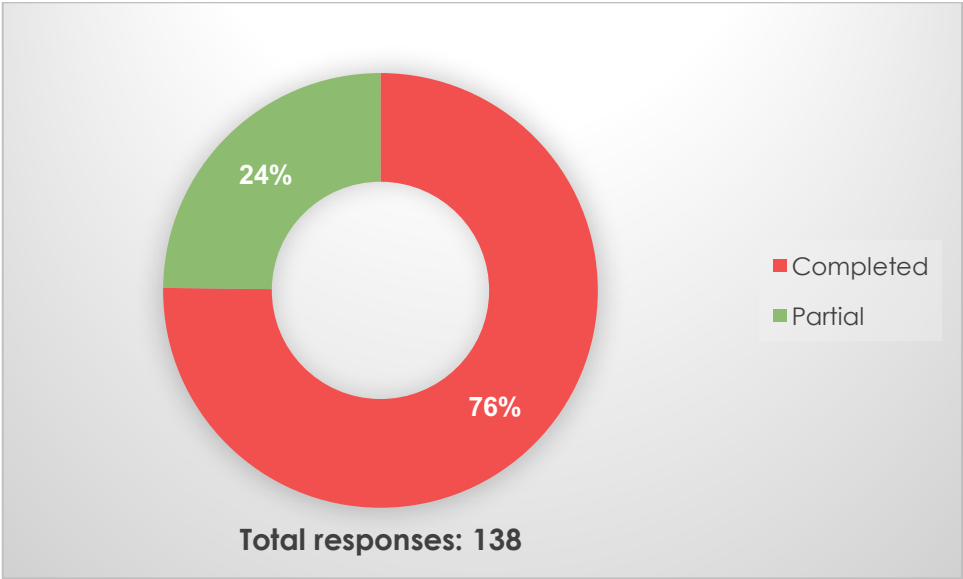


Figure 1

Items on the survey were worded as positive statements, multiple choice, rating or direct questions, and included the following topics:

- BCCC Services
- Community
- BCCC Impact
- New Services
- Overall Satisfaction

<sup>1</sup> Total active clients: 844

Program participants reported high levels of overall satisfaction with the services they received and their quality, as well as with aspects of programs, Services, their direct contact with volunteers, and the impact of services on their lives. Overall satisfaction levels including Strongly Agree and Somewhat Agree ranged from 91 percent to 93 percent. The lowest satisfaction level was expressed with regard to BCCC programs (91%), while respondents reported the highest levels of satisfaction with the way volunteers treat them (93%) and BCCC Services (92%).

A small number of survey participants (between 4% and 6%) responded that they were Strongly Disagree nor Somewhat Disagree, or skipped questions addressing their level of satisfaction. No more than two respondents gave a very dissatisfied response to 2 of the 5 survey questions (regarding quality, the impact of BCCC services, BCCC volunteers, BCCC programs and overall satisfaction with BCCC services).

## Methodology

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The survey forms were developed with input from Executive Director, BCCC staff and past surveys. The survey was then sent to the most active clients in 2017 and early 2018, who were asked to complete the questionnaire via email, using Survey Monkey platform.

The survey administrator monitored the survey responses for a month and a half. Data analysis was completed using Excel. The results reported can only be considered the opinions of the survey participants. These cannot be generalized to represent the entire client population, as this sample only represent 16.4% of the total BCCC clients<sup>2</sup>. We used a weighted average of replies to quantifiable survey questions, based on a scale of 1 (strongly disagree/ Never) through 4 (strongly agree/ very often).

Further surveys instruments will include phone calling and in-person surveys as our target is to have a representative sample of 25% of total clients.

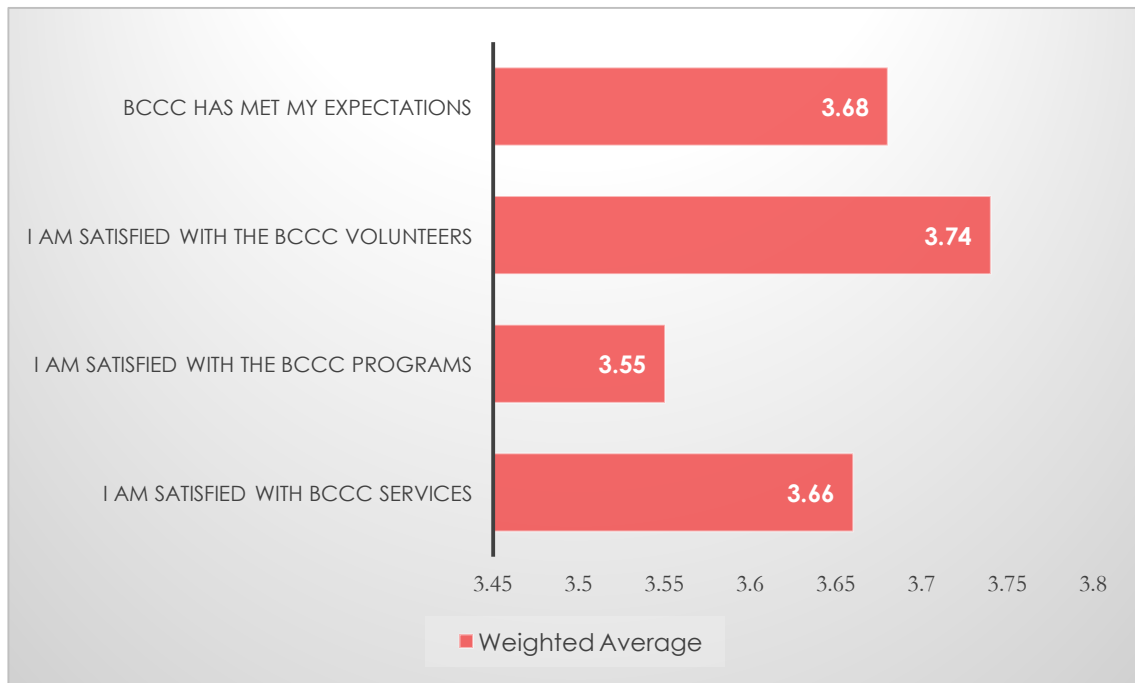
## Overall Satisfaction

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As seen in Figure 2, clients expressed high overall satisfaction with the services and quality of services they received. The combined response options of agree and strongly agree yielded high overall levels of satisfaction by respondents across the BCCC spectrum.

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<sup>2</sup> Total active clients: 844



**Figure 2**

# Survey Results

## BCCC Services

Survey results show (Figure 3) most clients knew and learned about BCCC services through local senior centers and programs, followed by family or friend, the Boulder Area Agency on Aging, doctor or health professional, internet/online, and other information sources.

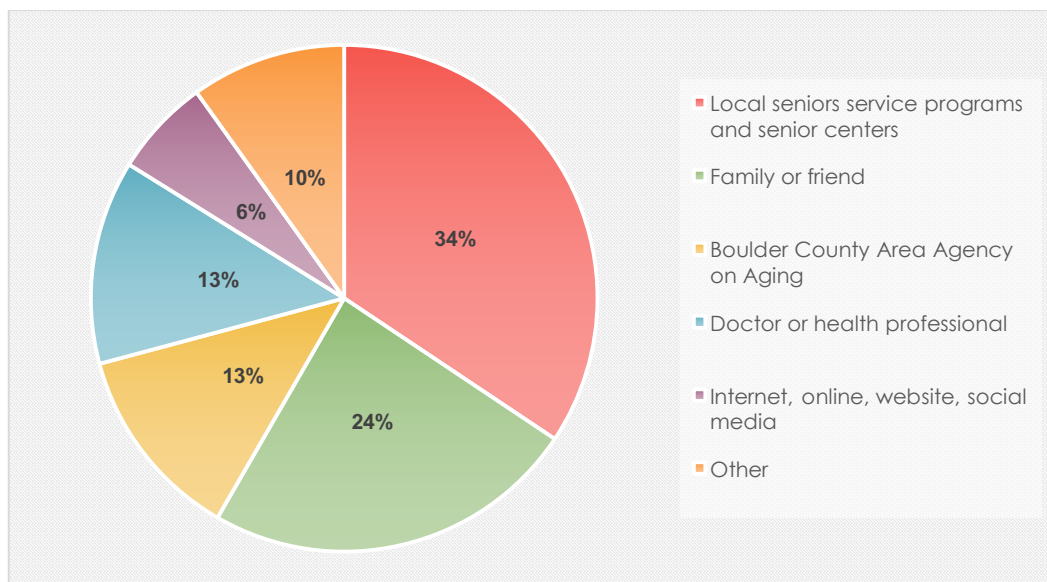


Figure 3

Results also reveal that Fix-It (52%) has been the most service used by survey participants followed by Medical Mobility (33%), IceBusters (20%), Carry Out-Caravan (18%) and YardBusters (13%).

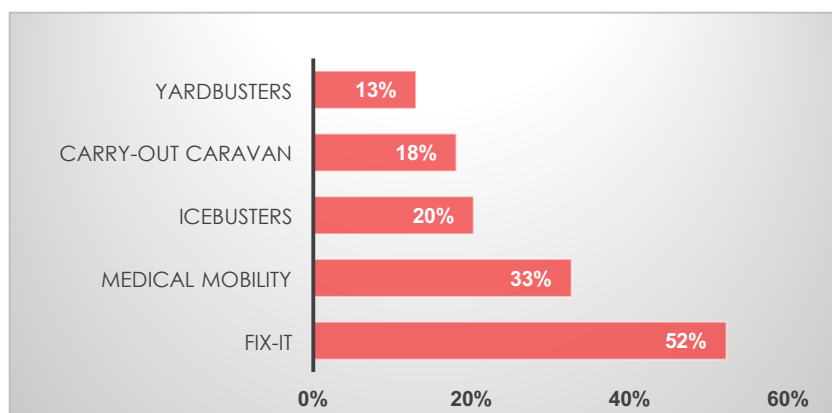


Figure 4<sup>3</sup>

<sup>3</sup> Multiple choice question

The frequency clients used BCCC services ranged from once per month or less as the highest to more than 6 times per month as the lowest.

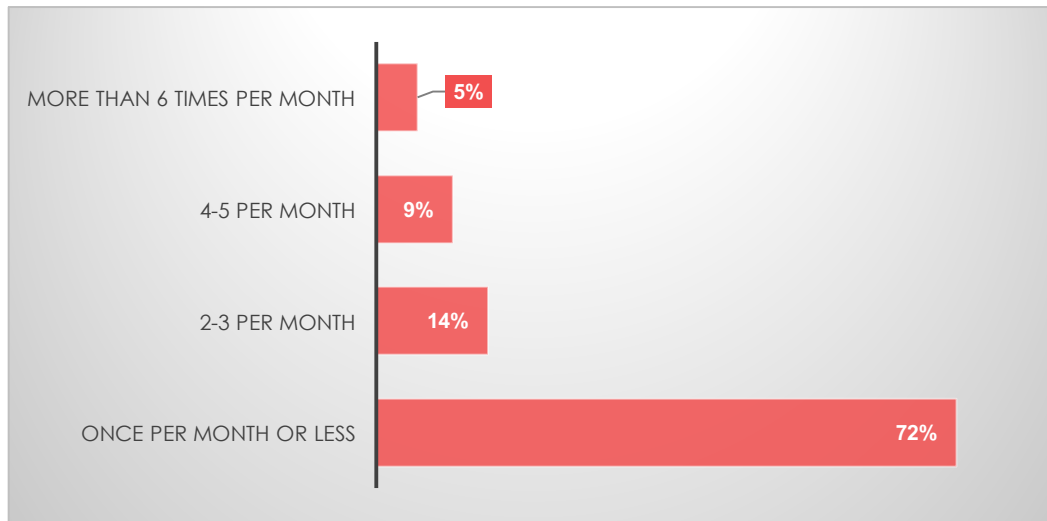


Figure 5

The majority of respondents described BCCC programs (Figure 6) as Consistent High Quality (73%), and an additional 19 percent of respondents described them as Generally Good. Most participants also rate BCCC staff as Friendly and Helpful (88%). Some testimonials include “Programs are excellent, fantastic everyone is wonderful, quality of programs is really good, drivers are so present, great service for medical appointments, very expert grab installers, I have groceries delivered weekly and the people who shop for me and deliver are wonderful”.

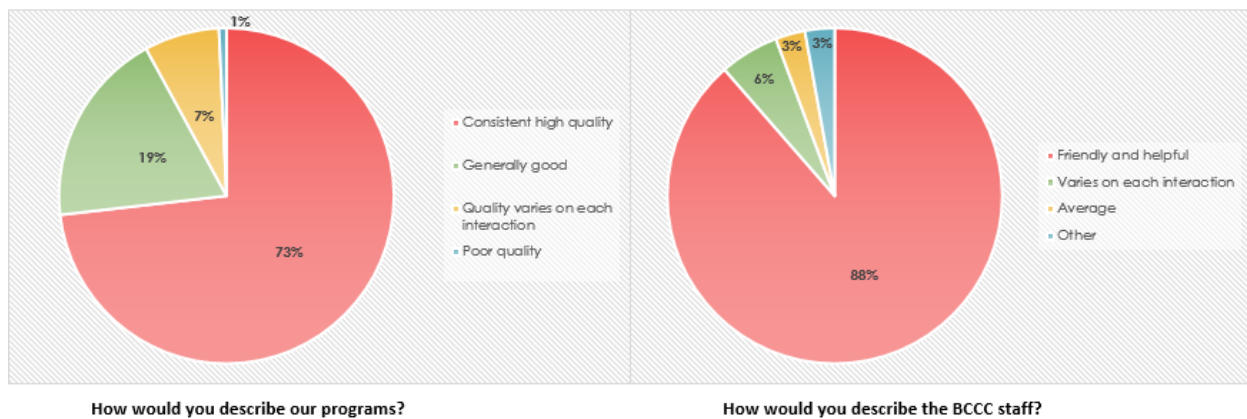


Figure 6

The level of satisfaction clients have towards the volunteers is 92% (Figure 7). This result aligns with our passion to create relations by connecting seniors to volunteers. Client's testimonials described volunteers as caring, thoughtful, skilled, excellent, friendly, wonderful, kind, ready to help".

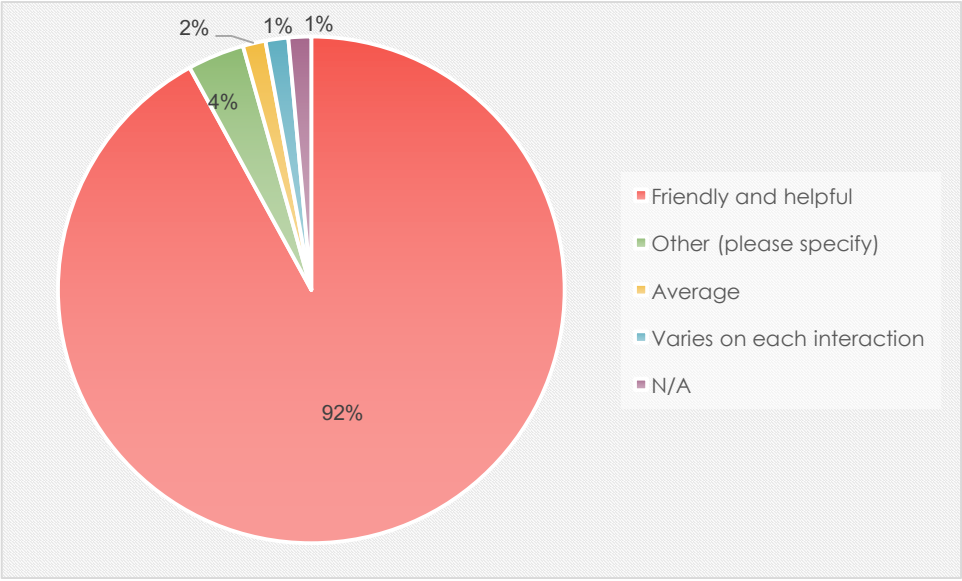


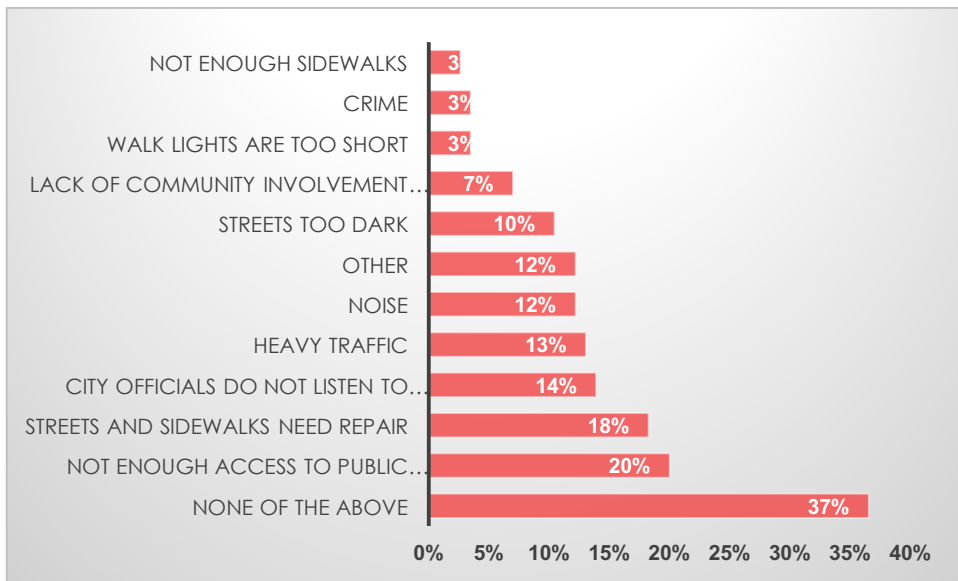
Figure 7

When participants were asked whether or not they would recommend BCCC services, 99% said they would recommend services and programs to a friend.

### Community

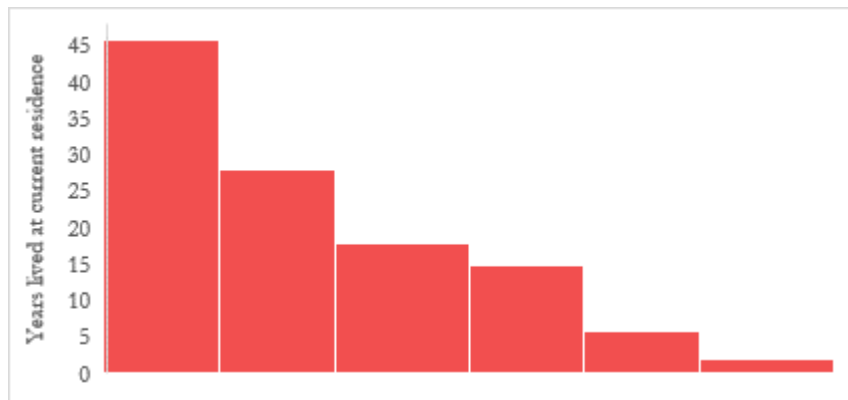
At BCCC, it is important to listen to seniors concerns in order for us to help them connect to their communities. Participants were asked to share with us the problems they perceived in their neighborhood (Figure 8). Results are interesting as the majority of the participants is happy with the services in their community, however, 37% of the responses perceived "lack of access to public transportation", followed by "streets and sidewalks need repair" (18%) as major problems in their communities.





**Figure 8**

An interesting finding is to see that county programs have helped seniors stay longer in their residence, ranging from 45 to 5 years (Figure 9).



**Figure 9**

On Figure 10, 70% of the survey's participants are also active in activities organized within their communities. The most common activity, based on a scale of 1 (never) through 4 (very often), is socializing with friends with a weighted average of 3.53, followed by health-related classes (2.84) and screenings (2.8), volunteering (2.77), educational activities (2.7), recreational activities (2.35), and talks about benefits (2.24).

A few participants also described health issues, physical limitations, and transportation options as main reasons that have prevented them from participating in activities in the communities.

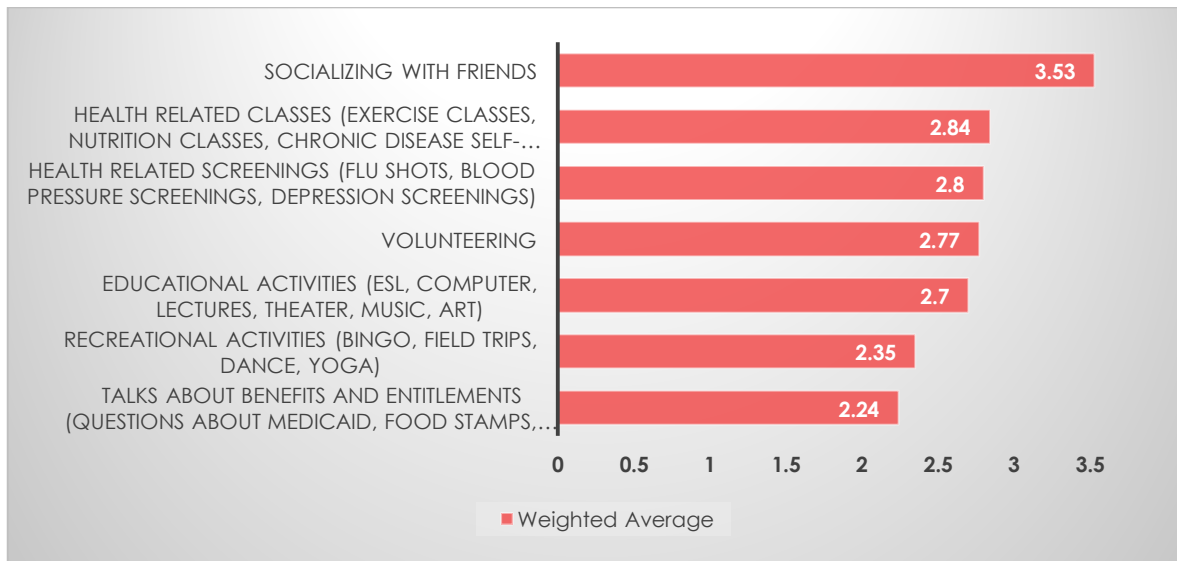


Figure 10

We also asked them the importance of some statements related to their life in the community. The majority of the survey participants described as very important the statements in Figure 11. “Contributing to the community” (100%), “be connected to families, friends and communities” (99%), “be physically, intellectually, and culturally enriched” (99%) are the top 3 following statements surveyed seniors considered as very important.

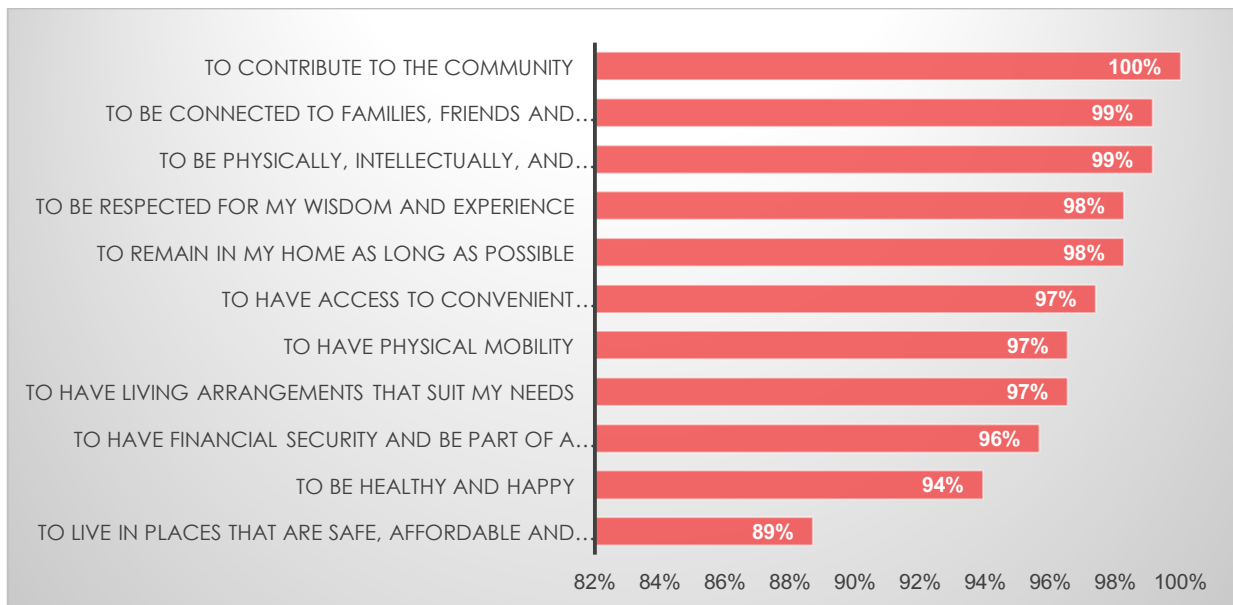


Figure 11

Some clients also mentioned accessing to low-income stores in the county, medical advocacy, and social services as important resources they consider important to have in their communities.

## BCCC Impact

These responses measure the impact our services have on client's life. As seen in Figure 12, the majority of surveys participants agreed BCCC has contributed to their independence (85%), ability to age in place (78%), connections to the community (69%), less emotional and physical distress (67%), etc. BCCC is also helping seniors to feel less lonely and isolated by connecting BCCC volunteers to them through our programs.

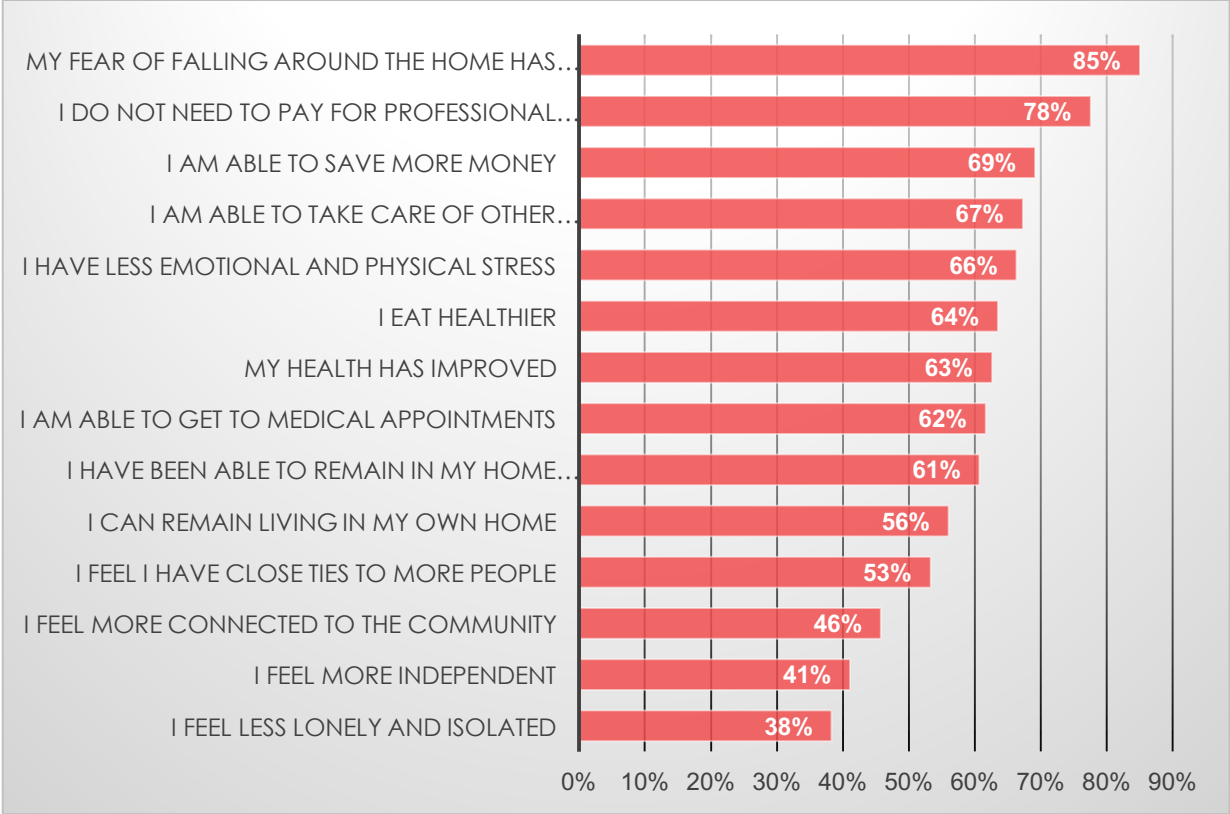
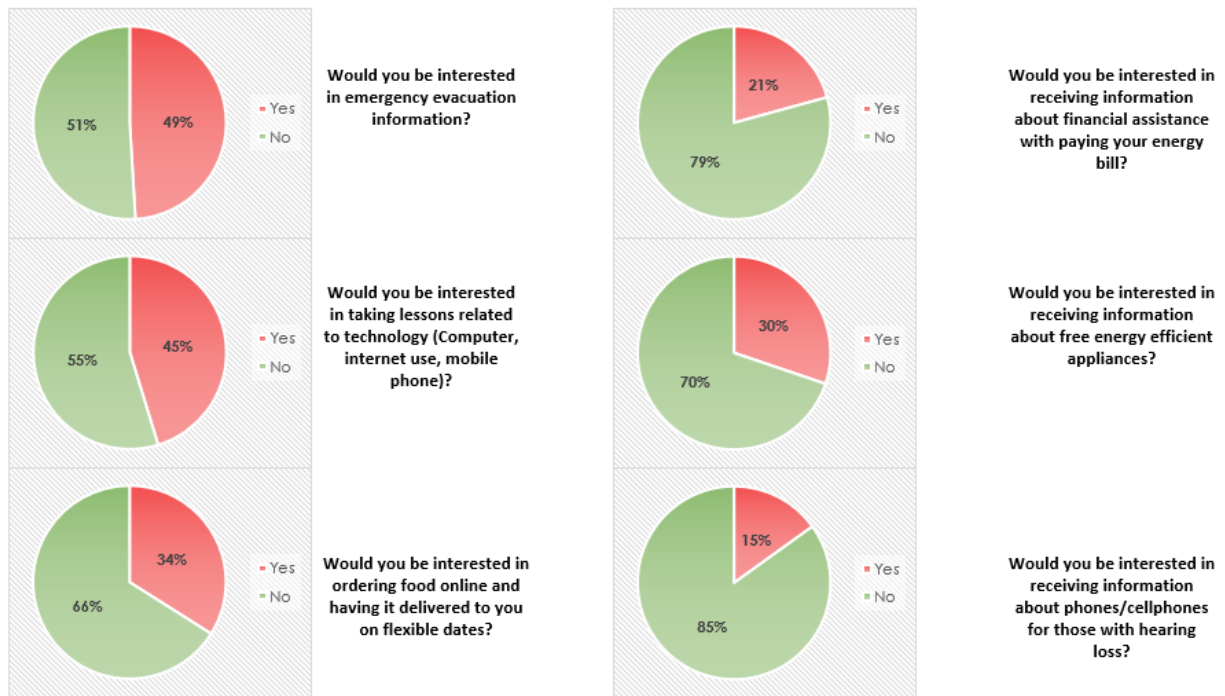


Figure 12

An important aspect to note is the fact that, in general, BCCC is helping seniors to cope with some of the challenges they face in life such as physical and mental health stress, lack of mobility, economic pressures, and cultural and community isolation.

## New Services

Figure 13 compiles results related to questions about getting new services, programs, and resources. In general, survey participants are not interested in resources related to financial, energy efficient appliances and hearing loss phones. A few clients (34%) said they would be interested in ordering food online and having it delivered to you on flexible dates by BCCC volunteers. There were some participants interested in emergency evacuation information (49%) and in lessons related to technology (45%).



**Figure 13**

We also asked survey participants which other programs they would be interested for future planning. Some responses included get together a group for reading, studying, exercising, cooking/nutrition, End of Life decisions, art, languages, home care assisting, socializing, and legal care related programs.

### Other Comments Volunteered by Survey Participants

At the end of the survey, survey participants were given the chance to provide additional information about the services they had received. Of the 33 percent of the survey participants<sup>4</sup> who responded to this opportunity, the majority expressed their appreciation of and satisfaction with services. Comments included that BCCC staff were “extremely helpful,” “attentive,” “friendly,” and “I would like to keep BCCC Services as long as I can.” Few clients who volunteered additional comments said that they were not satisfied with lack of volunteers for IceBusters and YardBusters programs. Some comments included “Do more outreach for volunteers for the Yard Busters and Ice Busters programs”, “YardBusters should be twice a year”, “I did not get an IceBuster this year.”

<sup>4</sup> 55 clients

# Conclusion

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## **BCCC Services**

In summary, program participants reported high levels of overall satisfaction with BCCC services they received through the COC, FI, IB, MM, and YB programs and with the quality and other aspects of these services. In addition, they were highly satisfied with their direct contact with BCCC staff and Volunteers, and the impact of services on their lives. Survey participants' combined responses of Very Satisfied and Satisfied yielded high average satisfaction levels of BCCC services were provided, ranging from 91 to 93 percent. Clients were least satisfied with regard to BCCC programs (91%) and expressed highest levels of satisfaction with the way volunteers treated them (92%), BCCC services (92%), and BCCC has met my expectations (92%).

# Appendix

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## Testimonials

### -How would you describe our programs?

- I have had great success with all the projects. They were done efficiently and with my input valued and with care. On a fixed income, it was difficult to find someone who fits my budget and did a good job. Care Connect handymen were aware of our situation and provided quality work which I so appreciated.
- We haven't used you recently because my husband, who has dementia, has forgotten how to get into a car.
- Very professional
- Fantastic everyone is wonderful
- Very skilled and personable volunteers!
- Last summer the yardbusters did some weeding and they were great. Very helpful. This season I applied for Icebusters but was not matched with a volunteer until late February. It only snowed once after I was matched, and my volunteer was working the day after it snowed so I didn't meet her. I am grateful for whatever help I can get from care connect, and hope I can get matched earlier next fall.
- Great, very appreciative of the help, very kind, and helpful.
- I have used your services only once. Last week Michael O'Kane installed a grab bar in a shower and two railings down some steps. He did an EXCELLENT job!
- The volunteers who have helped me have been absolutely fabulous
- I driver very courteous and on time
- While generally good, there have been variations that were disconcerting, regarding the Carry-out Caravan ordering. The deliveries have been excellent.
- I just started, so can't really say!
- I was discharged from the hospital with home health care - I could not have managed without them. The nurse, PT, and aid were exceptional - they gave me all the help I needed and left room for me to move on to recovery with self-assurance. They were kind, friendly and caring - thank you so much or have such great people. I also used a hand-man to install a grab bar in my shower. he also was great
- Drivers are so pleasant.
- Overall the staff and volunteers are kind and compassionate! Also generally speaking BCCC is consistently dependable! And I'd specifically like to compliment the staff member Bernice for being so consistently kind and Christi Britt for handling delicate customer service issues with grace, compassion and total professionalism! I am so grateful for the service they provide!!
- Beings that we've used only one ride so far, the quality is based on just that one rides.
- I don't know since I have not yet had any services from you.
- I only used the services once and the professional was exceptional!!
- I am still astounded at the level of commitment that allows Boulderites to age in place. Organizations like this make the quality of life possible for so many. Thank you.
- excellent
- The quality of the fix it program has always been good. The quality of yard busters has almost always been good,
- We had a very nice man help with a small project. He was meticulous, precise and caring. He was great.
- I have used Medical Mobility once or twice a week. Bernice has been wonderful in both informing me and organizing rides for me. The people that have driven me have been

wonderful; on time and caring. The person that came to help me fix something that I was not able to do was polite and kind too.

- My neighbor on the next street shoveled my snow for me. I no longer live there so have no need for this service.
- Recently, Care Connect failed to note my new EBT card number and did not deliver weekly groceries.
- Very happy with the work that was done
- Very expert grab bar installers!
- Twice I've had to find another ride at the last minute -- but mostly the rides work out great.
- Sometimes have a hard time communicating by phone but otherwise, great service to have!
- Everyone I talk to is pleasant and helpful in finding which services would be helpful in dealing with a husband who has Alzheimer's.
- Prompt ride and easy to get
- Ice buster. wonderful service...
- Great service for medical appointments
- The comfort of a comfortable car and 99% I get to ride in front and get to know the driver. Most of them are polite and they come at the time you need them there. They also respect your wishes on how to greet you whether by phone or by coming to the door.
- I am very pleased with the help which I have received.
- We had a volunteer install a hand bar in my mom's shower after she fell and broke her hip. He was a very nice and professional gentleman.
- Excellent. Always caring, compassionate, knowledgeable and prompt.
- The use involved installing grab bars in the bathroom. The man installing did a great job.
- I was fortunate this year to have reliable volunteers who did come and shovel for me, which was wonderful. In the past, I've had sporadic help.
- Sometimes excellent, sometimes ok
- When there are sufficient numbers of volunteers, it is great. Unfortunately, I have not received the help I need due to a shortage of volunteers.
- The people who drove me were very nice and courteous.
- All of the persons that I have had contact with have been most helpful and courteous.
- Friendly, interesting drivers, always call a day before to confirm, schedulers are very pleasant and efficient. Your service has been so helpful to me.
- I have used medical mobility in past 2 years- they have always been efficient and kind. I am moving back home (alone)- I have been living with my daughter. Once home I will probably ask also for help by yard busters, carry out caravan and home fix it as well as medical mobility. I have used them in the past and they have very helpful in allowing me to stay in my home.
- The Man who installed the grab bars did an excellent job. Two other handymen had acceptable results— curtain rod not quite horizontal. Sink still leaks a little. Glad to have it done though.
- I have groceries delivered weekly and the people who shop for me and deliver are wonderful and pick just the right thing ordinarily. The lovely gentleman who came from the fix it program was wonderful, did what I needed and saved me lots of money for a plumber.
- All was great
- Awesome service! They won't let me take uber or the bus to the hospital and my friends work
- Have only used your service ONCE.

- Every volunteer I've encountered is the first rate!
- Bob Taylor clears snow from stairs, walks and my never-melt north facing driveway. I'm so grateful! What a great guy!
- our service is just excellent. Drivers are always on time and so very courteous. For making the reservations Regis Lindsay and his team are just out of this world as far as help and service are concerned.
- Very pleased with carryout. Only wish it had stayed at the Hover St location so that frozen items would stay that way especially during summer.
- The people that pick me up are very friendly and competent. They are usually prompt and courteous.
- Friendly. Efficient. Excellent work.
- I don't have volunteer this year and injured a muscle in my shoulder shoveling. All the alternative places (a list I got from Ruby) was busy and could not accommodate me--I even got a warning from the city. I struggle on.
- I can't overestimate the help I receive from Medical Mobility. Fantastic staff and volunteers
- The fix-it guy that came really didn't have the knowledge necessary to perform tasks I needed to be done. IceBusters, tho, really came through for me.
- Yarbusters was problematic last summer because it started very late and lack of volunteers compared to seniors needing help. I've been very lucky with IceBusters. The same family has helped me for years.
- All of my Brothers drivers have been Exceptional! They always call the night before, arrive on time, and are just Very nice to him. Really couldn't ask for more
- There were a quick response and excellent service to changing an overhead light to a fan with a light. Very professional job.
- Carry-out caravan tries very hard to follow my shopping list and often calls me early Thursday am if there is a question or substitution. A friendly delivery woman and her little son, Graham. a lifesaver for me.
- FRIENDLY' DEPENDABLE PEOPLE
- Each one helps to the best of their ability
- I use Ice busters and they are great--too happy to have this service
- I am very impressed with Boulder Care Connect. The volunteers, Regis and Bernice are wonderful. I would rate this service a 10.
- Excellent.
- I have been in your Ice Busters program for 5 years. This year and last year, I was not provided with anyone to clean my walks after a snowfall, and I have been forced to do it myself (I am over 75 and female).

I donated to your organization last year but will not continue to do so.

- Service was great

People are friendly

- Incredibly courteous and kind workers
- all have been great
- This was the first time we used the services and the person who installed bars was very helpful, capable and personable.
- consistent prob w/shoppers for carrying out. lots of mistakes and I cannot return items. costly.
- Polite and efficient
- the volunteers are very friendly and compassionate
- I had a very through come and do handyman jobs for me. It took about an hour and a half. Did a very good job



- I have been helped tremendously helped by the fix-it people.
- I love love the work of the volunteers. However, paid employees seem angry, defensive and not open to suggestions

**- Please tell us more about your experience with the BCCC staff**

- They have always been so helpful with information and guidance to the right person.
- See above
- Mike was thorough and a true expert
- Good
- Told they would get back and no follow up
- Excellent
- Staff is most helpful and good with following up.
- Found a ride for me...helpful
- I was very impressed with all I came in contact with
- So pleasant when I have called for a ride. HOPE to use rides more often as I recover from fall.
- See my answer to question #5 ... Especially the compliment to staff members Bernice and Christi Britt! Excellent staff that continues to improve their communication and grows their compassion!
- Bernice is efficient and friendly.
- The person I spoke to on the phone was knowledgeable and helpful.
- He was highly trained and knew exactly what he was doing and did the job correctly.
- excellent
- Most interactions have been good. I have been quite frustrated in the past year by one person who answers the phone and doesn't listen.
- He was great.
- As I mentioned above Bernice was wonderful in coordinating my rides and informing me. She was always willing and happy to assist me.
- Hostile recently. Apparently, expiration of the old EBT card without noting the new was taken as an offense.
- Very happy with them
- Pleasant, engaging, very helpful
- Helpful
- Great
- If you talking about the drivers 99% are awesome. If you are talking about the conversations on the phone, most are nice; once in a while, you run into someone having a bad hair day
- I have had brief encounters, but they have been very helpful. Thank you!
- Excellent. Knowledgeable, friendly and helpful.
- Always nice and very helpful!
- Some have really tried to be helpful and listened to the situation I've described, and other times I reach voice mail, and the person is slow or never gets back to me.
- They have taken care of our needs.
- Everyone that I have had contact with, has been very professional, very helpful and have gone that "extra mile" to help me. This included the Carry Out Caravan and the volunteer who helped me decorate my apartment for Christmas. I was recovering from heart surgery and was limited in my activities and everyone was SO HELPFUL! THANK YOU FOR THE WONDERFUL SERVICES THAT YOU PROVIDE.

- I just want to thank you because I live in a fairly remote location and getting to medical appointments can be critical.
- Always courteous and helpful
- Fine
- All interactions have been positive
- Always a great experience
- Positive
- Have only used your service ONCE.
- The people I had the pleasure to deal with were great. They were friendly and fun to talk with. They were very empathetic to my needs as an amputee. The thing that impressed the most was their knowledge of how to resolve my problems. The only thing that I was unhappy about was that they couldn't find someone to yard work consistently every few weeks. I was told there was no one in my area. Maybe if we put the request early as possible we will find a person. The group from an insurance did a great job. It was a onetime thing though. Thanks for all you do!!!!
- Would be good if during your training of the volunteers you tell them that their rides are for MEDICAL VISITS and sometimes it does happen that a visit takes a bit longer than estimated because of the procedure of the doctor or because the earlier patient's visit took longer and so your visit started later than scheduled. Maybe when this happens a little understanding from the volunteers would greatly help.
- Lovely people who always try to meet expectations.
- I have only worked with one staff so far and she has been very helpful and courteous.
- Helpful. Professional.
- Gave me a list of potential snow removal places--out of date--they were all booked
- All people that I deal with are very nice, helpful and friendly
- Whenever I call and speak and or email, Regis or Bernice, they are very helpful, are excellent in communication, they call or email me back regarding the status of my request, in advance. Which is Very helpful
- Only brief experiences, but always helpful.
- Always willing to do whatever they can
- this year I had a little problem I think I was a pest--they said they were having problems getting enough people to volunteer but then Jill called me and all is great. thank you
- The volunteers have been very helpful and have had the patience to wait until my appointments are done.
- always helpful
- I like the way members of the staff make sure they know exactly what you need so they can pass on the info accurately.
- very friendly and helpful.
- When I first started the program I had three suggestions for improvement. Instead of saying gracious thank you and just listening. I was met with anger, defensiveness and unkind words. Now I never call into the office. It is not worth my own grief and tears. I just relish my friendships and kindness from volunteers and when I hear complaints from other consumers, my heart breaks

**- Please tell us more about your experience with the BCCC volunteers**

- It has been such wonderful services and all the volunteers have been kind, friendly, and given quality service which I so appreciated. We all have to keep our property in good

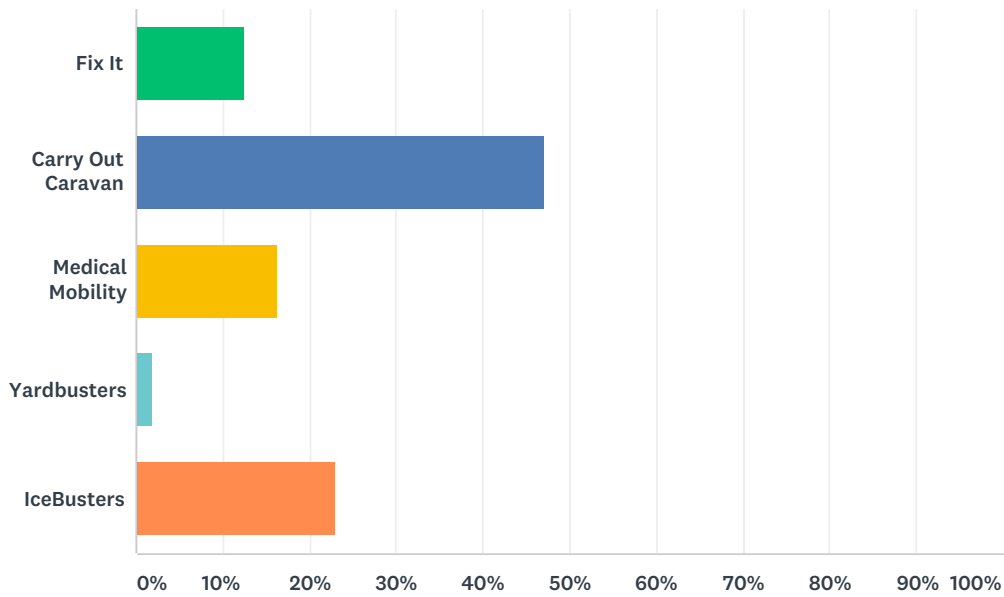
condition to maintain property value and when disabled, organized and functional. These volunteers have helped me accomplish those tasks, and I am so grateful.

- Entirely satisfactory
- All our requests were fulfilled in one day
- Great
- see above
- Spencer is great.
- See above
- Excellent, and thankful for the program.
- Ditto
- Everyone is quite friendly and helpful. I would be in a world of hurt without them. Thanks to you all.
- Very exceptional
- Above average overall and I've truly appreciated and enjoyed most rides. The BCCC volunteers tend to be extremely compassionate, kind, punctual, patient, helpful and dependable!
- Based on one ride, the volunteer driver was very friendly.
- They explained the services that were offered at no charge.
- I've enjoyed almost all of them and they have been very helpful. I'm grateful for all the help they give me. With 25 years of rheumatoid arthritis, there is a lot I just can't do anymore. Thanks for providing these services!
- Great
- The volunteers were wonderful they were on time and very helpful.
- Very happy with him
- Very positive, VERY competent!
- Also great
- I have some favorites that I feel safe and comfortable being with them
- The volunteer was very knowledgeable when fixing the hand held shower attachment. He left the head on the middle setting for me and even tightened the faucet.
- Did the jobs quickly and professionally!
- Nothing to add
- The ice-busters people I had this year were kind, reliable, respectful, and cheerful.
- I feel like I've been blessed to make several new friends.
- They are all so helpful and kind
- Have only used your service once, to install grab bars in our shower. The volunteer was very friendly and knowledgeable. I was very impressed with the whole experience.
- They are thoughtful and caring people.
- Just great! Bob Taylor is so kind and thoughtful!
- They are super in every aspect. When delivering they always carry the heavy bags and help unpack. Sometimes help with putting away if I am having a difficult day with pain.
- I have described them previously in this survey.
- I am always astonished, pleasantly so, at the professional competence, friendliness, & sincere desire to help & be of service exhibited by BCCC volunteers.
- All volunteers are very helpful, very polite and always trying to do the best for you
- "She arrived early, found the apt easily, was a great driver who had checked the location destination in advance.
- This was the first time she had a medical mobility assignment and made me feel very secure.
- Instead of returning after my doctor appointment,
- she remained in the waiting room until I was ready to leave."
- Please see above comments. They all have been Great

- Skilled and efficient
- Really appreciate the Christmas gift stocking and the goodies and the handmade touches.
- With a smile, they do what they can to be helpful
- "can't say more
- "Without exception, lovely people--very caring,
- responsible and skilled."
- I would rate the volunteers a 10.
- I have only had one volunteer, Tim Johnson. He has been very devoted to me and my yard and I am very grateful. I have used his services 2 summers.
- I have had good ice buster experience for the two years previous to these past two winters.
- consistent prob. w/shoppers in carry out prob. costly for me as disabled sir
- "I've mostly needed help with plumbing issues. Volunteers seem to be always ready to give helpful advice and to quickly get parts for repairs.
- your volunteer drove us two times to Denver. Friendly and excellent service.
- So very pleased. There are things they could do better, but you won't hear it from me because it has to do with training from office. It is such little suggestions, it's not worth dealing with paid employees to make those suggestions

# Which of our Boulder County CareConnect services have you used most recently?

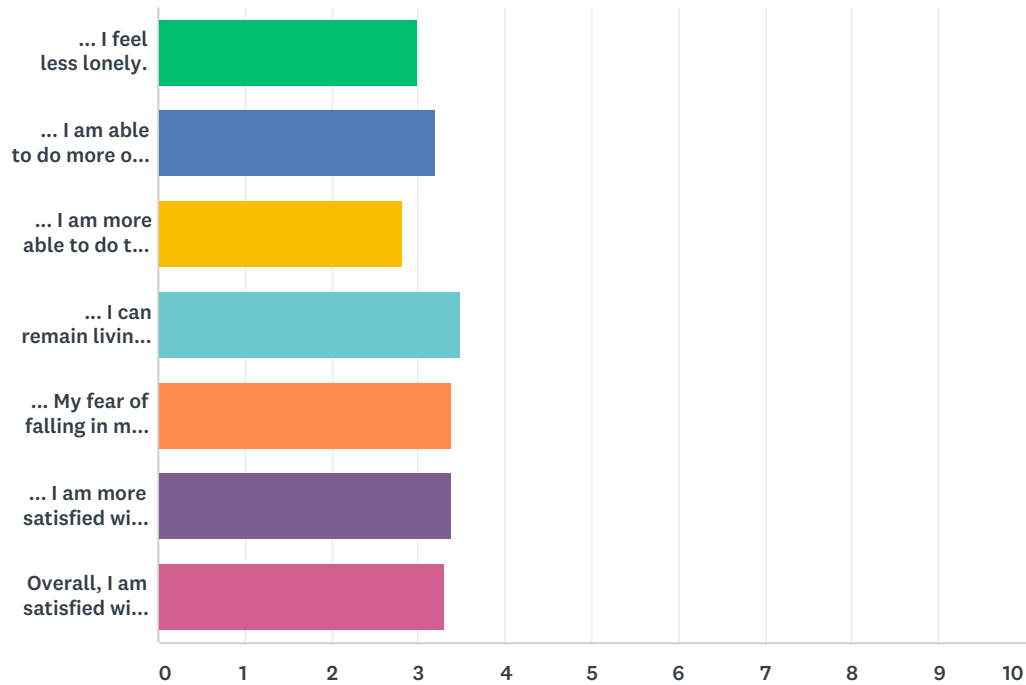
Answered: 104 Skipped: 0



ANSWER CHOICES	RESPONSES	
Fix It	12.50%	13
Carry Out Caravan	47.12%	49
Medical Mobility	16.35%	17
Yardbusters	1.92%	2
IceBusters	23.08%	24
Total Respondents: 104		

## Because I have used Fix-It services this year.....

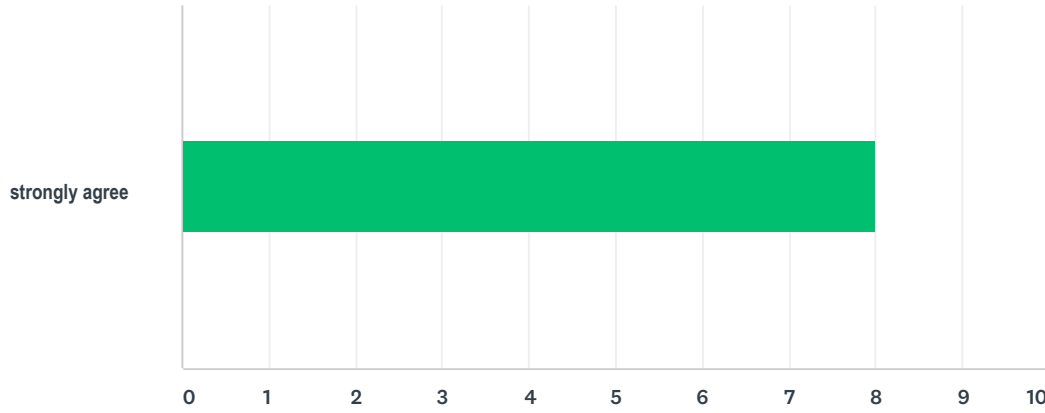
Answered: 11 Skipped: 93



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
... I feel less lonely.	11.11% 1	0.00% 0	11.11% 1	22.22% 2	55.56% 5	9	3.00
... I am able to do more of the things I need to do.	0.00% 0	11.11% 1	22.22% 2	22.22% 2	44.44% 4	9	3.20
... I am more able to do the things I want to do.	11.11% 1	22.22% 2	0.00% 0	33.33% 3	33.33% 3	9	2.83
... I can remain living in my home.	11.11% 1	0.00% 0	0.00% 0	55.56% 5	33.33% 3	9	3.50
... My fear of falling in my home has decreased.	10.00% 1	0.00% 0	20.00% 2	50.00% 5	20.00% 2	10	3.38
... I am more satisfied with my life.	0.00% 0	22.22% 2	11.11% 1	55.56% 5	11.11% 1	9	3.38
Overall, I am satisfied with the volunteers who have helped me.	20.00% 2	0.00% 0	10.00% 1	70.00% 7	0.00% 0	10	3.30

# Overall, the Fix-It services meet my expectations.

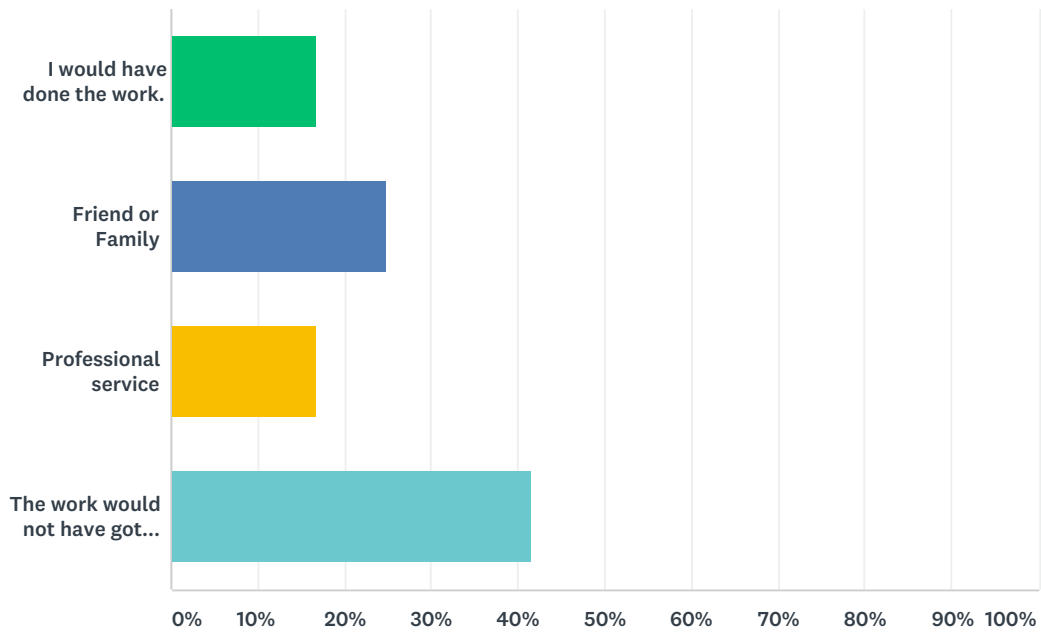
Answered: 10 Skipped: 94



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
	10.00%	10.00%	0.00%	80.00%	0.00%	10	3.50
	1	1	0	8	0		

## If you did not have Fix-It services, who would do the work for you?

Answered: 12 Skipped: 92

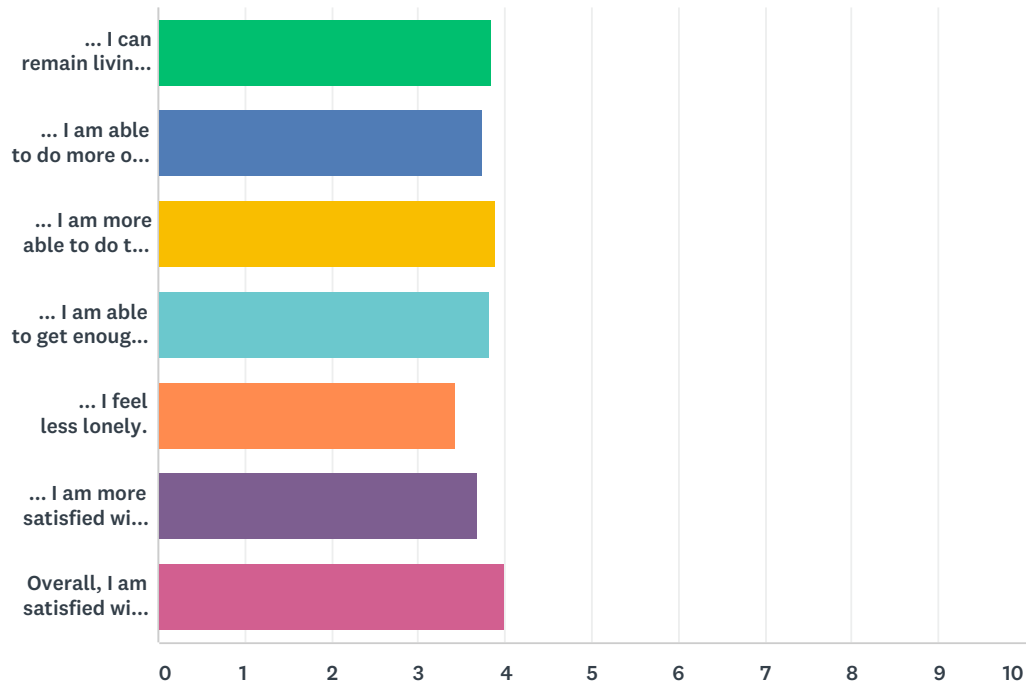


ANSWER CHOICES	RESPONSES
I would have done the work.	16.67% 2
Friend or Family	25.00% 3
Professional service	16.67% 2
The work would not have gotten done	41.67% 5
<b>TOTAL</b>	<b>12</b>



## Because I have used CarryOut Caravan this year.....

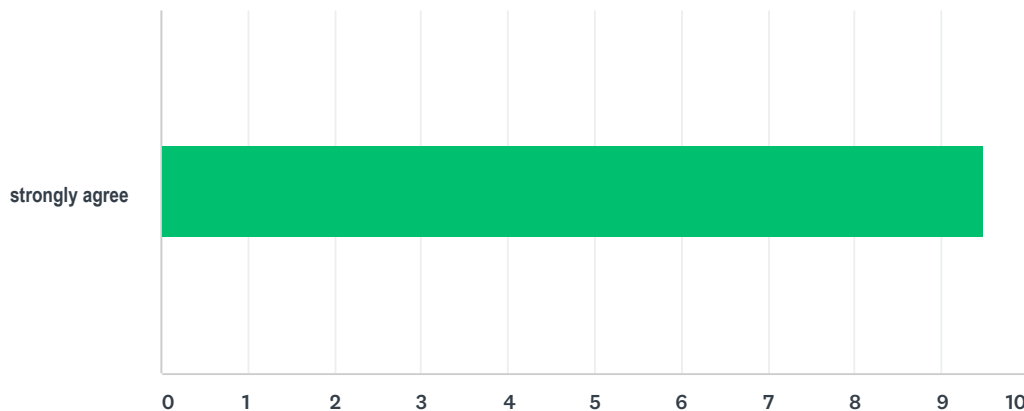
Answered: 49 Skipped: 55



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
... I can remain living in my home.	4.08% 2	0.00% 0	0.00% 0	73.47% 36	22.45% 11	49	3.84
... I am able to do more of the things I need to do.	4.26% 2	2.13% 1	2.13% 1	63.83% 30	27.66% 13	47	3.74
... I am more able to do the things I want to do.	2.08% 1	0.00% 0	2.08% 1	83.33% 40	12.50% 6	48	3.90
... I am able to get enough food to eat.	4.17% 2	0.00% 0	2.08% 1	81.25% 39	12.50% 6	48	3.83
... I feel less lonely.	10.42% 5	0.00% 0	2.08% 1	45.83% 22	41.67% 20	48	3.43
... I am more satisfied with my life.	6.25% 3	0.00% 0	6.25% 3	66.67% 32	20.83% 10	48	3.68
Overall, I am satisfied with the volunteers who have helped me.	0.00% 0	0.00% 0	0.00% 0	91.84% 45	8.16% 4	49	4.00

## Overall, the services meet my expectations.

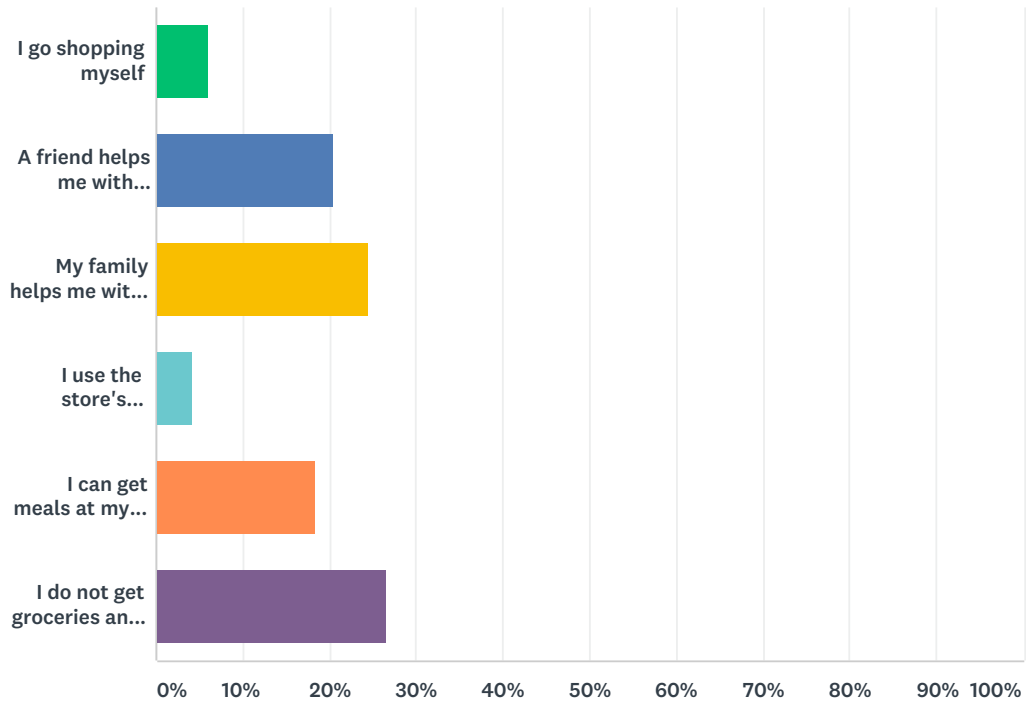
Answered: 49 Skipped: 55



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.04% 1	95.92% 47	2.04% 1	49	3.98

## Besides our delivery service, how else do you get groceries?

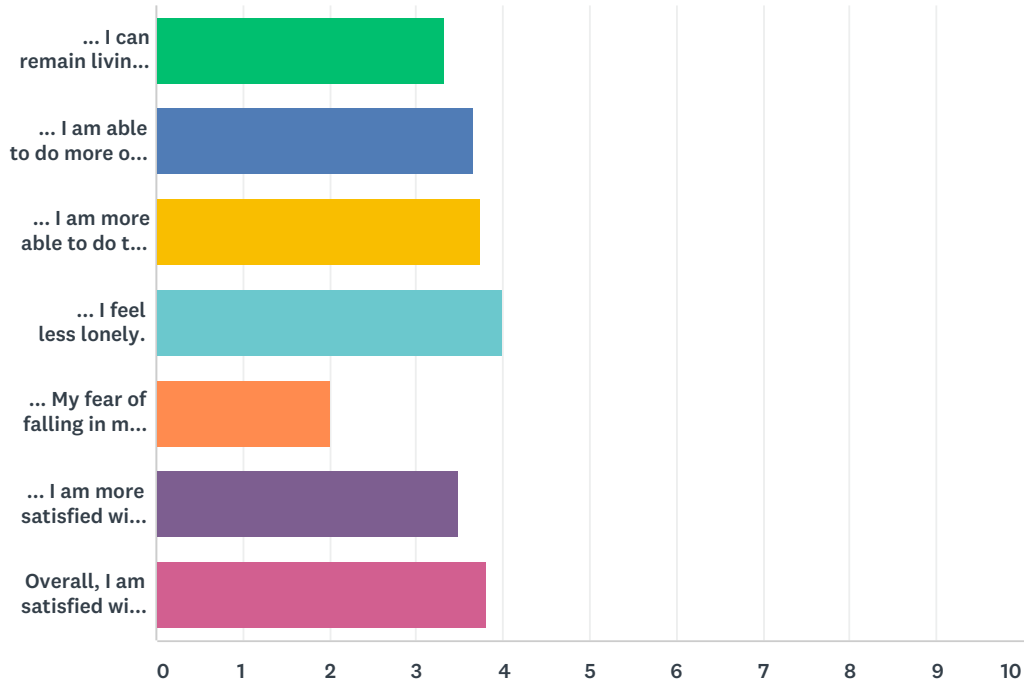
Answered: 49 Skipped: 55



ANSWER CHOICES	RESPONSES	
I go shopping myself	6.12%	3
A friend helps me with groceries	20.41%	10
My family helps me with groceries	24.49%	12
I use the store's delivery service or a professional shopping service	4.08%	2
I can get meals at my residency	18.37%	9
I do not get groceries any other way	26.53%	13
<b>TOTAL</b>		<b>49</b>

## Because I have used YardBusters services this year.....

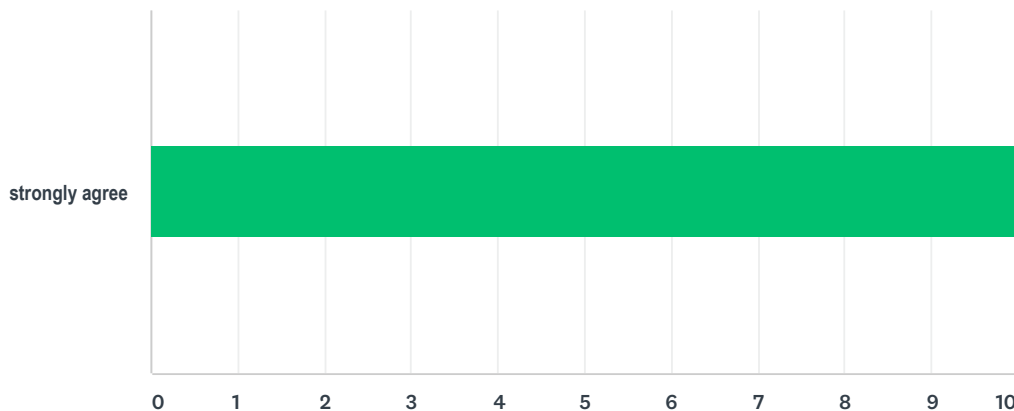
Answered: 5 Skipped: 99



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
... I can remain living in my home.	0.00% 0	0.00% 0	50.00% 2	25.00% 1	25.00% 1	4	3.33
... I am able to do more of the things I need to do.	0.00% 0	0.00% 0	25.00% 1	50.00% 2	25.00% 1	4	3.67
... I am more able to do the things I want to do.	0.00% 0	0.00% 0	20.00% 1	60.00% 3	20.00% 1	5	3.75
... I feel less lonely.	0.00% 0	0.00% 0	0.00% 0	75.00% 3	25.00% 1	4	4.00
... My fear of falling in my home has decreased.	25.00% 1	0.00% 0	25.00% 1	0.00% 0	50.00% 2	4	2.00
... I am more satisfied with my life.	0.00% 0	0.00% 0	50.00% 2	50.00% 2	0.00% 0	4	3.50
Overall, I am satisfied with the volunteers who have helped me.	0.00% 0	0.00% 0	20.00% 1	80.00% 4	0.00% 0	5	3.80

## Overall, the services meet my expectations.

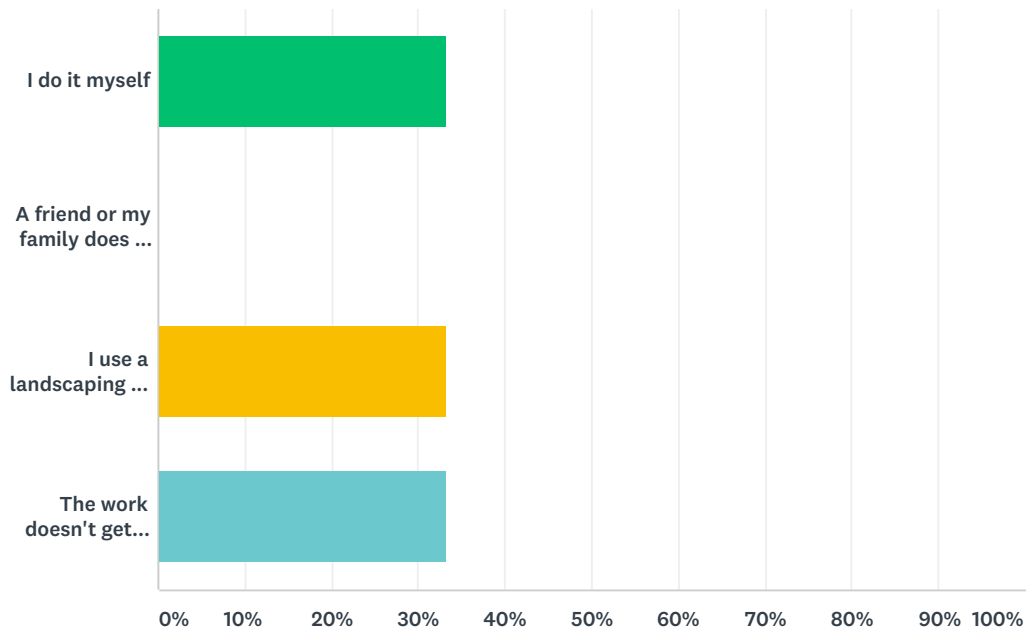
Answered: 4 Skipped: 100



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	100.00% 4	0.00% 0	4	4.00

## If you did not have YardBusters, who would do your yardwork?

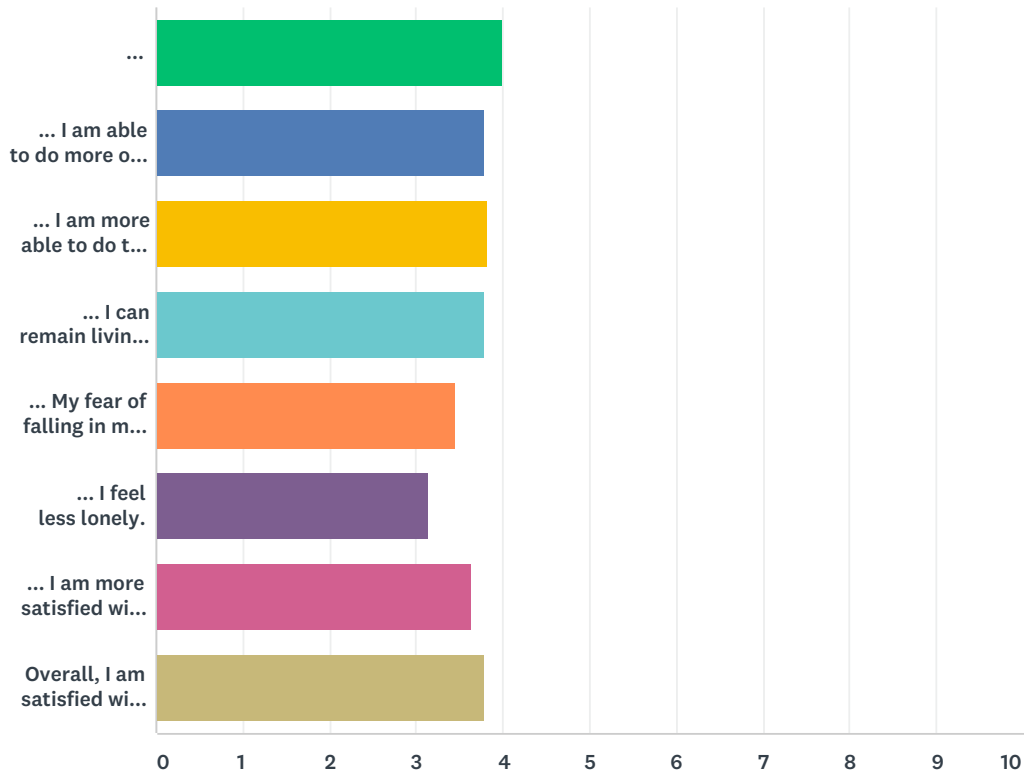
Answered: 3 Skipped: 101



ANSWER CHOICES	RESPONSES	
I do it myself	33.33%	1
A friend or my family does it for me	0.00%	0
I use a landscaping or lawn service company	33.33%	1
The work doesn't get done	33.33%	1
<b>TOTAL</b>		<b>3</b>

## Because I have used IceBusters services this year.....

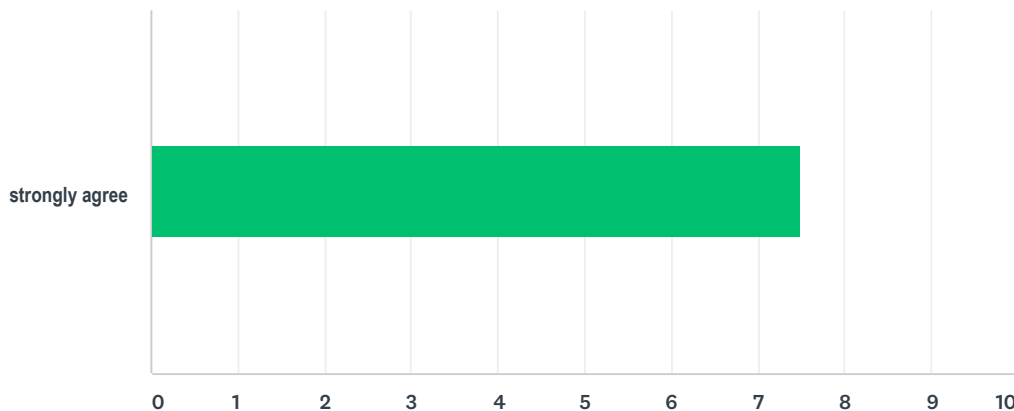
Answered: 23 Skipped: 81



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
...	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	4.00
... I am able to do more of the things I need to do.	4.55% 1	0.00% 0	4.55% 1	72.73% 16	18.18% 4	22	3.78
... I am more able to do the things I want to do.	0.00% 0	4.55% 1	4.55% 1	72.73% 16	18.18% 4	22	3.83
... I can remain living in my home.	0.00% 0	4.55% 1	9.09% 2	72.73% 16	13.64% 3	22	3.79
... My fear of falling in my home has decreased.	4.55% 1	4.55% 1	9.09% 2	40.91% 9	40.91% 9	22	3.46
... I feel less lonely.	9.52% 2	0.00% 0	28.57% 6	28.57% 6	33.33% 7	21	3.14
... I am more satisfied with my life.	0.00% 0	0.00% 0	28.57% 6	47.62% 10	23.81% 5	21	3.63
Overall, I am satisfied with the volunteers who have helped me.	4.35% 1	0.00% 0	8.70% 2	86.96% 20	0.00% 0	23	3.78

## Overall, the services meet my expectations.

Answered: 24 Skipped: 80

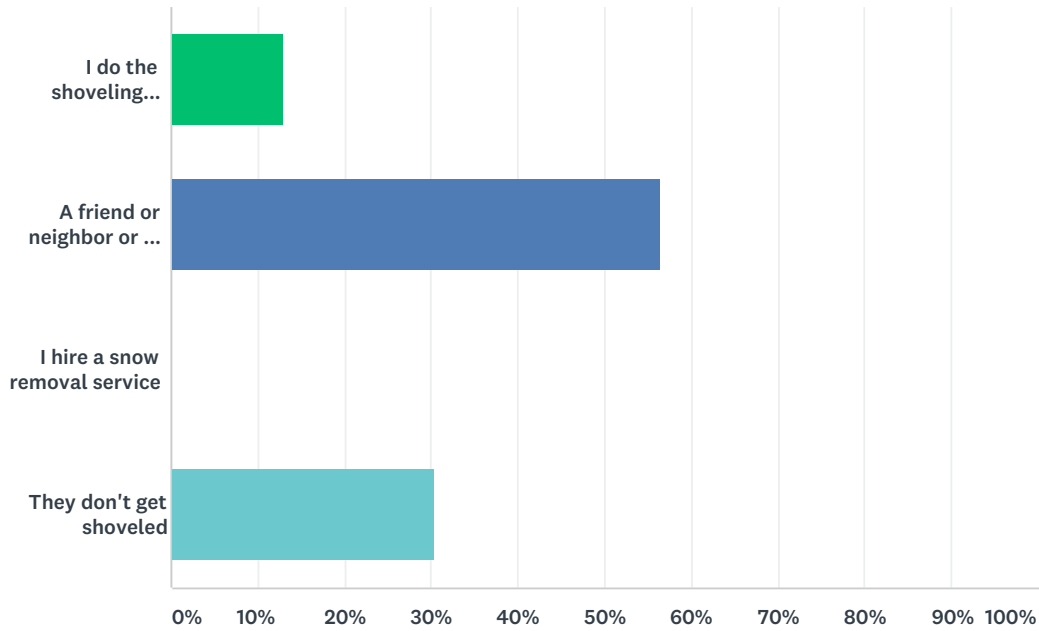


	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
	0.00%	4.17%	20.83%	75.00%	0.00%		
	0	1	5	18	0	24	3.71



## If you did not have IceBusters, who would shovel your walks?

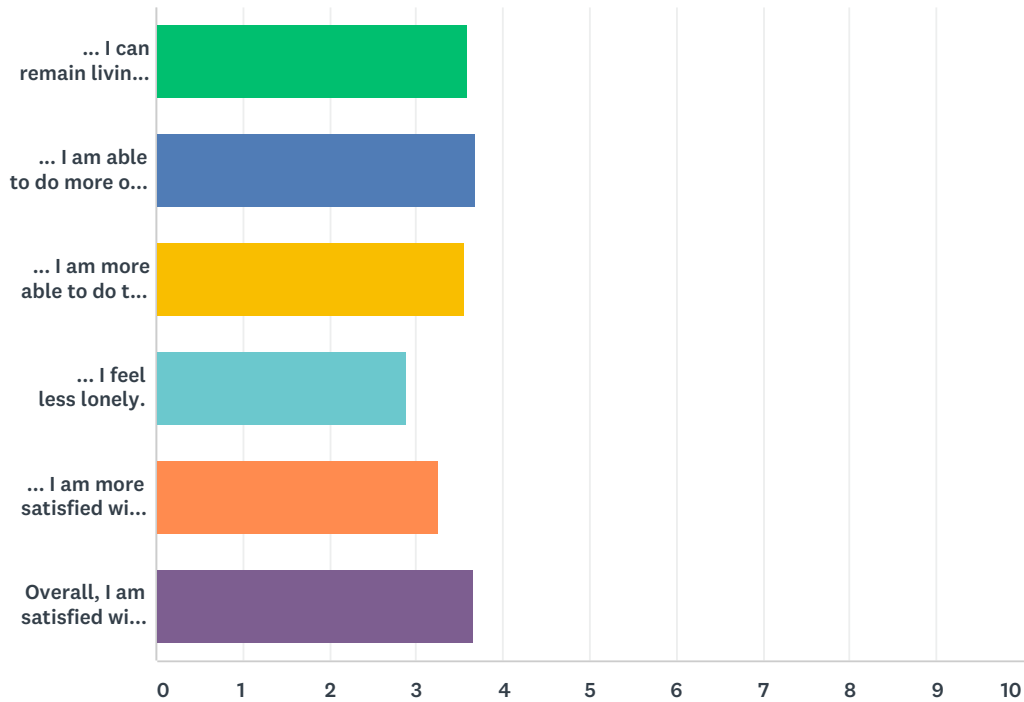
Answered: 23 Skipped: 81



ANSWER CHOICES	RESPONSES	
I do the shoveling myself	13.04%	3
A friend or neighbor or my family shovels for me	56.52%	13
I hire a snow removal service	0.00%	0
They don't get shoveled	30.43%	7
<b>TOTAL</b>		<b>23</b>

## Because I have used Medical Mobility services this year.....

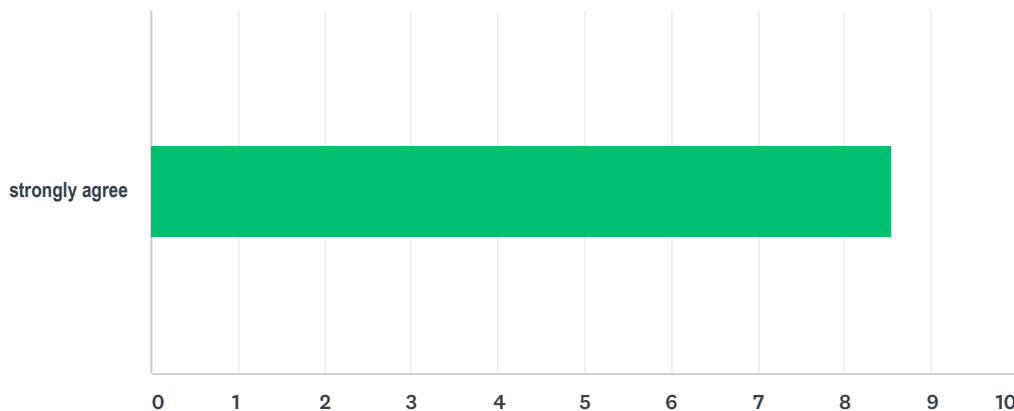
Answered: 15 Skipped: 89



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
... I can remain living in my home.	0.00% 0	6.67% 1	13.33% 2	46.67% 7	33.33% 5	15	3.60
... I am able to do more of the things I need to do.	6.67% 1	0.00% 0	6.67% 1	73.33% 11	13.33% 2	15	3.69
... I am more able to do the things I want to do.	0.00% 0	6.67% 1	13.33% 2	40.00% 6	40.00% 6	15	3.56
... I feel less lonely.	13.33% 2	0.00% 0	20.00% 3	20.00% 3	46.67% 7	15	2.88
... I am more satisfied with my life.	7.14% 1	7.14% 1	21.43% 3	42.86% 6	21.43% 3	14	3.27
Overall, I am satisfied with the volunteers who have helped me.	6.67% 1	0.00% 0	13.33% 2	80.00% 12	0.00% 0	15	3.67

## Overall, the services meet my expectations.

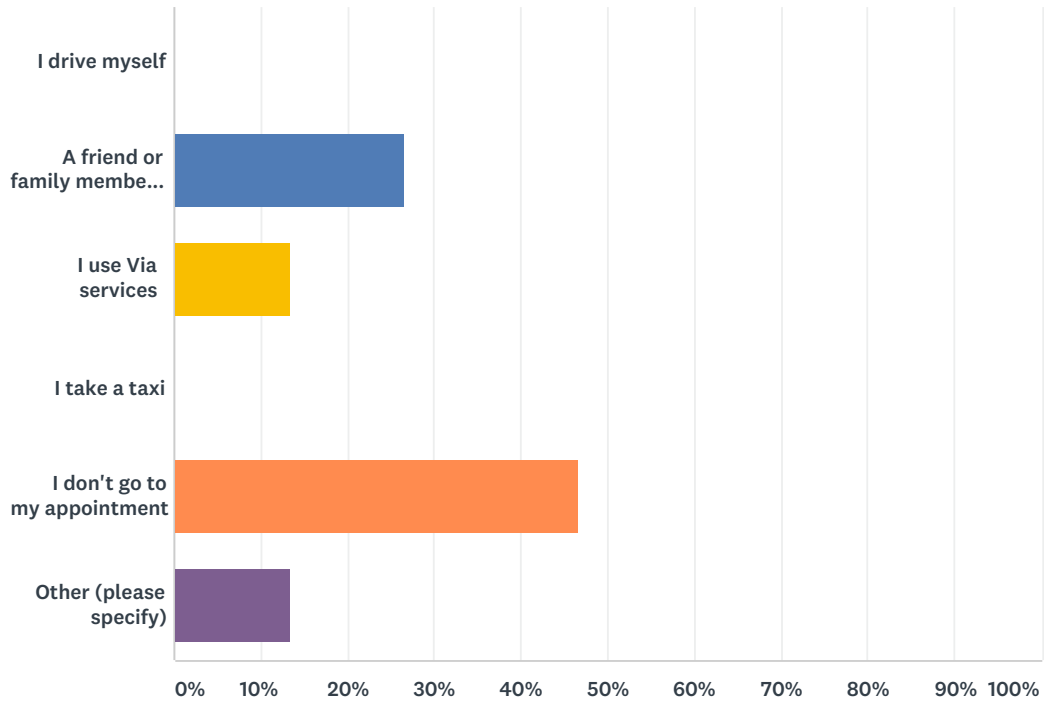
Answered: 15 Skipped: 89



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	6.67% 1	6.67% 1	86.67% 13	0.00% 0	15	3.80

## If you did not have Medical Mobility, how do you get to your appointment?

Answered: 15 Skipped: 89



ANSWER CHOICES	RESPONSES	
I drive myself	0.00%	0
A friend or family member drives me	26.67%	4
I use Via services	13.33%	2
I take a taxi	0.00%	0
I don't go to my appointment	46.67%	7
Other (please specify)	13.33%	2
<b>TOTAL</b>		<b>15</b>