

2012 Nutrition Survey Results

The Nutrition Survey was sent to all Congregate Mealsites & all Homebound Participants during the month of November 2012.

A total of 71 **Homebound** Participants throughout all mealsites received the survey – we received approximately 45% back = 32 surveys.

From the 32 Homebound surveys – 25 were **non-specific** to a site, 3 were specific to **Berlin**, 3 were specific to **Markesan**, & 1 was specific to **Princeton**.

A total of 24 **Congregate** Participants at **Green Lake & Markesan** Mealsites had the opportunity to take the survey – we received 46% back = 11 surveys

A total of 77 **Congregate** Participants at the **Berlin** Mealsite had the opportunity to take the survey – we received 56% back = 43 surveys.

A copy of the survey results for each of the sites noted above is attached.



GREEN LAKE COUNTY NUTRITION PROGRAM
Nutrition Program Congregate Meal Site Survey Green Lake/Markesan Results

Senior Dining



Fellowship, Food & Fun

11 Total

Tell Us What We Can Do For You!

Instructions: Please complete this short survey. Your input is very important!

1. I attend the nutrition site:

<input type="checkbox"/> everyday	<input type="checkbox"/> 2-3 times/week	<input type="checkbox"/> 2-3 times/month	<input type="checkbox"/> for special programs
<u>5</u>	<u>3</u>	<u>3</u>	<u>0</u>

2. How satisfied are you with the way the food tastes and looks?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Not at all satisfied
<u>N/A 1</u>	<u>4</u>	<u>6</u>

3. Food portions usually are:

<input type="checkbox"/> Too much	<input type="checkbox"/> Just right	<input type="checkbox"/> Too little
<u>2</u>	<u>8</u>	<u>1*when burned have less to eat</u>

4. Do you think nutrition site staff are:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Responsive to your questions & concerns	<u>7</u> <input type="checkbox"/>	<u>3</u> <input type="checkbox"/>	<u>1</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
Courteous & professional with you?	<u>7</u> <input type="checkbox"/>	<u>4</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>

5. How satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of the site?	<u>7</u> <input type="checkbox"/>	<u>4</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
Parking areas? <u>N/A 2</u>	<u>3</u> <input type="checkbox"/>	<u>6</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
Snow removal and outside safety?	<u>5</u> <input type="checkbox"/>	<u>6</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
Accessibility for persons with disabilities?	<u>4</u> <input type="checkbox"/>	<u>7</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>

6. Would you recommend this meal site to others? Yes No
 align="center">11 0

7. Overall, how would you rate the quality of the meals?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Poor
<u>4</u>	<u>7</u>	<u>0</u>

8. Is it clear that the meals are offered on a donation basis and do you understand how to make your donation? Yes 11 No 0
 If no, please explain your concerns/questions: \$4.00 is what is asked for.

9. Why do you come to the Senior Dining site? N/A 2
1. Only for meals I like on the menu. 2. Unable to cook for myself, enjoy the company. 3. Do not have to eat alone. 4 Enjoy the company with my friends & plan games. 5. I like the food. 6 Price, variety of food, see friends. 7. To volunteer & interact with people. 8. Good hot meal & to meet others in the

Thank you very much for helping us serve you better!





GREEN LAKE COUNTY NUTRITION PROGRAM
Nutrition Program Congregate Meal Site Survey - Berlin Results - 43 total

Senior Dining



Fellowship, Food & Fun

Tell Us What We Can Do For You!

Instructions: Please complete this short survey. Your input is very important!

1. I attend the nutrition site:

<input type="checkbox"/> everyday	<input type="checkbox"/> 2-3 times/week	<input type="checkbox"/> 2-3 times/month	<input type="checkbox"/> for special programs
<u>2</u>	<u>2</u>	<u>17</u>	<u>22</u>
2. How satisfied are you with the way the food tastes and looks?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Not at all satisfied
<u>33</u>	<u>10</u>	<u>0</u>
3. Food portions usually are:

<input type="checkbox"/> Too much	<input type="checkbox"/> Just right	<input type="checkbox"/> Too little
<u>1</u>	<u>41</u>	<u>1</u>
4. Do you think nutrition site staff are:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Responsive to your questions & concerns	<u>19</u> <input type="checkbox"/>	<u>21</u> <input type="checkbox"/>	<u>1</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
N/A <u>2</u>				
Courteous & professional with you?	<u>19</u> <input type="checkbox"/>	<u>21</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
N/A <u>3</u>				
5. How satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of the site?	<u>37</u> <input type="checkbox"/>	<u>5</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
N/A <u>1</u>				
Parking areas?	<u>30</u> <input type="checkbox"/>	<u>11</u> <input type="checkbox"/>	<u>1</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
N/A <u>1</u>				
Snow removal and outside safety?	<u>27</u> <input type="checkbox"/>	<u>12</u> <input type="checkbox"/>	<u>1</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
N/A <u>3</u>				
Accessibility for persons with disabilities?	<u>28</u> <input type="checkbox"/>	<u>11</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>	<u>0</u> <input type="checkbox"/>
N/A <u>4</u>				
6. Would you recommend this meal site to others? Yes No

<u>40</u>	<u>0</u>
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7. Overall, how would you rate the quality of the meals?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Poor
<u>32</u>	<u>11</u>	<u>0</u>
8. Is it clear that the meals are offered on a donation basis and do you understand how to make your donation? Yes 40 No 0 N/A 3
 If no, please explain your concerns/questions: _____

9. Why do you come to the Senior Dining site? N/A 14
 1. Go with my Mother
 2. Good Meals- I don't like to cook anymore.
 3. Friends invited me
 4. The food is very good & you get to visit with other people.
 5. Go once a week - love it!
 6. It's a wonderful place to come to.
 7. I

Thank you very much for helping us serve you better!



GREEN LAKE COUNTY NUTRITION PROGRAM

Nutrition Program Survey – Home Delivered Non-Specified results

Senior Dining



Tell Us About Your Home Delivered Meals! 25 total



Fellowship, Food & Fun

*Please be honest and share your opinions with us
We are looking for ways to improve our service to you.*

1. Do the nutrition program meals make you feel better? N/A 2 22 Yes 1 No
2. Do you feel more secure when meals are delivered to you daily? N/A 1 22 Yes
2 No - I don't receive meals daily.
3. Is the hot food hot and cold food cold? 24 Yes 1 No
4. Are meals appetizing (taste, appearance, color, texture) to you? N/A 1 21 Yes
3 No Needs salt, not recommended.
5. Was your meal delivery driver courteous and friendly? N/A 2 23 Yes 0 No
The best!
6. On days when you eat a Home Delivered Meal, do you eat other meals as well?
 21 Yes 4 No Explain: 1. Breakfast 2. Sandwich/Soup 3. Breakfast/dinner –
2 responses 4. At times 5. PM Meal
7. On most days, do you eat your home delivered meal immediately? 17 Yes 8 No
If no, please explain: 1. Depending if I'm hungry at the time. 2. I like a late
dinner (6:00) 3. I eat a snack at noon & meal for supper. 4. I eat it for supper.
5. I eat it when I'm hungry. 6. Any meals with mushrooms I can't eat.
8. Is there enough food left over for a second meal? 4 Yes 17 No 3 Sometimes 1
Very seldom
9. Was the Nutrition Program staff person helpful when they came to your home to
talk to you about the meals? 25 Yes 0 No
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
N/A 2, haven't had to cancel 22 Yes 2 No
11. Do you have an emergency plan in the event of an extended power outage, ice
storm, or other disaster? N/A 1 22 Yes 2 No

GREEN LAKE COUNTY NUTRITION PROGRAM
Nutrition Program Survey – Home Delivered Berlin specific results

Senior Dining



Fellowship. Food Fun



Tell Us About Your Home Delivered Meals! 3 total

*Please be honest and share your opinions with us
We are looking for ways to improve our service to you.*

1. Do the nutrition program meals make you feel better? 3 Yes 0 No
2. Do you feel more secure when meals are delivered to you daily? 3 Yes 0 No
3. Is the hot food hot and cold food cold? 3 Yes 0 No
4. Are meals appetizing (taste, appearance, color, texture) to you? 3 Yes 0 No
5. Was your meal delivery driver courteous and friendly? 3 Yes 0 No
6. On days when you eat a Home Delivered Meal, do you eat other meals as well?
 3 Yes 0 No Explain: **Snacks/cherrios for breakfast/snacks.**
7. On most days, do you eat your home delivered meal immediately? 1 Yes 1 No
1 Sometimes
If no, please explain: **I sometimes eat it later. Depends on work schedule.**
8. Is there enough food left over for a second meal? 1 Yes 2 No
9. Was the Nutrition Program staff person helpful when they came to your home to talk to you about the meals? 3 Yes 0 No **Well satisfied**
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
 3 Yes 0 No
11. Do you have an emergency plan in the event of an extended power outage, ice storm, or other disaster? 3 Yes 0 No

Please list any comments on how to improve nutrition program meal service or explain your "No" answers:

Thank you very much!

Thank you!

Gloria Lichtfuss, Nutrition Coordinator & Betty Bradley, Aging Unit Manager
We can be reached at 920-294-4070 if you have any questions or concerns

Thank You

GREEN LAKE COUNTY NUTRITION PROGRAM

Nutrition Program Survey – Home Delivered Markesan specific results



Tell Us About Your Home Delivered Meals! 3 total

Senior Dining



Fellowship, Food & Fun

*Please be honest and share your opinions with us
We are looking for ways to improve our service to you.*

1. Do the nutrition program meals make you feel better? 3 Yes 0 No
2. Do you feel more secure when meals are delivered to you daily? 3 Yes 0 No
3. Is the hot food hot and cold food cold? 3 Yes 0 No
4. Are meals appetizing (taste, appearance, color, texture) to you? 3 Yes 0 No
5. Was your meal delivery driver courteous and friendly? 3 Yes 0 No
6. On days when you eat a Home Delivered Meal, do you eat other meals as well?
 3 Yes 0 No Explain: **He always eats a big breakfast.**
7. On most days, do you eat your home delivered meal immediately? 2 Yes 1 No
If no, please explain: **It depends on when & how much he eats for breakfast.**
8. Is there enough food left over for a second meal? 0 Yes 3 No
9. Was the Nutrition Program staff person helpful when they came to your home to talk to you about the meals? 3 Yes 0 No
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
 3 Yes 0 No
11. Do you have an emergency plan in the event of an extended power outage, ice storm, or other disaster? 3 Yes 0 No

Please list any comments on how to improve nutrition program meal service or explain your "No" answers:

My delivery girl (Janet) is very friendly & courteous & accommodating if I am not going to be home.

Gloria Lichtfuss, Nutrition Coordinator & Betty Bradley, Aging Unit Manager
We can be reached at 920-294-4070 if you have any questions or concerns

Thank You

GREEN LAKE COUNTY NUTRITION PROGRAM

Nutrition Program Survey – Home Delivered Princeton specific results

Senior Dining



Fellowship, Food & Fun



Tell Us About Your Home Delivered Meals! 1 total

*Please be honest and share your opinions with us
We are looking for ways to improve our service to you.*

1. Do the nutrition program meals make you feel better? 1 Yes 0 No
2. Do you feel more secure when meals are delivered to you daily? 1 Yes 0 No
3. Is the hot food hot and cold food cold? 1 Yes 0 No
4. Are meals appetizing (taste, appearance, color, texture) to you? 1 Yes 0 No
5. Was your meal delivery driver courteous and friendly? 1 Yes 0 No
6. On days when you eat a Home Delivered Meal, do you eat other meals as well?
 0 Yes 1 No Explain:
7. On most days, do you eat your home delivered meal immediately? 1 Yes 0 No
If no, please explain:
8. Is there enough food left over for a second meal? 1 Yes 0 No
9. Was the Nutrition Program staff person helpful when they came to your home to talk to you about the meals? 1 Yes 0 No **She is very nice**
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
 1 Yes 0 No
11. Do you have an emergency plan in the event of an extended power outage, ice storm, or other disaster? 1 Yes 0 No

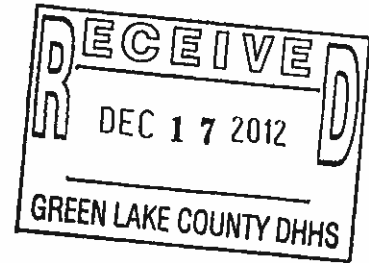
Please list any comments on how to improve nutrition program meal service or explain your "No" answers: **I enjoy the meals, I'm 95 yrs. old and had a small garden in the summer.**

Gloria Lichtfuss, Nutrition Coordinator & Betty Bradley, Aging Unit Manager
We can be reached at 920-294-4070 if you have any questions or concerns

Thank You



Greater Wisconsin
Agency on Aging Resources, Inc.



December 14, 2012

Betty Bradley, Director
Aging/Long Term Care Unit
Green Lake County DHHS
PO Box 588
571 County Road A
Green Lake, WI 54941

Dear Betty:

I am pleased to inform you that the Green Lake County aging plan and budget for 2013-2015 have been approved by GWAAR.

Thanks to you, your commission, citizens, and other stakeholders for your work to complete this plan and to continue providing high-quality services to the older adults and caregivers in your community.

Throughout the plan period, the Older Americans Act Consultants are available to assist you in reaching your goals so please do not hesitate to contact any one of us.

Sincerely,

Janell Keeter, C.S.W.

Janell Keeter, CSW
OAA Consultant

cc. Richard Trochinski, COA Chair

