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.

F

GREEN LAKE COUNTY NUTRITION PROGRAM

Nutrition Program Congregate Meal Site Survey Green Lake/Markesan Results / 11 Total

Tell Us What We Can Do For You!





1. I attend the nutrition site:				
□ everyday □ 2-3 times/week □	2-3 times/month	n □ for	special progr	rams
<u>5</u> <u>3</u>	<u>3</u>	0		
2. How satisfied are you with the way the	food tastes and	looks?		
☐ Very satisfied ☐ Satisfie	d □ Not at	all satisfi	ed	
<u>N/A 1 4 6</u>		<u>0</u>		
3. Food portions usually are:				
☐ Too much ☐ Just right	☐ Too little			
<u>2</u> <u>8</u>	<u>1*when</u>	burned h	ave less to	<u>eat</u>
4. Do you think nutrition site staff are:				
Daga and in the same and it is a few and it is	Strongly Agree	Agree	Disagree	Strongly Disagree
Responsive to your questions & concern	ıs <u>7</u> 🗆	<u>3</u> 🗆	<u>1</u> 0	<u>Q</u> 🗆
Courteous & professional with you?	<u>7</u> 🗆	<u>4</u> 🛘	<u>o</u> 🗆	<u>o</u> 🗆
5. How satisfied are you with:				
or allow building all you willing	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of the site?	<u>7</u> 🗆	<u>4</u> 🗆	<u>0</u> 🗆	<u>0</u> 🗆
Parking areas? <u>N/A 2</u>	<u>3</u> 🗆	<u>6</u> □	<u>o</u> 🗆	<u>0</u> 🗆
Snow removal and outside safety?	<u>5</u> 🗆	<u>6</u> 🗆	<u>o</u> 🗆	<u>0</u> 🗆
Accessibility for persons with disabilities	es? <u>4</u> 🗆	7 0	<u>•</u> 🗆	<u>o</u> –
6. Would you recommend this meal site to	others? Yes	□ No		
	<u>11</u>	<u>0</u>		
7. Overall, how would you rate the quality of				
☐ Excellent ☐ Go	ood 🗆 Poor			
4 7	<u>0</u>			
8. Is it clear that the meals are offered on a		ınd do you	understand	l how
to make your donation? \square Yes $\underline{11}$ \square No	_			
If no, please explain your concerns/question	ns: \$4.00 is	what is a	sked for.	
0 W/h d	4-0 N/4 0			
9. Why do you come to the Senior Dining si		- l- C	16 ci	4h.a
1. Only for meals I like on the menu. 2				
company. 3. Do not have to eat alone. plan games. 5. I like the food. 6 Price.				<u>ius or</u>
			11174 / A 11	

Thank you very much for helping us serve you better!

volunteer & interact with people. 8. Good hot meal & to meet others in the





GREL. LAKE COUNTY NUTRITION PROGRAM Nutrition Program Congregate Meal Site Survey - <u>Berlin Results - 43 total</u>

Senior Dining

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:				
☐ everyday ☐ 2-3 times/week ☐	2-3 times/month	□ for	special progr	rams
<u>2</u>	17		22	
2. How satisfied are you with the way the	food tastes and	looks?		
☐ Very satisfied ☐ Satisfie		all satisfic	ed	
<u>33</u> <u>10</u>		<u>0</u>		
3. Food portions usually are:	·	_		
☐ Too much ☐ Just right	☐ Too little			
<u>1</u> 41	<u>1</u>			
4. Do you think nutrition site staff are:	_			
D	Strongly Agree	Agree	Disagree	Strongly Disagree
Responsive to your questions & concern	is <u>19</u> □	21 🗆	10	₫ 🗆
N/A 2	400			. –
Courteous & professional with you? N/A 3	<u>19</u> □	<u>21</u> \square	<u>o</u> 🗆	<u>0</u> □
5. How satisfied are you with:				
3. How sanshed are you with.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of the site?	37 □	<u>5</u> □	<u>0</u> □	
N/A <u>1</u>		<u>.</u> –	÷ -	<u>.</u>
Parking areas?	<u>30</u> □	<u>11</u> 🗆	<u>1</u> 🗆	<u>0</u> 🗆
N/A <u>1</u>				_
Snow removal and outside safety?	<u>27</u> 🗆	<u>12</u> 🗆	<u>1</u> 🗆	<u>0</u> 🗆
N/A <u>3</u>				
Accessibility for persons with disabilitie	es? <u>28</u> □	<u>11</u> 🗆	<u>0</u> 🗆	<u>0</u> 🗆
N/A 4				
6. Would you recommend this meal site to				
N/A <u>3</u>	40	<u>0</u>		
7. Overall, how would you rate the quality of				
□ Excellent □ Go				
$\frac{32}{2}$			•	
8. Is it clear that the meals are offered on a control of the second of		nd do you	understand	l how
to make your donation? Yes 40 No				
If no, please explain your concerns/question	ıs:			

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 Fell Us About Your Home Delivered Meals! 25 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? $N/A \ge 2$ 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 □ 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? \Box 17 Yes \Box 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? \square 4 Yes \square 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? \Box 25 Yes \Box 0 No
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
N/A 2, haven't had to cancel \square 22 Yes \square 2 No
11.Do you have an emergency plan in the event of an extended power outage, ice
storm, or other disaster? $\underline{N/A \ 1} \square \underline{22} \ Yes \square \underline{2} \ No$

GREEN LAKE COUNTY NUTRITION PROGRAM Nutrition Program Survey – Home Delivered Berlin specific results 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? \Box 3 Yes \Box 0 No
4. Are meals appetizing (taste, appearance, color, texture) to you? \Box 3 Yes \Box 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? \Box 1 Yes \Box 1 N
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? \square Yes \square No
9. Was the Nutrition Program staff person helpful when they came to your home to
talk to you about the meals? \Box 3 Yes \Box 0 No Well satisfied
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
□ <u>3</u> Yes □ <u>0</u> No
11.Do you have an emergency plan in the event of an extended power outage, ice
storm, or other disaster? $\Box \underline{3}$ Yes $\Box \underline{0}$ 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



GREEN LAKE COUNTY NUTRITION PROGRAM Nutrition Program Survey – Home Delivered Markesan specific results 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. Is the hot food hot and cold food cold? \Box 3 Yes \Box 0 No
4. Are meals appetizing (taste, appearance, color, texture) to you? \Box 3 Yes \Box 9 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? \Box 2 Yes \Box 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? \Box $\underline{0}$ Yes \Box $\underline{3}$ No
9. Was the Nutrition Program staff person helpful when they came to your home to
talk to you about the meals? $\square 3 \text{ Yes } \square 0 \text{ No}$
10. Are Nutrition Program staff pleasant when you call to cancel your meals?
□ <u>3</u> Yes □ <u>0</u> No
11.Do you have an emergency plan in the event of an extended power outage, ice
storm, or other disaster? $\Box \underline{3}$ Yes $\Box \underline{0}$ No
ease list any comments on how to improve nutrition program meal service or explain ur "No" answers:

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

My delivery girl (Janet) is very friendly & courteous & accommodating if I am not

going to be home.



GREEN LAKE COUNTY NUTRITION PROGRAM Nutrition Program Survey – Home Delivered Princeton specific results 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? \Box 1 Yes \Box 0 No
2.	Do you feel more secure when meals are delivered to you daily? \Box 1 Yes \Box 0 No
3.	Is the hot food hot and cold food cold? \Box 1 Yes \Box 0 No
4.	Are meals appetizing (taste, appearance, color, texture) to you? \Box 1 Yes \Box 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?
	□ <u>0</u> Yes □ <u>1</u> No Explain:
7.	On most days, do you eat your home delivered meal immediately? \Box 1 Yes \Box 0 No
	If no, please explain:
8.	Is there enough food left over for a second meal? \Box 1 Yes \Box 0 No
9.	Was the Nutrition Program staff person helpful when they came to your home to
	talk to you about the meals? $\Box \underline{1}$ Yes $\Box \underline{0}$ No She is very nice
10	Are Nutrition Program staff pleasant when you call to cancel your meals?
	□ <u>1</u> Yes □ <u>0</u> No
11.	Do you have an emergency plan in the event of an extended power outage, ice
	storm, or other disaster? $\Box \underline{1}$ Yes $\Box \underline{0}$ No

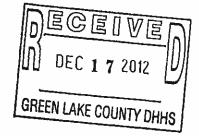
Please list any comments on how to improve nutrition program meal service or explain your "No" answers: I enjoy the meals, I'm 95 yrs. old and had a small garden in the summer.

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





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, CSW

OAA Consultant

cc. Richard Trochinski, COA Chair

Keeter, C.S.W.

- 1	HOMER	BOUND	18 Th 18 CO.	Control of the last	THE RESERVE OF THE PERSON NAMED IN		HOMEBOUNI	British Company of the Company	CONGREG	AIE		l	1		CONGREC	PAIL		
	Berlin		Green La	ke/Prince.	Markesan				Berlin		GL/Prince	ton	Markesan				MEAL PROGRA	AM
						DONATION	TOTAL			DONATION		DONATION		DONATION	TOTAL	TOTAL	TOTAL	TOTAL
		AMOUNT					MEALS		# SERVED		# SERVED		# SERVED					DONATION
	The second	AWOON	II	AMOUNT		ANICON	WICHES	CONTION	# OEKTED	A.1100.111		7.11.100111						
January-12	405	\$950.50	501	\$1,186.00	278	\$1,076.00	1,184	\$3,212.50	239	\$855.84	158	\$278.32	93	\$196.00	490	\$1,330.16	1,674	\$4,542.
February-12	376	\$1,387.10	462	\$1,948.44	294	\$1,134.00	1,132	\$4,469.54	294	\$997.92	149	\$327.78	88	\$244.00	531	\$1,569,70	1,663	\$6,039
March-12	379	\$1,124.90	443	\$1,234.92	296	\$1,150.00	1,118	\$3,509.82	340	\$1,247.25	145	\$445.78	97	\$232.00	582	\$1,925.03	1,700	\$5,434
April-12	379	\$1,643.54	433	\$2,487.48	283	\$1,040.00	1,095	\$5,171.02	218	\$851.3 5	127	\$449.20	78	\$172.00	423	\$1,472.55	1,518	\$6,643
May-12	482	\$2,062.16	502	\$2,173.72	325	\$1,032.00	1,309	\$5,267.88	228	\$847.78	140	\$445.57	81	\$172.00	449	\$1,465.35	1,758	\$6,733
June-12	467	\$1,591.02	531	\$1,244.00	329	\$1,169.00	1,327	\$4,004.02	209	\$861.60	128	\$290.00	98	\$252.00	435	\$1,403.60	1,762	\$5,407
July-12	436		529	\$2,204.04	422	\$1,182.00	1,387	\$5,337.98	237	\$824.00	122	\$424.82	85	\$202.00	444	\$1,450.82	1,831	\$6,788
August-12	412	\$2,089.18	517	\$2,236.92	409	\$1,269.00	1,338	\$5,595.10	319	\$1,139.65	140	\$315.75	76	\$164.00	535	\$1,619.40	1,873	\$7,214
September-12	323	\$2,453.22	437	\$3,062.88	358	\$2,041.80	1,118	\$7,557.90	228	\$815.90	146	\$624.43	87	\$156.00	461	\$1,596.33	1,579	\$9,154
October-12	387	\$1,066.04	491	\$946.04	404	\$1,094.00	1,282	\$3,106.08	278	\$973.35	148	\$253.00	114	\$260.35	540	\$1,486.70	1,822	\$4,592
November-12	380		418	\$1,660.08	334	\$1,511.60	1,132	\$4,865.42	2 322	\$1,311.75	100	\$394.80	86	\$208.00	508	\$1,914.55	1,640	\$6,779
December-12	382	\$1,735.94	346	\$1,980.00	265	\$1,469.16	993	\$5,185.10	269	\$1,087.40	88	\$657.92	85	\$204.00	442	\$1,949.32	2 1,435	\$7,134

				<u> </u>			Γ	<u> </u>			Т Т	I	
		ELDER AB	USE			ELDERLY	BENEFIT S	I SPECIALIST	PROGRAM		 		
			REPORTED	REPORTED	1		18.A				QUARTERL	Y REPORTS	
	FOOD		ELD ABUSE		ADRC	TRNG	CALLS FOR		OUTREACH		NEW	CLIENT \$	
	PANTRY	CASES	CASES	CASES	CONTACTS		EBS	SPEAKING		ADRC	CASES	SAVED	
											October -	Dec-11	
January-12	262	62	5	1	159	1	90	0	8	0			
<u> </u>													
February-12	252	62	3	C	171	9	106	1	22.5	0	148	\$746,509.00	
											January -	Mar-12	_
March-12	226	66	3	2	148	10.5	79	1	20	0			
													_
April-12	232	68	2	(230	6	86	0	17.5	0			
May-12	215	69	1	(194	4	76	0	10	0	59	\$377,028.26	
<u> </u>	1										April - June	2012	
June-2012	267	71	4	(183	18	81	4	16.5	0			
	1		Î .										
July-12	250	71	0	(219	2	87	2	17.5	1			
								Ì		<u> </u>			
August-12	283	71	3		218	7	100		10	0			
											July - Sept	ember 2012	
Sept12	248	44**	7	**APS went thru files 2	211	31	58	3 1	16	0			
												!	
October-12	231	47	5	;	3 226	8	151	1 6	28	C	October - D	December 2012	
			T										
Nov 12	306	49	3		1 198	1.5	130	<u> </u>	30	(
Dec 12	292	49	3	3	118	7	7 94	4	10	(
													
	<u> </u>		-	-		-	-	 	 		-		
	+	 	 		<u> </u>		1	-	+		+		
	1					†	1	 					
							1		1 -				
		ļ			-		-	1	 	 			
	 	 	 		+		+	+	-	1			
	1	 		-	1	†	1	 	†				
						1							
							1						
		<u> </u>	l	<u> </u>			1						