

Southeast Senior Services Client Opinion Survey 2013

1. Name of your senior center community?

- | | | |
|---|---|-----------------------------------|
| <input type="checkbox"/> Angoon | <input type="checkbox"/> Hydaburg | <input type="checkbox"/> Sitka |
| <input type="checkbox"/> Craig/Klawock | <input type="checkbox"/> Juneau/Douglas | <input type="checkbox"/> Skagway |
| <input type="checkbox"/> Haines/Klukwan | <input type="checkbox"/> Kake | <input type="checkbox"/> Wrangell |
| <input type="checkbox"/> Hoonah | <input type="checkbox"/> Ketchikan/Saxman | <input type="checkbox"/> Yakutat |

2. What service(s) or activities do you need most through your senior center?

- | | | |
|---|---|---|
| <input type="checkbox"/> Home delivered meals | <input type="checkbox"/> Rides | <input type="checkbox"/> Help with applications/forms |
| <input type="checkbox"/> Senior center meals | <input type="checkbox"/> Exercise class | <input type="checkbox"/> Other Service or Activity |
-

3. How would you rate the senior center meal service?

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Needs Improving | <input type="checkbox"/> Acceptable/Meets my needs | <input type="checkbox"/> Excellent/Exceeds my needs | <input type="checkbox"/> I Do Not Use This Service |
|--|--|---|--|

4. How would you rate the senior center home delivered meal service?

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Needs Improving | <input type="checkbox"/> Acceptable/Meets my needs | <input type="checkbox"/> Excellent/Exceeds my needs | <input type="checkbox"/> I Do Not Use this Service |
|--|--|---|--|

5. How would you rate the door-to-door Care-A-Van/senior center transportation service?

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Needs Improving | <input type="checkbox"/> Acceptable/Meets my needs | <input type="checkbox"/> Excellent/Exceeds my needs | <input type="checkbox"/> I Do Not Use This Service |
|--|--|---|--|

6. How would you rate the staff at your senior center?

- | | | |
|-----------------------------------|---|---|
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Knowledgeable | <input type="checkbox"/> Unfriendly |
| <input type="checkbox"/> Helpful | <input type="checkbox"/> Not very helpful | <input type="checkbox"/> I Do Not Use The Senior Center |

7. How would you rate the driver of your community's Care-A-Van/senior center transportation service?

- | | | |
|-----------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Unfriendly | <input type="checkbox"/> I Do Not Use This Service |
| <input type="checkbox"/> Helpful | <input type="checkbox"/> Unhelpful | |

8. The senior center meal service helps me live independently.

- | | | |
|--------------------------------------|--|--|
| <input type="checkbox"/> Yes/I agree | <input type="checkbox"/> No/I do not agree | <input type="checkbox"/> I Do Not Use This Service |
|--------------------------------------|--|--|

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9. The home delivered meals service helps me live independently.

- Yes/I agree No/I do not agree I Do Not Use This Service

10. The Care-A-Van/senior center transportation service helps me live independently.

- Yes/I agree No/I do not agree I Do Not Use This Service

11. The senior center meals improve my nutrition and health.

- Yes/I agree No/I do not agree I Do Not Use This Service

12. The home delivered meals improve my nutrition and health.

- Yes/I agree No/I do not agree I Do Not Use This Service

13. The senior center meals and/or activities improve my mood and/or happiness.

- Yes/I agree No/I do not agree I Do Not Use This Service

14. The home delivered meals improve my mood and/or happiness.

- Yes/I agree No/I do not agree I Do Not Use This Service

15. The Care-A-Van/senior center transportation improves my mood and/or happiness.

- Yes/I agree No/I do not agree I Do Not Use This Service

16. The senior center increases my access to community resources.

- Yes/I agree No/I do not agree I Do Not Use This Service

17. Senior center meals and activities increase my connection and/or interaction with other people.

- Yes/I agree No/I do not agree I Do Not Use This Service

18. The Care-A-Van/senior center transportation increases my access and involvement with my community.

- Yes/I agree No/I do not agree I Do Not Use This Service

19. Please add any comments you feel would improve your experience with the Senior Center meals and/or activities, and/or Care-A-Van/senior center transportation services.

Thank you for doing your part to help us better serve you.
If you need information on services and/or benefits for seniors,
please call 866-746-6177 (toll-free) or (907) 463-6177 (Juneau).