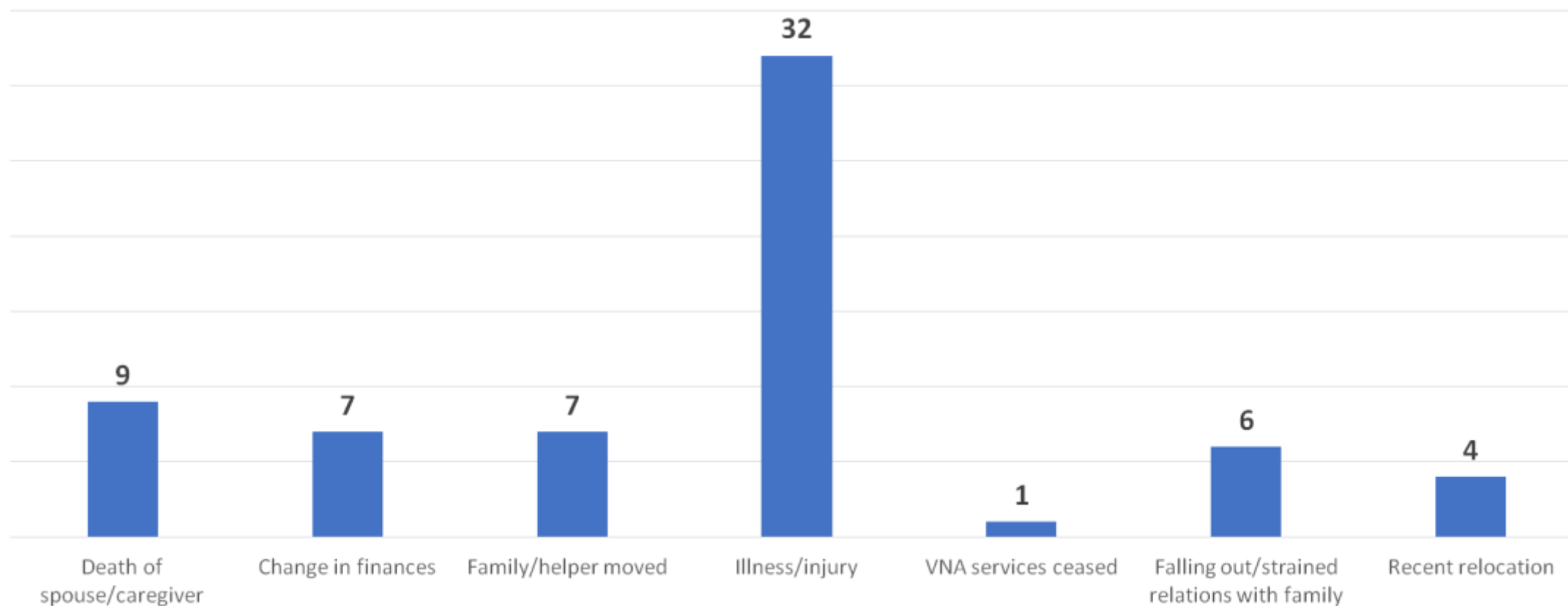




Community Caregivers of Greater Derry

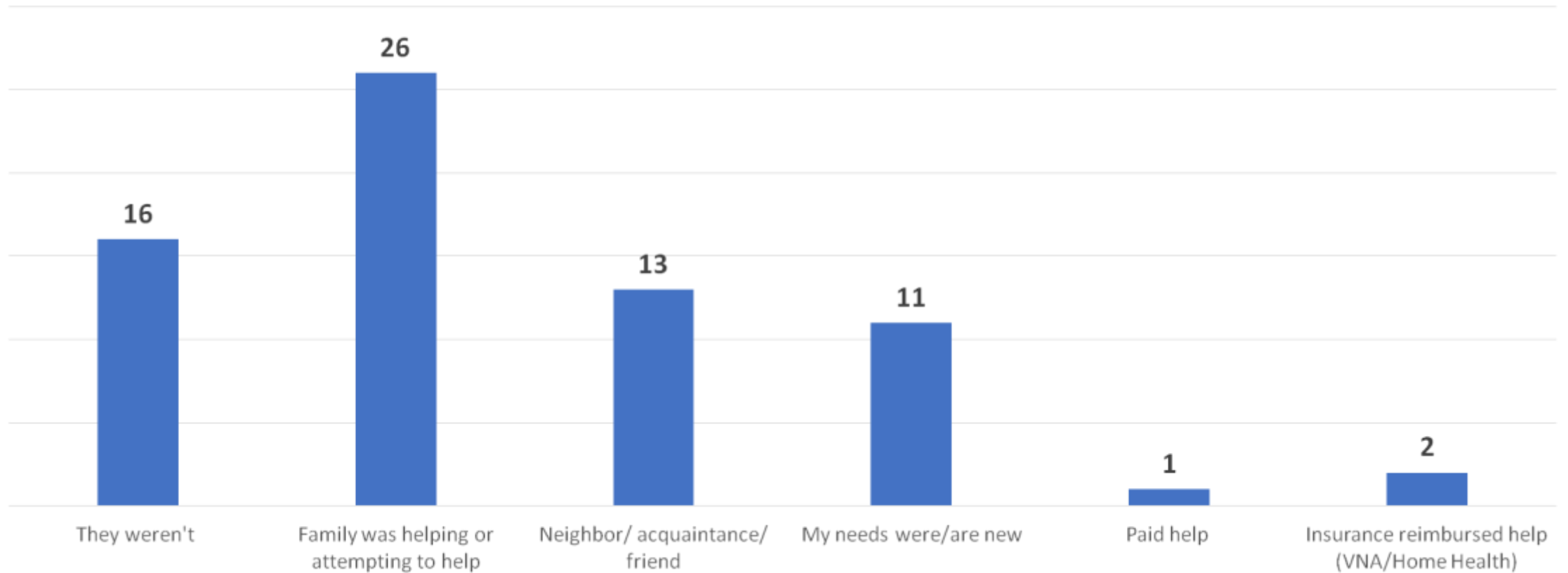
2019 Client Survey Results

Why Assistance Is/Was Needed (Q3)



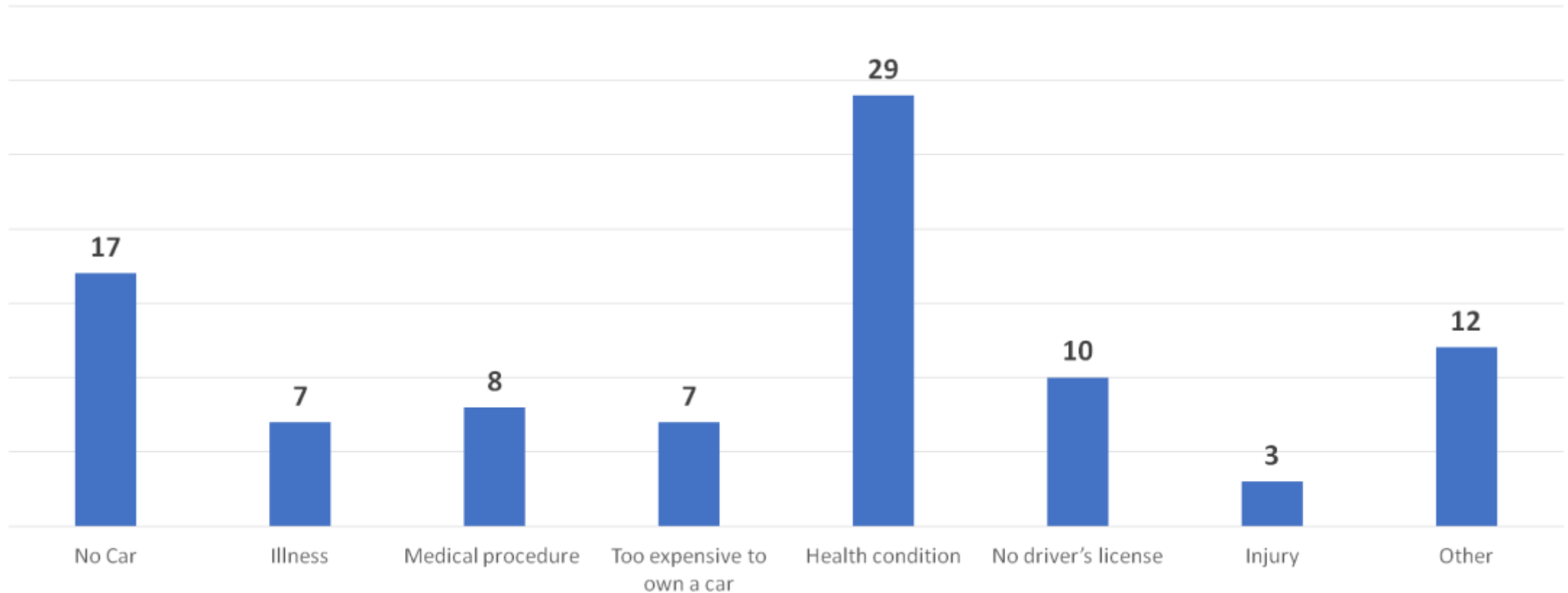
Some respondents answered more than one option however the average number of responses per individual response was 1.22 (total respondents for this question, n=50)

How Were Needs Met Before CCGD (Q4)



Some respondents answered more than one option however the average number of responses per individual response was 1.25 (total respondents for this question, n=49)

Transport Clients – Why Unable to Drive (Q1)



Some respondents answered more than one option however the average number of responses per individual response was 1.72 (total respondents for this question, n=47)

Because of CCGD... (Q5)

	YES	NO	N/A	No Response
I feel in control of my life.	38	3	6	7
I feel less of a burden on family and friends.	40	5	4	5
I am able to maintain, regain or attain my independence.	38	2	5	8
I am able to get to medical/dental/physical therapy appointments and to the bank, grocery store & pharmacy.	39	3	6	4
I do not hesitate to call for an appointment with the doctor/dentist/therapist because I know I can get a ride.	39	3	6	5

Because of CCGD... (Q5 continued)

	YES	NO	N/A	No Response
My health has improved.	9	19	16	9
My health hasn't worsened.	19	13	13	9
I eat healthy meals.	29	8	9	7
I am less anxious.	34	8	6	6
I feel more connected to people.	32	6	9	7

Because of CCGD... (Q5 continued)

	YES	NO	N/A	No Response
I am happier.	37	5	5	7
I am more satisfied with my life.	32	6	7	8
Overall, I am satisfied with the Volunteer Transportation Program.	41	0	7	6
Overall, I am satisfied with the Volunteer In-home Caregiving Program.	14	3	26	11
Overall, the program has met my expectations.	41	3	2	8

Client Comments or Suggestions

- 32 comments
- Most common comment: Thank You! and Gratitude! (n = 18)
 - “I am very grateful and feel blessed for all the help I have received.”
 - “Keep up excellent work and services that you provide!! Thank you.”
- Second most common comment: Good volunteers and staff (n=9)
 - “The services provided were invaluable to me. All people who volunteered are so affable, kind and dedicated. I truly don't know what I'd do without them. Thank you all.”