

Area Agency on Aging of Pasco-Pinellas, Inc.
Client Satisfaction Survey - CHORE
2025 Results

Overall Response Rates by Provider and Program

Provider Name	Program	Provider #	# Surveys Mailed	# Surveys Received	Response Rate
AAAPP	CHO	59999	273	30	11%

		# of	% of
1. How satisfied are you with the overall quality of the chore services you received?	Very Satisfied	22	73%
	Satisfied	5	17%
	Neutral	2	7%
	Dissatisfied	0	0%
	Very Dissatisfied	0	0%
	Left blank	1	3%

TOTAL 30

		# of	% of
2. Was your chore service scheduled in a timely manner?	Very Satisfied	17	57%
	Satisfied	10	33%
	Neutral	3	10%
	Dissatisfied	0	0%
	Very Dissatisfied	0	0%
	Left blank	0	0%

TOTAL 30

		# of	% of
3. Did you find the chore service to be helpful in addressing concerns about your living environment?	Very Satisfied	21	70%
	Satisfied	7	23%
	Neutral	1	3%
	Dissatisfied	1	3%
	Very Dissatisfied	0	0%
	Left blank	0	0%

TOTAL 30

# of	% of
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4. Were you treated with respect and dignity by all staff?	Very Satisfied	27	90%
	Satisfied	2	7%
	Neutral	0	0%
	Dissatisfied	1	3%
	Very Dissatisfied	0	0%
	Left blank	0	0%

TOTAL 30

	# of	% of	
5. Do you feel safer in your home after the chore services were completed?	Very Satisfied	19	63%
	Satisfied	4	13%
	Neutral	6	20%
	Dissatisfied	1	3%
	Very Dissatisfied	0	0%
	Left blank	0	0%

TOTAL 30

	# of	% of	
6. Did the services you received have a positive impact on your ability to remain in your home?	Very Satisfied	22	73%
	Satisfied	4	13%
	Neutral	4	13%
	Dissatisfied	0	0%
	Very Dissatisfied	0	0%
	Left blank	0	0%

TOTAL 30

	# of Yes	% Yes	# of No	% No	# Blank	% Blank
9. Do you have any additional comments or suggestions for improving our chore services?	8	27%	7	23%	15	50%

It was wonderful having things done that I am unable to do. Thank you
 The people that came did a great job on the things he cleaned. Only did have the blinds. It take him 3 days and not the days I had set up.
 It was sad rele.....
 The man that did the work was very nice and treated me with kindness
 Is there a food bank?
 Donna was excellent, polite, caring, did a wonderful job, Anna was good also, very grateful for this program in assisting older adults with their chores
 The ladies was very friendly and done everything i had them to do thanks
 No thank you.