

### CLIENT SATISFACTION WITH THE PROGRAM

<b>HMTASTES - How satisfied are you with the way the food tastes?</b>					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very satisfied	504	433,507	54.09	3.044
2	Somewhat satisfied	396	299,256	37.34	2.868
3	Not too satisfied	73	55,112	6.88	1.557
4	Not at all satisfied	15	13,637	1.7	0.706
	Subtotal Valid Responses	988	801,514	100	
	Don't Know	41	31,361		
	Refused	4	6,140		
	Inapplicable	150	146,743		
	Total	1183	985,760		

<b>HMSMELLS - How satisfied are you with the way the food smells? (If HMRECEIV= Hot meals, frozen meals or liquid nutrition or Don't know)</b>					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very satisfied	565	449,377	60.42	3.02
2	Somewhat satisfied	323	267,446	35.96	2.835
3	Not too satisfied	36	26,150	3.52	0.962
4	Not at all satisfied	5	819	0.11	0.078
	Subtotal Valid Responses	929	743,795	100	
	Don't Know	99	84,497		
	Refused	5	10,723		
	Inapplicable	150	146,743		
	Total	1183	985,760		

<b>HMTEMP - How satisfied are you that hot foods are hot and cold foods are cold? (If HMRECEIV= Hot meals, frozen meals or liquid nutrition or Don't know)</b>					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very satisfied	705	581,816	74.3	2.564
2	Somewhat satisfied	243	170,194	21.73	2.202
3	Not too satisfied	26	26,393	3.37	1.168
4	Not at all satisfied	5	4,637	0.59	0.365
	Subtotal Valid Responses	979	783,042	100	
	Don't Know	49	52,071		
	Refused	5	3,902		
	Inapplicable	150	146,743		
	Total	1183	985,760		

\*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

**HMLOOKS - How satisfied are you with the way the food looks?  
(If HMRECEIV= Hot meals, frozen meals or liquid nutrition or Don't know)**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very satisfied	686	562,455	70.69	2.675
2	Somewhat satisfied	264	191,333	24.05	2.598
3	Not too satisfied	29	34,259	4.31	1.15
4	Not at all satisfied	4	7,667	0.96	0.571
	Subtotal Valid Responses	983	795,714	100	
	Don't Know	49	41,146		
	Refused	1	2,154		
	Inapplicable	150	146,743		
	Total	1183	985,760		

**HMVARIETY - How satisfied are you with the variety of foods?**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very satisfied	719	619,107	65.13	2.556
2	Somewhat satisfied	354	286,028	30.09	2.533
3	Not too satisfied	62	43,686	4.6	1.16
4	Not at all satisfied	10	1,701	0.18	0.092
	Subtotal Valid Responses	1145	950,524	100	
	Don't Know	36	32,214		
	Refused	2	3,020		
	Total	1183	985,760		

**HMONTIME - How often would you say that your meals arrive about the time you expect them to?**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	All the time	533	484,241	49.89	2.809
2	Almost all the time	527	409,463	42.19	2.979
3	Some of the time	85	65,491	6.75	1.35
4	Almost never	6	3,933	0.41	0.275
5	Never	5	3,425	0.35	0.273
6	Does not apply	7	4,021	0.41	0.245
	Subtotal Valid Responses	1163	970,576	100	
	Don't Know	18	14,850		
	Refused	2	332		
	Total	1183	985,760		

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<b>HMRATE - How would you rate the home-delivered meals program overall?</b>					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Excellent	375	317,187	32.43	2.072
2	Very good	419	363,676	37.18	2.154
3	Good	302	245,163	25.06	2.106
4	Fair	67	47,289	4.83	1.08
5	Poor	13	4,826	0.49	0.183
	Subtotal Valid Responses	1176	978,142	100	
	Don't Know	6	7,532		
	Refused	1	84		
	Total	1183	985,760		

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