

HOME CARE SATISFACTION MEASURE

NRHCSM1 - Are you happy with the number of meals you receive each week?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 746 | 604,152 | 62.14 | 2.382 |
| 2 | Yes, I think so | 320 | 268,613 | 27.63 | 2.043 |
| 3 | I'm not sure | 36 | 56,985 | 5.86 | 1.112 |
| 4 | No, I don't think so | 39 | 26,584 | 2.73 | 0.927 |
| 5 | No, definitely not | 13 | 4,834 | 0.5 | 0.196 |
| 6 | Does not apply | 7 | 11,138 | 1.15 | 0.718 |
| | Subtotal Valid Responses | 1161 | 972,310 | 100 | |
| | Don't Know | 18 | 11,299 | | |
| | Refused | 4 | 2,150 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM2 - Do your meals often arrive late?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 47 | 25,474 | 2.76 | 0.706 |
| 2 | Yes, I think so | 65 | 44,594 | 4.84 | 1.173 |
| 3 | I'm not sure | 41 | 44,379 | 4.81 | 1.167 |
| 4 | No, I don't think so | 294 | 240,255 | 26.07 | 2.493 |
| 5 | No, definitely not | 661 | 547,264 | 59.38 | 2.801 |
| 6 | Does not apply | 14 | 19,736 | 2.14 | 0.759 |
| | Subtotal Valid Responses | 1122 | 921,705 | 100 | |
| | Don't Know | 58 | 60,616 | | |
| | Refused | 3 | 3,438 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM3 - Overall, do you like the time of day your meals arrive?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 845 | 716,933 | 74.28 | 2.5 |
| 2 | Yes, I think so | 238 | 190,375 | 19.73 | 2.229 |
| 3 | I'm not sure | 10 | 8,522 | 0.88 | 0.481 |
| 4 | No, I don't think so | 29 | 24,849 | 2.57 | 0.762 |
| 5 | No, definitely not | 23 | 17,139 | 1.78 | 0.636 |
| 6 | Does not apply | 8 | 7,297 | 0.76 | 0.399 |
| | Subtotal Valid Responses | 1153 | 965,117 | 100 | |
| | Don't Know | 28 | 20,484 | | |
| | Refused | 2 | 157 | | |
| | 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.

NRHCSM4 - Sometimes, are the meals not delivered at all?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 53 | 49,507 | 5.41 | 1.464 |
| 2 | Yes, I think so | 81 | 66,659 | 7.28 | 1.627 |
| 3 | I'm not sure | 32 | 26,247 | 2.87 | 0.962 |
| 4 | No, I don't think so | 226 | 173,875 | 19 | 1.636 |
| 5 | No, definitely not | 664 | 549,683 | 60.06 | 2.754 |
| 6 | Does not apply | 38 | 49,319 | 5.39 | 1.222 |
| | Subtotal Valid Responses | 1094 | 915,292 | 100 | |
| | Don't Know | 85 | 65,257 | | |
| | Refused | 4 | 5,210 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM5 - Generally, does the service have the kind of meals you like?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 594 | 502,496 | 52.55 | 2.778 |
| 2 | Yes, I think so | 392 | 310,413 | 32.46 | 3.016 |
| 3 | I'm not sure | 56 | 52,307 | 5.47 | 1.296 |
| 4 | No, I don't think so | 71 | 66,766 | 6.98 | 1.22 |
| 5 | No, definitely not | 31 | 17,704 | 1.85 | 0.568 |
| 6 | Does not apply | 5 | 6,514 | 0.68 | 0.448 |
| | Subtotal Valid Responses | 1149 | 956,202 | 100 | |
| | Don't Know | 29 | 22,236 | | |
| | Refused | 5 | 7,320 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM5_ - RECODE - SERVICE HAS MEALS YOU LIKE

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 986 | 812,910 | 85.01 | 1.951 |
| 2 | I'm not sure | 56 | 52,307 | 5.47 | 1.296 |
| 3 | No, I don't think so | 71 | 66,766 | 6.98 | 1.22 |
| 4 | No, definitely not | 31 | 17,704 | 1.85 | 0.568 |
| 5 | Does not apply | 5 | 6,514 | 0.68 | 0.448 |
| | Subtotal Valid Responses | 1149 | 956,202 | 100 | |
| | Don't Know | 29 | 22,236 | | |
| | Refused | 5 | 7,320 | | |
| | Total | 1183 | 985,760 | | |

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NRHCSM6 - Do you need more meals than you get?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 105 | 90,736 | 9.43 | 1.35 |
| 2 | Yes, I think so | 83 | 86,739 | 9.01 | 1.76 |
| 3 | I'm not sure | 28 | 25,180 | 2.62 | 0.832 |
| 4 | No, I don't think so | 399 | 300,070 | 31.18 | 2.159 |
| 5 | No, definitely not | 543 | 454,471 | 47.22 | 2.852 |
| 6 | Does not apply | 4 | 5,255 | 0.55 | 0.375 |
| | Subtotal Valid Responses | 1162 | 962,453 | 100 | |
| | Don't Know | 21 | 23,306 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM7 - Are most of the meals great?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 576 | 501,767 | 51.87 | 2.666 |
| 2 | Yes, I think so | 345 | 288,673 | 29.84 | 2.613 |
| 3 | I'm not sure | 62 | 40,640 | 4.2 | 1.076 |
| 4 | No, I don't think so | 122 | 88,560 | 9.16 | 1.399 |
| 5 | No, definitely not | 47 | 41,897 | 4.33 | 1.368 |
| 6 | Does not apply | 4 | 5,761 | 0.6 | 0.401 |
| | Subtotal Valid Responses | 1156 | 967,302 | 100 | |
| | Don't Know | 23 | 15,668 | | |
| | Refused | 4 | 2,789 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM8 - Do the meals come too early in the day?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 50 | 35,206 | 3.68 | 0.909 |
| 2 | Yes, I think so | 39 | 28,390 | 2.97 | 0.828 |
| 3 | I'm not sure | 5 | 6,919 | 0.72 | 0.436 |
| 4 | No, I don't think so | 337 | 321,599 | 33.64 | 2.673 |
| 5 | No, definitely not | 694 | 543,755 | 56.88 | 2.645 |
| 6 | Does not apply | 17 | 20,073 | 2.1 | 0.91 |
| | Subtotal Valid Responses | 1142 | 955,944 | 100 | |
| | Don't Know | 40 | 29,729 | | |
| | Refused | 1 | 84 | | |
| | 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.

NRHCSM9 - Are your meals cooked the way you want them cooked?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 493 | 420,380 | 52.12 | 2.415 |
| 2 | Yes, I think so | 316 | 271,920 | 33.71 | 2.439 |
| 3 | I'm not sure | 38 | 21,095 | 2.62 | 0.756 |
| 4 | No, I don't think so | 95 | 61,488 | 7.62 | 1.406 |
| 5 | No, definitely not | 47 | 23,844 | 2.96 | 0.83 |
| 6 | Does not apply | 7 | 7,905 | 0.98 | 0.632 |
| | Subtotal Valid Responses | 996 | 806,634 | 100 | |
| | Don't Know | 31 | 27,288 | | |
| | Refused | 6 | 5,093 | | |
| | Inapplicable | 150 | 146,743 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM10 - Does the home-delivered meal service have a poor selection of meals?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 76 | 73,618 | 7.87 | 1.431 |
| 2 | Yes, I think so | 125 | 99,168 | 10.6 | 1.975 |
| 3 | I'm not sure | 75 | 62,206 | 6.65 | 1.601 |
| 4 | No, I don't think so | 418 | 329,222 | 35.18 | 3.505 |
| 5 | No, definitely not | 428 | 362,668 | 38.76 | 3.029 |
| 6 | Does not apply | 11 | 8,871 | 0.95 | 0.493 |
| | Subtotal Valid Responses | 1133 | 935,756 | 100 | |
| | Don't Know | 44 | 43,639 | | |
| | Refused | 6 | 6,363 | | |
| | Total | 1183 | 985,760 | | |

NRHCSM11 - Is the food often so bad you don't eat it?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 47 | 36,679 | 3.93 | 0.988 |
| 2 | Yes, I think so | 72 | 51,514 | 5.51 | 1.143 |
| 3 | I'm not sure | 33 | 40,435 | 4.33 | 1.413 |
| 4 | No, I don't think so | 317 | 292,248 | 31.28 | 2.641 |
| 5 | No, definitely not | 648 | 503,955 | 53.94 | 2.463 |
| 6 | Does not apply | 12 | 9,534 | 1.02 | 0.494 |
| | Subtotal Valid Responses | 1129 | 934,367 | 100 | |
| | Don't Know | 49 | 48,271 | | |
| | Refused | 5 | 3,120 | | |
| | 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.