

Family Service Agency

2024 Senior Service Satisfaction Report



Family Service Agency

Strengthening Individuals & Families

Family Service Agency operates five programs in DeKalb County: Children’s Advocacy Center, School-Based & Youth Programming, Center for Counseling, Senior Services, and Community Action Program. Senior Services operates and maintains four adult activity centers, known as Club 55, for aging adults.

Club 55 Locations

DeKalb 55 1915 N First St DeKalb, IL Monday-Friday 9:00am-4:30pm	Malta 55 115 S Third St Malta, IL Monday, Wednesday, Friday 9:30am-3:00pm	Sycamore 55 480 S Airport Rd Sycamore, IL Monday & Friday 9:30am-2:00pm	Hinckley 55 212 W Woodlawn Ave Hinckley, IL Tuesday 8:30am-2:00pm
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For over 50 years, FSA’s Senior Services has helped community seniors maintain physical, emotional, and social wellness, thus promoting senior independence. This is achieved through a comprehensive program that combines therapeutic recreation, socialization, physical and mental stimulation, and health education to reinforce dignity and self-worth.

Questions, Comments, or Concerns:

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Introduction

In the spring of 2024, Family Service Agency employees conducted a satisfaction survey among Club 55 Program Participants. The survey consisted of thirty questions and covered the following topics:

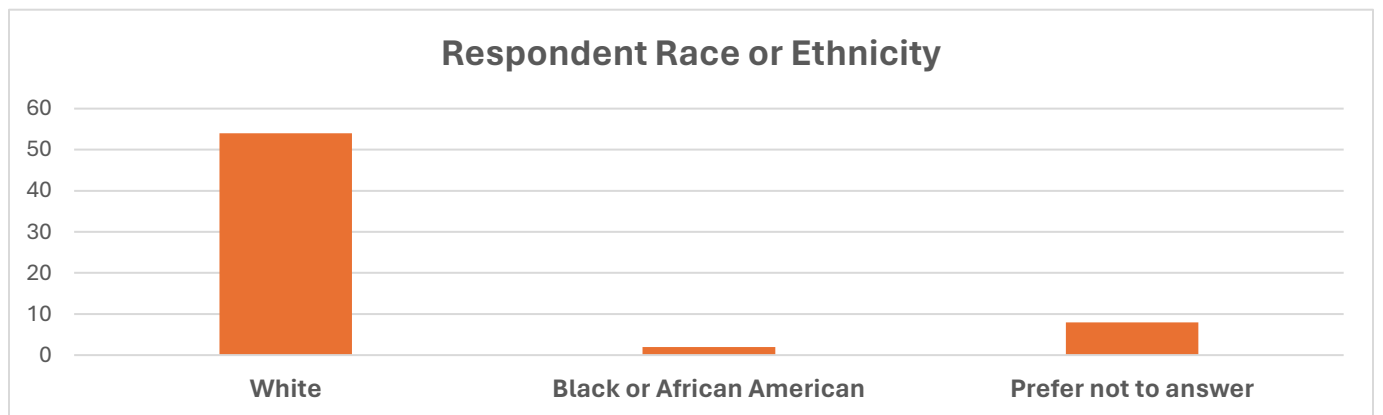
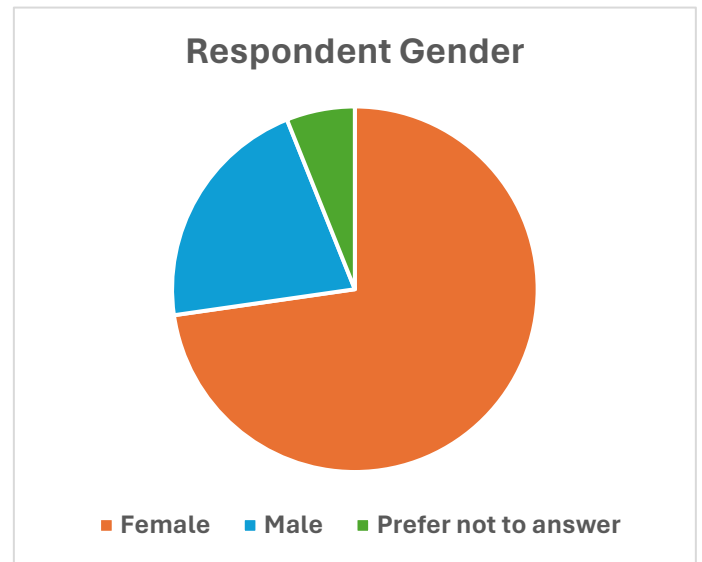
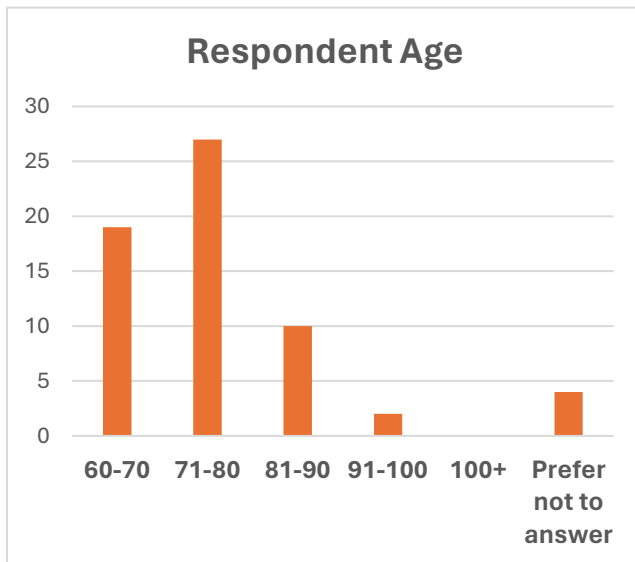
- Satisfaction with Club 55 facilities, programs, and staff
- Recommendations for improvement and growth
- Understanding the benefits of Club 55 for DeKalb County seniors

Data Collection

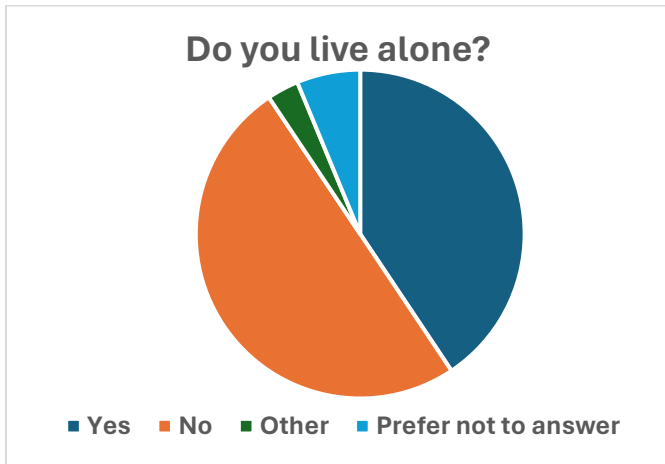
The survey was administered in early 2024; the survey was shared with Club 55 Program Participants digitally through social media, the Club 55 Newsletter, and the FSA website. Hard copies were also provided onsite at Club 55 locations. Survey respondents had the opportunity to participate anonymously; however, should they sign their name, they would be entered in a drawing for 1 of 2 \$50 gift cards. A total of 74 surveys were received.

Reviewing Responses

Respondent Characteristics



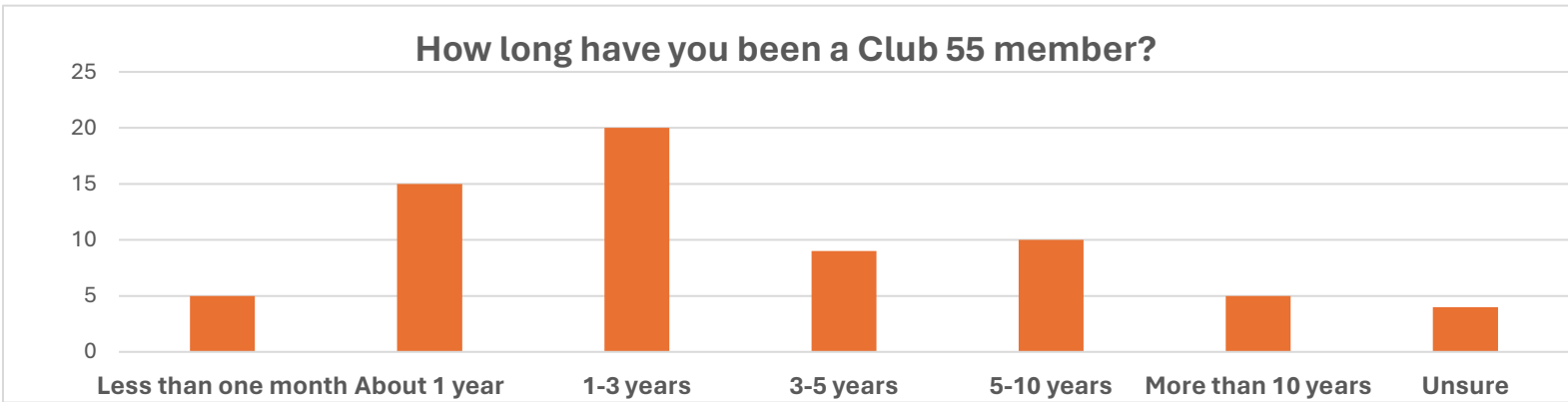
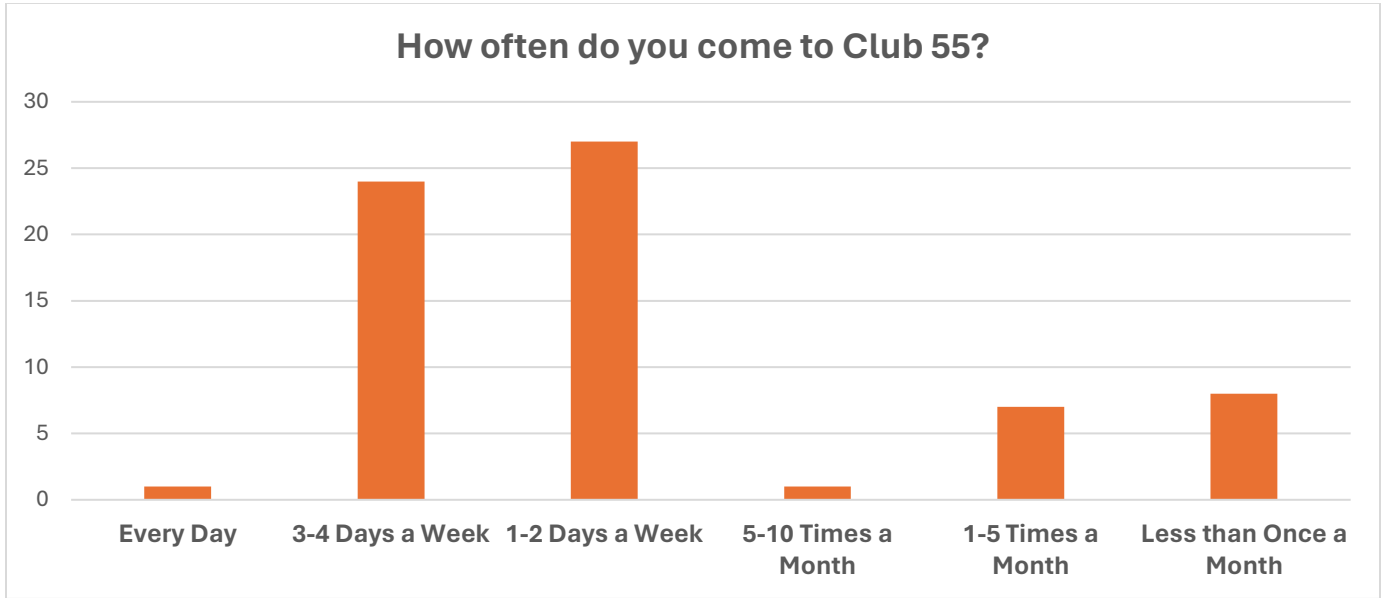
Respondent Overview



Other Responses:

“I live with my pet cat.”

“I live with others until I buy a house, then I’ll live alone.”



Respondent Overview

Think about your life since you started attending Club 55. Please select the response that best fits.

Because I go to Club 55....	True	Mostly True	Mostly False	False
I do more volunteer work	17.2%	31.3%	10.9%	40.6%
I see friends more often	51.6%	35.9%	4.7%	7.8%
I have more energy	48.5%	40.9%	6.0%	4.5%
I feel more satisfied with my life	50.0%	43.9%	3.0%	3.0%
I have something to look forward to each day	51.6%	37.5%	6.3%	4.7%
I know where to ask for help if I need a service such as transportation or food	61.2%	32.8%	6.0%	0.0%
I feel more independent	54.5%	33.3%	6.0%	6.0%
I learn new things	53.0%	33.3%	7.6%	1.5%
I am more physically active	56.9%	35.4%	6.2%	1.5%
I have healthier eating habits	24.2%	62.1%	9.0%	4.5%

	Agree	Neutral	Disagree
I have a voice in activities and programs	53.0%	43.9%	3.0%
Club 55 staff and volunteers are helpful.	93.9%	6.1%	0.0%
Club 55 staff and volunteers are friendly.	92.4%	5.6%	0.0%
Club 55 location(s) are clean.	90.9%	7.6%	1.5%
Club 55 educational programs are informative. <i>Ex: scam prevention, Medicare 101, etc.</i>	68.1%	30.3%	1.5%
Club 55 nutrition programs are beneficial. <i>Ex: food pantry, congregate meals, gardening, etc.</i>	77.3%	22.7%	0.0%
Club 55 health and wellness programs are helpful. <i>Ex: blood pressure checks, vaccine clinics, etc.</i>	71.2%	28.8%	0.0%
Club 55 exercise programs are beneficial. <i>Ex: chair yoga, walkers 'n' talkers, mat stretch, etc.</i>	74.2%	25.8%	0.0%
Club 55 social programs are helpful. <i>Ex: art group, cards, potlucks, etc.</i>	78.8%	21.2%	0.0%

New Activity and Improvement Recommendations (by category)

Fitness	Outings	Nutrition	Education	Socialization	Other
Dance	Medieval times	Gluten-free cooking	Creative thinking activities	Book club (2)	Candy machines
Line dance (3)	Nature trips	Gluten-free baking	Bunco	Competitions	Live music entertainment
Outdoor exercise	Unique thrift shops		Information about local events and organizations	Cribbage	Pop machines
Yin yoga	Theatre/plays		Crafts	Model train group (2)	Slot machines
Competitions	Horse races		Presentation from fire department	Scrabble	
	Athletic games		Technology classes		

Additional Feedback about Club 55

- “They do great”
- “Collaboration with other agencies is beneficial”
- “Special group of people”
- “Always friendly and helpful!”
- “Really appreciate Linda’s yoga instruction”
- “It’s a wonderful place to visit M-F. The staff are very kind and helpful.”
- “I wish Family Service would follow through with promises.”
- “Afternoon activities should start at 1:00pm to give people time to eat lunch and get to the center.”
- “Club 55 has changed my life in a very positive way, and my son, thank you.”
- “Really happy with the staff, organization, and people.”
- “Nice center to meet friends and people.”
- “I’d like more trips offered.”
- “Club 55 staff are absolutely fantastic, caring, and helpful.”
- “None, we get a lot.”
- “Floors and tabletops need more attention.”
- “I wish to thank Club 55 for their continuing acceptance and support.”
- “They try to do all they can to make us happy.”
- “Need more staff.”
- “I think you and your staff are doing great. Keep it up and I like your new place on 1st Street.”
- “So wonderful to have Club 55 offering so much for seniors. The staff and volunteers are friendly, kind, and helpful. We appreciate all that you do! THANK YOU CLUB 55!”
- “I find the exercise and yoga instructors very knowledgeable and helpful. I am glad Club 55 lets us volunteer with the food pantry. I feel they provide us with a wide variety of activities.”