

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2017 – November 30, 2017

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	452	123	203	35.3%
WRIL	148	45	52	26.9%
<b>Total</b>	<b>600</b>	<b>168</b>	<b>255</b>	<b>33.2%</b>

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank/No Response
1. I feel that because of Independent Living Services I am living more independently.	ILC	110	83	3	0	7
	WRIL	32	16	0	1	3
	<b>Total</b>	<b>142</b>	<b>99</b>	<b>3</b>	<b>1</b>	<b>10</b>
2. I am satisfied with the Independent Living services I received.	ILC	120	80	0	1	2
	WRIL	40	11	0	0	1
	<b>Total</b>	<b>160</b>	<b>91</b>	<b>0</b>	<b>1</b>	<b>3</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	104	88	3	0	8
	WRIL	36	11	0	0	5
	<b>Total</b>	<b>140</b>	<b>99</b>	<b>3</b>	<b>0</b>	<b>13</b>
4. I would refer others for Independent Living Services.	ILC	132	60	2	1	8
	WRIL	38	12	0	0	2
	<b>Total</b>	<b>170</b>	<b>72</b>	<b>2</b>	<b>1</b>	<b>10</b>

The following responses are from September 1, 2017 to November 31, 2017

1. What was most helpful in your experience with Independent Living Services?

Independent Living Choices

- Blank = 31
- ADLS Manager helped us keep in touch with Brooke and figure a plan of action
- Alert system
- All of it
- All were very concerned & helpful
- Answering questions
- Being helpful with phone calls to Social Security office
- Came in and got started cleaning
- Checklist to clean my room. Learning to work with someone I didn't know - develop trust
- Do not know
- Easy to understand and retain patient
- Explained services well to myself and my daughter
- Fall alert
- Feeling more secure in case I would ever fall or need help
- Finding a roof over my head because I was homeless
- Getting a new phone (emergency)
- Getting a referral to SD Advocacy
- Getting phone device in case I fall and can't get up
- Getting the pain patches
- Getting used to something hanging around my neck or wrist
- Hand rail to get in and out of shower by myself
- Have never had to use it so far.
- Having someone to talk to who knows what to expect and giving out the information I wanted to know as I would feel more comfortable
- Having the problem assessed and solved quickly.
- Help with Disability application
- Helping me take shower
- Helping with bath
- Helping with my disabilities
- I couldn't use it because of COPD
- I feel better when I leave my husband alone
- I feel more secure now because I try to be active.

- I feel more secure when alone
- I feel safe - not one really checks on me so I like knowing I can get help when I need it
- I felt I was in good hands when them
- I felt more comfortable I could reach someone if need be.
- I got to stay in my home
- I have not used it for an emergency yet
- I received a call button
- IL Specialist brought me a walker over with a tray on it which is really helpful
- IL Specialist called to see if I needed anything more!
- IL Specialist came and talked to the Wessington Nutrition and I set up a time with her to come and set me up with phone
- IL Specialist caring attitude
- IL Specialist coming to house and explaining everything.
- IL Specialist did a fantastic job, was very helpful to questions I asked
- IL Specialist explained everything the phone was capable of doing if used correctly.
- IL Specialist graciously explaining the Independent Living Choices and answering our questions
- IL Specialist talked with me - very informative and helpful
- IL Specialist was very respectful and courteous
- It's all good
- Just getting the help
- Just knowing it was there
- Knowing help is available
- Knowing I can be home alone and have help as soon as I need it.
- Knowing we had a resource of help when I was gone.
- Learning on my own
- Learning what services were available and the assistance in doing them.
- Living independently
- My "new" shower and shower chair are a godsend! Am also feeling much more safe with my first alert bracelet
- My neighbor
- My washing cart
- Phone
- Physical therapy
- Ramp put on home
- Service at home- help would come quickly
- Setup and follow up
- That I can call for help

- That someone cared
- The ? and bath
- The alert phone
- The availability of applications and knowledge
- The fire department, I like being safe
- The helpfulness of the IL Specialist. The services offered were most helpful
- The idea that I would have help through the phone service
- The positive "You can do it" attitude of the staff helps to overcome the fear of new stages and challenges.
- The thoughtfulness and caring of the representatives and the emergency phone and the toilet grab bars! Thank you!
- Their thorough knowledge of services available for my disabilities and their warm and friendly delivery.
- They checked to see how it worked
- They furnished and installed an alert phone system.
- Understanding what the problem was and taking care of it in a short period of time.
- When I am at home alone. I know I can reach them with my medic alert.

### **Western Resources for Independent Living**

- Blank = 3
- Dialer L\*\*\* ILS Install a safety in time of an emergency. It gave me a piece of mind. Thank you – Forever
- They made sure the chair would fit me according to my height and weight. I love my chair. Thank you
- L\*\*\*\* was very thorough in answering my questions and providing valuable information.
- These questions do not apply to me
- How well L\*\*\*\*\* helped me with everything she was so sweet.
- The shower is easier to get into and out of and the flooring will be a lot warmer. The siding finished the house looks good.
- Nothing has changed. I still have no income. Still can't pay my light bill – still can't pay my gas bill.
- Phone
- Fast response time look for housing
- When someone was able to come to our apt. and we had fellowship time together. It was a most enjoyable time. I greatly miss that time now.
- The dial phone to call my daughter another to call me
- L\*\* is always helpful
- I am not scared any more
- The "snap" program

- L\*\* explained everything to me
- You know somebody is around to help you
- Assistance with cleaning
- I was in desperate need, western resources came to my rescue in a prompt and courteous manner. Thanks many times over!
- The Professional help I received in knowing I'm secure with my financial standing and my housing.

## **2. What was least helpful in your experience with Independent Living Services?**

### **Independent Living Choices**

- Blank – 68, None – 19
- Availability
- Bathroom
- Covering at 8AM to clean
- Everything has worked out very well.
- Everything was fine no problems
- Having the phone ring when I didn't even know I touched it.
- Helping find furniture but understand that that doesn't go with the program.
- I did not have any non-helpful experiences.
- I did not need help with filling my pills
- I think they should give people a bath, if they have no family to help them
- It's kind of unhandy having something around my neck at all time
- No problems
- None. You helped in every way - don't have stair glide yet
- Not one thing! The staff is very helpful and care about meeting people's concerns and needs. Wonderful experience!
- Promptness to my ??
- Some objections I heard
- The dentist part, I guess
- The fact they're stretched so thin in their coverage areas. I've also had some trouble getting ahold of them.
- They couldn't help get a Scooter
- Unknown
- When my agent was on a vacation and I had to leave a message waiting for her to get back to me but I knew I had nothing but time to wait on things. So it really did not matter to me that much ...anyways...
- Would have been more realistic for my son and IL Specialist if he had his own place - then know what he would have to work with post-secondary.

## **Western Resources for Disabled Independence**

- Blank = 8
- Nothing
- The first chair I received from medical store in Hettinger was not the size that Western Resources ordered but they made sure it was taken back and the right one was delivered.
- No negative experiences
- None
- Not enough of E\*\*\*\* to go around, did good work
- None
- NA
- Can't think of any. The visitors were helpful and friendly.
- NA
- There is no least with Independent Living services. Everything about it works and is great.
- None = all of my needs were taken care of
- Nothing
- WR closing down
- Nothing. Everything was most helpful and encouraging in knowing that I can continue with my independent living life style!