

Consumer Satisfaction Survey Summary
Reporting Period June 1, 2015 – August 31, 2015

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	275	59	114	34.13%
NAAP	0	1	0	0%
WRIL	70	18	26	29.55%
Total	345	78	140	

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	59	50	1	1	3
	NAAP	0	0	0	0	0
	WRIL	10	13	1	0	0
	Total	69	63	2	1	3
2. I am satisfied with the Independent Living services I received.	ILC	65	45	1	0	3
	NAAP	0	0	0	0	0
	WRIL	10	15	0	0	0
	Total	75	55	1	0	3
3. I had choices with the services to meet my Independent Living goals.	ILC	58	48	2	0	6
	NAAP	0	0	0	0	0
	WRIL	7	14	1	0	0
	Total	65	62	3	0	6
4. I would refer others for Independent Living Services.	ILC	74	35	1	0	4
	NAAP	0	0	0	0	0
	WRIL	14	10	0	0	0
	Total	88	45	1	0	4

1. What was most helpful in your experience with Independent Living Services? (June-August)

Independent Living Choices

- Blank - 36
- Alarm button
- Bathroom aids
- Being able to have a peace of mind if I would need help.
- Being able to live with my son
- Confidence in the equipment
- Cooking
- Emergency phone
- Everything and the moves were very helpful
- Everything they did for me. The best was when they got my wheelchair.
- Explanation of services
- Found me a place and get my SSDI back
- Found out accidentally my neighbors come right over. I was patching jeans
- Having 2 sets- I wear during the day and the second one I keep by my bedside at night
- Help out of Sioux Falls area
- help with bandages and patient
- Helping cleaning and nurse cold
- How to organize so things are convenient
- I could sleep better knowing was close at hand.
- I did not have to go out in bad weather
- I did not have to go out in the bad weather
- I feel more comfortable
- I had fallen
- I have not had anyone come yet. I need the exercise. Will call them when I do need help which might be soon.
- I received a "life alert" IL Specialist was very helpful.
- If I fall, I can't get up so I can get help right away.
- IL Specialist did a thorough explanation of services
- IL Specialist explained everything well and helped find a solution when the first system didn't work right.
- IL Specialist is a very pleasant person - I would recommend them to anyone
- IL Specialist really is good at job and I enjoyed all she told me.
- IL Specialist was able to make time for me when I needed to talk or needed information.
- ILC staff were kind helpful and courteous
- Information and services
- It's like having someone with me when I needed someone
- Keeping my house clean
- Kind, considerate, and very informative

- Knew it was there in case I had to use it.
- Knowing I have help at my finger tips if ever I need it. Wonderful helper Specialist was so nice - very helpful.
- Mop, vacuum - clean in kitchen
- My shower
- Peace of mind
- Phone and bracelet
- Phone and call equipment
- Remind me to be always careful, it helps to make me feel more secure.
- Some grab bars on steps going into garage and how they checked everything
- That everything was taken care of as soon as needed
- That I can stay in my own house and not have to go to an apartment or assisted Living
- The cooking classes
- The customer services
- The friendly people helping me get through a ton of paperwork.
- The IL Specialist was very good to me and a good person for this job
- The knowledge supply to me relating to ILC.
- The nurse and the aide and supplies
- The phone
- The recipe book to keep my health in check
- The service I received
- Their true concern
- They came to our home
- They came to our home
- They came to our home to explain the program - convenient for us.
- They helped me with a chair for my shower also the ensure? Helps a lot
- They listen to my needs
- To help me do all the paperwork and transportation because I am visually impaired
- To know I had something to rely on.
- Very courteous & patient
- Staff was very Knowledgeable and able to answer questions over the phone.
- Was explained so clearly - feel more secure
- With just a phone call IL Specialist was here to install the phone.
- Working with cooking
- Understanding of current situation
- My first lift chair, my wheel chair cushion, my phone and helping me pack to go to Canistota nursing home
- Came to ask what I felt I needed to make my transition a success
- They came to the house one to one
- The only thing on services I received was the use of the telephone and emergency calls
- Helped me understand about my injury
- Being at home

- I did not have to get my noon dinner
- Bringing laundry up the stairs and vacuuming & washing floors taking out garbage.
- Phone gives me lots of peace of mind and very helpful and friendly. Thank you so much. I still want to get to some of your meetings and get together but my brother is in hospice and I am kind of busy with that.

Native American Advocacy Program

The NetCil query generated 5 closed files during this timeframe, however due to employee error by attempting to enter I&R note and re-opening the client case file on cases that were closed over a year ago, these cases have now appeared on the list for this quarter. We only had one closed case file for this quarter.

Satisfaction Survey declined , "A case file was opened and the parent later decided that she did not want us to assist her with transition services as she was starting to do well in school and was doing better with her social skills."

Western Resources for Independent Living

- Staff helped me become more aware of boundaries
- Getting things I needed
- Her helping get me the sticky paper and spoons I needed, which in turn helped with my independent living needs.
- Getting the ramp so soon and a fine job was done
- Meeting _____
- It gave me the confidence to live alone and gave my daughter ease of mind knowing I have help at my finger tips
- Dialer- the help dialer gives you
- Helped with all paper work
- I was very impressed with _____. She was very professional with her instructions. She offered her assistance at any time that I may have questions. Thank you for assisting me to stay in my home as long as I am able. Quite a comfort!
- _____ was very kind
- That it was FREE and person came to help you use it!!
- Did not get independent living services from here
- Understanding my needs and the service
- All very helpful
- Getting shower in

2. What was least helpful in your experience with Independent Living Services? (June-August)

Independent Living Choices

- Blank – 68
- None -21
- Age 93, was not a factor
- Band on bracelet
- I can't think of anything. They were very helpful.
- Everything was very helpful
- Feel safer in the shower
- Had no problems
- Had to learn not to bump it unnecessarily
- Have not needed other services at this time
- I can't think of any
- I can't think of any
- I don't know if I understood everything like I should have.
- I really didn't have anything
- It didn't work away from home.
- It was all helpful - thanks!
- No car garage and feeding the washing machine and dryer
- No cleaning of windows and fans
- None (very good help)
- The fire station telling us how to act when there's a fire in the home because I already knew how to act and what to do when there is one in my home.
- Their constant calls
- Was the ability to assist me with a telephone line?
- Everything was helpful
- All services were good to know
- More distant on call
- Not able to drive and had to get other ways to go.

Native American Advocacy Program

- None

Western Resources for Independent Living

- I have no complaints at this time
- Nothing as everything was great
- Was none
- When I had transportation issues
- Thank you for help me no complantes was hoping for more back pay witch was no fault of yours very helpful thank you all
- None
- Same as above
- None noted
- Getting in door