

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2017 – February 28, 2018

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	635	211	290	34.3%
WRIL	204	61	74	21.8%
<b>Total</b>	<b>839</b>	<b>272</b>	<b>364</b>	<b>32.8%</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	153	122	4	2	9
	WRIL	45	23	0	1	5
	<b>Total</b>	<b>198</b>	<b>145</b>	<b>4</b>	<b>3</b>	<b>14</b>
2. I am satisfied with the Independent Living services I received.	ILC	173	112	2	1	2
	WRIL	57	16	0	0	1
	<b>Total</b>	<b>230</b>	<b>128</b>	<b>2</b>	<b>1</b>	<b>3</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	149	120	4	2	15
	WRIL	50	15	0	0	9
	<b>Total</b>	<b>199</b>	<b>135</b>	<b>4</b>	<b>2</b>	<b>24</b>
4. I would refer others for Independent Living Services.	ILC	185	88	4	5	8
	WRIL	56	16	0	0	2
	<b>Total</b>	<b>241</b>	<b>104</b>	<b>4</b>	<b>5</b>	<b>10</b>

**The following responses are from December 1, 2017 to February 28, 2018**

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

**Independent Living Choices**

- Blank = 28, NA = 3, None = 11
- Agent was prompt when asked help
- All services are very helpful
- Being provided life line
- Caring rep for his needs
- Cleaning bathroom and floors
- Courteous and Knowledgeable
- Don't Know
- Enable to get equipment easy without problem
- Explained everything very well
- Explained how to use system. Saved money by not needing another alert system
- Feeling safe going out to get my mail
- Getting my door wider
- Getting the phone w/buttons
- Having a lift chair so I can get up on my own
- Help and guidance from IL Specialist
- Her knowledge
- Home visit
- I am still not used to my emergency phone and am scared to use it.
- I could call if I needed anything more of if I needed help with anything.
- I feel independent and safe
- I feel more safe being alone
- I feel safer with my new telephone services
- I hear better on your phone
- I was real please for the items I received
- If I fall, I can get help. It gives me peace of mind
- IL Specialist
- IL Specialist came to my home and got the service working well. Thank you
- IL Specialist is very informed and patient. She's knowledgeable and very helpful and polite.
- IL Specialist was a great organizer. I am organized in a cluttered hoarding way. I have very little storage apace. She helped me get rid of things it is

- hard for me to let go of things. She whipped right through things and clothes. I had to think fast. It is hard for me to let go of anything.
- IL Specialist was great
  - IL Specialist was sweet & knowledgeable- -very helpful
  - IL Specialist was very thorough in her explanation
  - It is so much easier to get up and down also much easier with the walker
  - It was all helpful
  - Just to have the security it gave me
  - Knowing if I fall when alone in my home - I can press the button and designated one will get help for me.
  - Knowing they were coming
  - Medical Alert phone
  - More convenient to haul things in and out.
  - More secure living alone - Help is near if I need it.
  - My husband used the emergency response watch one night when he accidentally fell out of bed which awakened me, sleeping in the other bedroom
  - My independence
  - My only experience is the medic alert system which is very good
  - Personal attention and follow-up
  - Professionalism, going on the point in the conversation - easy talk...
  - Relief that there is a place to turn to for funding expensive medical equipment
  - Security in case I would fall
  - She explained it to me
  - So much good information about your services
  - Someone that can do my laundry and remake my bed, vacuum and clean bathroom
  - Taking me shopping
  - Talking to them about what's going on ...problems...
  - The phone
  - Their ability to get me a lift chair
  - Things I couldn't ever do on my own
  - Very helpful that this service is available locally without a monthly fee.
  - When I needed help, it was there.
  - Working with courteous, knowledgeable staff. IL Specialist was very professional
  - Yes, I do like my chair. I sat on it today and most the time

**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.
- Having help fill out SSI paper work
- My workers overall attitude was great
- Linda was wonderful to deal with very helpful.
- Helping me understand the procedures.
- Tina made sure to have all the information needed to help me.
- Very happy with Linda helping me get through ssi and medicare help.
- You just being a phone call away.
- Provided in polite professional manner
- Their immediate response to my call

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

### Independent Living Choices

- Blank – 51
- 1st test of systems & hands on service (scary!)
- abusing ...verbal???
- Bath taking experience. Not their fault but unwilling to let another woman help him with bathing.
- Can't recall
- Choices not offered
- Could be sued 50 feet in the parking lot in the apt area
- Don't have one
- Don't know
- I have no complaints at this time
- I must have been frustrating to work with working through communication difficulties while in transition between addressee and inability to maintain consistent cell phone service
- Insistence on organizing my belongings. I'm a known & will do things when I desire.
- It was too easily pushed when not wanted
- No complaint
- No complaint
- No way to get to the doctor
- Nothing - very satisfied
- Nothing bad
- Nothing I can think of
- Nothing problem
- Really haven't needed much since
- Recording talks too fast
- Would have been more helpful to have it painted

### Western Resources for Disabled Independence

- Blank = 3, None/NA = 9
- 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
- Not enough of E\*\*\*\* to go around, did good work
- Can't think of any. The visitors were helpful and friendly.

- There is no least with Independent Living services. Everything about it works and is great.
- None = all of my needs were taken care of
- WR closing down
- Nothing. Everything was most helpful and encouraging in knowing that I can continue with my independent living life style!
- No complaints
- Nothing- all helpful.