

Consumer Satisfaction Survey Summary

Reporting Period October 1, 2025 to June 30, 2026

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	647	242	179	20.13%
WRIL	196	86	5	1.77%
Total	843	328	184	15.71%
ILC Prev FY	795	323	256	22.90%
WRIL Prev FY	222	118	28	8.24%

Reporting Period April 1, 2026 to June 30, 2026

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	52	35	2	1	4
	WRIL	4	0	0	0	0
	Total	56	35	2	1	4
2. I am satisfied with the Independent Living services I received.	ILC	69	19	2	1	3
	WRIL	4	0	0	0	0
	Total	73	19	2	1	3
3. I had choices with the services to meet my Independent Living goals.	ILC	49	34	6	1	4
	WRIL	4	0	0	0	0
	Total	53	34	6	1	4
4. I would refer others for Independent Living Services.	ILC	69	17	3	1	4
	WRIL	4	0	0	0	0
	Total	73	17	3	1	4

The following responses are from April 1, 2026 to June 30, 2026

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

Independent Living Choices

- The human connection- also met other participants
- They made it possible for me to leave the house by helping me get a ramp
- They tied me into available resources, it has been a lifeline for me
- Explaining and help with transportation
- Amanda gave us a plant which was helpful as I missed raising children. I passed on my planting skills to my mother.
- The whole experience was pleasant and helpful
- Amanda went above and beyond, she was kind, patient and helped me through the whole process.
- I enjoyed cooking for a group. It raised my self esteem meeting people.
- Make a call and help is on the way
- Assistance in working with the SS office
- Friendly staff, getting products quickly
- They help finding out what our choices were and fixing the right ones. Also helping with the threshold entrance. I was able to go in and out better
- Guidance for disability insurance
- I used it when I fell when I was home alone
- Sam and her knowledge of my needs
- The speed in which home modifications were done
- They helped me with every single one of my questions.
- Installed ramp and grab bars in the bathroom, thank you so much for helping to make living in a home easier for me!
- Achieving my goals
- Sam's knowledge, helpful with filling out disability paperwork, hand rails installed and lift chair and walker pad for. He couldn't have afforded it on his own and also the life alert.
- They are very helpful but I need an apartment that is closer to shopping centers like 41st because I don't have a car.
- Very nice customer service, explained everything so well, "excellent"
- Kacie was very helpful and very nice to us. Independent living services are a good program to be on.
- Kacie came out after my fall. I was concerned about another fall. She immediately alleviated my concern.
- Security
- The good help, friendly aide
- Having experienced people working on my behalf. Everyone was great. Thank you, I'm very grateful.
- She explained what could be done and kept me up To Date during the planning stage

- Talked clearly and loud to Oga for Velma to hear and explained things if needed
- Communicating with Bobbi, very easy to work with.
- I can still live alone and I know help is near if it need it.
- The handrails helped me immensely
- I love everything they did for me, everything is very helpful
- Knowing you had a choice for health needs
- Telecommunications device – x 2
- All the devices were helpful
- Explanation of services
- All of the above, thank you very much
- My walk in show is beautiful! I get compression fractures in my lower back. I can finally take a shower safely & with ease
- Lisa service agent was super helpful with my needs.
- Coming to my house & me not having to go out.
- Everything
- In person review of needs.
- Helpful suggestions to improve my living at home.
- They were very helpful
- Fast service, good information
- The people who work for them.
- The black bar on the bed that helped me to get in and out of bed easier
- Being able to do hands on learning to see the steps & processes as it helped me remember & retain
- Nothing
- Friendly, quick service
- Amanda was helpful in getting the alert system set up & making sure we knew how to use it. She followed up afterwards
- The shower chair & bed rail.
- The ease to get in touch with Bobbi. She was very helpful
- Caring about my needs, answering my questions to make my decisions.
- Being able to pay rent also my independence
- Being able to visit and talk about my needs.
- The modified showers. Sponge baths sucked!
- Lisa was very informative about what the life alert would do for me. She was so kind and explained to my children also.
- The Skills
- Kacie
- Everything was amazing!! Hating it end 😞
- Direct help applying for SSI, referrals for help with appeal, constant contact (we were never left wondering). Everything was handled with care and excellence.

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- Everything

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

Independent Living Choices

- The room and building may be mold? Made me sick for weeks.
Dakota at Home, I didn't qualify
- You can easily bump the button
- Knowing there was a limit to the resources we had to choose one project over the other.
- I was having problems with my life alert device. I called ILC and left messages but didn't get return call.
- Nothing
- Most choices were helpful
- Getting everybody to line up the scheduling but everything didn't take to long in the end.
- Length of time
- The red lift chair, would have preferred to keep regular chair.
- More sessions to learn to make more items – I was only taught how to make one meal
- Leaving messages never got an answer
- Nothing really
- This isn't about the service we received, but it would be so nice if a smaller wrist attachment was available for the medical alert button.
- How hard getting in touch with my Land Lord was.
- Dealing with social security
- Right after it ended services I had a mandatory inspection & almost lost my home.

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- Nothing