

Consumer Satisfaction Survey Summary

Reporting Period 10/1/2024-03/31/2025

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	366	138	121	24.01%
WRIL	119	70	21	11.11%
Total	485	208	142	20.49%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	67	44	5	1	4
	WRIL	15	4	2	0	0
	Total	82	48	7	1	4
2. I am satisfied with the Independent Living services I received.	ILC	83	28	3	1	6
	WRIL	17	4	0	0	0
	Total	100	32	3	1	6
3. I had choices with the services to meet my Independent Living goals.	ILC	70	38	5	1	7
	WRIL	13	6	0	0	0
	Total	83	44	5	1	7
4. I would refer others for Independent Living Services.	ILC	88	25	4	0	4
	WRIL	18	3	0	0	0
	Total	106	28	4	0	4

The following responses are from 01/01/2025-03/31/2025

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

Independent Living Choices

- Getting help to make sure it was working properly the alert device.
- she stayed on me about getting things done & allowed me to come to her office for the interview
- She helped make sure I got everything done
- The apartment I live at is too small for kitchen table. So I do my own cooking and stove is too high to use in a wheelchair so staff got me couple small portable table I use to cook off or set hot pans on check my cooking which I was burning my lap had a few blisters going on. Then I had trouble getting my grocery delivered from Walmart at reduced rate. that took 3 months. also had trouble with the carpet in my apartment which told land lady I was in a wheelchair. I was here for one year got bunch of ruining than finally got approved for vinyl flooring first week of November 24. paper work computer our writing causes a lot of anxiety can't spell or learned how take pic with phone.
- This enables participant to be at home and not in a nursing home he can contact me at anytime 24-7(wife)
- They helped get new walk in shower
- Being able to contact family member if I need help
- answered my question
- Social Security
- The information Staff gave me
- My walk in shower
- Having staff as a staff person. Her responsiveness and overall care were outstanding in every way
- Great Class exploring independence
- Friendly
- What I was looking for wasn't available through your service
- Be provided with adaptive items to us in my and ex. Shower chair, toilet riser- walker. Lift chair
- Checking my house for falls
- Always very helpful, esp with my chair
- felt confident living alone
- not having fear of moving getting up off my bed, falling on floor no more fear healing good.
- They came saw my needs and made it happen
- Staff was cheerful and understanding of my needs.
- having help with the questions and telephone call
- staff was very daring person and worked hard to accommodate me!
- Support/Not being alone
- grip bars for bathroom!

- Helping me get involved to do more things
- was able to get much needed service following my handicapped outcome. Still using everyday. Thanks
- Referral to 401 Create
- Staff was easy to work with
- Staff was very helpful in answering our questions. Participant really enjoyed the summer transition program

Western Resources for Independent Living

- Giving me a alarm if I needed help.
- Left Blank
- Teaching me how to work device & help setting it up
- Left Blank
- Willingness to help assist with questions. We appreciate your help.
- I didn't have to do a lot of research. They know who to contact, and make sure I got into a safe and secure place.
- She was stationed here in Spearfish
- 2 Surveys Left Blank
- All of it.
- Everything was helpful, especially the explanations of thing work.
- The installation of the new floor, flooring and shower makes me feel so much safer in my own home. It has made a huge difference in my daily life in such a positive manner. Thank you so much!!
- They were courteous and knowledgeable
- Everything Leigha did for me.
- ILS was very helpful in all my questions. She is an amazing lady!

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

Independent Living Choices

- When the device wasn't working properly
- NA
- na
- I didn't qualify for services needed, even thou on Medicaid
- None
- nothing much
- NA
- Staff was awful

- NA
- There was none least experienced
- Nothing it was all good
- It took a couple tries at times to get the right equipment but staff always cam through with what I needed.
- nothing
- probably because I was fussy as to the life support items
- Covered Services
- NA
- don't have none
- IDK
- My health interfering
- None

Western Resources for Independent Living

- 5 Surveys Left Blank
- ILS leaving and time of year put me waiting for everything getting completed in the time allotted.
- I found it difficult that ILS had moved out of this business.
- 2 Surveys Left Blank
- None.
- Left Blank
- It was difficult to wait so long in such a dangerous environment. That was the only negative aspect of the entire experience.
- Left Blank
- Moving ILS to a different towns.
- N/A