

Consumer Satisfaction Survey Summary

Reporting Period October 1, 2024 thru June 30, 2025

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	582	228	183	22.59%
WRIL	162	96	23	8.91%
Total	744	324	206	19.29%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	98	66	10	1	8
	WRIL	17	4	2	0	0
	Total	115	70	12	1	8
2. I am satisfied with the Independent Living services I received.	ILC	120	47	6	1	9
	WRIL	19	4	0	0	0
	Total	139	51	6	1	9
3. I had choices with the services to meet my Independent Living goals.	ILC	101	63	8	1	11
	WRIL	15	6	0	0	0
	Total	116	69	8	1	11
4. I would refer others for Independent Living Services.	ILC	131	39	6	0	7
	WRIL	20	3	0	0	0
	Total	151	42	6	0	7

The following responses are from April 1, 2025 thru June 30, 2025

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

Independent Living Choices

getting thing to help at home

they tried to help me, but nothing worked

because of my memory issues she was able to help me with my social security benefits

to know help would be coming if I should fall

Everybody so helpful. Equipment helped

each time she visited Participant they had a very nice time together for the 1 hour 2 times a month

The resources provided for my apartment search

Keeping me up to date

I love my shower, the worker was respectful and professional great job. This is the first time I even had help.

talk about my disabilities

Just Help

very helpful worker - feel more safe with my phone device

Hand Bar in bathroom

Staff explained the rules/accommodation that apply

Learning independent living skills such as organization in the household along with advocacy

Phone and Can Opener

getting all the things to help me live independently. She has really helped me a lot. She was so caring & was trying to think of all of things to help me.

general living skills information & hand on experiences

most helpful is helping me get out of the house

She knew a lot was friendly

works so good with my wheelchair & walker

you don't have any carpenters or electricians so who builds your ramps for wheelchairs?

Staff knowledge to assist me

staff always has help me out she is a wonderful women who care for me, not like some for one Medicare and Medicaid

Staff was very easy to work with. Initially decline services thinking someone else could use more urgently since getting around. After staff no service needed became more difficult they didn't back in a timely manner

Learning about other programs to help

talking with her and her cheering me on

gave me the ability to shower again

in person service

walk in shower

the knowledge of SSDI

The attention to solving my problem with my alert

To think that if I fall I could get help

Staff visit setting up the adaptive device was thoroughly explained and set up

The Helpful staff & quick response

it helped me hold on the walker so I wount loose my balance

Knowing what was available when I need them

staff was most helpful she knew her stuff

everything

talking about what I needed to do

thinking through ways to make our home more accessible

Western Resources for Independent Living

Very Positive and helpful with lift chair. Thank you.
Coming to me, so I didn't have to go anywhere.

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

Independent Living Choices

they had things that the tieszen home did not approve of and did not come up with anything else

would have like more time a month so participant can learn and attain the knowledge better

there wasn't anything

I don't know at this time

Keeping up with my appt

none right now

I didn't end up using ILC services

NA

Nothing

some communication barriers

not having the correct care plan. I have helpers from my neighborhood help me with garbage

it all was helpful. Wish I would have met her sooner

top step is to high up

she was great, very helpful

Medicare & Medicaid they don't care if I live or die but stick up for the forever and blanks I gave them ??

least helpful time to hear back the need no longer existed

buy my own rubber bottoms for my commode

none

nothing

she was trying to sell us a walker in shower when we already had one
to small button

NA

Nothing

nothing much, a little trouble in making contact with your affice

NA

Im thankful with my walker now I thing I migh need a wheelchair next

My friend refered me- I think it was to soon

I had to wait for a year for my shower now that I have it I love it

none

I honestly don't know

funding issues for garage accommodations but that not ILCS fault

Western Resources for Independent Living

Nothing!

More people need to be aware of your services?