

Consumer Satisfaction Survey Summary

Reporting Period

October 1, 2023 thru June 30, 2024

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	1533	291	601	32.95%
WRIL	294	210	59	11.71%
Total	1827	501	660	28.35%

Reporting Period

April 1, 2024 thru June 30, 2024

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	307	206	12	3	20
	WRIL	28	21	1	3	1
	Total	335	227	13	6	21
2. I am satisfied with the Independent Living services I received.	ILC	377	145	7	4	14
	WRIL	35	14	1	2	2
	Total	412	159	8	6	16
3. I had choices with the services to meet my Independent Living goals.	ILC	304	195	14	5	29
	WRIL	22	24	1	3	3
	Total	326	219	15	8	32
4. I would refer others for Independent Living Services.	ILC	385	137	7	5	14
	WRIL	35	16	2	0	1
	Total	420	153	9	5	15

The following responses are from April 1, 2024 thru June 30, 2024

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

Independent Living Choices

All was okay

Lift Chair & Emergency Alert for falls

I received what I thought I wanted

Having sturdy safety rails installed in tub/shower area

good

Prompt Response

The Alert System

Staff did a wonderful job of setting up/explaining details

Customer services from staff

Staff sincere determination to bring dignity to her client's lives

How easy it was to get a new lift chair and the adaptive devices I was given

Helping me complete an appeals application & get pointed in the right direction for next step.

access to help in daily activities

Being provided with adaptive devices that improve my self care & no ability ok & health.

Knowing im never really alone

Having STAFF comet to my home to assist me.

Gave me a device to take bath which havent had for years

They all did such a wonderful job in their specialties and were very patient and good. I like all the girls

They know what they doing

the hand bars in the shower are extremely helpful. The promptness of delivery and installation. The shower head is good.

Staff recognized what we needed and surprised us with what we needed to be safe.

how fast the project was completed

Nothing

getting things I need

I can honestly say my whole experience was A+- #10 honestly I was helped in every way possible.

Staff listened to me and to hear what I was saying and because I didn't really know what my choice were she walked through many options for what I considered my biggest were to narrow down when I needed!

Being able to get a walk in shower

The knowledge of my worker

It gave me hope and a sense of comfort

Walker and handicap ramp assistance and the life alert

The representative came to my home with suggested help and showed how they are used.

The use of the emergency bracelet

I live alone with no family close by. If something happened & might not be found for some time

They listened to your needs

working with Staff was comfortable, and people who helped with installing very professional

bath tub devices to take a bath

The incentive to assess my needs

talking to someone about aptnisduee

learning to cook

Getting back in public and obtaining senior living

To just know that I have another source of help if I need it.

The services- I was not able to come & pick up my walker & Staff brought it to me she was very polite & nice

Quick & Courteous response

She explained everything & answered questions had

Staff answered all of our questions

we have peace of mind when mom was alone overnight

Made me feel safer

Staff came to where I live to explain and set up the SOS device

The availability for them to come to my home

Cooking

The emergency phone dialer- I could not use on foot so I felt like it could shower myself when I had that one

Apply for disability

the individualized services

knowing I could get help soon

Staff & Staff were very helpful & gave good information

Help Alert

obtaining a lift chair!

Making sure I was secure at home

I have an alert monitor that texts my relatives which I prefer to relying on a call center to answer & contact someone and the first 2 years for free and then \$45 a year

staff was a lot of help and I am very thankful

we got lift chair it help a hold but as he even sleeps in a chair

The person was very attentive, very good, respectful and pleasant

get shower

The grab bars, shower chair, lift chair

She told me other things ILC can help me.

Knowledge of other organizations for visual problems great listening to access my needs! Sharing of info

Ive now used one yet

Understanding my disabilities, helping find appliances to fit my need

The entire team I had was great. So friendly and explained things to me. They installed a high rise toilet. I have scoliosis which is painful in my back. This high rise has really made a difference.

Having an expert/professional to help navigate SSDI & Workplace accommodations

Getting a walk in shower

Staff

Call button

Staff consistently kept in touch with all parties so information was timely to stay in the loop

Western Resources for Independent Living

- I broke my ankle and couldn't walk. So needed wheelchair and lift recliner. Its made me very independent and helped a lot.
- **Left Blank**
- Obtaining a mobile Alert unit. Especially one that detects falls.
- Emergency pendent
- Helping with cell phone
- Talking, patience, kindness, thoughtfulness.
- This service has helped me to have the necessary items to enjoy my life in my own home. I greatly appreciate all that has been in best interest.
- Receiving an emergency call button
- They were all helpful
- Most friendly staff
- THE STAFF IS AWSOME NO MATTER if in RC or Pierre. Always replied to phone calls and messages.
- Help me through my situation step by step. And was able to answer any Q's I had. – THANKS TO ALL STAFF!
- Knowing I'm able to get help if I need it.
- I was very happy to receive the walker and other helpful things that you provided for me. Thanks
- **Left Blank**
- **Left Blank**
- **Left Blank**
- **Left Blank**
- Staff was courteous & pleasant to work with very patient!

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

Independent Living Choices

I don't think I have any.

none

I don't need the adaptive phone but my husband does

Lanyard options for fob. Mom had issues setting it off accidentally.

everything was great

I cant think of anything right now.

everything was helpful

the time it took Sanford medical to get my chair

everything was helpful

nothing Everything helpful

none

none- only wish could have been longer term. Thank you

nothing

na

the waiting time for the contractor

cant help find place to live

There wasn't 1 think I could say! All my needs were met

The peer helper communicator I am unsure if it is a new program but Staff not so much or really at all but staff felt really extra egau and if you don't know me well I am totally a people pleaser I was felling not well about it had a couple emergent surgeries I left her a message not now.

nothing

na

She couldn't depend on tribal elderly concerns for help

no problems

it took time to complete

wasn't anything that wasn't helpful.

none

nothing

doing the training part to keep spt clean

NA

Its so easy to set the alarm off if I bump the counter or hip up a load of clothes to carry.

NA

Getting adjusted to wearing medic alert

none

I was very critical of it at 1st slowly came to trust it

NA

budgeting

the sock helper

I cant think of anything right now.

She listened & was very kind

Staff did an excellent job

everything was good Staff was very helpful

Fue util todo

none

jar opener works well but I don't need it that often

NA

I can only use it my apartment

nothing

I don't think I had one. "Except when nathan had us all have our picture taken together" haha

na

The original contact, years ago, there gone

Western Resources for Independent Living

- nothing
- **Left Blank**
- Waiting for 2 months for return of unit while it was sent to be evaluated for accurate operation.
- Nothing
- All good
- No idea!
- There weren't any that I thought of, the team were great. They put effort forth to help.
- Not having one that would go any distance
- **Left Blank**
- Waiting and not knowing anything
- (Changed to "most helpful" instead of "least helpful" – Added to above)
- Nothing
- Nothing
- **Left Blank**
- **Left Blank**
- **Left Blank**
- **Left Blank**
- **Left Blank**