

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2022-November 30, 2022

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	514	159	198	29.42%
WRIL	122	195	27	8.52%
Total	636	354	225	22.73%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	114	67	3	4	10
	WRIL	9	10	4	2	2
	Total	123	77	7	6	12
2. I am satisfied with the Independent Living services I received.	ILC	133	52	3	3	7
	WRIL	10	11	2	3	1
	Total	143	63	5	6	8
3. I had choices with the services to meet my Independent Living goals.	ILC	112	64	4	4	14
	WRIL	8	11	3	2	3
	Total	120	75	7	6	17
4. I would refer others for Independent Living Services.	ILC	131	49	4	5	9
	WRIL	14	9	0	1	3
	Total	145	58	4	6	12

The following responses are from September 1, 2022-November 30, 2022

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

Independent Living Choices

The Security

Staff and knowing I had a medical device

I became more independent and am trying to live a better life. I remodeled my bathroom with walk in tub and will in the near future remodel my kitchen

Staff came here and explained everything clearly.

Emergency phone dialer

Staff was really east to talk to, she gave me lot of resources to find a really nice place in a very short time, being a member of independent living is the reason I got this apartment. Well, god first & then Independent Living.

Thanks staff.

Getting the lifeline through my landline for security and peace of mind.

The availability of PA's coming into my home everyday to help with daily tasks

Getting my phone updated. Being contacted to see if I needed help.

Checked again. Thank you

Staff Helped me. So much with getting the devices I needed before my back surgery. Also she made me feel at ease & helped me so I was prepared mentally. Excellent at all she does! A+ very caring!

Understanding what I need and explained/demonstrated how to work the product

They responded quickly

I worried about falling down so I was very happy to have one provided for me

My lifeline was given at no cost to me

Security

It was nice to meet other people and make friends

getting the great chair

Staff was very nice explain everything to be done I like that.

Someone near if I needed help

getting a lift chair helped a lot

Cleaning floors, Vacuming, bathroom cleaning

The ability to get a lattitude medical alarm system and flatform lift.

Finding out that ILC was a waste of my time

It was no helpful at all

Fire Safety

Communication

Being able to attend youth night and learn new crafts

Staff was very informative & Helpful - tried to complete ramp install quicker

The risers & Bed rail

The not how and if she didn't know she found it

Staff worked well with me

Staff was so kind in helping participant to understand what could be don

Being able to spend time with friends outside of my home

Hygiene review

Talked on phone few times

They answered the call immediately

Staff put wife and myself at ease and got all of p.work handled she is great

Toget out of my house easy with the ramp

Staff was/is a very nice person

Getting my walker- now I am not afraid to fall when we go placed and around my home

STAFF!!

She was very caring person

Went above and beyond to help me

About all the options and assistance avalabile to keep my dad safe @ home

Staff & the builders

I was able to received items to help my mobility so that I didn't risk further injury.

Personal Care

the ramp and shower bars

Staff was so helpful

If my staff person - did not know the answer or the best way to help me.

She would find someone that could.

Mary Beth could anticipate our needs and help us with decissions on them.

She was very helpful.

I have hard time doing these services, I would just like to say that you have great employees that are very helpful. Thank you So much!

Bath tub modification

That these services were provided at no cost to me. They have made my day to day living much safer

Everything was helpful

Life Alert neck

Communication/ Fun activities/ Support

Staff person, Contractor

**The walker and ramp, made getting in and out of my home very accessible
Knowing if there was a mishap someone would be on the way.
Sidebar on deb after spinal stroke**

Western Resources for Independent Living

Filling out adult function Report

Didn't help

Talking & discussing my options with ILS

Calling and getting the lift chair and the rail for the bed. That was appreciated.

Talking to ILS

ILS

Having peace of mind when I am alone.

I called and when had time she came and helped me. She was very good and helpful.

Felt like you cared for my needs somewhat. I only received one phone call from your office. I was at doctors at the time so wasn't able to talk. Still living in motel with little hope of getting out anytime soon.

The phone with light so I know I have a call coming. The alert if I fall to contact my family or medical assistance. (TAD)

Able to get form completed

None because I didn't go

Nothing

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

Independent Living Choices

Part time help

None

Na

unable to get an updated system

the least helpful was having to get off the program so soon. I only been to the office once officialy!

I have had no issues or complaints.

n/a

that it takes so long for them to get carpentors so we had to pu shower in ourselves for my mom.

nothing

Loved it all

None

Say ILC could help but nothing ever happened!

none

n/a

length of time needed to install ramp- participant entered hospice care and declined rapidly- not anything that ILC Could have done

N/A

none

it is not consisent

granted, it was all very helpful

nothig

nothing

to not see staff anymore. Ill miss going to the office and seeing staff my husband drives me there.

Nothing

nothing

everything was incredible

im not sure it actually helped me a lot

nothing

I was very happy with all the help I got

NA

telephone

nothing

none

I went off all the time. Not easy for me to put on should have a necklace type rope to wear for people with limited hand function

none

none

none

I have no complaints

none

Western Resources for Independent Living

We pushed not button accidently but no checked if I was okay

There was nothing that wasn't helpful. ILS was a very nice and courteous Independent Living Specialist.

Nothing was least. I'm wondering if I could get a hospital bed and a lift or ramp for a scooter.

I wish I could have went longer.

Was unable to use my landline Telephone that I need for my pacemaker. I told ILS that same day. She said she would get it a month late she called and said she wouldn't be picking it up, I never used it once.

Nothing

The only apartment listing you showed me was off Zillow Site. It was in an area that I was not comfortable with. I thought you would have other listings that you could let me know about not just Zillow. Guess I was wrong.

N/A

Contact, change of people, unable to start initially.

None

Not being able to help