

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2022-February 28, 2023

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	841	243	282	26.01%
WRIL	179	266	36	8.09%
<b>Total</b>	<b>1020</b>	<b>509</b>	<b>318</b>	<b>20.80%</b>

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	159	100	6	5	12
	WRIL	13	12	6	3	2
	<b>Total</b>	<b>172</b>	<b>112</b>	<b>12</b>	<b>8</b>	<b>14</b>
2. I am satisfied with the Independent Living services I received.	ILC	183	79	7	4	9
	WRIL	14	13	4	4	1
	<b>Total</b>	<b>197</b>	<b>92</b>	<b>11</b>	<b>8</b>	<b>10</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	153	100	6	5	18
	WRIL	12	14	4	3	3
	<b>Total</b>	<b>165</b>	<b>114</b>	<b>10</b>	<b>8</b>	<b>21</b>
4. I would refer others for Independent Living Services.	ILC	188	70	6	6	12
	WRIL	19	11	1	2	3
	<b>Total</b>	<b>207</b>	<b>81</b>	<b>7</b>	<b>8</b>	<b>15</b>

**The following responses are from December 1, 2022 through February 28, 2023**

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

**Independent Living Choices**

The Budge brochure

Shower chair & Tub grabber

Wonderful to home phone. Don't have to worry about falling

always on time

Staff

Not connect to my home phone- useful while I was recovering from two total knee replacements

Everyone was very helpful

Came to our house and assessed our needs, then gave relevant suggestions

The caring kind and positive help I received for all aspect of my personal and semi unique circumstances

Dealing with Staff she is knowledge able and kind

Staff Helped me apply for and receive a hearing assistance I always appreciate this kind of help

Having the MAWD app partially completed

Working with Staff

I do my best everything in my own life

Rides

Taking time to listen & staff is so pleasant, make you feel good.

Were very helpful & did my stuff in a timely matter

Getting my bathroom accessible

Life Line

Getting me my phone for Emergency needs

Staff went out of her way to find a suitable spot for our emergency phone dialer

Very Helpful, courteous

Follow up contact

Helping with handicap fixtures and bath tub work

They only helped me with envelopes, workers don't work always different

I was able to get a chair lift, and repair when I needed

Come told me what I could have and had it with her. Showed how to work it all at one time. Called me to see how it was doing.

They Came talk to me

Help with assistance application

Their knowledge & connections with services

The friendly and understand of people. Always there to listen to your problems and answer any questions you have.

willingness of contractor and program to put the shower where it is most beneficial with easier access.

Just having someone to talk to

Staff

Staff was very professional and compassionate!

The quick response when there s a emergency

I have very much enjoyed having here

Services I got have made my daily living much easier

Now Safe with system for any reason

She was caring

Being independent

Probably my bathroom

Staff & Val

Was willing to work around schedule

Very Helpful, and tried to get what we needed to help us

Oh! Everything! The phone for hearing impaired, the shower ei could actually get in and out of; the toilet could get off, the call button form my wrist! While I did use a few times the wonderful support and conversations with staff

Staff help with shower chair

The personal attention given to my care!

To get my SSI started again

Haven't had to use it yet

I haven't had to use my device

Staff was easy to work with

Help with shower seat, walker & Care. Very much help when needed. Very Wonderful!

Taking the week course in summertime.

When I fell and received assistance

Just knowing I am involved in independent living choices

### **Western Resources for Independent Living**

Knowledge of child support

Knowledgeable staff

Meeting in person

Nothing

Filing of SSD

The in home service

N/A

They got me some Depends, 3 packages.

Left Blank

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

## Independent Living Choices

I was not able to use the faucet of anyone but me.

wish there was more options for programs available.

Cant think of anything

Nothing

always having to charge the base

ILC fills in the gaps with Medicare, but do not help with mobility devices

no complaints here, everything went as planned

No Comment

Staff didn't really have in depth knowledge of the application process. I was to figure it out on my own. My son would never have been able to do this without my help.

N/A

I had a hard time getting them to help me

None

no - good job!

amount of time to get the job done

no complaints

n/a

nothing

There was none

The more than a year waiting list that we were on.

Sometimes my calls or messages don't get answered or returned to me.

The options on how to wear the devices

nothing at this time

Can't think of anything that wasn't helpful

NA

none

the shower did not include the bars where necessary

I don't know

N/A

I love and care to a mentally ill. Could use more service

the seat was too low

I have no Complaints

No Job

None, I appreciate everything

N/A

Haven't had to use it yet

### **Western Resources for Independent Living**

Not Much!

Nothing

Lack of communication. I felt like I was being treated like I was unable!

I asked ILS to help me follow up with Evergreen Mgmt. Her response was: "If I did this for you, I'd have to do it for everyone."

Was not able to secure grout for bathroom modification.

Left Blank

N/A

That I don't have ILS as my specialist (changed specialist)

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