

Consumer Satisfaction Survey Summary

Reporting Period

October 1, 2024 through September 30, 2025

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	795	323	256	22.90%
WRIL	222	118	28	8.24%
Total	1017	441	284	19.48%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	139	92	14	2	9
	WRIL	22	4	2	0	0
	Total	161	96	16	2	9
2. I am satisfied with the Independent Living services I received.	ILC	173	63	9	2	9
	WRIL	24	4	0	0	0
	Total	197	67	9	2	9
3. I had choices with the services to meet my Independent Living goals.	ILC	143	87	12	2	13
	WRIL	19	7	0	0	0
	Total	162	94	12	2	13
4. I would refer others for Independent Living Services.	ILC	180	57	9	2	8
	WRIL	25	3	0	0	0
	Total	205	60	9	2	8

The following responses are from

July 1, 2025 thru September 30, 2025

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

Independent Living Choices

- Any Questions I had they answered
- This survey has no bearing on Staff, she is great
- well, there was no experience with anybody and also what I'm doing now is I didn't without anybody
- my alert and bathroom handicap bars
- when called Staff for help, she always returned my calls & helped me
- ?
- having call for help
- ILC was very knowledge about what was needed by participant at the time of starting the process for him. Also, man who installed the services was very cordial and masterful in his work Great Job!
- A shower chair
- Help with falls
- The Knowledge advocate
- Feeling comfortable and included in social activities with peers and ILC staff
- Paperwork was completed and delivered
- Obtaining a lift chair & worker - house cleaning
- Staff explained various options. The device reduces fears that my family felt When I'm alone
- Their assistance with applying for disability
- replacement of wheelchair ramp
- Home Modification wheelchair accessible shower and ramp
- She helped me with advocacy and taught me a little more living skills & Vocalization & talking with me about what I could remember.
- getting a better understanding of working with social security
- My life alert I got from them
- Staff was so helpful. The 2 fellows who installed my door opener were so professional, but very nice guys who did any awesome job for me.
- She came to me- I didn't have to go out.
- follow up from staff to know how things were going very helpful and kind
- finding a housekeeper

- summer camp
- yes
- she helped me set up a phone interview with social security for disability. To apply for disability
- the items they put in for us shower stool etc. & having it done for us!
- Independent living choices was there right away when I lost the ability to walk and needed someone
- the quick service
- Staff kindness, how quickly she was able to help me find a home and just that she believed in me and was very helpful always.
- Filling out paperwork
- the help
- beneficial - thank you
- Staff explained everything so I understood she said.
- their positive attitude and suggestions to improve his bathroom made his bathing experience less taxing
- Your knowledge of everything at the awesome work you did for me
- She was so helpful
- NA
- Staff listened to everything I told her what I needed help with, and she helped to get the equipment I needed.
- fill out paperwork for SSDI & Calling SSA
- Contractor was helpful. He was good did an excellent job. * Also did a great job.
- a walk-in shower was installed which allows me to shower without fear of falling when getting into/out of a tub. I love it!
- Staff - hands down she treated me as more than just a client. She was extremely helpful but beyond that just super nice & very caring.
- staff listened to what my needs were.
- Staff being reliable and giving me the info I need in ways I can understand!
- Supp given, questions answered quickly
- meeting in person
- got things done in a timely manner
- she was very easy to talk to and I was glad she called to see how I was doing.
- staff was very open to listening and knowing what I would like
- Staff working with me despite time constraints/family illness

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- How fast my request was processed and the ability of the staff to understand my needs.
- Everyone was very courteous & helpful.
- They helped me with my needs and were very courteous.
- Helping me adjust my alarm.
- She was a big help! I could not have done it without her. Thank you for all the help.

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

Independent Living Choices

- I had a difficult time reaching you with my macular degeneration. I could not see to call back.
- There were no services I was eligible for, so the guidelines were not helpful. Waste of Time.
- none
- ?
- wasn't any
- Really can't think of anything we were very grateful for this service, and we extend heartfelt thanks. For it. Thank you so much!
- have to be inside
- none
- na
- All good
- NA
- I cannot think of anything
- Walkin tub can't sit in tub anymore or stand for showers
- NA
- We didn't ride the bus only 1 time, so I don't know how to ride the bus. I wish she would show me how to ride the bus.
- Really not anything, I guess the metal droppings on my carpet. They tried really had to get them picked up.
- Sometimes hard to get ahold of but I know she's busy!
- nothing
- not many choices for transportation
- broken limbs
- limited assistance with disability. She could get through to disability - faster than when I tried, I had a 42 minutes hold time she didn't have any hold time

- Can't think of anything
- there was nothing that was least helpful in my experience
- everything as helpful - thank you
- nothing everything worked out, but I do with to be guided to a new life coach in Mitchell SD
- None
- nothing
- nothing
- NA
- that we had to get the equipment from Avera their equipment area. It is so much more expensive than other places and it can save everybody a lot of money if there was competition.
- NA
- Time from meeting contractor to completion
- I can't think of anything. Staff and the contractors are wonderful!
- Nothing, I have no complaints. Only good things to say!
- Didn't have any
- Well, staff is helpful, she was impossible to get into a call with but I'm aware she busy so its fine
- na
- she could change the weather to hot
- nothing
- Experience was 100% good

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- There were no problems during this process.
- Left Blank.
- Left Blank.
- Didn't have any.
- Left Blank