

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2022-May 31, 2023

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	1132	284	390	27.54%
WRIL	223	322	40	7.34%
Total	1355	606	430	21.93%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	224	134	9	6	17
	WRIL	14	14	6	4	2
	Total	238	148	15	10	19
2. I am satisfied with the Independent Living services I received.	ILC	259	108	8	5	10
	WRIL	15	15	4	5	1
	Total	274	123	12	10	11
3. I had choices with the services to meet my Independent Living goals.	ILC	219	135	8	6	22
	WRIL	13	16	4	4	3
	Total	232	151	12	10	25
4. I would refer others for Independent Living Services.	ILC	263	100	7	7	13
	WRIL	20	13	1	3	3
	Total	283	113	8	10	16

The following responses are from March 1, 2023-May 31, 2023

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

Independent Living Choices

Staff is very helpful and explains things great.

More confident going outside

Good Help and Staff that understand!

Just having someone to go to for help and questions was very helpful

Help being available if needed

The prompt, friendly and caring services

Working with Staff

Staff

The calls & meets to my house- hard for me to go out

Suggestions about what might help me most

Getting my disability payment!!

The kind friendly interview with Staff she was very helpful

New Bars in bathroom

That they provided me with a life line and lift chair that helps a lot

Sight aids & Ambulating Aids

Staff checked frequently to be sure I was doing okay

Emergency Services

When I accidently pressed the alert

Having someone clean & Dust house

Walk in shower and emergency alarm

SSDI

Getting me in contact for more help with SSI

Very Easy to talk with everything was very helpful

At first, last October I felt safer

Staff was great support.

Excellent

Since I have been falling I was glad to get the device

Getting tools to help walk, and use toilet

ILC is very well run & organized

working together as a team- person, advocate & parout

Provided me with an alert system to help me if I fall

Everything

The railing and grab bars put in place for my safety

The Staff and the items I needed

The way they took care of doing things

Making concept a little more concrete- like the beam game for budgeting and making SMART goals

All I had was the emergency dialer

Knowledgeable, available, friendly, caring

Explaining everything

The lady who explained it to me

My service was great!

Responded very quickly

She got a jar opener for me and a cart to take the laundry to the center was very . It works great

Staffs knowledge and helpful response

The service was great they helped me a lot

Know what to come and manage/ Saving money

My opinions and progress were like a second opinion which I liked to hear.

I don't belong to this service anymore. I am now am living in wellshire which is a dependent living place who I got all the help I need

Staff was very kind & understanding. Security of knowing we could get help as needed in emergency.

Security of bracelet

The time spent and understanding what we needed that would help us to be more mobile and live better.

I got all the things needed to be home independent.

I found the motivational and productivity discussions to be very good baselines to start off.

Could live in my own home

Getting a shower

Staff Calling Rhonda

Helped me be more independent in my home

?

Staff was most helpful explaining and getting this up.

She was easy to contact & Prompt and Courteous

Staff was very nice to work with.

Very nice people caring and Helpful

In my experience communication is key to a good and healthy relationship between counselor/coach and myself. I feel staff exceeded my expectation and provided me with more than enough support and resources and was always available in moments of any kin. Suck as meeting with school professionals, grocery shopping for myself and others.

My Lift for my wheelchair

My device/ Emergency phone dialer. I have used it a couple times. Great to know if I need help push button

They checked on us often offering ideas

Having a person who loves what they do.

Western Resources for Independent Living

- WRIL handled everything for me. I am very thankful to them. Thank you.
- Nothing everything sounds good but nothing was implemented
- New ILS not former ILS
- Starting the process and getting the results, in a timely matter. SSR & SSA

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

Independent Living Choices

Having to charge all the time cord around neck is scratchy-bracelet is ugly.

health wasn't improving enough to live alone

none

the time it took sometimes

?

Closing case. Had goals met

Determined a walk in shower would be ideal but not possible at this time. We did get toilet riser and bath chair.

Installation process

that I could not pick out my lift chair but it is OK

I don't know. Have to work it. The life line

no experience

none

none

everything was great!

N/A

NA

Non one thing.

I think my unit was hacked by telemarketers and other angry people who talked to me through the device

Waiting for responses back to us.

Excellent

trying to get the phone to work

none I can think of

The monthly calls regarding trying to find my own PA.

Sometimes no matter what the needs cant be met

I didn't have problems. I just live to remember to wear it. A chain on sothing like that would be good. The strap provided isnt so nice to wear.

Nothing- Everything was helpful

Nothing

wasn't anything at least helpful

Unfortunatley the social groups met at times that didn't work for my child

trying to get mia dummermuth Atts to address many issues:Mold

NA

nothing

NA

none

I am not home alone

No bad experience

No Concerns

I always thought they were very helpful and nice to deal with

None

I feel that ILC could have offered more in terms of helping individuals with ADHD (Executive dysfunction)

She didn't know what services were available to people in wheelchairs

Lack of Transportation Even ILC events

Nothing

?

She was very helpful

nothing really that I can think of.

nothing

None

Western Resources for Independent Living

- Nothing.
- The amount of contact and non-communication
- Former ILS
- Nothing