

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2023-March 30, 2024

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	1286	241	499	32.68%
WRIL	223	171	40	10.15%
Total	1509	412	539	28.06%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	252	166	9	1	17
	WRIL	14	16	1	3	1
	Total	266	182	10	4	18
2. I am satisfied with the Independent Living services I received.	ILC	304	122	5	2	12
	WRIL	20	10	1	2	2
	Total	324	132	6	4	14
3. I had choices with the services to meet my Independent Living goals.	ILC	245	160	12	2	26
	WRIL	11	17	1	3	3
	Total	256	177	13	5	29
4. I would refer others for Independent Living Services.	ILC	315	109	6	4	12
	WRIL	21	11	2	0	1
	Total	336	120	8	4	13

The following responses are from January 1, 2024 and March 30, 2024

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

Independent Living Choices

Ramp

The Quick action of Staff did to meet the needs

Staff

They helped by answering my questions

The ramp, shower chair, support device

Very patient helpful in sending out tests

Flexibility and delivering whats needed at the time

Knowing the services was there

my ramp- and the explanation that I received

Thank to ILC "Name" is able to walk out of our home with no fear of falling- also hes able to walk into our tub with no anxiety.

I only wanted a call button, got it immediatetly

I was able to use a stove and oven to make simple meals.

I Fell down 4 times in Oct. Had to use 2 times for help to get up.

The fact that it works everywhere not just inside the home.

to be able to get into the shower easily

It was good

Always had the best- looking out for me

My security in the knowing of the alarm system

That tested device and it connected me directly to hospice care

Social Support

Security at home

feeling more safe than before.

Get the things I need

Kindness, knowledge

Staff is very good at her job easy to work with and we really needed the ramp and this program helped us do that

At a point in the past, I experience being in danger of homelessness because of not having enough time to find an affordable apartment. Staff would not give up and found an apartment manager who was compassionate enough to take me in.

Everything getting the right size wheelchair was very helpful. Also the in home visits.

Everything helped me immensley

able to get appointment right away

explaining things to me so I can understand that says a lot

There was careful & acomidating on what would be the best choice to help

To receive help if mike is alone

I can get out more often

NA

Grab bars and handrails

got what was needed, follow up call

House keeping chores

The tub cutout and grab bars

Staff was very knowledgeable & Answered all our questions.

Tub cutout

Getting device put up to help hold on to help me get around

Quickness the job was done

Staff was very helpful and caring. The gentle man who came to put the hand rails on our steps inside and outside was very polite and did a great job.

Staff

ease of service

Everything

Thank go to independent living services to help me by a lift chair thank you!

Staff was the most helpful she ws always checking on us and making sure we had everything we needed. Helped us get a vehicle and a generator

Staff took the time to explain what my device could do.

Having such wonderful people- everyone is so considerate

Staff done a good time telling us all about everything.

Just knowing theres services out there to live independently and giving clear direction

Everyone was so helpful and pleasant

Staff was very kind and Helpful

Appreciated all the information Staff gave me!

they were all the most helpful ! I have none and better thaem the other.

Staff went over so muchan and even suggested a lift chair, best idea. The tumors on my brian affect my legs so the chair is nice. So are the grab bars. Staff had ideas I didn't even think of.

I would say it was incredible helpful to have a casemanager who is very positive and knowledgeable about other local resources.

It would let my children know if I fell

My daughters reasurance

I felt I was important and that I mattered

The modifications provided for the device were very good. I am grateful for the phone and stair lift.

I am able to shower now

Their Knowledge of service

There expert knowledge of

Getting service when I really needed it

Help learning about social security disability

having contact device ability to be attached to my body
Being checked on monthly.
Staff, amazing to work with!
Staff was wonderful
Getting my medic alert pendent
She was very friendly & Happy & got everything she order right away
east to call in to get an appointment with case manager
Her caring services
Staff Is great to work with
Very Helpful
at this time I only use your service on stated on this form.
They got me a bar for my bed to assist me with getting up.
Pome and understanding
checking on the client through there communication.. Very grateful
I felt that my needs were a top priority and that I was being cared for.

Western Resources for Independent Living

Left Blank

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ILS fully explained the program according to my needs.

Getting the monitor

Left Blank

Having somebody to help me with my appeal.

Concern for my welfare.

I am very much in need of continued assistance, because of my leg missing and nerve damage to my other leg. My vision problems from macular dema. I will be having more injections to my right eye requiring more time to help me.

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

Independent Living Choices

Nothing

N/A

None

none

Don't like necklace & Hands wont work with clip so use pocket.

Nothing-Everything I was told helped me in some way.

NA

they were very helpful

I really didn't have any

Still a problem w. telephone
while wearing it in bed it went off once accidentally but was able to push button again for false alarm
under estimation of my abilities
none
-
none
not there fault but had to wait for sanford to finish
none everything was great
Because I am very independent, staff had to close my case basically because iw as not needy enough to keep my
case active because of management at your company. I miss her very much.
It was all helpful
None
NA
not any
there were no
none
none
everything I received I benefitted from
Nothing- everything was great
slid chair shower
no complaints
I can not think of anything that wasn't helpful
na
Nothing
no complaints
NA
im not the only client so time was a bit of a wait, still waiting for a stair lift but such great caring staff.
?
everything was good!
Everything was great. PA Staff was a fantastic PA
Little confusing with the delivery!
none they were all equal
Nothing to be honest. Staff made sure all my wants were taken care of plus more.
nothing to share, staff was the light when I was most down.
I have an alert system and any concerns were taken care of soon.
none
it took so long to get it done
nothing
completely satisfied
the phone controls, right now
Short visit time
unable to identify this
-

Crews the main contractor sent out varied in skills set & professionalism.

nothing

nothing except her not serving me anymore

nothing really

0

none

nothing

none

nothing they all they could nothing against them on anything

Western Resources for Independent Living

Left Blank

The lady left we never heard we were told we would be contacted when her spot was filled and got this letter saying Michael never complied with paperwork?? I don't understand!!

N.A.

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