

Consumer Satisfaction Survey Summary

Reporting Period

October 1, 2024 to December 31, 2024

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	211	66	71	25.63%
WRIL	62	34	6	6.25%
Total	273	100	77	20.64%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	38	28	4	0	1
	WRIL	2	3	1	0	0
	Total	40	31	5	0	1
2. I am satisfied with the Independent Living services I received.	ILC	46	20	2	0	3
	WRIL	3	3	0	0	0
	Total	49	23	2	0	3
3. I had choices with the services to meet my Independent Living goals.	ILC	36	26	5	0	4
	WRIL	1	3	0	0	0
	Total	37	29	5	0	4
4. I would refer others for Independent Living Services.	ILC	51	18	2	0	0
	WRIL	4	2	0	0	0
	Total	55	20	2	0	0

The following responses are from

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

Independent Living Choices

The friendly + Knowledgeable service from staff

Ability to interact with others & Learn vital skills

Having an emergency phone

The choice to live independently and free

The staff person who helped me.

That they understood my need for the chair (lift) and helped me with my knees and being able to move freely without use of other equipment.

I enjoy it

I'm not limited to what or where I go

Very understanding, polite, knowledgeable, having a lift chair makes it easier to get out of chair.

Most helpful was Staff

The information lady that worked me through how the system works I really appreciated her talking points.

Learning about phone & how to use it

they help me get the process going with social security

Finding what was out there that would be helpful and getting it ordered

Very helpful info & answering questions. Explained everything where it was understood.

Service given to me help me a lot

Timely manner and courtesy of Staff

I got the services I needed. Its gives me hope that independent living helping us elders to live safe.

Helping us get a new shower for participant was amazing Staff was full of information & very helpful to us.

Finding a representative

The need of the handicap accessories

Staff explained everything real good

They were nice to me and responded away to me

a working remote on electric lift chair. Also. The toilet lift helped me to stand up off the stool

They were very informative about the process and caring and understanding about my needs and did her best to get everything completed in a timely manor

I need to call help if I fell

Staff was pleasant made me feel compatible, also explained things. Couldn't ask for a more pleasant person.

There ability to help me as soon as they could.

Just knowing I would be able to live where I am and that I would be able to take a shower when ever I wanted.

Staff helped me get a stand tall walker which I use for my daily walks which has been working very well.

Getting answers to my questions or they look it up

The bar by toilet

Staff talked me thru the process

Having my button to push when I'm alone

Answered all my questions

Staff gave very good suggestions

Was very polite and friendly

She explained everything real good

Getting a wheel chair accessible ramp thank you

They helped with paper work that I didn't understand & helped me fill it out the best way possible.

The guy that installed the ramp was very knowledgeable

Staff communicated well

I like shower chair and the a lot button

I enjoyed knowing there is help available right now I'm ok but will definitely call when I have to.

Western Resources for Independent Living

Left Blank

The way they explained everything in great detail which gave me so much comfort!
I feel much safer wearing my alert.

Left Blank

Help with Social Security

Left Blank

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

Independent Living Choices

wished could have explored city transit options

No physical help/ no services available for me

None

none

Nothing. All was helpful

Everyone was great & very helpful with everything

All was helpful :)

none

nothing

na

Honestly cant think of anything

None I am grateful for their help

It did take a little longer due to 2 of their contractors backed out so they had to fund another one. But that was not their fault.

None

no complaints

Everything OK

The contractor who built the ramp did a very crappy job.

The initial waiting period before I was to the top of the list.

not a thing

No providers in our area, most are hours away.

?

Not knowing what the lights did during charging & how to tell if it was completely charged

nothing

Dr delay ended up costing me money. I had to purchase chair myself (it was on sale)

didn't have anything

went through all the paper very quickly

None

none

I live too far away to even for I talk with them.

I believe ILC was not suited properly to provide any useful services due to the nature of the client's disability

Everything suggested will be helpful when I need it

Western Resources for Independent Living

Left Blank

None!

My problem is a possible fall so a better explanation of phone # to call should have been explained better. In my case 911 should have been explained better.

Left Blank

Help with calls to Social Security

Left Blank