

## Consumer Satisfaction Survey Summary

Reporting Period October 1, 2025-December 31, 2025

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	223	83	38	12.42%
WRIL	44	11	1	1.82%
<b>Total</b>	<b>267</b>	<b>94</b>	<b>39</b>	<b>10.80%</b>

Reporting Period October 1, 2025-December 31, 2025

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	24	9	2	1	2
	WRIL	1	0	0	0	0
	<b>Total</b>	<b>25</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>2</b>
2. I am satisfied with the Independent Living services I received.	ILC	22	11	2	1	2
	WRIL	1	0	0	0	0
	<b>Total</b>	<b>23</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>2</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	16	13	2	1	6
	WRIL	1	0	0	0	0
	<b>Total</b>	<b>17</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>6</b>
4. I would refer others for Independent Living Services.	ILC	26	8	1	2	1
	WRIL	1	0	0	0	0
	<b>Total</b>	<b>27</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>1</b>

\*\*ILC reported their long-time receptionist left mid-October, this position was filled in November. October and some of November surveys were not sent. ILC is identifying the recipients who did not receive a survey and sending them out. ILC expects this metric will return to near previous years numbers.

The following responses are from October 1, 2025-December 31, 2025

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

**Independent Living Choices**

I was not able to meet my goals due to no contact with IL Specialist

Staff did an amazing job explaining everything. We give her an excellent review

Be nice to get more help like other people

The calls + Follow up from Staff

Helping me with my life alarm and helping me learn how to use it

Lift chair – walker – seat

Very helpful in finding resources to fit my needs

Staff is amazing to work with, she listened very well.

Helping so I could get a wheel chair ramp so I could get in and out of my home

She informed me of a couple support groups

Having the call button incase of falling

NO comment

I was included in the different parts of the case and helped a lot.

The knowledge of the process and the necessary details.

All good

**Western Resources for Independent Living**

Our worker from Belle/Spearfish will go out of her way & get answers. She couldve said yea I Dont know either and moved on NOPE we worked together got answer

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

**Independent Living Choices**

Nothing

None

The length of months it took to complete the tasks

Can not think of anything

Nothing

She is worn way too thing, she has too many things on her plate.

NO comment

None

N/A

N/A

The US Government

None

**Western Resources for Independent Living**

Havent Had one. I Leave msg they CAll right back. Need apts no issue.