

Consumer Satisfaction Survey Summary

Reporting Period October 1, 2025 to March 31, 2026

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	439	166	85	14.05%
WRIL	122	55	1	0.56%
Total	561	221	86	11.00%
ILC Prev FY	795	323	256	22.90%
WRIL Prev FY	222	118	28	8.24%

Reporting Period January 1, 2026 to March 31, 2026

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	27	16	0	1	3
	WRIL	0	0	0	0	0
	Total	27	16	0	1	3
2. I am satisfied with the Independent Living services I received.	ILC	33	12	0	0	2
	WRIL	0	0	0	0	0
	Total	33	12	0	0	2
3. I had choices with the services to meet my Independent Living goals.	ILC	30	14	0	0	3
	WRIL	0	0	0	0	0
	Total	30	14	0	0	3
4. I would refer others for Independent Living Services.	ILC	38	7	0	0	2
	WRIL	0	0	0	0	0
	Total	38	7	0	0	2

The following responses are from January 1, 2026 to March 31, 2026

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

Independent Living Choices

It made me feel safe, and my family was also very pleased

Working with someone who truly wants to help you live the best quality of life possible.

Encouragement, friendly assistance

Getting in and out without falling

They met all my needs, answered all my questions and help me with my SSI paperwork

All the supplies I needed to live independently

Staff

When I go outside in the yard to work or just being alone in the house

Very easy to talk to them and gave us lots of ideas and choices to help stay in my home by myself

I am able to feel safe at home by myself if I fall and have a way to call for help

She was a very good worker. She was on time. She has a good smile. She helps us a lot and please keep her. She has a lot of energy so we love Lisa M a lot.

The time and consideration

I have a handicap ramp and grab bars

To have help with my devices

Staff was able to get me in to income based housing and helped my apply for SSDI

I was very impressed with Staff. She was very kind and thoughtful and informative

They are very kind and treat you like a real person

It has all been very very helpful because it was all needed. The staff is to work with. They are very friendly and easy to talk to.

Finding my first apartment

The lady was kind and patient

Explain very well

Help finding everything else to live like I'm thriving instead of wasting away

Having it brought to my home

Ramp, shower chair

Good at reaching out. Awesome assistance with Social Security

The life alert device

ILC is a good center to help those in need

Explaining my options

Able to obtain something I need for my home

Advocate to help guide me through the process

Lift chair- toilet riser – walker

Telecommunication

Able to alert family if I fall

Different Avenues for help

I have up and made some friends

Able to work out in the yard with device on in case of medical issue

Western Resources for Independent Living

-No surveys returned

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

Independent Living Choices

At this time in my life it was all needed but I mainly alert system that works when I am away from my home

Nothing, I was very satisfied with everyone

I can't think of anything that wasn't helpful

Nothing, always following up with everything

All very good work

Avera trying to push a heavy walker on us and not wanting to let go for the prescription

It didn't get fixed

Learning how do use device

Rides to ILC events

Able get empower instead have waiting longer delaying info

Long wait time for modification

Western Resources for Independent Living

-No surveys returned