

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2019 – November 30, 2019

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	481	155	183	28.77%
WRIL	145	27	62	36.05%
Total	626	182	245	30.32%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank/No Response
1. I feel that because of Independent Living Services I am living more independently.	ILC	110	62	4	1	6
	WRIL	45	15	0	2	5
	Total	155	77	4	3	11
2. I am satisfied with the Independent Living services I received.	ILC	120	58	2	1	2
	WRIL	48	11	1	0	0
	Total	168	69	3	1	2
3. I had choices with the services to meet my Independent Living goals.	ILC	96	74	5	0	8
	WRIL	43	12	3	0	2
	Total	139	86	8	0	10
4. I would refer others for Independent Living Services.	ILC	113	65	2	1	2
	WRIL	49	11	1	0	0
	Total	162	76	3	1	2

The following responses are from September 2019 - November 2019

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

Independent Living Choices

- Blank -23
- All services were helpful
- All they did.
- Bed brace
- Budgeting in financial on bills, keeping a roof over my head, staying organized
- Buttons on stove and microwave
- Explained everything as they did things
- Explaining what is...
- Friendliness of the people
- Geemarc telephone was explained to us very well. The two emergency features are very useful.
- Getting my easy lock in my van to let me out
- Getting shower chair & new shower head
- Going through services that may help me attain independence.
- Good for emergency and hearing
- Having someone as nice as to care for me!
- Having something to call for help if I need it.
- Having the "alert phone" installed. That was all that I needed. It is great to have it, in case needed for emergencies
- Help gets her in side better
- Help with stair lift
- Helping me apply for low income housing
- Helping to do my house work
- I got a bedrail which has been fantastic
- I knew when I pushed the button I had keep
- I needed a grab bar
- I was astounded that you were able to obtain the various items I needed to make my life liess painful & easier
- I was very satisfied with all the questions we had for IL Specialist as she helped us
- If this is for alert deal, I feel much safer
- IL Specialist explaining to use the telephone was the most helpful
- IL Specialist helped me. I'm so grateful

- IL Specialist was a very polite and honest lady. She would explain things clearly and went above and beyond to help me.
- Knowing that if I need help I can get it!
- Know that someone is just a call away if I'm in great need
- Learning
- Meeting the ladies & visiting with them
- My step in shower
- Paper info given for reference
- Receiving the most needed ramp
- Response time
- Response to need
- Showing how it works
- So far I haven't had to use it
- That I can receive help soon
- That IL Specialist came in and hooked everything, also that they brought the monitor for me.
- The detailed explanation
- The meeting went fast
- The staff is always so encouraging and helpful. They are a wonderful community resource
- The vast information about choices and suggestions to help me
- The way she went above and beyond
- They explained in words that were understandable
- To know I could call for help
- To know I could call for help
- To receive help when needed
- Very helpful in filling out forms
- Was satisfied

Western Resources for Independent Living

- The friendliness and willing to help. The training.
- I've been able to get in touch with ILS easily to answer questions or resolve issues
- Having someone help me get housing, insurance, disability when it all felt so overwhelming to me. Having someone to advocate for me. It relieved a lot of weight off of my shoulders. ILS was the one who assisted me. I am so grateful that she was there for me. She has made a big impact on my life and my life is so much better because of it. I now have a disability check coming in, an apartment which I love and am real happy to be in. My quality of life has improved greatly.

- Understanding on how to get my SSDI reinstated.
- Providing Med. Device Needs
- ILS
- That you really care! ILS is a Godsend!
- ILS let me know of all kinds of resources great lady to work with. I'm very grateful. Thank You
- Peace of mind
- Help with paperwork. I like phone to feel more safe.
- ILS' knowledge and prompt service.
- They were quick to respond to my need of getting a new lift for my van and understood it was my only means of transportation.
- Helping to get Medicaid. Thank you!
- Staff ILS
- Just knowing it is there for my protection.
- Giving me helpful things to do to make things easier for me.
- It makes me feel safer.
- Peace of mind!
- Feeling safe living alone that someone will be there if needed, and, all went well when I needed it a few times.
- Visiting with staff about my needs.
- If I had questions, they promptly returned my call with answered it.
- Meeting me to talk to the owner of the place and offering to pay my deposit. Kept in touch.
- ILS helped me out, when I forgot about how to use the bus.
- Having the phone provided. Your personnel was very nice and helpful Thank you all.
- Knowing I had help right away if needed, and how everything was explained about using the services.
- The staff, ILS, was extremely helpful and available any time I needed assistance or had questions. She was on top of everything.
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6. What was least helpful in your experience with Independent Living Services?

Independent Living Choices

- Blank – 39
- None - 21
- Answering of call button
- Don't know?
- Everything was good.
- I don't think there was anything that wasn't helpful
- I have not had any complaints
- I live alone

- I wish they could offer more gadgets that could help me with my right arm not being able to be used.
- It was hard to find the help I needed
- It went off by itself; I must have touched the button
- My lack of knowledge of agencies help
- No comment on this one!
- Not explained that had to wait for money till available was not told about waiting list - not put on till months later
- Nothing - she handled everything quite well
- Nothing she is very good
- That the person that did rocks in was not good had to pay someone else to remove them to get her in a lot better
- Triangles to keep water in shower

Western Resources for Disabled Independence

- N/A
- Everything was good
- Nothing – everything helped.
- N/A
- Assisting with some paper sorting and filing.
- N/A
- N/A
- None
- Not sure?
- NADA
- I found no negative experience with ILS.
- Nothing everything was good
- None
- None
- None
- It was all helpful.
- None
- Nothing!
- N/A