

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2019 – April 30, 2020

<b>CIL</b>	<b># Closed Successfully</b>	<b># Closed Unsuccessfully</b>	<b>Number of Survey Responses</b>	<b>Percent of Responses</b>
ILC	723	272	295	29.65%
WRIL	175	35	85	40.48%
<b>Total</b>	<b>898</b>	<b>307</b>	<b>380</b>	<b>31.54%</b>

	<b>CIL</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Blank/No Response</b>
1. I feel that because of Independent Living Services I am living more independently.	ILC	162	115	7	2	9
	WRIL	58	23	0	2	7
	<b>Total</b>	<b>220</b>	<b>138</b>	<b>7</b>	<b>4</b>	<b>16</b>
2. I am satisfied with the Independent Living services I received.	ILC	187	99	4	2	3
	WRIL	63	17	1	0	2
	<b>Total</b>	<b>250</b>	<b>116</b>	<b>5</b>	<b>2</b>	<b>5</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	144	129	7	2	13
	WRIL	57	19	3	0	4
	<b>Total</b>	<b>201</b>	<b>148</b>	<b>10</b>	<b>2</b>	<b>17</b>
4. I would refer others for Independent Living Services.	ILC	184	100	3	3	5
	WRIL	65	16	2	0	1
	<b>Total</b>	<b>249</b>	<b>116</b>	<b>5</b>	<b>3</b>	<b>6</b>

**The following responses are from December 2019 – February 2020**

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

**Independent Living Choices**

- Blank 47
- None 0
- Advice and clear thorough answers
- Alert band
- All the service
- Also helped with vision to get someone here
- Availability
- Being able to get a wheelchair ramp so I can get inside & outside easier
- Being able to get things to be independent on my own
- Bringing up the laundry room for us to easier excess. No worries for falling downstairs with laundry. Shower just easy walk in. Thanks for the higher toilet stool.
- Company caring about me helping with bed
- Everything
- Everything! IL Specialist explained all very well
- Explained very good
- Feeling secure
- Filling out paperwork
- Getting a walker
- Grab bar, shower chair
- Haven't needed to use it
- Haven't needed to use it
- Having someone do what I can't do
- How they really take the time to work with you
- I can use this to contact my sone or neighbor before having to call 911
- I felt more secure knowing that I could easily get help if I had problems
- I was very happy with Independent Living Services
- IL Specialist and the wellness I care checks on clients - Taco Tuesday
- IL Specialist did everything possible to be helpful to me. She went above and beyond to fulfill my needs.
- IL Specialist explained it well
- IL Specialist was amazing! Also having 2 alert bands was very helpful
- IL Specialist was great and explained everything so my mother could understand
- IL Specialist was so thorough and considerate she even came back to address buzzing in phone, which she fixed
- IL Specialist was very helpful with any questions I had
- ILC provided the things we needed. Thanks
- I'm Leaning to live with the problems I have

- It helps that I don't have to pay for the service. I couldn't afford the other services that's why I didn't have any.
- It was explained very good & thorough
- Just the feeling that I wasn't all alone
- Knowing I could get help immediately
- Knowing I had someone to talk to. I'm old.
- Knowing that if I fell and could not get up, I could push my button and get help
- Laundry
- Magnifier and phone
- Met my needs, Thanks!
- My apartment is clean
- Nothing
- People
- Person contact
- Set up for alert
- She helps me over the phone as I can't hear
- Showering and the visits
- Showing what can be done to make it easier and convenient in our home
- That I can live in my house & not a nursing home
- That they were here really soon after contacting
- They are very helpful & Courteous
- The bed rail and stool riser
- The bracelet and pendant to wear in case I fall makes me feel more secure now
- The comfort to know I can get help if I need it.
- The cure from everyone who has helped me
- The fear of falling is subdued
- The help from the weekly nurse and both aides
- The Il Specialist helped me understand the craziness of finding a place to live
- The immediately response to small problem within the unit
- The night I fell
- The nursing staff, aides and therapy people were phenomenal!
- The phone was the most helpful set up so I could get help fast if I needed it.
- The telephone/emergency response
- The understanding and caring I felt from the people I worked with
- They come to my home & never make me feel like they are in a hurry, even though I know they have more people to see
- They did everything for me
- They got the work done very fast
- They took their time to listen to me. They did a good job
- To be able to stay in my home
- Very courteous and on times, Nice personality
- Very helpful
- Your willingness to help with all needs.

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### **Western Resources for Independent Living**

- The way the ILS helped me and got things done.
- I had the comfort of these services being available, but I didn't have to use them.
- She explained everything very well.
- I was contacted on a regular basis with information.
- Getting through all the forms.
- Knowing I could get help if I needed it.
- You staff
- The speed that they help me.
- Knowing what to expect, everything was explained to me. Knowing what to expect. Very Good
- Getting my autistic son signed up for SSI.
- They made it so that my financial stability could get better because I had no money to pay my deposit.
- To understand the company
- Prompt installation
- The helpfulness of the staff
- Everything
- Their prompt attention to my situation
- Telephone and alert system
- Feeling secure

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

#### **Independent Living Choices**

- Blank 67
- None 24
- All was good
- Can't think of anything
- Didn't like therapy
- Forgetting to put the alarm around my neck when I will be alone
- Hour it stopped more company
- I don't think there was any experience that wasn't helpful.
- It seems we always had a new person

- It was all very helpful to me
- No help at all
- None everything is fine
- Nothing all is well
- Nothing negative
- Nothing she helped me
- Remembering I must wear them all the time
- She was not sure how to set up Visual Alert System, but I have the old alert system 10-15 years old
- The cleaning services
- The powerchair (can't reach the buttons on the sides)
- There was nothing negative about my experience
- Understanding the process
- Walking exercise because I was doing it before
- Your helpfulness and flexibility

### **Western Resources for Disabled Independence**

- A new apt that really helped me.
- 0
- Independent Living has no control over this, but my claim seemed to take a long time with no mention of progress until my approval.
- N/A
- None
- Nothing
- Everything was Perfect!
- None
- N/A
- Did not have any bad experience
- Nothing
- Full explanation RE: TAD dialer?
- There is none
- Nothing
- N/A
- Dialing neighbors first instead of 911