

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2021 – November 30, 2021

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	572	222	252	31.74%
WRIL	217	82	44	14.72%
Total	789	304	296	27.08%

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	144	95	2	6	6
	WRIL	30	12	1	1	0
	Total	174	107	3	7	6
2. I am satisfied with the Independent Living services I received.	ILC	165	74	2	7	5
	WRIL	34	8	0	1	0
	Total	199	82	2	8	5
3. I had choices with the services to meet my Independent Living goals.	ILC	139	89	8	5	12
	WRIL	31	12	1	0	0
	Total	170	101	9	5	12
4. I would refer others for Independent Living Services.	ILC	163	72	5	6	7
	WRIL	33	10	1	0	0
	Total	196	82	6	6	7

The following responses are from September 1, 2021 to November 30, 2021

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

Independent Living Choices

- Independent Living Choices with ILS she's wonderful to work with
- Easy to understand and Manage
- Calling occasionally to see how I was doing.
- She was willing to help us
- Just knowing I could get help right away
- I tell people about ILC all the time. The monthly get togethers before COVID
- The information I received on certain matters was very helpful!
- It's a lot easier for me to leave the house
- It's a lot easier for Larry and our friends to get in and out
- I found out later maybe said it on paper about I was paying for "full" help
- Knowing that I had access to call in case of emergency
- The lift for my power chair has allowed me more freedom
- The adaptive devices + Peer support
- It was helpful to realize the broad scope of ILC besides the emergency phone dialer at this time I don't need
- ILS came to my house
- The phone
- The telephone (cordless & if it lights up)
- To be able to stay at home instead of assisted living
- They took care of all my needs
- Everything was explained and give enough to live confidently
- Getting a lift chair
- Help was close and a push of a button
- ILS' knowledge
- Just sitting down and talking about what I thought I needed
- Nice to have activities offered
- Devices, coloring book, moving appt
- ILS' education
- They wonderful people that worked with. I enjoyed everything Like the help I got.
- ILS was very helpful & understanding, thanks to the ILS
- Getting to meet the ILS! She is such a sweetheart
- Made me free. Received to live alone. ILS was fun to work with.
- Baths
- The Help
- All those that worked with answered all my concerns
- Trying to sign up for independent living
- Worked with another place and never got any results in 2 yr. I called ILC and W.BHSS we got my goals accomplished

- ILS was helpful in explain my button emergency phone dialer. Very carefully & getting me a rail for my upstairs stairway.
- A person to listen Help with paperwork and copies. Mailing and Faxing.
- Coming to the house & showing me how to use the emergency phone system
- Everything that was given was wonderful.
- Very Friendly
- Telephone lets live and be needed
- I don't have to search for the keyhole & can get in my apt faster.
- Information provided
- Showers, some cleaning
- The way things were explained
- Community peer support
- ILS went above and beyond all expectations meeting my/our needs
- The bar beside my bed to get up during the night
- Knowing that Jim could easily ask for help
- ILS
- Yes
- Setting up phone
- I was so grateful for ILC & their willingness to help me live more easily in my apartment. I enjoyed playing bingo & the monthly phone calls to check on me and my needs.
- This service was wonderful for our Mother! The social interaction was also a plus
- Oven skills, recipes following, forms ordering at DQ myself
- The ramp was helpful to make me more independent
- What 2 needed in a timely way
- The housekeeper
- All what it takes to file for disability
- I was given advice on how to use the safety button for emergencies.
- I was able to complete the application for disability was excepted because it was completed thoroughly.

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- The chair lift was available prior to me being released from the hospital.
- ILS assisting me in filing for disability. Note: #1 above is disagree as I continue to wait on getting disability.
- My experience when ILS was helping me.
- Helping me understand.
- ILS is very helpful with other resources for the help we asked for. Thankful for the patience.
- The friendliness and the commitment to helping.
- The friendliness of the staff.
- Very knowledgeable and understanding.
- Getting my lift chair.
- Understanding the forms and services.
- Their courteous and knowledgeable way of helping me understand.
- Help with am living.

- My life alert necklace. I feel relaxed now that I can call when ever I need to if I fall. ILS was so helpful setting it up for me. Thank you!!
- The telephone has big numbers.
- All of it
- ILS was most helpful with their patience and thorough with their explanation (above and beyond to say the least).
- The staff was courteous, helpful, and considerate.
- The staff was courteous, helpful, and considerate.
- Receiving the great help I needed to attain what I rightfully deserved.
- The quick return of service. Getting the chair.
- Getting my information to the people that needed it.
- One on one assistance
- Happy for the help.

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

Independent Living Choices

- All was great
- None
- We had to wait for the ramp to be built
- Nothing
- I can't think of anything really
- I have no complaints
- Everything was great
- Everything was very helpful
- NA
- I think we should have gone over the emergency phone responder call more than once. Thought the procedure 2 to 3 times. But the last time we went through the process. It was perfect. WE will check it every month. Am sorry ILS had to make special trip over here because we had made an error during the call
- None
- NA
- Nothing
- NA
- None
- NA
- None
- There was no bad stuff

- 430 suppers
- None
- I felt like I was not very welcome here
- I can't take the button with me out of town if the button is pressed it only rings into our home line.
- I needed additional applying and understanding to apply for SSN disability
- The chair was given was awesome, but our dog chewed up the remote wiring & they never got new one
- None
- Lock is defective so needs to be replaced
- Took to long for response
- Nothing
- That drew was unable to be transported by ILC
- Nothing
- None all help me
- NA
- NA
- None
- I didn't experience anything negative regarding ILC
- No Negatives! When her needs increased- that was flexible.
- Nothing
- The wait time to be able to be next which could not be helped- it was just a disadvantage to me
- None
- None
- None
- I didn't have any
 - Even though I didn't need all the services it was give as a possible need. The life alert was something I tried but no needed but we discussed it.

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- Kind courteous.
- I have no complaints thank you.
- All the questions
- Nothing
- Nothing I can think of.
- N/A
- None
- I didn't use them until I needed the life alert.
- Too many big words
- There were zero weak points to the help I received

- I did not have anything that was least helpful. ILS was great in every aspect of my experience with them.
- Everything was good.
- Nothing