

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2021 – February 28, 2022

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	828	340	332	28.42%
WRIL	281	101	60	15.71%
Total	1109	441	392	25.29%

	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	180	131	4	7	11
	WRIL	41	17	1	1	0
	Total	221	148	5	8	11
2. I am satisfied with the Independent Living services I received.	ILC	217	96	2	8	9
	WRIL	48	10	0	1	0
	Total	265	106	2	9	9
3. I had choices with the services to meet my Independent Living goals.	ILC	177	122	10	6	18
	WRIL	44	15	1	0	0
	Total	221	137	11	6	18
4. I would refer others for Independent Living Services.	ILC	215	93	5	8	12
	WRIL	48	11	1	0	0
	Total	263	104	6	8	12

The following responses are from December 1, 2022 to February 28, 2022

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

Independent Living Choices

Prompt help w SSDI app

Home visit

When I need something they came right away they even called to see how the things I received was working for me

Im glad I have a place

That I can live a better life

Filling out disability form

The meeting and information

The in home visit with support setting up the system

The ServiCes were good

Feeling safe & the call check up

ILS explained & Answered all my questions

Most helpful to be able to contact help if needed in case emergencies

Cleaning, Making bed when washing

ILS help me get another job at avera 2020 was tough year for me. Thank you ILS for all you done for me.

Years and Years ago ILC really help me with our Kitchen and a few adaptive things.

No Steps

That help is a call away

Multipal choices in health aids for helpful living the staff person should be commeroled for giving ccouteous

It made me more interested in cooking for myself

Fixing my deck

The shower chair

I don't do good with money so ILS keep me on track, I lover her for it.

Bus Training

Big numbers on home phone and cell

got help a lot

My walk in shower has made it safer for me to shower

Learning about equipment available to live more independently

They kept in contact with me

They respond to my needs

Bill has passed away but he likes having the emergency phone dialer to just know he could contact me even if I was only outside.

She explained every thing

Just knowing and seeing the active system working

Being able to get up and down easier

Courtney answered my call & being at services in a timely manner

Always cheerful & willing to help

Just knowing if I needed assistance it was a phone call away

She came to my house explained everything

My interview with ILS

The most helpful was that ILS was so professional and patient while working with me. Always respectful and consistent in her attitude while working with me.

Clear instructions on operating devices. Very kind and polite lady.

Mary Beth

Everything was helpful

The contractor that built my ramp. Very kind, worried about what would help me the best.

my mother

ILS was so nice and so easy to talk to. She was always so friendly when I would call her and she always called me back.

We only wanted to get the alert button. ILS did a great job setting us up with it. She gave very clear explanations. We had no further questions

The girl was very friendly

Thorough explanation

Different technique and putting in numbers

She provided me with a neck band plus my wrist

ILS Cared, and helped

The toilet seat

She was very helpful in our conversations

She got me in a soon as she could

1. the dialer helped be healthy safer 2. the hand rails on the back step

Amy was always there to take care of problems

Help with phone

I can now start my vehicle so I am able to drive to where I want or need to go. I am also now able to lock and unlock my house door. I no longer have to leave unlocked at all times.

The peer support groups and getting hand controls installed in my vehicle

Western Resources for Independent Living

The Emergency dialer gives me security and much appreciation. Also, the toilet riser is very helpful and makes it safer. ILS and all the others we talked to on the phone were so kind and helpful and all seemed to work together so nicely to help us! Thank you.

ILS was very helpful with getting me a nebulizer and a walker. ILS was also helpful getting my friends some stuff. ILS is an awesome person. Thank you, Western Resources, for having ILS ILS was awesome. She was very helpful and answered all of my concerns and questions.

ILS explaining your services and setting up the equipment.

Quick help

Absolutely working with ILS. She was knowledgeable and cared about my recovery. Without her persistence I would not have received the care I needed to resume healthy independent life.

Getting set up with an emergency calling system

Having access to call for help if I should fall or become suddenly ill and needing help.

ILS was very helpful and courteous

Super happy

?? is a wonderful aide. ILS vigorously seeks all the benefits someone with a disability deserves.

They were very helpful filing my appeal for SSDI

They helped me a great deal with all they have offered me.

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

Independent Living Choices

Nothing

?

none

took too long to get anything- my husband died before we got anything

na

none

none

nothing

Going grocery shopping & Car wash but she showed me how to use my debit card

all and all nothing really getting help with or information that can really help me with my birth defect.

no group events

none

it was always helpful!

nothing

If other bills come in she calls me about it.

Everything was great except it was a little difficult working around the staff member's vacation leaves. We would have been okay with a substitute during those times, but everything still worked out okay.

none

working with Lisa and here was very easy

none

it was a lengthy protocol

was none

nothing

none

there was no least experience

nothing

Everything was helpful. I never had a bad experience.

na

I wish when I was working, deciding things w/ contractor that I had had more time to process things and ended up becoming flustered and agreeing to everything when If I had more time I might have asked for a couple of changes. I am not real good at deciscion making when i become flustered. But overall i am very happy with the ramp.

couldn't make friends

There wasn't anything.

none

NA

It took so long to get it. I thought it did.

0

I cant think of anything off hand.

everything was good nothing was the least

They helped me with I need help with

qualified for other services but didn't have people to do the work

that it took so long for the carpenters to get started on the ramp

None

Western Resources for Independent Living

It was all positive!

None

I felt there is nothing

None

Nothing

Nothing

No problem

Nothing

N/A

3 hrs/wk not enough

My SSDI appeal

None