

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2021 – May 31, 2022

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	1106	430	451	29.36%
WRIL	402	166	66	11.62%
Total	1508	596	517	24.57%

	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	242	179	4	10	17
	WRIL	45	19	1	1	0
	Total	287	198	5	11	17
2. I am satisfied with the Independent Living services I received.	ILC	292	133	3	12	12
	WRIL	52	12	0	1	0
	Total	344	145	3	13	12
3. I had choices with the services to meet my Independent Living goals.	ILC	242	162	15	10	23
	WRIL	47	17	1	0	1
	Total	289	179	16	10	24
4. I would refer others for Independent Living Services.	ILC	299	118	8	12	15
	WRIL	49	14	1	1	1
	Total	348	132	9	13	16

The following responses are from March 1, 2022 thru May 31, 2022

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

Independent Living Choices

Staff was easy to work with, very accommodating
Feel a little more with the emergency phone
Getting equipment, I needed staff checking on me
A chance to see the equipment before receiving and a very help full Staff
Staffs Advice
Providing Lift Chair
Getting children's numbers on SOS button
I can live in my own place and feel safe
Staff answered all questions clearly and explained things good. She is a good and likeable person
Knowing that my landlord checks in the morning to see if my blinds are open, then I'm okay.
It also nice to have the neck alarm if needed.
They came to my house
Not only the help, but the companionship
Came to my home & set up clear sounds
Treated as person
Receiving the item, I needed quickly
helping with bath
Staff was always great at communicating what was going on. Either by phone or email
She explained the devices in detail
Staff was very helpful & quick to answer any questions
Taking out trash to the dispenser about a 1/2 blk away.
Never showed up and services were not received!
Everything
Having someone there to help me have a schedule to pay bills
Lift Chair, Bed rail
Lift Chair, Hurricane
Learning to cook some meals
How ILC helps senior citizens
The walk-in shower made personal care a breeze
all
Telling me about all the things I can get help for
Staff advice
Having staff teach me how the system works and set up the phone for me.
They took care of everything from start to finish
They were very pleasant to me, and real work was very hard to help me. Did so very well
My caseworker never giving up on me
Staff helped me find insurance for my health that was affordable
They fixed things I could do myself
They were kind & showed that they cared
Her knowledge and kindness on everything

Lift Chair

Being able to visit with staff - explain things so you could understand them she would even call to check on me just a great person and service

Staff was awesome

Kind attitude & listening to me

They Cleaned my house

Understanding people working with you

Courtesy & Timing - Help already

Staff came quickly to fix the phone

When I asked, they got me what I needed

That Staff kept in touch with me and once I started wanting better for myself, she never gave up on me

The cleaning

Communication and personal attention

Staff's helpful visits

?

Need a better place to live

Knowing I could call someone if I was having trouble

Handrails

Very Helpful

Getting mom lined up with exercise, medical visits

They cared about me

Everything that I was offered and received!

She brought the device out, hooked it up and tested it. She programmed the persons for it to call, into it.

Having the phone system in which my husband and I can call for help fi needed

Staff was so helpful in setting up our phone system. She made me feel so comfortable to be able to leave my husband alone.

Helping me pick the right stuff for tub.

Staff was very thorough in explaining everything to me.

Lots of resources for help my disability and tell others about good information for * of my need the good program.

They gave me options I didn't know were available

The Person helping me with what's available and the choices.

Staff was always made me feel comfortable expressing any questions are ideas. Questions or concerns were promptly and courteously. Staff was a joy to work with

Helping me with laundry

Because of curvature of the spine, arthritis, asthma history, age 90 walking with a walker, I need support to be available. Presently residing with a nephew- one block from my home.

Parents are deceased-my daughter and husband reside in Lincoln neb. My only child.

It was stressful and still is. I feel as if the bar was set when moved set again and moved again. I still don't understand it!

Staff helping me with a lot of things

Helping me get a lift chair

Emergency phone dialer & Bracelet

Volunteering to color pictures every month for clients of ILC. Calling women who are clients to ILC

Take care of Myself
Budgeting
Staffs Knowledge

Western Resources for Independent Living

We haven't had to use it! So, I really can't answer truthfully, Thank you.
N/A
Peace of mind.

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

Independent Living Choices

Can't walk from the bus stop
Nothing
it was all helpful
No complains for now
none
they are very busy & may have to wait a bit for return call

n/a
nothing
no issues
Being promised help but none received!
nothing- Very Happy
sometimes and hour wasn't enough
none currently
none
there wasn't any
I miss the auto dialing I miss the telephone number coming up
none
n/a
na
having to except help from others
na
they did what they could
none
none
too short
nothing
they don't give me a shower
couldn't say there was anything least helpful
Not able to put the call button on my cell

NA

none

everything has been of good service

The clumsy bracelet on my wrist

?

Nothing

not one disappointment

Nothing!

?

nothing

nothing

I need rides to appt. maybe on the bus. Don't know how to go about it?

Worker did great, excellent communication caring dedicated! Very responsible and kind

courteous social exc worker satisfied with services

NA

can't think of anything

I was told that the contractors would be at my home after the snow come. They were trying

to get all the outdoor work done that they could. In January I received a call saying it would

take another year! I don't get it?

nothing

none

I can only use it at home

When I had a volunteer call me

socializing

Western Resources for Independent Living

N/A

None

That the office is no longer in Spearfish.