

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2020 – November 30, 2020

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	365	160	122	23.24%
WRIL	181	47	60	26.32%
Total	546	207	182	24.17%

	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	67	42	2	1	8
	WRIL	43	14	1	0	2
	Total	110	56	3	1	10
2. I am satisfied with the Independent Living services I received.	ILC	83	35	0	2	2
	WRIL	50	9	0	0	1
	Total	133	44	0	2	3
3. I had choices with the services to meet my Independent Living goals.	ILC	74	34	1	1	11
	WRIL	45	14	0	0	1
	Total	119	48	1	1	12
4. I would refer others for Independent Living Services.	ILC	79	36	1	1	5
	WRIL	51	8	1	0	0
	Total	130	44	2	1	5

The following responses are from September 01, 2020 to November 30, 2020

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

Independent Living Choices

- ILS did all the stuff I needed
- Confidence in knowing I could get helped
- Not sure
- They found out what I need & took care of everything
- Trying to get me to walk more even if I am hurting just a little
- Caring workers staff
- During this time of COVID-19 ILS made their services & communications with my daughter ideal
- She helped me understand and walk me through the steps
- Personal extremely friendly & patient
- They would or could come to my condo
- ILS Knowledge
- Know what is available
- Making my ramp
- Very understanding and very nice ILS made you feel special
- It was ILS the world could use more ILS's. May the lord bless her.
- ILS communication with me
- Very Caring persons. I can now ride stair lift don't have to crawl up the steps anymore
- ILS was kind and helpful! She tried so hard with Blake. He thought of her as a friend
- IL side to help me with cooking, making pizza, doing dishes laundry
- Being informative
- She could come when I called her
- My getting help with my hearing aid so I could hear
- Help get out of bed & help in bathtub
- Jar opener & Can opener
- All of it learned something each day
- Special attention from ILS meeting my personal needs.
- There was no help from ILS
- Having a ramp
- Everything
- ILS was very helpful, but I was unable to contact her
- Living close to town, having help with outdoor when snows and yard work
- Being able to take care of Karen & ILC is a great company. I would love to work for you guys again
- Her being so nice, and helpful and calling me back to see if things were going okay
- She was very efficient in setting up the phone

- To know that I could get help should I fall or need help. Especially during this “Pandemic” times
- They took time with me, never rushed their time
- They were helpful in asking questions about how I was doing, and they took time with me
- Having one good meal a day and option to have more daily meals if so desired
- The caring and respect that ILS gave me. Plus, after knowing my need the speed in which she got it
- Having the Emergency phone dialer
- Use of phone when I fall
- Calling her and get advice- she did everything to help me
- Nice people
- Having someone to talk with being able to discuss choices for setting goals and how to reach them.
- I have a call button and telephone to call someone if I’m in trouble
- Washing floors, vacuuming, and lifting heavier items
- That ILS was so helpful my understanding of holding on to too many things. But to help my family have peace of mind about what is left in my home.
- The in person visit by ILS & her follow up calls
- ILS help with SOS Security
- Knowing that help was just available if I needed it.
- ILS Participated in two camps with participant which she appreciated and enjoyed very much
- To have opportunity to call for help if needed
- When I needed a new walker, they got me one. Thank you! Thank you!
- ILS was great at keeping us informed with what was going on.

Western Resources for Independent Living

- ILS relieved all my worries.
- The deposit making it possible to move
- ILS was very helpful in assisting me with my needs. I give ILS 10 stars!
- Shower
- Everything I needed help with she was there. ILS knows a lot, very helpful, Thank you!
- I feel more confident in filling out paperwork.
- Being there to pay my deposit
- That I could get ahold of ILS anytime I had a question.
- They helped out quick and fast.
- The easy going and helpfulness
- The helpfulness of all the knowledge shared with me and the patience of helping me through everything
- ILS was always a great help to me.
- Life Alert
- ILS was a good listener to my needs as a disabled person and being the wonderful person, she is!

- ILS was very knowledgeable and fast with helping me.
- I like being independent in independent living services. I like the people there.
- To have someone who cared and tried to help me.
- ILS provided a chance and completed my forms. I don't write well.
- Visiting with the nice lady. Plus the lift chair, very helpful. Thank you so much for your kindness and all!
- Getting the help I needed to pay my deposit, plus the resources I needed to apply for SSI benefits and also the care and understanding the staff (ILS) gave me.
- Helping with filling out forms and helping realize my options for housing.
- It gave me security since I live alone.
- She was very helpful and kind to explain the phone. I need one to cover me outside the home too. Thank you.
- Helping me get disability in a short period of time. Thanks!

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

Independent Living Choices

- None
- Not sure
- Nothing
- Encouragement
- Nothing they did an excellent job
- Every helpful
- I have none
- Finding enough staffers to work the weekends
- Did not need them very long
- NA
- I have none
- Nothing
- With it could have been longer
- Had to have Aver OP to get my devices
- Wasn't one
- None
- Never received services COVID and SSA closed no phone
- Mailbox not by the door
- Everything has been great never had a problem
- None
- I enjoyed them, and can't say anything was not helpful to me
- None
- Mail service

- Nothing Can't think of anything
- None
- NA
- Very pleasant and kind can explain the service to me and showed every detail on how to use the machine
- Not having enough time to work on goals with the staff person
- Having changed of workers often
- None
- The alert goes off frequently a bit touchy
- ?
- Nothing
- No complaints 0.0we are so "Thankful"

Western Resources for Disabled Independence

- No complaints from me here.
- ILS was great!
- None
- Nothing
- None
- NA
- Covid
- 15 miles away
- I had no problems with the services I received
- None
- Everything was extremely helpful there was nothing negative or least helpful. This was a huge change in my life and ILS made it easier with me transition through her understanding and caring knowledge.
- NA
- None
- Because of Covid we were unable to do somethings, but I am still okay WRIL!
- Nothing, 100 % wonderful experience
- Everyone was nice to be there, helped me out when I need it. I would like to get some counseling.
- None
- Cant think of anything right now
- Sorry, but I cant think of a single thing, it's all been positive
- Although I didn't find a more reasonable housing option I did appreciate the help
- SOS went off a couple times. I must have accidently pushed it.
- Nothing
- None