

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2018 – November 30, 2018

<b>CIL</b>	<b># Closed Successfully</b>	<b># Closed Unsuccessfully</b>	<b>Number of Survey Responses</b>	<b>Percent of Responses</b>
ILC	455	150	191	31.6%
WRIL	224	38	77	29.4%
<b>Total</b>	<b>679</b>	<b>188</b>	<b>268</b>	<b>30.9%</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	106	70	2	4	9
	WRIL	39	31	1	0	12
	<b>Total</b>	<b>145</b>	<b>101</b>	<b>3</b>	<b>4</b>	<b>21</b>
2. I am satisfied with the Independent Living services I received.	ILC	123	56	2	5	5
	WRIL	45	17	1	0	13
	<b>Total</b>	<b>168</b>	<b>73</b>	<b>3</b>	<b>5</b>	<b>18</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	98	75	3	6	9
	WRIL	46	22	1	0	9
	<b>Total</b>	<b>144</b>	<b>97</b>	<b>4</b>	<b>6</b>	<b>18</b>
4. I would refer others for Independent Living Services.	ILC	125	49	3	7	7
	WRIL	49	19	0	0	9
	<b>Total</b>	<b>174</b>	<b>68</b>	<b>3</b>	<b>7</b>	<b>16</b>

**The following responses are from September 1, 2018 to November 30, 2018**

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

**Independent Living Choices**

- All of above, especially knowing IL Specialist as a very dedicated person to us old folks.
- All ok
- All ok
- Batterys for my battery power wheel chair
- Becoming more confident in my self
- Cell button on telephone
- Cleaning of bathroom making bed laundry
- Developed a larger local support group
- Did enjoy the nurses
- Feeling more secure being alone in ease I need help
- For Bathroom Services I got
- Get better house cleaning
- Getting in and out of bed and chair
- Giving me the exercises to do
- Help with Social Security
- Helped me to concentrate on my health a lot
- Helped me to understand how it works
- Helping me read paperwork
- I really needed the lift chair. I love it.
- I was able to get my new hearing aids
- IL Specialist explains things to where and how you understanding individually
- IL Specialist helped me fill out some papers. They had print too small to see.
- IL Specialist made me feel so comfortable!
- IL Specialist made sure phone services were in place for my husband who has ALS and wants to be able to stay at home as long as possible
- IL Specialist was so helpful in explaining every thing to us
- IL Specialist was very helpful and Knowledgeable. All Apparatus was picked up timely by her.
- IL Specialist was very kind and there was no colst
- IL Specialist was very patient and understanding
- It was helpful to know there are people who help you!
- Just coming to visit and check on me
- Knowing I had the emergency response telephone

- Like having someone with me I live alone
- Live the way I like
- My day to day care
- My life chair & meals on wheels & therapy
- My lift chair
- My walker
- Never used phone, no need
- Not used
- Nothing
- Our wonderful she was and helpful
- Peace of mind that radar could reach me in an emergency
- Peace of mind to know if I have problem I would get help
- Phone
- Phone
- Phone - first alert system and large print calendar
- Quick on setting me up with what I needed
- Receiving a phone for use free and need of contacts for help
- So far we have not had to use the system
- Someone to help with shower. I cannot fall
- Staff very kind and considerate easy to work with
- Staff were most helpful
- Telling me what it is all about
- The availability of help via telephone when needed
- The B/R accessibility
- The choices they offered me
- The good job that was done
- The Lifeline
- The phone is reassuring
- The phone with the larger buttons and the medical alert is so helpful!
- The PT & OT help I received
- The ramp I told support services that I was on the Independent living told that they said my was unsafe the next day they started on my ramp
- The services she had available
- Their commitment to helping
- Their concern for helping me - with lift chair and grabber. Knew IL Specialist would try to help us much as possible and did.
- They call, and contact me of any needs that I might have
- They came to me - were easy to talk to
- They do extra when not even asked

- They make sure to provide all I need
- They provided my mom with useful aids and was very supportive
- They were real nice to work with. The ramp they did make it easier for me to get out.
- They were most helpful in all departments of independent living
- They were very helpful to me and brought me what I needed
- To ask and receive what I needed
- To know there are things that will help if needed. We already were putting to use railing night lights
- Very Helpful. Knew what we needed. One cell phone got wet and she came right away and changed the number to a different number
- Walk in shower
- We feel protected with the emergency call device
- Were kind and worked well with me

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

- 4 no answer
- Dialer L\*\*\* ILS Install a safety in time of an emergency. It gave me a piece of mind. Thank you – Forever
- They made sure the chair would fit me according to my height and weight. I love my chair. Thank you
- L\*\*\*\* was very thorough in answering my questions and providing valuable information.
- These questions do not apply to me
- How well L\*\*\*\*\* helped me with everything she was so sweet.
- The shower is easier to get into and out of and the flooring will be a lot warmer. The siding finished the house looks good.
- Nothing has changed. I still have no income. Still can't pay my light bill – still can't pay my gas bill.
- Phone
- Fast response time look for housing
- When someone was able to come to our apt. and we had fellowship time together. It was a most enjoyable time. I greatly miss that time now.
- The dial phone to call my daughter another to call me
- L\*\* is always helpful
- I am not scared any more
- The “snap” program
- L\*\* explained everything to me
- You know somebody is around to help you
- Assistance with cleaning

- I was in desperate need and Western Resources came to my rescue in a prompt and courteous manner. Thanks, many times over!
- The Professional help I received in knowing I'm secure with my financial standing and my housing.
- Having help fill out SSI paper work
- My workers overall attitude was great
- ---- was wonderful to deal with very helpful.
- Helping me understand the procedures.
- ---- made sure to have all the information needed to help me.
- Very happy with ---- helping me get through SSI and Medicare help.
- Knowing that we can count on you to help when necessary. Means so much thank you!
- You just being a phone call away.
- Provided in polite professional manner
- Their immediate response to my call
- The other ideas ---- had to help with independent living.
- They got back to me about the phone within 2-3 days
- The services I received.
- Very polite and accommodating in explaining the services and getting me hooked up.
- The worker ----.
- The staff and how to budget.
- The ability to contact them anytime.
- That they responded to my needs fairly quickly.
- I was satisfied with the staff except 1 who I had replaced.
- The ability to find caring people to help.
- All of the above most important ---- truly cares.
- NA
- ---- is very supportive and practical in helping steer me in the right direction. Showing me the right tools and how to use them. ---- is a awesome lady.
- ---- was excellent & very kind & the most excellent representative one could ask for. Thank you, ----.
- I learned that this program was very knowledgeable.
- Everything
- The TAD dialer makes me more comfortable being home alone.
- To know I feel secure inside my home.
- Knowing that someone was available when needed.
- Installation of TAD.
- Very helpful and friendly.
- She understood what I needed!

- ---- coming to the hospital while I was there to help me apply for assistance and -  
--- helping me to file appeal for disability.
- Expertise in setting up my dialer.
- The care friendliness that was shown by ----. She made me feel completely at ease with accepting the help which is not easy for me to do.
- Experiencing how things work
- They stayed in touch and checked to see if our needs were being addressed and checked for other needs.
- The tons of paper work ---- a very nice person and has a great knowledge how people feel.
- Phone service
- Everything was made easy ---- is the most understanding person.
- Having ---- go with us to social security and being an intercessor. Also, all the paperwork and documentation she did which would have been extremely difficult to do on our part. And getting records from the judge office.
- Tina helped me do things that are necessary but overwhelming very helpful!
- Having someone do my laundry.
- Making it possible in case I need help.
- To be able to stay in my home. I like doing my own cooking and most house work.
- It continued to help me stay at home and be independent as long as I can.
- Completely satisfied with your services.
- ---- was a very outstanding person to work with. She was very knowledgeable and was very good at explaining things to me.
- I've learned more about myself.
- I know I have great help and feel safe
- ---- was always there to help me in whatever I needed.
- Helping with disability papers. Helping with rentals and in home equipment (Cane and toilet riser)
- Directions on use of phone.
- With the service they have provided.
- The Approval
- The Tub
- Knowledgable Staff (-----)
- ---- was Exceptional with ideas, knowledge and suggestions for improvement.
- Getting helped out.
- No comment
- Linda made it very pleasant and not difficult
- Home visit by ----
- Very friendly

- Rental Security Deposit. The help helped me and my husband a lot because we wouldn't have been able to do it otherwise!
- Feeling of security at home.
- Budgeting
- Good services- respectful no time
- Shower head.
- Knowing if I fell I could get help.
- That I found Catholic Social Services to pay for the deposit.
- Being aware that she understood what I needed. Very helpful and very good at explaining her services.
- Everything
- Having things explained so I understood.
- Being able to feel safe in home.
- ---- was very polite.
- Helped with services I needed. With services
- Able to answer unrelated questions
- To live at home and have emergency lifeline they were there for me
- Their genuine willingness to help you become independent.
- The wonderful people that work with me and my family.
- Helping with my appeal for disability
- Kindness and fellowship of employees..
- Help to relieve burden of how to complete my ADL when I was not sure.
- Reliable

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

**Independent Living Choices**

- ?? With their help
- All
- All exceptional!
- All ok
- All was well
- Bars are still not on
- Can't say
- Everything
- He actually did not use it on the day he died. He had walked to the bedroom before he called me.
- I can't think of one
- I didn't have the handle bars to have

- I didn't like the fact that when I got my grocery cart. The wheel fell off right away. So I didn't use it. I put duct tape on it.
- IL Specialist knowledge was helpful
- Knowing I would only be with them for only a short while
- Letting go of them
- m... services laundry cleaning??
- na
- No comment
- No problems with least helpful all was gratefully appreciated
- Nothing she was very helpful
- Someone walks with me. I cannot fall
- the monitors are cumbersome
- The phone does not ring long enough
- The product couldn't meet the need for further distances to alert for help
- Their activities were nice, but I am not very social
- There was not anything
- There were nothing least helpful Everything was helpful I'm very satisfied with the outcome
- They didn't let me know they were quitting the services
- Very pleased with your services
- Wish we could have discussed other needs- when wife got help her case worker went over a lot of other assistance technologies that she had not thought of - my caseworker did not make suggestions

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

- 9 no answer
- Nothing
- The first chair I received from medical store in Hettinger was not the size that Western Resources ordered but they made sure it was taken back and the right one was delivered.
- No negative experiences
- None
- Not enough of E\*\*\*\* to go around, did good work
- None
- NA
- Can't think of any. The visitors were helpful and friendly.
- NA
- There is no least with Independent Living services. Everything about it works and is great.
- None = all of my needs were taken care of



- Nothing
- WR closing down
- Nothing. Everything was most helpful and encouraging in knowing that I can continue with my independent living life style!
- No complaints
- NA
- Nothing- all helpful.
- NA
- NA
- NA
- None
- None
- None
- None
- Nothing
- To admit I needed these things to have a better life style.
- No least helpful.
- NA
- None
- None that I can think of.
- Only being able to meet on Wednesday s but I am grateful for the help.
- Nothing
- NA
- Just hoped you could hear better away from the phone.
- NA
- The outcome which was not ----'s fault.
- I really can't say, as I feel I am well being helped and I am being treated with great respect. I am also thankful for living here.
- Nothing
- Nothing
- NA
- Can't say that anything was not helpful.
- The other services available such as financial or medical costs?
- None- Not have had a negative environment.
- I had to wait for her to call me back.
- None
- None- All services were helpful.
- This question number 10 does not even need to be included in my survey. I can't think of anything that could be done any better than the service I have been given.

- None
- Don't know of any.
- It was Disability that was a problem by not sending paperwork out.
- NA
- None. Thanks, WRIL.
- Nothing everything was helpful and no effort was wasted.
- NA
- None
- She spent a lot of time out of town. I needed legal help and support emotionally and I didn't get it. I still have the telephone.
- I had none.
- Nothing that I can think of. Hope this service will continue for me.
- Nothing- ----- was so very patient and kind. Always followed up on me. Made sure I understood what was going on! Thank you, ---- for the outstanding help you gave me.
- Wished it had helped out more. In the end decided I didn't need it for now.
- Nothing all was great thank you.
- NA Keep the great Job up!
- Nothing
- Just the waiting. 😊
- Nothing
- None
- Everything was helpful!
- Nothing
- I don't know
- No comment
- NA
- NA
- Not a thing
- No range
- Nothing
- Really have no ideas
- Took two calls to say answer.
- None
- Nothing
- Taking so long to get things we talked about. I understand it's a money issue.
- The phone won't stay on wall.
- Don't know
- Parking

- There wasn't
- NA
- NA
- Service was inconsistent at times. Some staff not very knowledgeable on how to complete tasks given or not very eager to do tasks.
- NA