

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2020 – May 31, 2021

<b>CIL</b>	<b># Closed Successfully</b>	<b># Closed Unsuccessfully</b>	<b>Number of Survey Responses</b>	<b>Percent of Responses</b>
ILC	726	354	253	23.43%
WRIL	320	85	99	24.44%
<b>Total</b>	<b>1046</b>	<b>439</b>	<b>352</b>	<b>23.70%</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	144	83	3	4	17
	WRIL	66	29	1	0	3
	<b>Total</b>	<b>210</b>	<b>112</b>	<b>4</b>	<b>4</b>	<b>20</b>
2. I am satisfied with the Independent Living services I received.	ILC	172	66	1	4	10
	WRIL	78	20	0	0	1
	<b>Total</b>	<b>250</b>	<b>86</b>	<b>1</b>	<b>4</b>	<b>11</b>
3. I had choices with the services to meet my Independent Living goals.	ILC	150	72	3	3	23
	WRIL	70	27	0	0	2
	<b>Total</b>	<b>220</b>	<b>99</b>	<b>3</b>	<b>3</b>	<b>25</b>
4. I would refer others for Independent Living Services.	ILC	167	70	3	4	9
	WRIL	80	18	1	0	0
	<b>Total</b>	<b>247</b>	<b>88</b>	<b>4</b>	<b>4</b>	<b>9</b>

The following responses are from March 1, 2021 to May 31, 2021

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

**Independent Living Choices**

- Helping with shower chair
- ILS was prompt and very accommodating.
- The gal installing & describing phone & use and also the check in calls
- Staff able to offer appropriate services and solutions
- Came right to our home
- The help & received with equipment
- My phone to hear better and my alert necklace pendant
- ILS went over the instruction until I understand them and also very patient
- Navigating getting my grab bar
- I trust her
- ILS helping me file for social security disability. She also kept checking in to see if I had heard anything.
- She gave me the information I needed to obtain my birth certificate from abroad and more.
- Knowing I was able to continue to live independently & help could be here if needed by the push of a button.
- The feeling that help was ready always. And that ILS really could
- Nothing
- The ability to get groceries! And the rail for my entry setting up contact for help like SSI-EBT- ECT.
- Getting me a lift chair
- After coming home from hospital W/covid, felt more at ease and family more at ease.
- To feel more secure with the emergency device and the safety bars in the bathroom & new shower head with hose & new mat so I don't fall
- Filling out paperwork
- Of falling & needing help getting up.
- None
- Sock pull device, shoehorn metal grab bar
- Being able to shower
- ILS was very helpful to any questions & very nice
- I waited 2 years to file because I can't have done it on my own. Someone told me your department could help
- The Explanation
- Knowing I can call someone
- Finding out info we never knew about
- Staff person was thorough and helpful
- The ramp and lift chair
- ILS was very helpful & friendly

- Very friendly
- Peace of mind
- The house cleaning
- The support groups
- Brought me a new walker and toilet help to get me up
- ILS's prompt service installing the emergency phone dialer and explaining everything her follow up calls to make certain everything was working properly.
- I have lived in s.falls for 4 months moved here from Brookings I'm happy I have this thank you.
- Very helpful getting phone- understanding the system
- Everything concerning disability
- Filling out paperwork
- Feeling comfortable with the help I got filling out the forms for disability benefits.
- The telephone
- Everything because I got to stay home
- Feeling cared for with personal needs bath-shower
- None
- Being able to use ramp
- Everything
- ILS was so kind and helpful and suggested a wide range of product that would work well for me
- Getting hand controls for my car and device that lifts my legs
- Helped me with all my request to help with my concerns.
- Very helpful-with information
- The staff was super friendly to work with
- Working with Nancy

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

- Having a phone available to call if I have a problem
- ILS was very helpful and very polite
- Meeting the staff and getting the opportunity to get into my own place with assistance from WRIL
- The phone and button that could call someone if consumer fell
- ILS was awesome with me
- Having someone with the ability to understand everything
- Being spoken to like an adult
- Knowing I can have help very quickly if needed
- The staff member was great. Made me feel mattered and was there for my needs
- They were so kind and with my hearing loss they explained everything so I could hear them and understand them clearly. They have called regularly

to see if everything is working good or if I needed help. I would recommend them to others.

- Excellent Service
- Kindness, helpfulness
- Staff member was there for us every step of the way and we were successful of our pursuit
- Feeling more comfortable about my and husbands safety
- Help when needed

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

### Independent Living Choices

- NA
- It was all good
- Nothing
- n/a
- the length of time on the waiting list- years
- ?
- It was all very important & helpful
- Nothing
- Nothing
- None
- ILS attempted to replace our "life alert" system. She was ready to leave without testing your system, when we asked her to test it, we found that she had incorrectly put the contact number in your system- had we not asked her to check it and had we depended on it, it could have very well resulted in death. Additionally, we asked her if the system would be effective out to the bird feeder in the back yard and her response was "probably". I do not operate on probabilities where my mother's life could be dependent on your system. When we tested it, it did work but i am never comfortable with that kind of response. because there was more than one person involved in making this change, I asked ILS how it came to be that she was even in our home and what changes had taken place to affect my mother's eligibility- her response was "I don't know" Courtney was very pleasant but very naive as to establish a level of confidence between a seniors' family and the ability for your company to deliver in these cases. I think additional training would help with this.
- So very helpful! Least helpful was not knowing about Independent Living and what it did before fraud, I will spread the word!
- Getting bars for bathroom

- Nothing
- Not exactly knowing what else was available to me. My husband needs a break from driving me to doctor appointments & household duties
- NA
- None
- Suction cub grab bars
- Nothing
- They experience with independent living choices and ILS couldn't have been any better
- None
- Nothing
- None
- Bed guard
- Na
- Nothing
- There were no least helpers
- Nothing
- Na
- Na
- I had no problems
- None
- Some difficulties in contacting mainly because ILSs healthy workload
- All my choices
- Nothing
- None

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

- I wish it the watch part would have worked when I was outdoors in the yard or on a walk
- I have no complaints
- None, I was even able to get a grab bar for the tub. It was great to hear from ILS staff monthly checking on my and asking if I needed further assistance.
- Driving for paperwork I realized I didn't need help with
- ?
- NA
- There was not one thing that they didn't explain fully. The kindness and caring made me feel so comfortable to ask questions so I fully understood every step. I thank everyone so much for this wonderful service for the elderly needs. God Bless
- None

- None