

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2018 – May 30, 2019

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	952	306	394	31.32%
WRIL	361	62	139	32.86%
Total	1313	368	533	31.71%

	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	206	157	4	6	21
	WRIL	83	54	6	0	25
	Total	289	211	10	6	46
2. I am satisfied with the Independent Living services I received.	ILC	249	121	5	7	12
	WRIL	101	35	1	0	13
	Total	350	156	6	7	25
3. I had choices with the services to meet my Independent Living goals.	ILC	195	161	6	7	25
	WRIL	96	45	2	0	9
	Total	291	206	8	7	34
4. I would refer others for Independent Living Services.	ILC	254	107	6	12	15
	WRIL	103	37	0	0	9
	Total	357	144	6	12	24

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

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

Independent Living Choices

- 33- Blank
- 3 – Cannot read answer
- All was helpful even though we had some tough weather.
- Assistive devices installed and help with SS disability interview
- Bath bench and walker - I am still using both.
- Didn't go with the units didn't care for them - too large
- Help to phone calls and visits
- Everything is great
- Everything is great
- Explanation of how the phone works
- Feel more safe in living alone
- For them understanding what I needed
- Getting help when I fell
- Getting the alert buttons
- Have a phone to use call when I fall
- Having my alert phone installed
- Having the security
- Helping me to get a phone, chair, and walker, shower head
- How accommodating they were
- I believe the most helpful when it was OLL, They provided us with walk in shower - also the call button
- I could get my mail with less worry
- I could use some help 85 years old. Have A.D.M. Have had 2 blood transfusions in April
- I liked the therapy done in my home as I could repeat the activities any time as they were done in my living area and not in a classroom
- I really enjoyed the social outings I went to.
- I was safe in my environment
- IL Specialist always asks and recommended things to help me
- IL Specialist answered all my questions
- IL Specialist explained everything so well and there have been no problems at all
- IL Specialist explained the phone set-up to us
- IL Specialist gave me a direction on which I'm following.
- IL Specialist was very nice and she helped me

- IL Specialist way of explaining and her helpfulness
- IL Specialist's willing to put everything together
- It was all helpful
- Knowing I would get the help to stay at home
- Knowing I could get some help if need without dialing a phone
- Made me feel more safe
- My family is now less concerned about my falling when home alone.
- Only used the service one time because my was real helpful - bathroom advice and throw rugs
- Personal visit to our home.
- Phone
- Providing on alert system
- Quick reply
- Receiving the use of the beeper/caller emergency device.
- She didn't check up on the problem directory
- That I had a bracelet to wear in case I needed help
- That I had a phone from ILC when I had no electric power all night during a need to contact xray energy
- That IL Specialist came to the house and we didn't have to leave home to fill out paperwork
- That it didn't cost me anything
- The deliver they call check on you, hour orders
- The deliveries on time
- The fact that they would try to get what I wanted even though they hadn't heard of it - like the climb cart and up walker
- The flexibility IL Specialist showed
- The information and the chair. Thank you
- The security of knowing I could get help.
- The security of knowing there was help if needed
- These people helped me through the ss disability application process and took the stress of doing their away.
- They are polite and ?
- They came and watched but made me do everything which was really great
- They did what they were supposed to do. Very satisfied
- They explaining everything to me very easy to understand
- They showed me what to do so with my wife's help I did it.
- They way that they treated me
- They we very helpful are questions were answer and taken care of. They always found a solution to our problems
- They were most helpful getting me back to walking

- To help me ahead in the future
- To know help was on its way when I needed it
- With bath
- We worked only with my phone alert system and it is all set up nicely!

Western Resources for Independent Living

- Total and fast communication and updates on everything.
- Disability paperwork, toilet riser, cane.
- Everything was very convenient and the staff was courteous.
- I can live alone.
- My experience with Linda was very uplifting she didn't judge me and was extremely helpful. Thank you for everything.
- ILS
- Instructions were given and explained in a way I could understand. The follow up to see how I was doing was appreciated.
- Things I could not do to help my wife.
- Getting help filling out all the paperwork I needed for SSI.
- All of the love!
- ILS helping me fill out all the paperwork.
- Exploring the systems.
- They answered every question that was asked so we were sure we were what was right for us. Quite satisfied.
- All questions got answered.
- Speedy results!
- Just the security of accessing help when needed with my phone and devices.
- Showing me how to use.
- Good experience. We received very good instructions and help.
- The explanations of services for my age and abilities.
- My Independent Living Specialist ILS was very kind and courteous. She set the phone up with 3 people I could call if needed. I feel much safer with the caller I wear around my neck or on my wrist. I am very happy she took the time to help me and explain everything to me. Thank Lou and all your staff!! Also, thank you to Western Resources for always helping me with my needs when I called! Very much appreciated!
- "Good woman came a long way to give me phone alert"!!
- They helped me set a place.
- The fact that ILS worked hard to be sure we didn't have to.

- Short of all that was available. Everytime I refer someone they are served quickly.
- Length of time case worker spent with me several Hrs. This agency is one of the few that really work. Work very hard and check on clients to verify all is well.
- Staff was dependable.
- Everything.
- That they would set everything up.
- This phone has helped me talk and listen to my friends such a blessing. Kelan was extremely helpful today 3\6\19 everyone was very helpful. I'm 94 and my cup runneth over everyday. Kelan was very kind patient and helpful today on the phone 3\6\19
- Friendly staff.
- Her phone helps her to hear her phone conversations.
- We don't have to be home all the time
- ILS was very helpful called to check on us.
- Live and experience living and the chance to do so.
- They helped me out with a lot of stuff I didn't know how to do and help with anxiety.
- Knowledge and explanation of services.
- Just the peace of mind with having the dialer.
- So many doors were opened for me by Linda I never knew existed. Linda helped with all my paperwork without her help understanding I could not have done this.
- ILS was excellent! Her knowledge of SSI her being able to explain and communicate with SSI office.
- Their positivity and knowledge.
- ILS was very helpful filling out all the paperwork I needed help with.
- Was very understanding with our needs.
- Learning more about myself.
- Help with the forms I had to fill out
- ILS was kind and informative.
- I felt very secure with my bracelet and necklace wear the bracelet all the time!!
- ILS came to my new place to do all the paperwork and explained all I was signing for. She is such a personable sweet person. I am without a vehicle and she came with all I needed to my place bless her.
- ILS was gently persistent with me once she had gotten to know me and she knew exactly how to handle my situation and me. Lou -you were\are outstanding!
- Being alone
- Talking with ILS.
- Having aide in filling out forms needed to apply to the possible agencies for aid

- We primarily use WRIL for the emergency response telephone and bracelet. The training to use it and the set up was very good. It enables the family to leave Leona home alone for short intervals it works great.
- Helped with my deposit for my apartment 1st of all. Then with resources for rent etc.
- Security
- Setting up the phone and showing us how to use it.
- Staff very understanding and Linda.
- ILS did so much when she was employed at WRIL.
- Rental deposit assistance.
- Very friendly and helpful.
- ILS.
- Group homes

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

Independent Living Choices

- 11-none
- 65 blank
- Can't think of one
- Everything helpful
- Everything was very helpful
- Hoping to received help with cleaning and dusting because I'm very slow with a little of everything because I have low diabetes and rheumatism
- I accidently set off alarm a few time and scared myself!
- I had mostly all helpful experiences, The IL Specialist tried to give me exercises to meet my goal.
- I was totally surprised by "false Alarms" on two occasions when I pressed the device(inadvertently) between my wrist and some surface.
- It is all helpful
- It was all good
- Never came to help
- Not anything I can think of
- Not applicable - we had a great experience
- Not being able to get some of the extras to the up walker or CPAP cleaning machine since I'm going blind
- Nothing from you - my own misgivings
- The chair and the help!!!
- The loud ring on that telephone

- The waiting list is a little long!
- There was no least helpful experience
- Was not necessary to explain all services - took too long - only service need was the phone Pt. On home hospice already
- Wish they'd help bring boxes - in, they just knock & go box are to heavy for me.

Western Resources for Disabled Independence

- Short Staffed at times, But all very helpful.
- Losing the service.
- Nothing
- It was a rewarding experience P.S. I just need some assistance. To better myself and help with finding affordable health insurance T.I.A. Thank you Linda.
- Nothing everything was excellent Linda Williams made everything easy.
- Nothing
- I hated to ask for help never have had to all my life.
- I didn't get the outcome I was hoping for
- None
- None
- That the distance one could get from my place of living to say my mailbox wasn't far enough. It only goes halfway.
- Can't think of anything.
- Nothing
- Not applicable. Everything was explained thoroughly and received great service. Nothing to complain about.
- Nothing. Great service.
- People helping me out.
- "Waiting for Pierre to put in phone alert".
- NA
- That they aren't in a local office is all that might make it easier. Each county to have a office locally.
- I could not ride in case workers car she could not pick me up to take me to look at apartment. But she did find a perfect place.
- None
- All the explanation. I can't understand it all.
- Didn't have any bad experiences. Completed by daughter for IL Client.
- When they stated County Side Management didn't phone ILS too see if the deposit was taken care of.
- NA
- Nothing

- Nothing it was an eye opening heart touching process. I never knew people cared tell I met Linda.
- Nothing ILS was very kind and helped though every step. Wonderful person and employee.
- NA
- -0-
- NA
- It was all helpful.
- No HMAD funds.
- No complains what so ever! Very satisfied with your services! Thank you ILS enjoyed our visits.
- Nothing at all. ILS had everything running fast and super. I was and still am so very appreciative for all your help god bless you all.
- My own pride and feeling inadequate and undeserving of this kind of gift. I do appreciate your incredible kindness to me ILS. And spending such time on this with voice mess. To me and Anthony and then having to “sell” your services to me when I truly need them.
- Other people
- 0 nothing least helpful! I was blessed!
- Was all helpful! Thank you!
- Everything was useful and much appreciated thank ILS.
- All was great.
- Inability to make more phone and in person contacts directly.
- N/A
- None
- Not being there