

## Consumer Satisfaction Survey Summary

Reporting Period June 1, 2023-December 31, 2023

CIL	# Closed Successful	# Closed Unsuccessful	Number of Survey Responses	Percent of Responses
ILC	977	172	386	33.59%
WRIL	187	148	32	9.55%
<b>Total</b>	<b>1164</b>	<b>320</b>	<b>418</b>	<b>28.17%</b>

Reporting Period October 1, 2023 to December 31, 2023

	CIL	Strongly Agree	Agree	Disagree	Strongly Disagree	Blank
1. I feel that because of Independent Living Services I am living more independently.	ILC	74	47	2	0	3
	WRIL	2	1	0	1	1
	<b>Total</b>	76	48	2	1	4
2. I am satisfied with the Independent Living services I received.	ILC	89	34	1	0	2
	WRIL	2	2	0	0	1
	<b>Total</b>	91	36	1	0	1
3. I had choices with the services to meet my Independent Living goals.	ILC	71	48	4	0	3
	WRIL	2	2	0	0	1
	<b>Total</b>	73	50	4	0	4
4. I would refer others for Independent Living Services.	ILC	89	33	1	2	1
	WRIL	2	2	0	0	1
	<b>Total</b>	91	35	1	2	2

**The following responses are from June 1, 2023-August 30, 2023**

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

**Independent Living Choices**

NA

Dealing with the telephone companies and the phone mechanics

Very nice staff Lady

My chair ahs helped tremendously

Very helpful in getting or pointing out different options available to me

The Adaptive Devices and home modifications made being home alone easier enjoyed interactions with staff that they can help now to find a place to live

All of the adaptive devices with ilc provided

explained ilc services very well

patience

being able to go up and down steps railing helps a lot

the support they give

everything

the info & showing me how to use it.

getting set up with my life alert

DN

They were efficient and kind

How Staff explained everything. Enjoyed visiting with her. Feel better about dad being alone.

Their thoughtfulness & suggestions.

the walk-in shower- love it!

Staff gave great instructions on using medical alert

talking with staff

feeling safe in my own home

the understanding of staff and the meeting of needs that has made my life easier!

Stair railing & tread on steps Life Alert Device

My family feels better

Notified who someone was at the door

Getting onto SNAP

Having questions answered

Services was extraordinary especially coming directly to the home and so quickly

Learning how to put out a fire in your house

-

The Financial help to cover the cost of equipment needed.

Help to replace the first faulty emergency device

The walker and emergency phone

That I was treated respectfully

That I didn't have to scrub floors and vaccum  
Didn't have to wait for so long to get what I needed

To learn that I could use that emergency device to help me to move from assisted living to an apartment on my own.

The help with social security office. STAFF was there every step. I am very thankful

The many things they will do & furnish so we can stay in our own homes

ON TIME

finding & getting me multiple apartment applications

It has helped me to stay living in my house. Im more independent.

STAFF was very informative and helpful about the medic alert

Live safe

The fact that they were able to come so soon.

She knew just what needed and got it done fast

STAFF helped me look for apts afor rent and brought me a cane to walk with

Medical Alert device

STAFF was the most helpful person and truly appreciate her service.

Periodic Checks on me

Easy to contact STAFF

They were helpful and nice-

They worked with me

I would say the kindness and STAFF calling me and being persistent making sure- I knew that I qualified for help.

Explained the use of the telecommunication adaptive device

STAFF explained the device to me and answered my questions

None

Having the availability to services

I feel more confident and independent in my home.

having someone come to me & expalin everything the price - Im on a fixed income

The ramp & Chair

I feel I am protected when I get into trouble like falling & cant get up

Summer Classes

Easy to use & maintain

Very Kind, understanding or my need, helped me tremendously

The get togethers that they had once a month

given information so I could make and informed choice

The kindness of each member Ive spoken with. Thanks STAFF!

When STAFF came to set up the life line. She shared other products she could help us with, and those products were a huge help.

Knowledge of the system, social security

shower, walker, toilet eye thing was needed & great

STAFF

It gave me confidence to be alone during the day.

STAFF was great & easy to work with.

Professionalism helpfulness

STAFF came to the apartment, explained everything very well, and she did ALL of the installation!

Very good listening to what mom needed

They help you with choices to apartments

Staff showed me respect & was very kind!

Staff was honest and helpful!

Having the phone free of charge

Receiving information on services available (housekeeping help)

The meals

They will help me with housing, when the time comes, staff helped me call and stayed on the line, to get an update on my disability application

## **Western Resources for Independent Living**

- I really enjoyed having ILS set me up with my life alert system. She is really kind, helpful, and understandable.

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

### **Independent Living Choices**

NA

NA all was good

I don't use the life alert button it is cumbersome

none

learning about wheelchair adventures

none. Everything was helpful.

NA

wasn't able to fix outside steps

very helpful

not known

none

nothing-

not receiving questions when I had trouble

nothing-

none

Do not mess around with Avera if they have a script they will alert to make a sale even if product is wrong!

None

NA

IDK

cant think of anything

nothing-

planting plants

2nd light is still broke w/ doorbell, only 1 connects

Nothing

nothing

that the lady that was assigned to me, seemed like she wasn't really wanting to help me when she was done with the paperwork

NA

STAFF being so overloaded! She works so hard Give her a raise!!

None

The watch is difficult to take on and off!

nothing

Nothing

I didn't feel that I was ready for this step, but kind of knew I was

Cant think of one

NA

I wish we could have started on earlier in this program so dads bathroom could have gotten fixed.

none

There's nothing I could say! I absolutly appreciate STAFF's kindness and the eas e I had talking to her!!

none

None

nothing

how to wear it?!?!?

NA

None

Hard to get ahold of them when you need them.

the waiting list for the stair lift

None

NA

No issues

none

Not being able to have 911 as the 3rd choice call.

I don't like some of these apartments telling me get rid of my stuff

None

NA

staff was very helpful

**Western Resources for Independent Living**

- We decline completing this survey. Thank you.