

Consumer Satisfaction Survey Summary

Reporting Period June 1, 2019 – August 31, 2019

CIL	# Closed Successfully	# Closed Unsuccessfully	Number of Survey Responses	Percent of Responses
ILC	236	81	107	33.75%
WRIL	45	8	28	52.83%
Total	281	89	135	36.48%

	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	64	37	2	1	3
	WRIL	18	8	0	2	0
	Total	289	211	10	6	46
2. I am satisfied with the Independent Living services I received.	ILC	70	34	2	0	1
	WRIL	21	5	0	2	0
	Total	350	156	6	7	25
3. I had choices with the services to meet my Independent Living goals.	ILC	56	46	2	0	3
	WRIL	17	7	2	0	2
	Total	291	206	8	7	34
4. I would refer others for Independent Living Services.	ILC	65	40	1	0	1
	WRIL	22	5	1	0	0
	Total	357	144	6	12	24

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

Independent Living Choices

- Blank - 39
- All is very helpful. Thank you
- Being able to have the phone
- Being able to take showers and still feel independent
- Cleaning and washing
- Closed caption phone
- Consistent help- dependable people
- Equipment received
- Everyone involved was very helpful
- Everything
- Everything
- Getting a lift chair
- Getting help with paperwork and forms
- Getting in and out of my tub
- Getting the emergency phone. Since I am alone if I get sick or fall I can get help fast
- Giving bath & cleaned up for the day
- Grabbers
- Having an alarm to use when home alone
- Having the laundry done, house cleaned
- Help with cleaning & laundry, trimming my toenails
- Help with diet
- Helping with SSI benefits, the help with the Rehab Center in Sioux Falls and my summer job.
- Helps me out a lot
- Her knowledge and explanation
- Household chores made easier
- How thoroughly the service I needed
- I could get help right away when I fell
- I get 3 meals a day (Wed, Tues, Thurs) during the week
- I know that I have services for my daily needs - and help for taking my shower
- IL Specialist
- IL Specialist and the man who did my shower & ramp are high on my list for good work and friendly behavior - helpers!

- IL Specialist comes to your home explains things. Very loving young lady.
- IL Specialist is awesome
- IL Specialist was the most helpful
- IL Specialist was the only one that helped me. Filled out forms and she helped.
- IL Specialist was very helpful to get the equipment I needed.
- IL Specialist was very helpful to me in gaining safety bars for my bathroom
- IL Specialist was very helpful with directions about 6 services and how to use equipment.
- IL Specialist was very helpful with helping me deal with filling out paperwork for disability. She is very pleasant and follows up with you after. Great Job!
- It's there if I need it
- Knowing I can reach help immediately if needed
- Level of experience was above satisfactory
- my alert system
- My telephone right beside my bed
- Not to worry about falling down anymore
- Obtaining SS disability
- Options we didn't know about
- Phone
- Receiving in house help
- Services provided/available
- She helped me with my 1st appeal but it didn't help me achieve my goal of getting social security and I did my own 2nd appeal and got denied and (by myself only) awaiting a hearing in front of a judge. (That I did that appeal by myself as no on calls) I am so disappointed in your office. Won't recommend you.
- Someone trying to give satisfaction
- The cooking part - also help with paperwork
- The help and service with my alert & walker - everything was explained thoroughly.
- the in-home visit to set-up
- The life alert button - "Every time the button is pushed I get help"
- The necklace I wear so I can summon help quickly
- The product
- The railing on the porch gave me the ability to leave the house on my own. More than that my husband was able to come home from rehab. IL Specialist also gave me so much valuable information. Great help!
- The railings on our steps are wonderful. She really helped my wife get ready for me to come home after brain injury.
- The staff

- The telephone and medic alert button - gave me a more secure feeling
- The telephone and the necklace
- The way she made me feel
- They explained everything
- Understanding of my needs
- Vacuuming - cleaning- helping with bath for awhile
- We really don't know due to we did other programs
- Your concern and kindness

Western Resources for Independent Living

- helpful to get my son approved for disability
- very helpful and professional
- Listening and being very considerate
- Filling out the various forms to apply for SSI
- ILS...she made everything easy to understand and so very patient with me.
- Helping find the things I should have had long ago like the bath chair and the potty chair, and the emergency phone.
- They explained the phone after installation. She explained other services I'm eligible to use.
- ILS understand and suggestions
- Coming to my home
- Can't really say as there was never any follow through.
- Having the staff super friendly, what it takes to be Independent. And how much everything costs living dependently, bills while living independent.
- Everyone was so willing to help even if its stuff they didn't know how to do
- ILS you were awesome as always 😊
- The people are understanding and listen to my concerns.
- Coming to set up the safety button program.
- They helped me out with everything.
- ILS coming to my house and using text messages.
- Getting help w/organization.
- They never did anything after it was dropped off. They instructed me on it, set up contacts, test run was done. That was all.
- It reminded me to be more careful when I walk or remove things that could cause me to fall and not be able to get up on my own or get to a phone.
- ILS took the time to show me how everything works and now I feel comfortable with equipment.

- I-phone
- N/A
- A feeling of more freedom because I know help was always there.

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

Independent Living Choices

- After the 1st appeal is when I never heard another word like I was thrown from a plane
- All is helpful
- All needs were met
- Also can't give any information on this due to having been doing other services.
- Can't complain
- Don't have a least helpful
- I don't have a car, isn't really Independent Living Choices responsibility
- I felt like they could do more
- IL Specialist did all that needed doing
- Not being able to get bathroom done
- Nothing all good
- Nothing, it was all helpful
- Satisfied with all
- She was on time
- Telephone - I never knew about
- The \$250 limit hinders help with the sidewalk. But the VA just approved a ramp that will cover it.
- The alert goes off to easy. If I'm in another room help comes to soon.
- The group get togethers. I was in school and could not attend.
- The meetings I could have attended in Watertown because I don't drive alone at night, and sometimes not in the daytime
- They sent me to a doctor and they didn't do anything it said to do. Then used that to deny me benefits.
- To give up what I always did
- Very happy with services
- While IL Specialist was out of the office we were not notified of a walker. She believed it was delivered.
- Zero

Western Resources for Disabled Independence

- ILS was great!
- Hard to find contact numbers or know who to talk to or ask for help
- No bus passes
- Nothing. Everything went very well and smoothly. ILS is great!
- Nothing...they were all helpful in ILS was unavailable... Great crew...Thank you to all and especially ILS. She needs a raise for her compassion...the best I could have had for help!!
- I can't think of anything!
- I really don't have any.
- Not long enough
- None
- They dropped it off; set up contacts; tested it and I never heard from them again. (No "monthly tests" were ever done.) *Please pick up the phone or let me know if we need to drop it off somewhere.
- N/A.
- Nothing at all
- Nothing
- Nothing was in my services.
- Nothing
- N/A
- Minor confusion about online application.
- They never follow up on monthly testing of the system. *Let someone else use this – pick up the phone.
- None
- Nothing
- N/A