

Consumer Satisfaction

REPORT OF SURVEY FINDINGS

October 2017 through September 2018

**West Virginia
Statewide Independent Living
Council**

**PREPARED BY
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CONSUMER SATISFACTION SURVEY (2017 – 2018)

The WV Statewide Independent Living Council conducted a survey of consumer satisfaction with Independent Living services in West Virginia. The survey was developed several years ago, as a tool for collecting information on consumer satisfaction. It was revised in 2016 to more accurately reflect the information needs of the Council and to reduce the response burden for consumers who complete the survey. Consumers are asked to rate their level of agreement with statements about the independent living services they received. Consumers are also asked about specific services and the impact of those services.

The surveys were distributed to consumers who were served during the October 2017 to September 2018 time-period. The Council staff received contact information for each closed case and open case from each CIL. These lists were randomly sampled with replacements until a total of 50 telephone surveys were completed. All others on the lists received mail surveys early in 2019.

A total of 395 surveys were mailed to consumers. Thirty-four were returned as undeliverable and 2 were returned indicating that the client was deceased. Therefore, 359 consumers received surveys. Of these, 41 completed and returned the mail surveys. All surveys were conducted using the same instrument. A total of 91 surveys were completed. Thus, the response rate was 22% (91/409). This report summarizes the responses of those 91 surveys and details the findings for the 2017-2018 program year.

DEMOGRAPHIC INFORMATION

Coverage by County. Surveys were distributed (by phone or mail) to consumers from 45 of the 55 counties in West Virginia, and 4 surveys were sent to consumers who live out of state. Responses were received from consumers in 25 counties. The following table lists the number of surveys sent and returned by county.

County	N*	Sent**	County	N*	Sent**
Barbour	2	11	Mineral	2	4
Berkeley	0	4	Mingo	1	1
Boone	2	1	Monongalia	7	29
Braxton	0	2	Nicholas	0	2
Brooke	0	1	Ohio	0	2
Cabell	8	44	Pleasants	0	1
Calhoun	0	4	Preston	2	5
Clay	0	4	Putnam	2	7
Fayette	3	15	Raleigh	6	30
Grant	0	1	Randolph	9	19
Hampshire	0	3	Ritchie	2	1
Hardy	1	4	Roane	1	3
Harrison	6	25	Summers	0	1
Jackson	3	9	Taylor	0	3
Jefferson	2	0	Tucker	4	4
Kanawha	15	83	Tyler	0	3
Lewis	3	5	Upshur	2	7
Lincoln	2	5	Wayne	3	11
Logan	0	2	Webster	2	1
Marion	1	16	Wetzel	0	1
Mason	0	3	Wood	0	8
McDowell	0	1	Wyoming	0	0
Mercer	0	1	Other States	0	4

* N = the number of responses from that county

** Sent=number of surveys distributed to that county

In terms of coverage of the state, the people who responded to this survey were concentrated in DRS District 2 (see district map) with 40% of the responses. District 1 represented 25% of the returned surveys, District 3 had 2%, District 4 had 12%, District 5 had 15%, and District 6 had 6% of the responses.

District 1: Boone (2 responses), Calhoun, (0), Clay, (0), Jackson (3), Kanawha (15), Mason (0), Putnam (2), Roane (2) (23 responses)

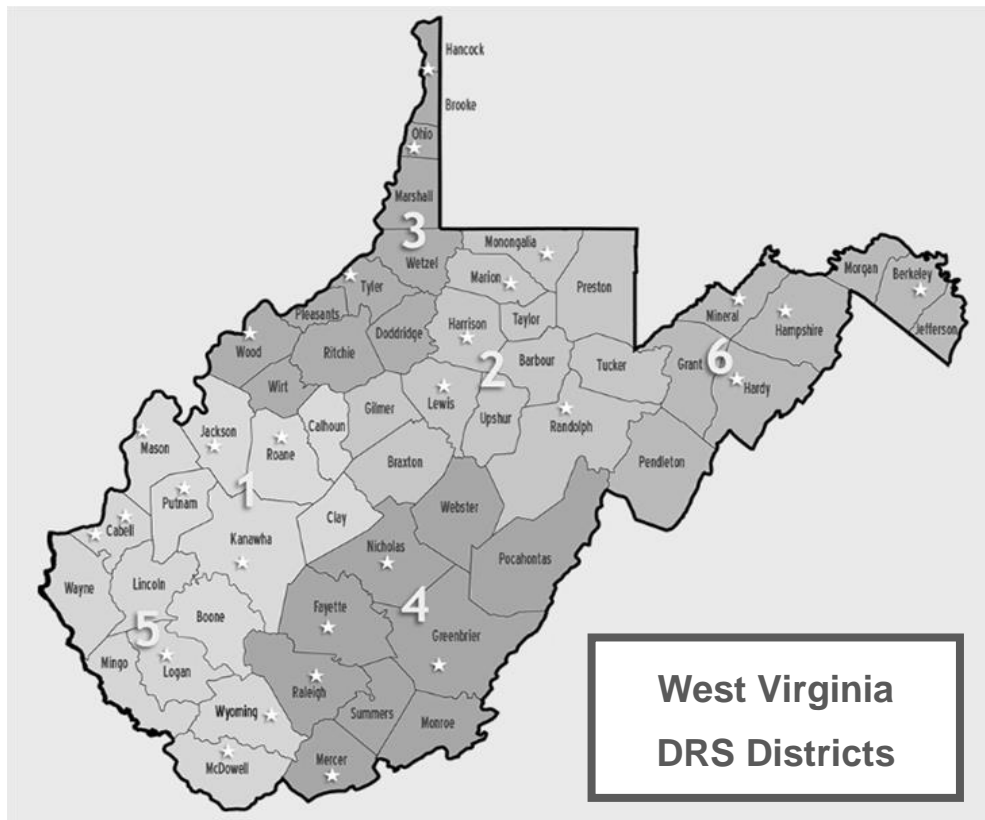
District 2: Barbour (2 responses), Gilmer (0), Harrison (6), Lewis (3), Marion (1), Monongalia (7), Preston (2), Randolph (9), Taylor (0), Tucker (4), Upshur (2) (36 responses)

District 3: Brooke (0 responses), Doddridge (0), Hancock (0), Marshall (0), Ohio (4), Pleasants (0), Ritchie (2), Tyler (0), Wetzel (0), Wirt (0), Wood (0) (2 responses)

District 4: Braxton (0 responses), Fayette (3), Greenbrier (0), Mercer (0), Monroe (0), Nicholas (0), Pocahontas (0), Raleigh (6), Summers (0), Webster (2) (11 responses)

District 5: Cabell (8 responses), Lincoln (2), Logan (0), McDowell (0), Mingo (1), Wayne (3), Wyoming (0) (14 responses)

District 6: Berkeley (0 responses), Grant (0), Hampshire (0), Hardy (1), Jefferson (2), Mineral (2), Morgan (0) Pendleton (0) (5 responses)



Type of Program. Each of the surveys contained codes for the programs in which consumers participated. There were 64 people served through the *Community Living Services Program*, 19 people in the *Title I-Part C* program, 4 who participated in Title VII, 2 participated in the Peer Support program, and 2 people in the *Employment Services Division* program.

Type of Disability. The consumers were asked to indicate their disability. There were 84 people who listed a disabling condition (e.g., Diabetes) or a description of their disability (e.g., “Blown knees”). There were 47 people who indicated that they have a motor-related disability (56% of the sample). Sensory disabilities (13 people) represented 15% of the sample, Cognitive disabilities were reported by 6% of the sample (5 people), Cardiac/Respiratory disabilities and Mental Health conditions (4 people) were each reported by 5% of the sample, There were 11 people (13%) who reported Various combinations of disabilities (e.g., Bi-Polar and back injury) or Other disabilities (e.g., Cirrosis).

The Motor category included people with problems related to walking, Cerebral Palsy, amputation, arthritis, and other movement limitations. The Sensory category included vision and hearing impairments. People reported Cognitive impairments including autism, Learning Disabilities, and dementia. The Cardiac/Respiratory category included COPD and heart problems. The "Other" category includes conditions such as kidney disease and “very poor health.” The “Various” category included people who reported having more than one disabling condition.

Type of Disability	Respondants	Percent
Mobility	47	56%
Sensory	13	15%
Cognitive	5	6%
Cardiac/Respiratory	4	5%
Mental Health	4	5%
Various/Other	11	13%
Total	84	100%

Open versus Closed Cases. The surveys were coded to indicate whether the case was open or closed when the survey was completed. Forty-eight percent were returned by consumers whose cases were still open and 52% of the responses were from consumers whose case had been closed.

Service Provider. The surveys were color coded to indicate which of the Centers provided services for each consumer. There were 18 responses (by phone or mail) from the offices of Northern West Virginia Center for Independent Living (20%), 23 from consumers from the Mountain State Centers for Independent Living offices (25%), and 50 from the Appalachian Center for Independent Living (55%).

Living Situation. The respondents were asked whether they were "living where I want to live." Of the 35 consumers who responded, 32 answered affirmatively. That is, about 91% of consumers who responded to this item said they are living where they want to live.

SATISFACTION ITEMS

The Satisfaction Items were revised 2016 to provide necessary information about consumer satisfaction and to make items clearer to responders. The consumers were asked to rate their agreement with a series of seven statements about their interactions with independent living services. They used a Likert-type scale that ranged from Strongly Agree to Strongly Disagree with options to indicate that they were neutral or that the item was not applicable.

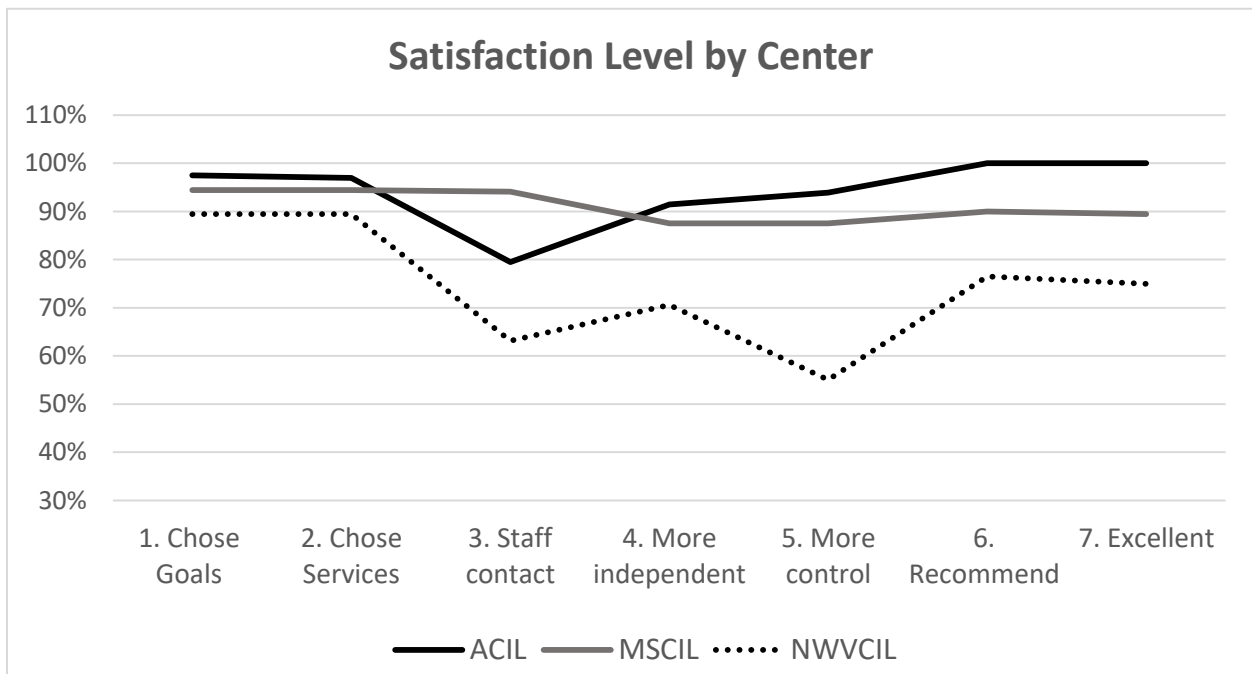
Consumer Satisfaction Ratings			
Satisfaction Item	% Agree / Strongly Agree		
	2015-16	2016-17	2017-18
1. I chose my own independent living goal(s).	95%	98%	97%
2. I chose the service(s) I needed to meet my goal(s).	95%	98%	97%
3. The staff stayed in contact with me, so I knew what was happening with my services.	87%	83%	83%
4. The services I got helped me to be more independent.	92%	90%	89%
5. I have more control over my life now.	92%	89%	90%
6. I would recommend this CIL to my friends and family.	95%	92%	94%
7. Overall, the services I received from the CIL were excellent.	93%	91%	94%

All Consumers. Table 1 lists the percent of responders who agreed or strongly agreed with each of the survey items. Column 1 presents the text of the item, Column 2 contains the response from the 2015-2016 survey, Column 3 contains the response from last year's survey, and Column 4 contains the current percent of responders who agreed or strongly agreed with each item.

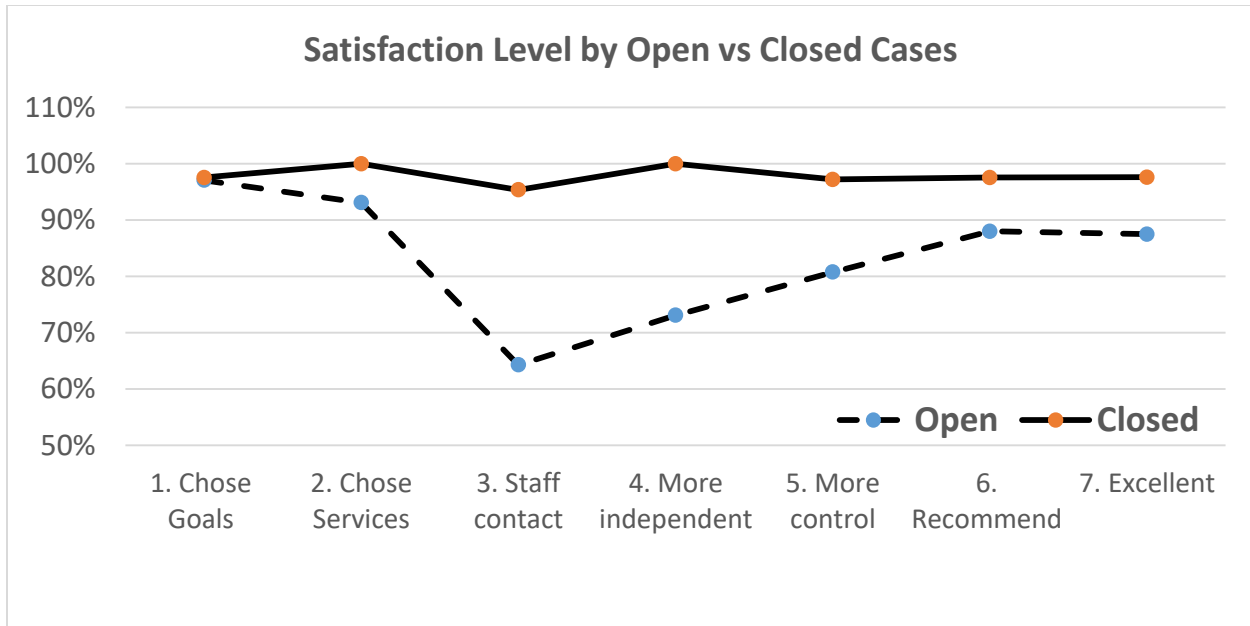
As may be seen in the previous table, 5 of the 7 items were rated at least 90% agreement. "The staff stayed in contact with me, so I knew what was happening with my services" was rated at 83% agreement. "The services I got helped me be more

independent” was rated at 89% agreement. The ratings are relatively high, and similar to the last 2 program years. Differences in sample size may contribute to this fluctuation in scores. In addition, the percentage of Open versus Closed cases impacts reported levels of satisfaction.

CONSUMERS OF EACH CIL. Of the 91 completed surveys, 50 responses were received from consumers of the Appalachian CIL, 18 responses from the Mountain State CIL, and 23 responses from the Northern WV CIL. The following graph compares the responses to the satisfaction items by CIL. Given the wide variation in the number of responses per Center, caution should be exercised in interpreting this graph.



OPEN VERSUS CLOSED CASES. When satisfaction is examined for Open versus Closed cases, differences in satisfaction are apparent. Those whose cases were closed at the time of the survey were generally more satisfied with the services they received. The range of scores for the 7 items for the Open group is 64% to 97% while the range for those in the Closed group is 95% to 100% satisfaction. The following graph displays this disparity. From the comments, it appears that the low satisfaction levels are, at least in part, due to delays in receiving services.



IMPACT OF SERVICES

Best Service. The consumers were asked, “What is the best service you received?”

There were 86 responses to this question. The responses can be categorized as Home Modification (20 responses), Assistive Technology (8), Caregiver/Homemaker Services (8), Communication with Staff (8), and Advocacy (2). In addition, there were 11 “Other” services which included transportation, employment-related services, and education-related services and 10 people who provided a list of various services rather than a single best service. There were 13 people who indicated that they were waiting for services and 6 people who said they didn’t receive any services or that the services did not meet their expectations.

The specific responses are listed in the subsequent paragraphs.

Home Modification Services:

- A ramp on the side of my house.
- Bathroom.
- Everything they did was great. They fixed the porch and the door. They did great. She loves to sit outside and now she can.
- Handicap ramp for our house.
- Having the bathroom totally handicap accessible. Being able to go down the

hallway in a wheelchair going into the bathroom and getting a shower without falling. And getting the handicap ramp put in.

- Help making my home handicap accessible.
- I got my roof painted, but they didn't build the ramp.
- Shower.
- The handicap bathroom and wheelchair ramp has been such wonderful BLESSINGS.
- The whole thing was totally awesome. We worked out the plan for the ramp and it was great.
- They brought me home and did some remodeling work but not to the standards I need.
- They came out and did a shower for me. They did a good job on it. It really helped me a lot.
- They did a makeover of the bathroom. I had an old-fashioned tub and they put in a full shower and added a new commode.
- They did handrails. They did a stair thing.
- They gave me a heater.
- They helped me fill out the paperwork. I recommended them to some friends who needed a bathroom done.
- They modified our bathroom. It is a Godsend. I don't know what we'd do without it.
- They put in a walk-in shower upstairs for my wife before she died. I might be moving so my parents' house and it will need lots of work too.
- Walk-in shower
- We had a mobility issue where my husband couldn't navigate stairs, so they got a wheelchair ramp built.

Assistive Technology/Devices:

- Consideration of my request for a lift chair. I am not aware of any other services from CIL.
- Gave elevator chair to make it easier to get out of my chair.
- Getting my hearing aids.
- It all was great. They put the chair together and cleaned up their mess. They were good.
- My hearing aids.
- My hearing aids. Without them I wouldn't have been able to get any. They cost

too much for me to buy.

- The wheelchair. They was real nice about it.
- Yes, the lift chair is the only thing I got.

Caregiver/Homemaker Services:

- Ability to pick care givers.
- Being able to stay in my own home by RYPAS; however, for me, there were not enough hours.
- Care giver. They helped me get my caregiver. She is wonderful.
- Having a helper so I can be on my own.
- My care giver.
- The helper is here 5 hours a day... she's the best.
- They help take care of the house. They help as much as possible. They help so much it's hard to say just one thing.
- Years ago, they provided me with a chair lift for my stairs. That has been a magnificent help. The Ron Yost program is the best support I have received.

Communication:

- Everything! Everything they did and they told me they did. They told me they would let me know when they would get back to me and they did.
- How they explained everything to me.
- Just be there when I need somebody. I have problems communicating with people and they help me with that. I tried one of their appliances, but that was it so far.
- Probably the person who delivered the services was the best thing. She was just so encouraging, and she seemed she really cared about the skills. She and my daughter worked together perfectly well.
- Sign language
- Staff was very helpful.
- Talking to the representative.

Advocacy:

- Helping with my disabled papers.
- Paperwork. I not a total idiot, but a lot of that government stuff makes no sense to me. I have limits on my memory and understanding. Paperwork is important to me and they help me work on it.

Other/Various Services as “Best” Service:

- Assistance with Depends since so expensive and only 1 kind fits.
- Counselor has done excellent with helping him with job skills and resumes and other work stuff.
- He didn't really get along with people there.
- I guess help me to be more sociable. I don't like going out but now I get out and talk to more people.
- I'm not sure what he received.
- PPL
- School
- They sent me to some good people to help me.
- They were prompt and courteous.
- Transportation.
- We actually like their personality and the way they went above and beyond whenever they could. Like we went one day, and my husband was having trouble with his back and they offered us a memory foam pad for him.
- Assistance in home. Living skills. Transportation community and work.
- Bathing, housekeeping, medical.
- Help getting services I need to stay home. Budgets. They gave me a raised seat, walker.
- Help keeping house clean. Help with Dr. appt. Help going store.
- Help with any problems I have.
- I had to have a total knee replacement and I was home by myself 8 hours a day. They helped me with physical therapy, and they made sure if I needed anything. They helped me get something fixed to eat. It was really great. They called me in the morning and evening to make sure I was doing OK. I really appreciated that.
- The best service overall is that they connect with me to make sure everything is good. Also, going to the state legislature and learning about what's going on statewide. Advocacy and Support are the best.
- There's too many to narrow it down to just one.
- They do all they can for me. Very nice people.
- To be able to live in her own home and make her own decisions.

None or Waiting for Services:

- I have not received any services from SILC.
- Never got any services.
- Never received any.
- None.
- Nothing. They didn't help me at all. They said they would do stuff like get a computer, but they didn't do it. They canceled appointments. It might be a good program for someone else, but not for me.
- They didn't do anything. They was supposed to put in a shower, but I don't know what happened.
- I called them to get me a scooter, but I haven't heard nothing back.
- I filled out the paperwork, but I haven't heard anything. They are going to build me a shower where I can get a shower easier. They are still waiting for stuff to get done.
- I haven't received services yet. (X 2)
- I never received the hearing aids yet.
- I really haven't had much to do with them yet, but I am trying to get things set up so I can get services when I move down there.
- I've talked to them on the phone, but we really haven't worked anything yet.
- Nope. No services so far. They said I'm a client, but that's all they said. They never did nothing.
- They are supposed to put in a shower and put in guardrails so I can take a shower without worrying about falling, but they didn't do nothing.
- They hasn't done anything yet.
- They haven't called me back yet.
- They just put me on a waiting list. I can't wait for 2 years.
- They said I could get a new shower that I just don't have the equity to do it.

Impact of Services: Made a Difference in My Life. The consumers were asked, "Did the CIL services help to make your life different?" Of the 72 people who responded to this item, 58 (81%) reported that the services did make a difference, 9 said the services had not made a difference, and 5 people were unsure about whether services had made a difference or reported that they were waiting for services to begin.

The responders were asked to describe how the services had made a difference in their lives. There were 58 comments detailing receipt of services that were helpful in terms of improving the consumers' confidence, independence, feeling of safety, and social interaction. These comments follow.

- It made it much less stressful. I was very concerned about how I would get around and take care of myself. It made it much less stressful.
- More confidence.
- They don't make me feel so stupid when I can't think of words. I feel better about myself.
- I can hear now.
- I can hear so much better.
- Of course! The hearing aids help me hear! It's good.
- Before I didn't have a way to get a shower or anything. Now I can get in the shower. It feels a lot better than a bed bath.
- Being able to live independently without parents with assistance in home 24/7.
- From a parent's aspect, it seems like he is more responsible and he's able to do more stuff by himself.
- Helped me when I needed a narrow walker as my apartment doors were a bit narrow to accommodate the regular walkers.
- I am able to get up and down by myself now.
- I can get around my place better.
- I can go in and out of my house for appointments and store shopping.
- I could not bathe or keep my house clean without it.
- I could not stay in my home without CIL.
- I get in-home services. I am able - with help - to maintain hygiene and do things that I couldn't do by myself.
- I guess it was actually being able to financially pay a care giver through Ron Yost and be able to stay to in my home. My husband has been in a caregiver role and I have a progressive illness so it's helped with my life because I can give him financial purpose. It helps our household.
- I have the services in my home to keep me there and to be safe.
- I would not been able to get in the bathroom let alone a shower. Without the ramp leaving off my porch would have been a challenge.
- In order to get her down, we had to keep her downstairs. It helped a lot with getting her in and out. It helps us big time.

- Independence.
- It made it better. My brother was heading for a nursing home. They helped us so much.
- It's been a big help. My boy made some platforms to put under my chair, but it couldn't do what this chair does. I put the lift chair up to stand and it really helps, then it's already up when I go to sit down again.
- Made it where I can stay in my own home.
- She absolutely is everything for me. She keeps me and house clean. She takes me to appointment.
- She helped me apply for disability and then I got sick so I need to fill out more papers. But she helped me get that started so I can have some income.
- Talk to me and instructions on how to take care of myself.
- The ability to enter our home easier and safer.
- The fact that I could stay in my home.
- There's no way I would be able to have them home here. They had to widen the hallway so he could get up and down the hallway to the bathroom.
- They got us help every which way to help us get help with my husband's disability.
- They helped get my bathroom redone to make it handicap accessible.
- They helped me get the home care I needed.
- Was able to get my disabled on first try.
- Was confined to the house but the power wheelchair has been such a blessing. Thank you so much!
- When you have a hard time getting up and down-- now I don't have that problem. That's everything. It made a whale of a difference.
- Didn't return calls and keep in touch.
- Before when I got classes I had fun and learned a lot. Now my health is worse than before, and I haven't really gotten to do anything there yet.
- Brought me home.
- Helps me greatly.
- I don't remember what happened.
- It improves it, yes.
- It will when we get finished with moving to her new place. It will definitely be better.
- Somewhat, but he still needs more changes to the house so that he can get

around better.

- They help me.
- We had more knowledge about what was possible.
- Yes, the bathroom helped for a while, but her cancer got worse and she got to the place she couldn't walk up and down the steps.
- 100%. They worked with me on so many things. Everything they've ever done with me has made a huge difference.
- I am much much better off. They got me in contact with some other organizations that helped me as well.
- I can get up and down and not fall. I have to use my knuckles to get up then I'd lose my balance and fall. This chair makes me not have to be afraid. I'm not embarrassed when I have company and need to get up out of the chair.
- I'm very happy to have someone to help me keep my place up.
- Safer.
- Shower. Walk-in.
- All the connections that I make around the state. There's lots of opportunities for advocating for disability rights and all rights.
- It worked beautifully. He was missing doctors appointments and stuck in the house, but he could get out of the house with the ramp. He was able to take out son to a school event because he could use the ramp to get to the car.
- It's nice to have a phone call from them now and then asking if I am ok.
- She can now go out. We roll her straight out and she can enjoy the squirrels. She can get out more.
- She did get "out of the house."

ADDITIONAL SERVICE NEEDS.

The consumers were asked, "Are there any other services you wish the CILS would offer?" A total of 65 people answered this question. About half (33 people) said they had no additional service needs and 28 people said they did need additional services. Their comments are listed below. Many of the comments concerned Home Modification services and Transportation. The comments are listed below.

- Everything to improve my living. I have asked for a heating pad.
- I need a lift chair.
- Maybe more educational. Like connect with higher education. And maybe more employment.

- Doors widened for wheelchair. A ramp for getting chair into a van. Sometimes a lift is needed.
- I need 2 ramps and front outside door. My age is 85. Lots of heart problems.
- I wish I could get help to make my kitchen and bathroom handicapped accessible. My bathroom shower is handicapped accessible, but the sink is not.
- I wish they could put a roof over the ramp so she wouldn't get wet going out to the ambulance.
- Putting cement down at the end of the handicap ramp would have helped a lot. But very grateful for everything that we received.
- Rail up my ramp into my house.
- Breathing machine or oxygen.
- Not needed at this time.
- I am able to do for myself now, but later I may need more help.
- I go to the VA and they're pretty good too. Right now, I'm not doing too bad.
- I think they have all the bases covered.
- Not sure what services are offered.
- Shorter waiting list would have made it better. It was 3 years til they finally did it.
- That people could stay in their homes and get help from social services so they could stay in their own home. Have long term care in their home and stay out of nursing homes.
- There's a number of things like for the community. Low vision devices and stuff like that.
- What else do they offer?
- Support groups would be nice. For her and for the family.
- I need to get my van repaired.
- I wish they provided travel assistance or travel reimbursement for people who don't qualify for Medicaid. It would be nice if they still did home improvements, now they provide referrals.
- It's not that they don't offer it, but they don't have enough of it. Like transportation. Taxis aren't accessible. The Center has a van, but they need more.
- More choices outside meetings with disabled with willing staff to take me and others.
- Transportation to doctors appointments. I have a really hard time making doctors appointments. I have to work around my daughter's schedule.
- Transportation. (X 2)

- How to use her cell phone. Transportation to/from Center or activities. More celebrations for holidays. More life skills classes (teeth brushing). Center with easier access and better parking.
- I just wish there was a way I could get work here without having to go the Charleston. I'd like a little job so I could have some pocket money. I wish they could find a little job for me.
- Repair services, contact with others on internet with my disability to talk to, a van to transport wheelchair bound patients to activities or appointments that Medicare/Medicaid will not pay for, eye appt, doctor, movies, mall trips, etc.

SERVICES RECEIVED

The survey recipients were asked to indicate which IL services they had received. There were 74 people who indicated that they had received at least one service. The following table lists the types of services they said they received.

Type of Service	Consumers
a. If I had a problem, they stood up for me or helped me stand up for myself.	25
b. The CIL staff put me in touch with other agencies or people who could help me.	35
c. I received items that help me do things I need to do.	39
d. They helped me find another person with a disability I could talk to.	7
e. They gave me information about how to take better care of myself.	23
f. They taught me how to make choices to improve how I live.	16
g. They taught me new skills that I wanted to learn.	16
h. They helped to make my surroundings more accessible (ramps, lifts, hand rails).	37
i. They helped me find a place to live.	2
j. They helped me get transportation to the places I needed to go	13

The consumers reported receiving a variety of services. They most often reported receiving help with referrals to other agencies or people, assistive technology devices, and home modifications. These were also the most-often reported services during the previous 3 years. Some services are used less often than others, but low-incidence services (e.g., helped me find a place to live, peer support) may be life-changing for the

person who needs that service. It may be important to examine the breadth of services provided along with the absolute incidence of a specific service.

There were 51 people who received 1 to 3 services, 18 people received 4 to 6 services, and 5 people received 7 or more different services. This variation in the number and type of services received has been noted across the years and may be an indicator that services are individualized to meet client needs.

ADDITIONAL COMMENTS

The consumers were asked, "What else can you tell us about your experience with the CIL?" There were 79 individuals who responded to this item. Of these, 44 expressed praise or gratitude for the services or staff, 5 people provided complaints, 14 people offered suggestions or explanations, and 16 people said they were waiting to receive services or approvals. These comments were:

PRAISE / GRATITUDE:

- [Counselor] and [Counselor] in Elkins office was great -- always helpful.
- Calls back quickly. Very nice. Listens to my needs and wants.
- DRS referred me there. I think the staff is exceptional. Maybe a little more outreach to the community and their clients.
- Good service.
- Had the most wonderful experience with them. Have nothing but good things to say.
- I broke my leg and had a cast and couldn't get into the car. They took me to the doctor in the van to accommodate my wheelchair.
- I don't have time for no survey, but I can tell you in simple words. Everything is just fine.
- I heard about it from a social worker at Ruby hospital. The staff member did a lot of talking back and forth while we were setting everything up. She was wonderful. They also helped us with the ramp. That's how I can get them in and out of the house. We can't do it without it. I had applied because of my sister and my husband.
- I heard about it just word of mouth. I called and they were right on the ball with a lift chair. I told them what the problem was, they sent me some forms to fill out and sign. Then they called me up and said the chair was on its way. I can't say enough good about them people. It's outstanding.

- I just got their name and I applied. They refurbished the old bathroom and we just love it.
- I knew about it for a while. They seem nice.
- I play cards with Larry, and I knew about it. I asked him one time cause I needed help. It's pretty much successful. They're available to me when I need them.
- I received the help I needed.
- I think the world of the Center. They need more word out there so people know it's available. People with disabilities don't really know about the CIL.
- I was referred from one of my husband's nurses. It was amazing. It was a complete blessing to our family and my husband's quality of life.
- If you needed them, they were always there for me.
- It was great. They got me a lift chair cause I wasn't able to stand up on my own. I go to the VA, but they don't do that anymore. They are really good with people. They work with you to help you out.
- It's been a long time, a friend told me. They've been very good to me.
- I've been working with it for years. I heard from a friend. They've help me locate devices that make my everyday life better and my daily activities better.
- My brother in laws granddaughter told us about it. I just know we really appreciate everything they did for us.
- My pharmacist started talking to me about it and we got our services we asked for. I have a helper who spoils me rotten! She does good work. I can do some things, but lots I can't do that she takes care of for me.
- No, I just think they did a very good job.
- Originally heard about it because of my brother. The hospital recommended it. It's been perfectly good to me.
- She helped me file for disability. The lawyer told me to go there and they'd help me with the paperwork. So many government offices are just BS, but I think we need to take money away from some of these loser programs and give it to them cause they do a good job and they help people. When I was in there, they asked me if I needed some other services. I didn't, but they did offer. They're a good outfit.
- The first services were for my wife, but then I was in a bad car accident. They did good work when they were here. We really like the shower upstairs and all. I'm still using it today.
- The guys were wonderful. Nice, friendly, professional. We had a good time while they were here, hated to see them leave. It was real good. We recommended them to our friends because they did so good.
- The services provided to me were a Godsend and the guys who did the work

were awesome people-- did a fantastic job. Thank you all. 100% Satisfied -- 1000% Grateful!

- The worker, nurse, and case manager are so helpful and listen to me with any and all concerns I have or any help I need.
- The workers were neat while working.
- They are good people. I love the service I get. They are real nice. They always ask if I need anything to just let them know.
- They are great at helping with any need, info, or where to find info.
- They are right over from where I live. My lawyer suggested I go over there. They helped me fill out my paperwork for disability. They are just very helpful and don't make you feel like you're stupid for asking for help.
- They are very nice people. I feel safer with them around.
- They helped me get back up on my feet. I'm not getting any services right now. Actually, it was really good. She helped me work through some things. She made good suggestions and helped me get set up with the Summit Center. Very helpful in a lot of stuff.
- They helped me through the process at DHHR.
- They might be the ones that got me the wheelchair. They was real nice. I'd like a new hospital bed to help me.
- They put in a ramp the day before Thanksgiving. We just love it! The JANcare people said it was study. The guys get an A+++ on this one.
- They text back and forth, and he met him at a job and he really helped him. I have nothing negative to say whatsoever. He tried doing custodial work at the Center and he liked that too. It's a wonderful place.
- They were fast in preparing the ramp. Thank you.
- They were great and understanding with our issues. Their public relations was outstanding. Thank you.
- They were great!
- Very helpful. (X 2)
- We heard about it through our lawyer. The ladies working there are awesome!

CRITICISM:

- I can't get a new ramp built.
- They never came back.
- They put a new shower and commode in, but the shower is not flat, and my family had to make a ramp to get me in shower. It was supposed to be fixed a year later is still not. Also, the roof leaked afterward, my brother had to fix it

cause they didn't. My family had to make me a homemade shower chair to get in and out of shower. Please do more things especially for transportation for paralyzed patients.

- They stopped calling and they don't do anything anymore. The school contacted them, and they started calling me. They said they would provide services, but they never did. They really fell through on what they said.
- Very disappointed.

OTHER COMMENTS, NOTES, EXPLANATIONS:

- He didn't really get no services from there.
- He needs all kinds of stuff to help us to get him into the shower and that.
- He used to go there but he quit, he didn't like it.
- I already had a place to live and transportation for now.
- I did receive food twice but not certain if it came from CIL.
- I heard about it from my WV Center on Aging.
- I heard about them from DRS. I just wish there was a way I could get work here without having to go the Charleston. I'd like a little job so I could have some pocket money. I wish they could find a little job for me.
- I'm trying to get services, but I haven't got anything yet. They sent me forms and I'm working on them so I can get services when I get down there.
- It was my responsibility to contact them to see what number I was on the waiting list. I'm having a big problem with the taxes with Ron Yost because I am my husband's employer, so it's a complicated tax situation. We don't know how to do his taxes.
- My cousin told me about it. I wish I had a calendar to find out when they have events. I'd like to go out sometimes.
- Need a ramp and transportation.
- Please note: The person involved in CIL is not capable of reading and responding to this survey herself. I (cousin) read and explained each item and recorded her answers. When we signed up, we hoped for more activities than are offered. We also hoped the coordinator would refer us to people who could give legal advice for free. Power of Attorney, Wills, things she needs and cannot get on her own.
- They need to pay workers more and better benefits. This would cause less turn over.
- What is CIL?

WAITING FOR SERVICES:

- He signed up for that at the beginning, but we really haven't heard anything back.
- I applied several months ago and never heard nothing from them.
- I applied to get help getting hearing aids. It was 6 months ago or so. I keep calling back and they got me a waiting list. My hearing aid doctor told me to call them, but I haven't heard back from them.
- I contacted them about 10 months ago. Mainly I wanted help with walking and stuff. I was hoping they would help me get a wheelchair and stuff like that. They haven't done nothing.
- I heard about it from a friend and she gave me his name. I called up there and talked to a lady and she sent a paper to fill out. I sent in an application for a walking shower. It's getting worse and worse to get in and out of the tub. It was about last August. I haven't heard anything since I turned my application in.
- I heard about it through a friend. I haven't really started with them yet.
- I heard about it through friends. I applied about 6 months ago, but I haven't heard back yet.
- I received no service yet. No phone calls either. Still waiting on service. Thank you for the future help.
- I requested help for a lift chair. They said it would be about 2 years. That was 6 months ago. I can't wait that long, I don't know what I'm going to do. It's rough. I filled out the paper and then I called them to see where I am. I'm getting ready to have surgery here soon.
- I signed up for a scooter, but I haven't heard back from them. They said there were 600 people in front of me.
- I was on that list, but that was it. I filled out the paperwork, but they never got back to me. They never called, they never did anything. I'm living with a bathtub that's falling through the floor and I'm scared to use it. I called them but they said I'm way down the waiting list.
- I'm bedridden and I need a power chair. I need people to take me the doctor. I need hearing aids. They're supposed to contact me.
- I'm on the list for a shower to be put in. I've got steep steps on my porch and I need a ramp so I can get in and out. For right now I just make do with what I have. They haven't contacted me in while, so I don't know if they mean to do stuff or what or what I'm supposed to do.
- They haven't done nothing yet. I just wish they would get where they will do what they said.
- They said I had to own the land to get a ramp. They did paint my roof. I need my van repaired, but I never talked to them about it. I called in there, but that one woman told me I had to own the land. I never got any services yet.
- Told me about things or items that could help me. I didn't get them. I did get

blood pressure cuff, but they haven't got the lift chair because of funding.

SUMMARY

Demographics. Each of the 6 districts of West Virginia, and 25 of the 55 counties in the state, are represented in this sample of 91 completed surveys. That does not mean that consumers from the other counties were not served during this reporting period, but there were no survey responses received from consumers in those counties.

The surveys were color coded to indicate which of the Centers provided services for each consumer. There were 18 responses (by phone or mail) from the offices of Northern West Virginia Center for Independent Living (20%), 23 from consumers from the Mountain State Centers for Independent Living offices (25%), and 50 from the Appalachian Center for Independent Living (55%).

In this sample, there were 64 people served through the Community Living Services Program, 10 people in the Title I-Part C program, 9 people who received ACL services, 4 who participated in Title VII, 2 in the Peer Support program, and 2 people in the Employment Services Division program.

Of the 84 people who listed a disabling condition, more than half (56%) had a motor-related disability. Others reported having Sensory disabilities (15%), Cognitive disabilities (6%), Cardiac/Respiratory disabilities (5%), Mental Health disabilities (5%). Thirteen percent indicated that they had Various disabling conditions or something other than the disability categories listed above.

About 48% in the sample had Open cases at the time they completed the survey. More than 90% reported that they were “living where they want to live.”

Satisfaction Items. At least 83% of the consumers reported that they Agree or Strongly Agree with each of the 7 satisfaction items, and 5 of the 7 items reached or exceeded 90% agreement. The item, “*The staff stayed in contact with me, so I knew what was happening with my services*” was given, by far, the lowest rating (at 83%).

That rating is consistent with the comments in which consumers noted the long wait times for services and lack of contact or follow-up. In addition, the satisfaction level for the “Stayed in contact with me...” item was 64% for the Open group and 95% for the responders whose cases were Closed.

Impact of Services: Best Service. When asked about the “best” service they received, 86 consumers named at least one “best” service. They most often listed Home Modification as the best service received. They also named receipt of Assistive Technology or Devices and access to Caregiver and/or Homemaker services as a best service. About 12% of the people who responded to this item, provided a list of services that they considered to be “best.”

Impact of Services: Made a Difference in My Life. The consumers were asked, "Did the CIL services help to make your life different?" Of the 72 people who responded to this item, 58 (81%) reported that the services did make a difference, 9 said the services had not made a difference, and 5 people were unsure about whether services had made a difference or reported that they were waiting for services to begin.

The responders were asked to describe how the services had made a difference in their lives. There were 58 comments detailing receipt of services that were helpful in terms of improving the consumers’ confidence, independence, feeling of safety, and social interaction.

Services Received. Consumers reported receiving a variety of services. The services that were received most often were Information and Referral, Assistive Technology, and Home Modification. These are traditionally the most-used services. There were 51 people who received 1 to 3 services, 18 people received 4 to 6 services, and 5 people received 7 or more different services. This variation in the number and type of services received has been noted across the years as an indicator that the Centers individualize services to meet specific client needs.

Additional Service Needs. When asked if there were other services the CILs could offer, 30 people suggested additional services. Many of the comments concerned Home Modification services and Transportation.

Additional Comments. When asked if they had any other comments for the SILC, 79 individuals responded. There were 44 expressions of praise or gratitude for the services or staff, 5 complaints, 14 people who offered suggestions or explanations, and 16 people who were waiting for services or further information.

Overall. This survey details the opinions of consumers who are served through the WV Centers for Independent Living programs. The services provided through the CILs continue to assist West Virginians with disabilities who seek to live in safety; to participate more fully in the community; to increase their skills, confidence, and independence; and to remain a vital part of the communities in which they live and work. These results demonstrate that the Centers continue to positively impact the quality of life for West Virginians with disabilities.