

Consumer Satisfaction

REPORT OF SURVEY FINDINGS

October 2016 through September 2017

**West Virginia
Statewide Independent Living
Council**

**PREPARED BY
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CONSUMER SATISFACTION SURVEY (2016 – 2017)

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 2016 to September 2017 time-period. The Council staff received contact information for each closed case and a sample of open cases 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 2018.

A total of 697 surveys were mailed to consumers. Seventy-nine were returned as undeliverable and 1 was returned with “deceased” written across the top. Therefore, 617 consumers received surveys. Of these, 103 completed and returned the mail surveys and 50 people completed the survey over the phone. All surveys were conducted using the same instrument. A total of 153 surveys were completed. Thus, the response rate was 25% (153/617). This report summarizes the responses of those 153 surveys and details the findings for the 2016-2017 program year.

DEMOGRAPHIC INFORMATION

Coverage by County. Surveys were distributed (by phone or mail) to consumers from 42 of the 55 counties in West Virginia, and 5 surveys were sent to consumers who live out of state. Responses were received from consumers in 36 counties. The following table lists the number of surveys sent and returned by county.

County	N*	Sent**	County	N*	Sent**
Barbour	3	7	Mingo	1	6
Berkeley	2	3	Monongalia	12	45
Boone	2	5	Monroe	0	0
Braxton	2	4	Nicholas	1	6
Brooke	1	1	Ohio	4	12
Cabell	26	220	Pleasants	0	0
Clay	3	8	Preston	1	7
Fayette	5	25	Putnam	4	8
Grant	1	1	Raleigh	11	67
Greenbrier	4	4	Randolph	11	28
Hampshire	0	2	Ritchie	0	0
Hancock	1	0	Roane	2	9
Hardy	1	0	Summers	0	3
Harrison	7	32	Taylor	0	5
Jackson	3	4	Tucker	4	7
Jefferson	3	3	Tyler	1	0
Kanawha	14	73	Upshur	4	12
Lewis	4	4	Wayne	6	20
Lincoln	1	19	Webster	0	5
Logan	2	2	Wetzel	0	0
Marion	2	9	Wirt	1	0
Marshall	0	2	Wood	2	6
Mason	0	1	Wyoming	1	3
McDowell	0	1	Boyd, KY	0	1
Mercer	0	5	Lawrence, OH	0	4
Mineral	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 31% of the responses. District 1 represented 18% of the returned surveys, District 3 had 7%, District 4 had 15%, District 5 had 24%, and District 6 had 5% of the responses.

District 1: Boone (2 responses), Calhoun, (0), Clay, (3), Jackson (3), Kanawha (14), Mason (0), Putnam (4), Roane (2) (28 responses)

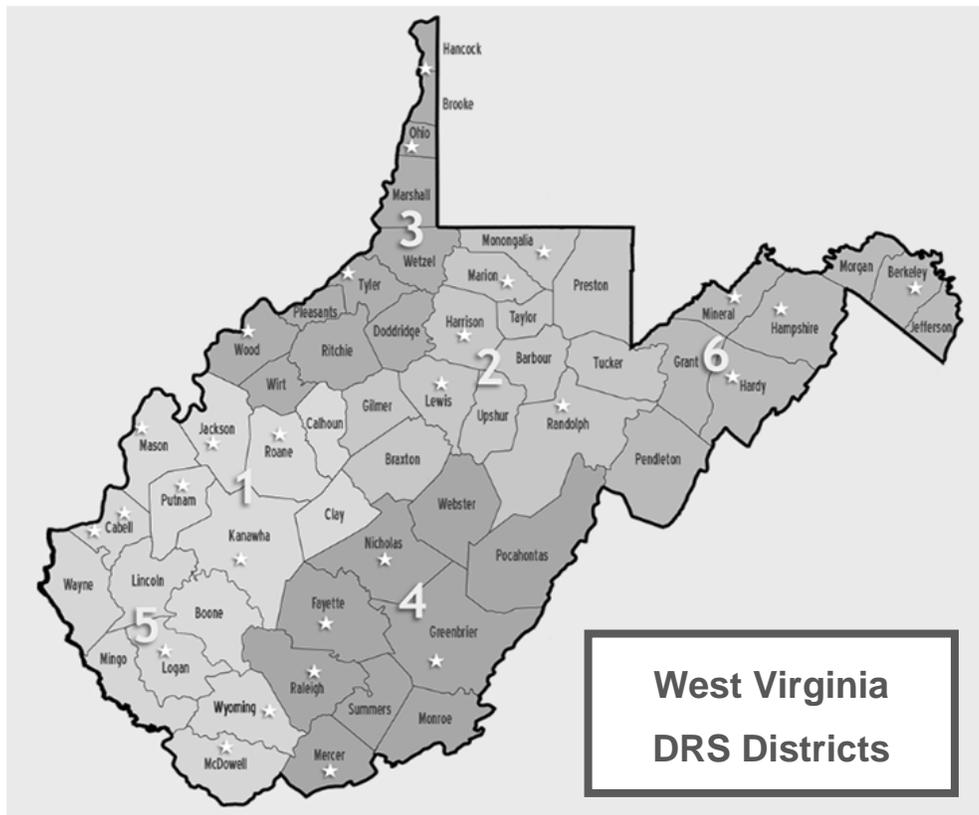
District 2: Barbour (3 responses), Gilmer (0), Harrison (7), Lewis (4), Marion (2), Monongalia (12), Preston (1), Randolph (11), Taylor (0), Tucker (4), Upshur (4) (48 responses)

District 3: Brooke (1 response), Doddridge (0), Hancock (1), Marshall (0), Ohio (4), Pleasants (0), Ritchie (0), Tyler (1), Wetzel (0), Wirt (1), Wood (2) (10 responses)

District 4: Braxton (2 responses), Fayette (5), Greenbrier (4), Mercer (0), Monroe (0), Nicholas (1), Pocahontas (0), Raleigh (11), Summers (0), Webster (0) (23 responses)

District 5: Cabell (26 responses), Lincoln (1), Logan (2), McDowell (0), Mingo (1), Wayne (6), Wyoming (1) (37 responses)

District 6: Berkeley (2 responses), Grant (1), Hampshire (0), Hardy (1), Jefferson (3), Mineral (0), Morgan (0) Pendleton (0) (7 responses)



Type of Program. Each of the surveys contained codes for the programs in which consumers participated. There were 83 people served through the *Community Living Services Program*, 29 people in the *Title I-Part C* program, 19 people who received *ACL* services, 10 people in the *Employment Services Division* program, 6 who received *Housing and Urban Development* services, and 5 people who received other services. Other services include *Peer Support* (3 people), *PEI* (1), and *Our Lives* (1).

Type of Disability. The consumers were asked to indicate their disability. There were 125 people who listed a disabling condition (e.g., Autism) or a description of their disability (e.g., “just old”). There were 55 people who indicated that they have a motor-related disability (44% of the sample). Cardiac/Respiratory disabilities (14 people) were reported by 11% of the sample, Sensory disabilities (12 people) represented 10% of the sample, Mental Health disabilities, Cognitive disabilities, and “Other” disabilities each were reported by 8% of the sample (10 people each). There were 14 people (11%) who reported Various combinations of disabilities (e.g., Bi-Polar and back injury).

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

Type of Disability	Respondants	Percent
Mobility	55	44%
Cardiac/Respiratory	14	11%
Sensory	12	10%
Cognitive	10	8%
Mental Health	10	8%
Other	10	8%
Various	14	11%
Total	125	100%

Open versus Closed Cases. There were 1 survey that were damaged so that the codes could not be determined. Of the remaining 152 surveys, 68% were returned by consumers whose cases were still open and 32% 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 56 responses (by phone or mail) from the offices of Northern West Virginia Center for Independent Living, 37 from the Appalachian Center for Independent Living, and 60 from consumers from the Mountain State Centers for Independent Living offices.

Living Situation. The respondents were asked whether they were "living where I want to live." Of the 140 consumers who responded, 128 answered affirmatively. That is, about 91% of consumers who said they are living where they want to live.

SATISFACTION ITEMS

The Satisfaction Items were revised in the previous program year 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.

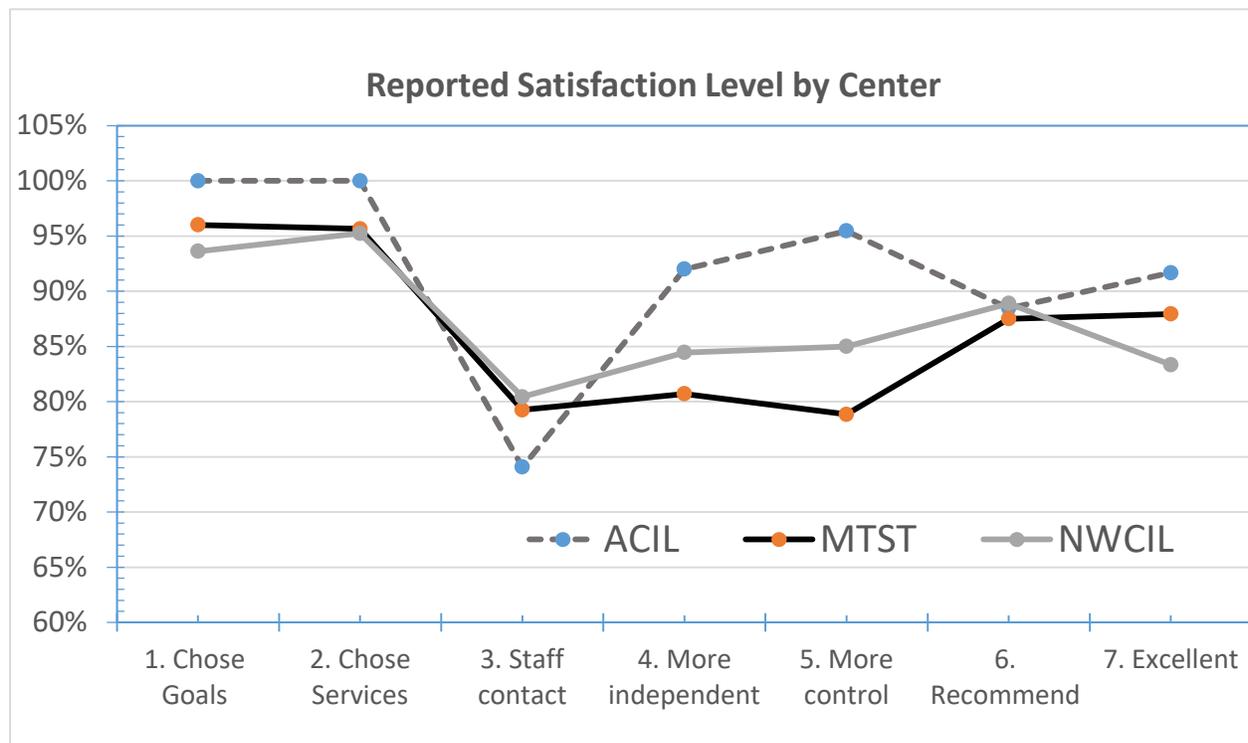
Consumer Satisfaction Ratings			
Satisfaction Item	% Agree / Strongly Agree		
	2014-15	2015-16	2016-17
1. I chose my own independent living goal(s).	99%	95%	98%
2. I chose the service(s) I needed to meet my goal(s).	98%	95%	98%
3. The staff stayed in contact with me so I knew what was happening with my services.	99%	87%	83%
4. The services I got helped me to be more independent.	95%	92%	90%
5. I have more control over my life now.	93%	92%	89%
6. I would recommend this CIL to my friends and family.	99%	95%	92%
7. Overall, the services I received from the CIL were excellent.	97%	93%	91%

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 2014-2015 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 following table, 5 of the 7 items were rated at more than 90% agreement. "The staff stayed in contact with me so I knew what was happening with

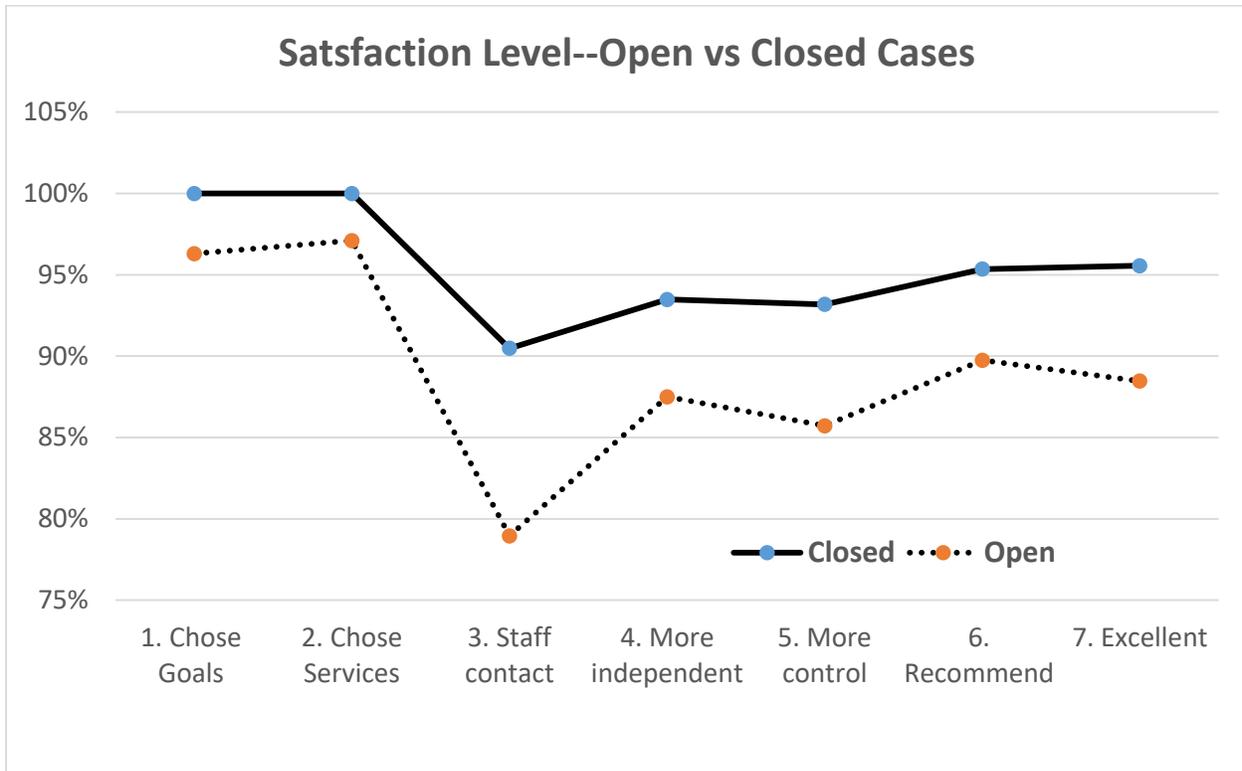
my services” was rated at 83% agreement. “I have more control over my life now” was rated at 89% agreement. The ratings are relatively high, but slightly lower than each of the past 2 program years. Differences in sample size (88 for 2015, 178 for 2016 versus 153 for 2017) may contribute to this fluctuation in scores. In addition, the percentage of Open versus Closed cases impacts reported levels of satisfaction.

CONSUMERS OF VARIOUS CILS. Of the 153 completed surveys, 37 responses were received from consumers of the Appalachian CIL, 60 responses from the Mountain State CIL, and 56 responses from the Northern WV CIL. The following graph compares the responses to the satisfaction items by CIL. As may be noted in the graph, the overall patterns are very similar across the 3 Centers and the widest variation between points is about 15 percent. 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 79% to 96% while the range for those in the Closed group is 90% to 100% satisfaction. The following graph displays this disparity.



IMPACT OF SERVICES

Best Service. The consumers were asked, “What is the best service you received?” There were 131 responses to this question. There were 29 people who named Home Modification as their “Best Service,” 17 who listed Assistive Technology/Devices, 11 people who said Life Skills, 7 listed Information services, 7 listed Advocacy, 6 people said Employment-related services were the best, and 6 people named Care Taker/ Home Maker services. In addition, 19 people listed Other Services or a variety “best” services, and 14 consumers said All the services were the best. There were 14 people who said that no service was helpful or that they were still waiting for services.

The specific responses are listed in the subsequent paragraphs.

Home Modification Services:

- [Name] helped with chair lift, ramp, bath tub support, bath chair. Using the chair is the only way I can bathe.

- Actually, building the bathroom and toilets with bars.
- Friendly, clean, cleaned up everything in bathroom after putting commode in.
- Getting a wheelchair ramp so I can now leave the house.
- Grab bars for my shower. Hearing aids.
- I guess helping me with a bath is the most helpful.
- Installed ramp in one day.
- My shower and toilet.
- Provided a 6-foot-long ramp. We returned it when we no longer needed it.
- Put in a shower for me and took out the tub.
- Ramp and walk in shower.
- Receiving a commode assist, forms to fill out.
- Stair lift, remodeled bathroom.
- Supposed to be getting a shower unit.
- Supposed to be helping get a shower unit.
- The shower and that.
- They built a ramp and remodeled the bathroom so I could roll him out and get him into shower.
- They built my husband a ramp in the summer. I had asked them about some windows for the back of my house, but they never did get back with me.
- They helped me get a new shower.
- They made bathroom so that I was able to use it.
- They put a railing in for me.
- They put a shower in. It went pretty good after 2 years to finally put it in. It helped me a lot. At least I can wash my stinky ***.
- They put in a ramp for easier entrance.
- They showed up one Wednesday to get measurements, and the next week they were able to put in a ramp in one day.
- Walk in bath tub.
- Walk-in shower (The best thing ever for myself and husband due to limitations).
- Wheelchair ramp.
- When I received the van lift for my scooter so I could take my scooter with me shopping and doctor appts. It made my life a lot easier to get around by myself and not have to depend on someone else to go with me to unload my scooter.
- When they put my shower chair in the tub and adjust it just for me.

Assistive Technology/Devices:

- Hearing aids.
- Help obtaining a new light weight wheelchair.

- I got a new hearing aid that they helped me to fill out "Hear me" or something. They're the best people!
- I got this lift chair and my wife got a lift chair. I liked everything about it.
- I received blood pressure kit, telephone with lights and hearing upgrade and I received help in purchasing 2 hearing aids.
- I received two new hearing aids.
- I was given a lift chair.
- Lift chair
- Lift chair
- Lift chair.
- My hearing aids.
- OT/PT They were really nice. The only thing I didn't like was the PT who came to the house.
- The best services I received from CIL was hearing aids. They have changed my life forever. I can't thank you enough. Thanks again.
- They give me a chair to sit on when I take a shower. It helps me.
- They lent me a walker to try. Then I went out and bought one.
- They were very nice to me and explained everything. They got me a lift chair. That's all I remember doing. It was right after the flood and I had a stroke.
- Wheelchair

Life Skills:

- Cooking
- Cooking and budgeting
- Educational
- He did some skills training, but he got into arguments with other people there, but he's supposed to go back.
- Help me to clean a little better.
- I do chores at the house and every time I do something I mark it off. They helped me to get that set up.
- I was taught how to cook whole foods, fiber, and diabetic cooking with low sodium.
- Learning to be independent.
- The fact that I was able to work good with my instructor.
- They helped me with the paperwork.

Advocacy:

- Getting help with medical card issue and getting people to move on services.
- Getting help with SS office cause SS office did NOT want to take the time to explain things to me.

- Help with legal problems.
- Putting me in touch with the Human Rights Commission.
- Staff attitude was wonderful. I liked the advocacy.
- Teaching how to advocate for yourself.
- They answered a lot of questions about my rights as a tenant. They gave me information, but I had to start and stop the process on my own.

Information/ Information and Referral:

- A bunch of questions and all they told me to do was to liquidate the assets I had.
- Actually, just being able to talk with them about things that you need in life to be successful as a disabled person.
- Help from my counselor.
- I have not received any work yet. I am still on the waiting list. I have been working with [Name] and she has kept me up to date.
- I received a great amount of information. The CIL worker was extremely helpful.
- I received a lot amount of information at the CIL.
- Referral to other agencies

Care Takers/ Home Makers:

- Care Taker
- Community service help.
- Home makers
- My caretaker. She helps me all the time. She helps me around the house. They always call and check on me.
- Nursing aides bathing and dressing
- Well, the best is personal care.

Employment Related services:

- Got me a job very quick and I am very happy with the job she got me.
- I have to say when they helped me get a job.
- Job shadowing/training.
- Me getting a job and a ride. Transportation to work!
- The one time she helped me find an outfit for a job interview.
- The summer program where she got to try out different jobs. She liked that.

Other/Variou Services as “Best” Service:

- [Name] did her best to try to help me. There were many problems that popped up and I'm still having some issues, but I'm too exhausted to try to get them resolved. It is what it is. Grateful for what is!

- ACIL contacted me in the past year to follow up and make certain I had everything I needed, which was thoughtful.
- Actually, being able to be more independent. I'm able to help them out. It's just an honor to be able to work with that organization.
- Contractor was great, very kind.
- Going to Aldi's.
- Going to conferences (FSN, People 1st, etc.). Learn to cook, etc.
- I got a wheelchair. I bought a ramp. The IL services haven't really done much. They set me up with care people to come in.
- I got to have socialization with my peers and the staff encouraged me to participate in the art show, etc.
- I remember when they came here, but I'm not sure what they did.
- I tell you what is on my mind. I tell people what I think to a woman or a man.
- I would say the way they helped you. They stick with you until you get what you want to achieve.
- Outstanding help, respect, friendship and caring, Confidence boosting.
- Salvation army. Trinity church. Independent shopping.
- She helped me find services to stay in my home. And where I can find new friends.
- That they help me get a job and have help me with family. They listen to me and gave me good advice.
- They showed up.
- Transportation
- Transportation to meetings and events.
- When a former employee helped me get my own apartment.

None or Waiting for Services:

- I called for 3 months and was told you are on a list.
- I did not receive any services. I needed a ramp for my front porch but funds were not available. Family and friends eventually pooled resources and provided one.
- I haven't received any yet.
- I haven't received services. They said it could take up to a year or more to get help with my house.
- I'm not sure. They really haven't done anything just yet.
- I didn't get no services. They never put in the shower.
- No one ever got back with me or come to check things out or helped me in any way.
- No services yet. (X 3)
- None. They haven't done anything I am waiting for them to get back with me.
- Not sure (X 2)
- They never did nothing.

- They plan to build a ramp for me, but there's no funding right now.

All Services were the “Best.”

- All services, in general, have been excellent.
- Everything is the best. The people were nice to me.
- Everything. I can't do much for myself.
- Help with housing. Cooking classes. Volunteering. Advocacy. Leadership skills. Community involvement.
- Helpful to the needs I needed, friendly, caring. Got very good care from staff at your Elkins Office.
- I can't really say because they have programs that really benefitted me. Everyone was good.
- I felt that I had the best service and still do and when I need them.
- I gotten a lot of services that were helpful. I'm also a board member. Basically anytime I need something, they can help me with it or give me a logical reason why not.
- I have been happy with all of the service I got from independent living.
- Just the whole operation. They step up and make sure everything is taken care of.
- My rehab caseworker has been helpful. My care workers over past 2 1/2 years have been helpful.
- The contact with them and the help they have given me.
- The way they coordinate services. Because everyone works together to figure out which steps need done first.
- They are still working with me and making sure my needs are met. They are consistent.

Made a Difference in My Life. The consumers were asked, "Did the CIL services help to make your life different?" Of the 130 people who responded to this item, 93 (72%) reported that the services did make a difference, 20 said the services had not made a difference, and 17 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 82 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.

- [Name] helped me with papers I didn't understand. So, yes, made my life a bit better knowing there's help out there.
- 100 percent.
- All of the services I received help ease my life and stress levels.
- Because I filled out the forms request they said would come and see what needed to be done. Never heard from them again and no one ever called or came.
- Before I would try to be more independent and now they help me. I think the Center helped me to be a better person that helps other people.
- Before, when I would try to stand, I would fall, but they put a wall in the bath room so I had something to hold on to. I can get on and off of the toilet easier and with the little half wall, I don't fall now.
- Can bathe myself.
- Can communicate better with people because now I can follow conversations and even hear preacher's entire sermon.
- Didn't get any.
- Easier getting up and down from chair.
- Easier to take a shower.
- Even to get up to go to the bathroom was difficult before. They helped me to get better.
- Excellent guidance through SSI and Waiver process.
- Get out of house more. Learn new things.
- Got me out of nursing homes
- Help with the wheelchair made it easier for me to get into my house.
- Helped me regain my will and drive to do and achieve goals I need and want.
- Helped me to get upstairs and step-in shower to get a shower.
- Helped with letters from companies that I didn't understand. Explained to me more clearly.
- I am hoping it is going to help me.
- I am now able to safely get in and out of my house.
- I can get a shower and get clean now.
- I can get in and out safely.
- I can get in the shower confidently.
- I can get in the shower without worrying about falling and the toilet they put in has been a big help for my wife and I. My wife has a hip replacement surgery and knee surgery and the height of the toilet has been a big help to both of us.

- I can't walk good and I am unsteady on my feet. I have many doctors appointments I have to be at and before I knew about ya'll getting around was so hard They have made a difference in my life. They help me when I need it, come get me to my places, and always there when I need them. If it weren't for this service I would always miss appointments or be late. I thank God for this. I needed transportation in the worst way and so I don't have many options.
- I could do more things.
- I couldn't hear hardly anything before I got the hearing aids.
- I couldn't take a bath without fear of falling in my old tub.
- I feel that I have more control of my life now. And not someone else making decisions for me.
- I get to stay home and not in a nurse home. I cook a little now.
- I got a good job that helped me pay bills and everything.
- I have bad knees and a bunch of stents so I get sit in the chair and don't have strain to get up and down.
- I have been waiting for the lift chair for 2 years. I called them repeatedly. I've been approved, now I received letter that says not eligible. I can only get chair to keep me out of rest home/nursing facility.
- I have improved feelings of independence and confidence.
- I know that I can hear real well with my hearing aids. I can feel safe with my grab bars in the shower.
- I learned from being an early play the center put together (we did) that I acted in to go out and audition for more plays and movies.
- I like it that they help me. There are things I can do now that I couldn't do before.
- I like to learn more classes.
- I now can hear much better. My old hearing aids were worn out. I could not afford to buy new ones.
- I received no no no no service. I did not get any call back.
- I was able to drive myself to my appts and shopping and to visit family and friends. Thanks to the lift they paid for to help load my power scooter in my van.
- I was able to get a Habitat for Humanity house and help do the hours to get it built from the ground up.
- I was getting 2 1/2 hours a day of cleaning. They keep stuff cleaned up so I can get around my house so I can get around more.
- I will be able to get around.
- I would not be able to stay in my home without help from CIL. Thank you.
- I wouldn't have invested in the walker if I hadn't been able to try one out.

- I'd have to say I feel like things are more open to me.
- I'm more efficient at getting food prepared and all that-- cause I like to eat. The cooking classes are the top thing that helped me but the social skills classes that help you navigate in the community have helped as well.
- I'm on my own and don't have to live with my mom.
- Improving my thoughts.
- It gives you hope that you can find some kind of work and go back to work.
- It helps me to get a job but was not able to keep it cause I hurt my ankle and was too much for me.
- It made things easier. Like being more active in the community and participating in more things.
- It's just shown me that there are areas in my life where I can do things when I feel like I can't.
- It's more fun activity to more motivation for me to keep me busy.
- Knowing there are caring people out there.
- Made me a better person.
- Made me independent and got me into groups to help me.
- Make it easier on me. I get the help I need. The things I couldn't do before they help me get done. They make sure I'm on track of everything.
- Making better friends.
- Mobility with a wheelchair.
- My life has changed. I'm not alone. I enjoy being around people, I make friends there and they like me, and I learn sign language. I learn a lot. And my attitude, stress, not anymore. I go work. Then sit at home. I like to stay busy. I enjoy life!
- Need help with everything, from bathing to dressing, fixing my meals, doing housework. I don't know what I would do without the help.
- Not yet.
- Not yet.
- Now can take a shower and feel safe from falling.
- Now I can use bathroom and shower much easier.
- Service was below average.
- She helped so very much.
- Still a work in progress. Working on getting a care giver. I feel more confident in myself.
- Taught me how to advocate for myself and learn the different housing regarding fair housing.

- The shower was real hard to get into. It had that glass sliding door and I had to pick him up and put him in there, so now he has a roll-in shower. They did a good job.
- They didn't help me at all.
- They done the bathroom and shower. It works pretty good. I couldn't use the bathtub no more.
- They helped get what I needed.
- They made me realize my potential and overall it was good to have someone to know what was happening in my life and they always encouraged me to continue writing.
- To be more independent.
- Was able to gain entrance without having to call an ambulance service.
- We are both crippled up and the ramp lets us get in and out more easier.
- We were able to get the medical card issue cleared up.
- Well this chair helps me get up and down. My wife got her one of the chairs that goes in the shower it has helped us both out

ADDITIONAL SERVICE NEEDS.

The consumers were asked, “Are there any other services you wish the CILS would offer?” A total of 107 people answered this question. About half (53 people) said they wished for additional services, 54 people said they had no additional needs. Their comments are listed below. The comments could be categorized as Home Modification, Assistive Technology/Devices, Skills Training, Medical Supplies or Services, Transportation, and Other/Various needs. The comments are listed below.

Assistive Technology Needs:

- ✓ Hearing aids.
- ✓ I need a scooter, but they don't have them.
- ✓ I need hearing aids.
- ✓ I would like help buying batteries for my hearing aids. I am on fixed income and sometimes it's hard to buy batteries.

Classes/Skills Training:

- ✓ Ability to use sign language.
- ✓ Computer skills help.

- ✓ Dating and relationships, safe sex 101. The reason is because the folks at People 1st taught those classes.
- ✓ I can't cook and I have to sit on chair to get in the fridge cause of back. I had rickets as a little kid have had back problems for ever.
- ✓ I sincerely would like them to offer nutrition classes and such groups even a section on coping skills.
- ✓ If someone would have showed me how to write a resume that would have been nice.
- ✓ More educational programs about independence and what it is.
- ✓ More help dealing with problems.
- ✓ More programs.
- ✓ More sign language.
- ✓ To help elderly people stay independent.

Communication:

- ✓ A monthly newsletter.
- ✓ Better communication and also keep their word.
- ✓ Coming to the homes and seeing some of the issues so they can better understand the issue in the home.
- ✓ Help people know what programs are available for assistance.

Home Health Care Needs:

- ✓ A nurse to come in. make kitchen so that I can get to things from wheelchair.
- ✓ More available aides.
- ✓ Referrals to "home health aides" who are bonded/insured and trained and/or Medicare certified (not those who have just come to the U.S. and who couldn't care less about caring for someone--just need a job and are cheap.

Home Modification:

- ✓ Fix flooring, tile.
- ✓ I don't know what you all do. I was needing a ramp, haven't heard anything about it. I could use a walk-in shower, but don't know if you all help with that.
- ✓ I really need a ramp for exiting my home in case of fire and/or egress on evacuation.
- ✓ I really need a ramp for exiting my home in case of fire and/or egress on evacuation.
- ✓ One thing is the driveway. Times like today, it's hard to get out cause I'm in the mud. If they would pave a driveway that would help. But they did give me names.

- ✓ Ramp to get out of house easier, can't do stairs, roof leaks, and needs fixed, repaired.
- ✓ Simple home repairs.
- ✓ Walk in shower
- ✓ Walk in tub. Lift.
- ✓ We need a hand rail on the outside of the porch and a back door in our house.
- ✓ We needed new windows cause the old ones let the air come in around them, but we never heard back about that.

Transportation:

- ✓ Assistance with errands and doctor appointment. That's the only thing I still have trouble doing on my own.
- ✓ I need a vehicle so I can go take my driver's test.
- ✓ I wish they had a service to buy a new or used handicapped van that a person could use if they had a power chair and the van had an automatic ramp they could drive up the ramp and into the van right up under the drivers seat. Use hand controls to be able to drive the van.
- ✓ Maybe good used vehicles for those who can't afford one.
- ✓ More transportation.
- ✓ Transportation to doctors visits.
- ✓ Transportation. I understand why they can't right now, but if we want to do something in the afternoon, the buses only run so long. If my caregiver isn't working that day, I can't go. The buses stop at 4 to get me home.
- ✓ Transportation. They need to offer some transportation, like to the grocery store. Or to Social Security appointment, or to doctors appointment. The biggest things I need are transportation and companionship.

Other/Various Needs:

- ✓ Employees that help and care enough to follow through with the promises they make.
- ✓ Friends. Go places. Can't drive to taxi.
- ✓ Hire advocates that actually want to work.
- ✓ I would like to help volunteer so we can get the old consumers and new ones to come back in the door so we can keep the place open.
- ✓ I would like to see the centers all over WV start sort of a drama club to perform plays about disability situations and problems people with disabilities face.
- ✓ More advocacy.
- ✓ More help finding a job.

- ✓ PT/OT
- ✓ Recreational activities outside of the center. Team bowling league, etc.
- ✓ Therapy
- ✓ To help independent elderly people. Help with income. I am almost 70 years old and my wife is disabled as I am. We can get no help.

SERVICES RECEIVED

The survey recipients were asked to indicate which IL services they had received. There were 129 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.	53
b. The CIL staff put me in touch with other agencies or people who could help me.	78
c. I received items that help me do things I need to do.	63
d. They helped me find another person with a disability I could talk to.	24
e. They gave me information about how to take better care of myself.	49
f. They taught me how to make choices to improve how I live.	52
g. They taught me new skills that I wanted to learn.	33
h. They helped to make my surroundings more accessible (ramps, lifts, hand rails).	58
i. They helped me find a place to live.	15
j. They helped me get transportation to the places I needed to go	35

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 surveys. 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 78 people who received 1 to 3 services, 33 people received 4 to 6 services,

and 18 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 101 individuals who responded to this item. Of these, 62 expressed praise or gratitude for the services or staff, 11 people provided complaints, and 26 people offered suggestions or explanations. These comments were:

PRAISE / GRATITUDE:

- ❖ [Name] does an excellent job! Great follow through and support!!! Checks in regularly.
- ❖ [Name] has been such a great friend that really cares, really goes out of her way to help and care. Like no one ever has for me!
- ❖ After the flood, FEMA got in touch with Center on Aging and they got me to the CIL. The ramp has really come in handy for me. They were very nice and compassionate and done a good job.
- ❖ All staff have been wonderful.
- ❖ Allows me to be a better advocate. Legislative process.
- ❖ Awesome!
- ❖ CIL has helped me so much Chair lift ramp. May God bless CIL and [counselor name].
- ❖ CIL is the best organization I know. The workers are a blessing to people who need them. Keep up the good work.
- ❖ Enjoyable experience, it has made a positive impact for me and my family. The staff is wonderful, friendly, professional. I look forward to working with them on my path to independence.
- ❖ Friendly. I can call when I need to.
- ❖ I asked them for help with going places, getting in the bathtub, and help. My homemaker was nice to me.
- ❖ I can do things better now. It is fun to learn things there.
- ❖ I enjoy meeting other people with different disabilities some going through similar things that I am. I like that a lot. I've learned and I'm still learning a lot of new things!
- ❖ I have received other rehab services and didn't have a good experience with them, but this service is a good one.

- ❖ I have told other people about what wonderful things they do. I thank them very much. They were and do help any way they can, and I thank them a lot.
- ❖ I made 13 years sober yesterday. I do take medicine too and that helps. They been there for me for the rough times I went through, and they still are.
- ❖ I needed a shower cause I broke my hip. The doctors told me to call them for help. They also put up some grab bars. They was good. They done it in a few days. They was real good.
- ❖ I think it's a great service and I think what it used to do was even better. They used to help with transportation and more education.
- ❖ I was real pleased with the service. I would recommend the CIL to anyone in need of help.
- ❖ I was very happy to finally receive my hearing aids. It just took so long to get them that I really didn't think I would get them, but finally got them. I was very happy.
- ❖ I went through USDA for a bathroom modification and it wasn't done properly. We had to take the contractor to court. The CIL even went to court with us. Now our bathroom has to be done over.
- ❖ I'm happy that he help me find this job and check on me how I'm doing.
- ❖ I'm thankful they are there if I need them.
- ❖ It has been very helpful.
- ❖ It's been great for me.
- ❖ I've been going there about 5 years. They helped me get my job and it has really been good. They fired the one that helped me the most and that was really sad.
- ❖ I've been going there about a year. They help me every way that they can. They're sending me up to NY to get a service dog. I think everything is just perfect.
- ❖ Keep up the good work!
- ❖ Love CIL. They are there if I need them.
- ❖ No, that should be it. I'm glad I go there.
- ❖ No. They were nice.
- ❖ Not really, the center is one of the best resources that are in the disability community out there today. I don't know where I would be without them and without a few other resources in my life.
- ❖ She seemed real nice and they got me hooked up with Care Partners, I think.
- ❖ She started with them through the school in the summer. She worked in the daycare. That's what she liked the best.
- ❖ Since I am higher functioning I don't need assistance too much but the support I receive is excellent.
- ❖ So very helpful in all of my needs.

- ❖ The help me a lot. Thank you.
- ❖ The people who work at CIL is very nice and the guys that worked in our home was very good about their work and I really like the fact that they didn't use bad language in a home and they were all very polite to the both of us.
- ❖ The teachers are real good and plus they teach us.
- ❖ They also supplied my husband with a lift chair.
- ❖ They are understanding people.
- ❖ They are wonderful people who take time out of their busy day to help.
- ❖ They came out and measured and contacted his parents who own the home to make sure it was ok to make the changes to the bathroom and build the ramp. They did a real good job. They came when they said they would and finished up right on time like they said.
- ❖ They checked on me every so often to see if I needed anything or how I was and ask if I was still satisfied with my worker.
- ❖ They done a good job with the railing.
- ❖ They got the work done in a great time and cleaned up the mess.
- ❖ They help me make friends that are disabled.
- ❖ They help me with shopping. That is good.
- ❖ They help people with what they need.
- ❖ They helped me get transportation to vote last year.
- ❖ They helped me learn to cook efficiently. I started going in 2007 and have learned to live more independently. I volunteered teaching cooking after I learned it. My interactions with them have always been good. The activities are fun and interesting. The legislative work is important and it's good to be an advocate for myself. The center could use more staff and the funding for it. It's a good center and has helped a lot of people beside me. They have an awesome staff but could use more people.
- ❖ They put in the shower and while they were at it, they put in a taller commode. They do pretty good work. They had a backlog, but when they got here they done good work. Polite and courteous. They did a decent job.
- ❖ They were very good at answering my questions and concerns. I have recommended them to my friends.
- ❖ They were very kind. Two or three different people called me about the chair and it was here within a few months. I couldn't believe they brought me a chair.
- ❖ They were very nice. The problem was the long waiting list for home modification, so I just got my own. I thought they did an excellent job for me. They were polite and nice to me.
- ❖ They're friendly, they help me with independent skills.
- ❖ They're good to have. They help people.

- ❖ They've made it possible for me to stay in my home rather than a nursing facility. They've made life a little easier for me.
- ❖ Tub Walk-in tub was huge! Still even after they finally installed 50 gal tank I still have problems filling the tub while I'm in there, the jets shoot ice cold water. Done. I will just be grateful for what is and go forward. Thank you so much. Sending your 2 cents back.
- ❖ Very good helpful people.
- ❖ We are very pleased.
- ❖ We thought it would take long. We were on a list 2nd from help. They showed up and was done in one day. Thank you very much. It has made it easier to walk and use my chair.

CRITICISM:

- ❖ During the one visit I had with them, the lead person looked on my wall of the kitchen and said, "Oh, a penis!" I was astonished and revolted. I looked and saw she was looking at a lobster mold on my wall. Where was her mind? I will never deal with her again. She should be dismissed.
- ❖ I received NO service after calls and calls.
- ❖ My landlord was giving me a hard time and wouldn't let me have my support animal. They stayed in contact and helped, but then they just stopped contacting me. They seemed like they were interested to help, but then the calls just stopped.
- ❖ Never hear from them unless we call.
- ❖ Never hear unless we call.
- ❖ No one would return my phone calls. She acted like my disability wasn't "disabled enough."
- ❖ Not a happy camper. Very disappointed no one came, no help what so ever.
- ❖ They talked a good talk but did nothing for me at all. I have waited for my lift chair for over 3 years. I'm finally in line to get one.
- ❖ They were supposed to put a shower in but they never done nothing. I never heard from them. The last time I called, they told me they didn't know what number I was so I don't know when they get to it.
- ❖ Told to apply, but it would take over 2 years and I could only get 1 thing (ramp, lift, hand rails).
- ❖ Very insecure about everything. I've gone to the DHHR and they were no help. They turned us down for everything and told us we had to liquidate assets completely before we were eligible for help.

OTHER COMMENTS, NOTES, EXPLANATIONS:

- ❖ Education in many fields.

- ❖ He didn't go there very long, but he's supposed to go back. He got some independent living skills.
- ❖ I did cooking. I liked it. I'm supposed to go to a group home next week. They helped figure that out.
- ❖ I had no service from CIL.
- ❖ I have not heard nothing back from them since they came out in the summer.
- ❖ I haven't heard from them, but the one time they told me I was eligible.
- ❖ I know I can request help anytime I need service.
- ❖ I went to them for help with dealing with a landlord. I spoke to Fair and Equal housing, but they were protected. He wasn't helping with accommodations.
- ❖ It's been a long time, I don't really remember. They were polite and talked to me while I was still in the nursing home. I haven't talked to them since I got back to my home.
- ❖ More funding for CILs. End the waiting list: we need help now, not in 2 years.
- ❖ My first experience was just great. I was on the waiting list for about 2 years but when I finally made it to the top, by the time I received notice that I would get the lift for my van, I just had to get the scooter in my van somehow and get down to Charleston WV and get my lift put in and modify m scooter to work with it. This time I ask for an automatic ramp to be put in my van now, since I am not able to use the lift by myself anymore. I really really need my van modified to get that ramp in ASAP so I will again be able to do my own driving to appts on my own. I would also need hand controls to drive the van. I have been on the waiting list somewhere around 5 or 6 years. I don't think they are going to help me this time. Please don't forget about me. it has been so long and I had completed all the paperwork that they have ever sent to me and sent it back very quickly. But I have heard nothing for at least almost a year. Please let me know where I am on the list. Thank you.
- ❖ Never had service.
- ❖ They are helping me try to find a new place to live due to my current living conditions not safe.
- ❖ They built a ramp for me in my old house, and we wanted them to build a ramp on this new house. They couldn't do it, but they did remodel my bathroom. Now I have issues with scar tissue so I've been using a scooter for a couple months, so I need my doors wider. There's places in the house I can't go. They might be able to widen the doorways for us.
- ❖ They came in and looked and took pictures and they gave me the names of places to call. The ones I could get hold of I got estimates from, but nothing was ever done.
- ❖ They help me get a shower and do the laundry. They're money got cut so they can only come 3 days a week now. I need more help cause I'm getting worse. They did get me a lift chair.
- ❖ They just came and built it, we didn't know they was coming.

- ❖ They put in an application in April of 2016, but they told me they were out of funds and couldn't help me until October of 2018. They sent me a letter and said try again in 2018.
- ❖ They were supposed to put a ramp, but they didn't do it yet.
- ❖ They weren't sure if they could help me or not. I haven't heard from them lately.
- ❖ Too early to tell. I haven't heard anything.
- ❖ Too early to tell. I have not heard anything.
- ❖ Used to have lots of instructors and consumers but lately, major cuts at CIL. No new consumers, no backup van drivers. Every CIL needs major improvement... now. Otherwise every CIL in the state of WV will be shutdown. Not only WV but all 49 other states!
- ❖ We asked them to build a ramp, but we haven't heard nothing back from them.
- ❖ We didn't know anything about the services. We were in the dark. The hospital put us in contact with them. I really haven't had them come out and do anything. I'm trying to get a van to transport him.
- ❖ We need more CIL offices to get more help to more people with more people in them like we have now.

SUMMARY

Demographics. Each of the 6 districts of West Virginia, and 36 of the 55 counties in the state, are represented in this sample of 153 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.

There were 56 responses (by phone or mail) from the offices of Northern West Virginia Center for Independent Living, 37 from the Appalachian Center for Independent Living, and 60 from consumers from the Mountain State Centers for Independent Living offices.

About 54% of the responders were participants in the *Community Living Services* Program (83 of 153 people). There were 29 *Title I-Part C* participants, 19 people who received *ACL* services, 10 people in the *Employment Services Division* program, 6 who received *Housing and Urban Development* services, and 5 people who received other services. People were also served through the *Peer Support* program (3 people), *PEI* (1 person), and *Our Lives* (1 person).

There were 125 people who provided information about their disability. Forty-four percent of the sample reported having a Mobility-related disability. Others reported having a Cardiac/Respiratory disabilities (11%), Sensory disabilities (10%), Cognitive disabilities (8%), Mental Health disabilities (8%), and Other/Various disabilities (19%). “Other” disabilities in this sample included Stroke, Cancer, Chronic Illness, Diabetes, Renal Failure, Seizures, and Kidney Disease.

About 68% 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. The rating for each statement was slightly lower than in the previous two surveys, but 5 of the 7 items still 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.

Since the number of responders with Open versus Closed cases was similar, it was possible to create a graph of the differences in their responses. That graph indicated the impact that waiting for services has on client satisfaction.

Impact of Services: Best Service. When asked about the “best” service they received, 131 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 as a best service. Many people cited all the services they received as “best,” indicating the impact of each service provided.

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 130 people who responded to this item, 93 (72%) reported that the services did make a difference, 20 said the services had not made a difference, and 17 people were unsure about whether services had made a difference.

There were 82 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.

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 78 people who received 1 to 3 services, 33 who received 4 to 6 services, and 18 people who said they 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, 53 people suggested additional services. The service needs they noted can be categorized as Home Modification, Assistive Technology/Devices, Skills Training, Medical Supplies or Services, Transportation, and Other/Variou needs.

Additional Comments. When asked if they had any other comments for the SILC, 101 individuals responded. There were 62 expressions of praise or gratitude for the services

or staff, 11 complaints, and 26 people who offered suggestions or explanations.

Overall. This survey results describe the delivery of critical services to West Virginians with disabilities. The services provided through the CILs are assisting people with disabilities 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. Despite apparent staffing and funding cuts, the Centers continue to positively impact the quality of life for West Virginians.