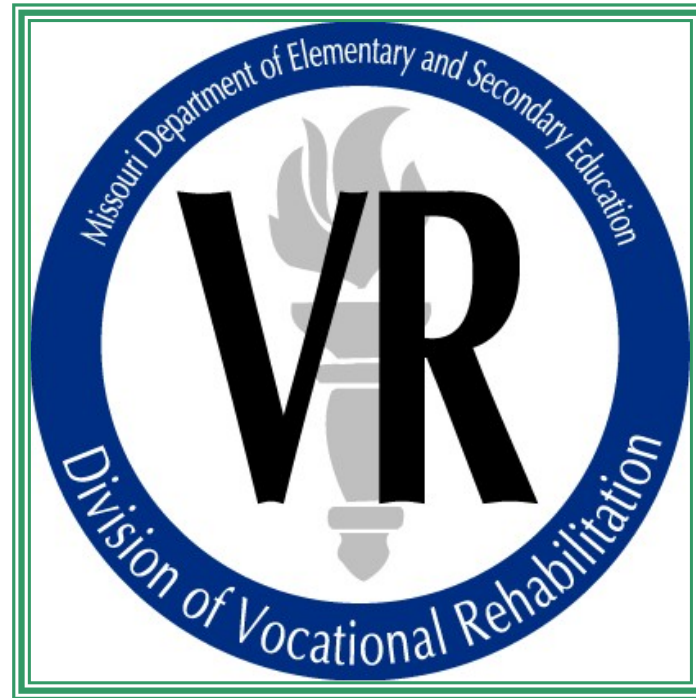


Independent Living Centers



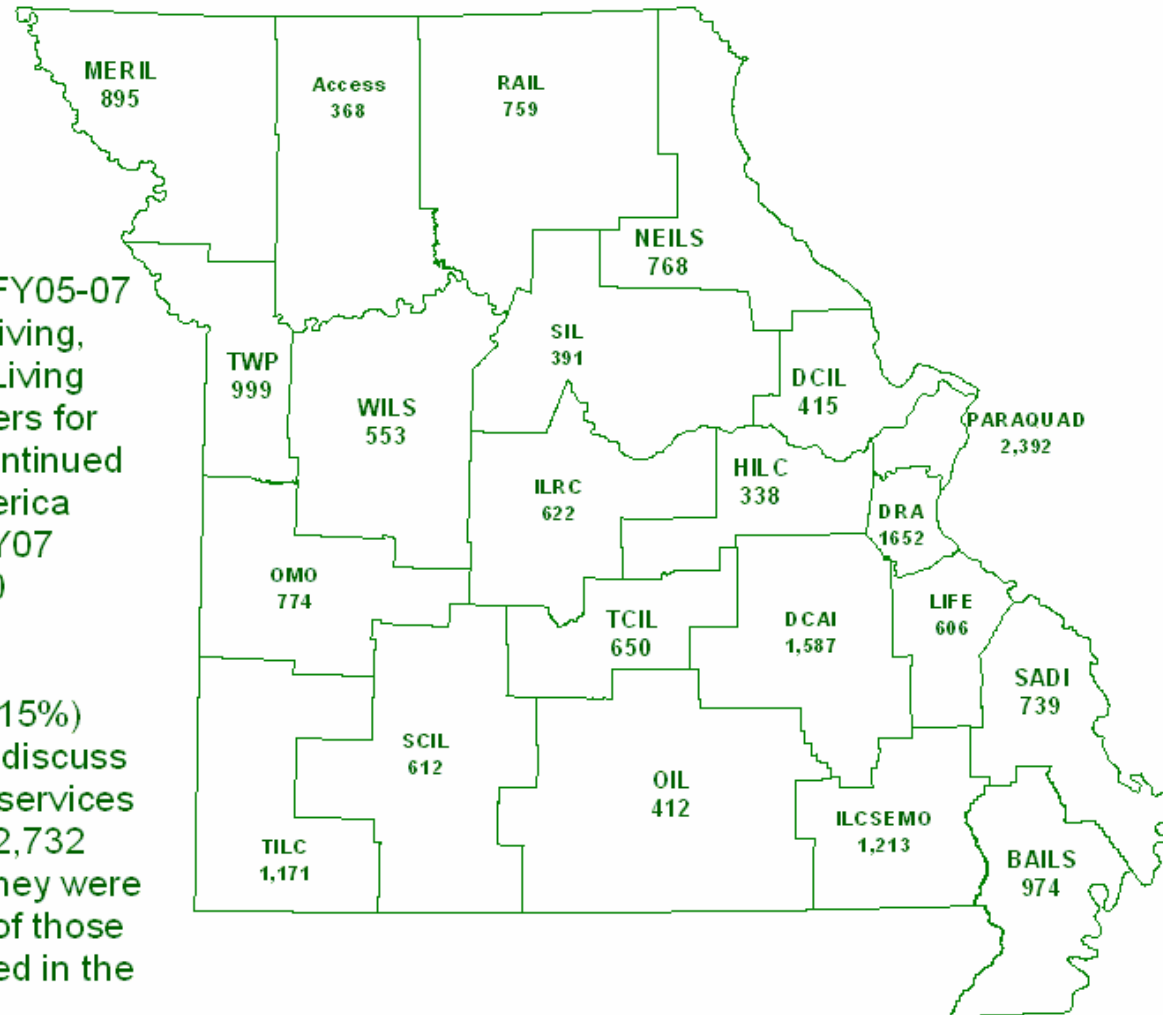
Consumer Satisfaction Survey
2005 - 2007

Centers for Independent Living

FY2007 IL Consumers Served

FY2007
IL Consumers Served
18,890

As an objective listed in the FY05-07 State Plan for Independent Living, the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs) continued their support of the Help America Vote Act (HAVA). During FY07 CILs reported serving 18,890 consumers. For the FY2007 IL outcomes survey 2,732 of these consumers (nearly 15%) were contacted by phone to discuss their satisfaction with the IL services they have received. Of the 2,732 contacted, 1,988 indicated they were registered to vote and 82% of those registered reported they voted in the last election.



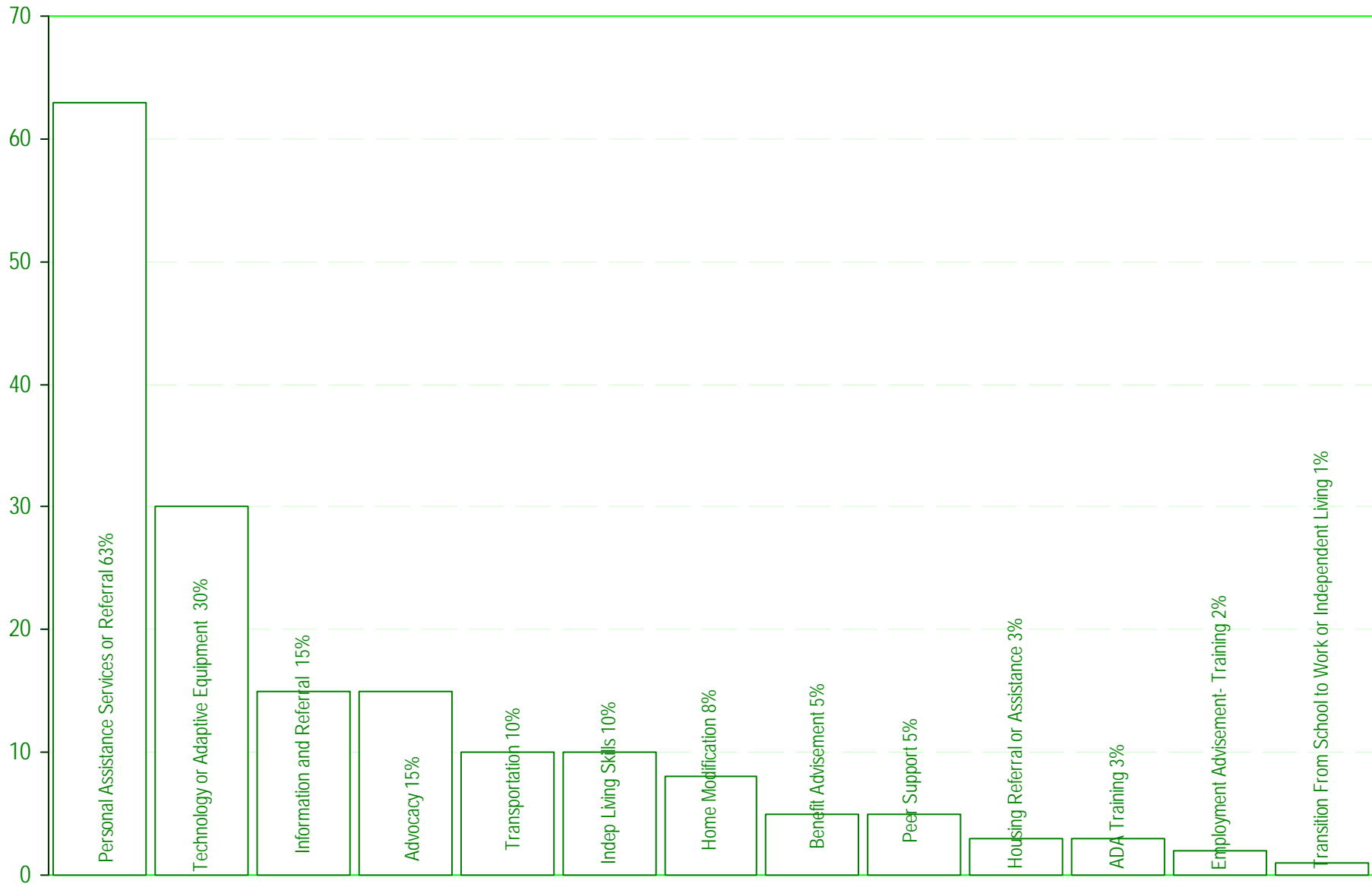
Independent Living Consumer Satisfaction Survey 2005 - 2007

- Σ **Research Objective:** To review the satisfaction of consumers receiving services through the Independent Living (IL) program; as well as the changes these services made, a telephone survey was conducted annually 2004-2007 concerning the areas of: Advocacy, Americans with Disabilities Act (ADA) Training, Benefits Advisement, Employment Advisement, Training or Referral, Technology or Adaptive Equipment, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Transition From School to Work or Independent Living, and Transportation.
- Σ **Research Design:** The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program. The number of persons responding to the random sample for each CIL for the most recent years are displayed in the following chart.

Center	2005	2006	2007
ACCESS	35	147	55
BAILS	132	115	148
DCAI	109	166	283
DCIL	26	45	69
DRA	30	300	145
HILC	39	30	35
ILCSEMO	137	267	261
ILRC	75	32	78
LIFE	61	129	109
MERIL	74	138	260
NEILS	147	136	158
OIL	42	75	75
OMO	51	65	27
PQ	134	265	308
RAIL	10	30	30
SADI	117	115	175
SCIL	59	92	92
SIL	44	57	63
TCIL	62	117	125
TILC	74	74	85
TWP	29	125	105
WILS	100	57	46
Missouri	1,587	2,577	2,732

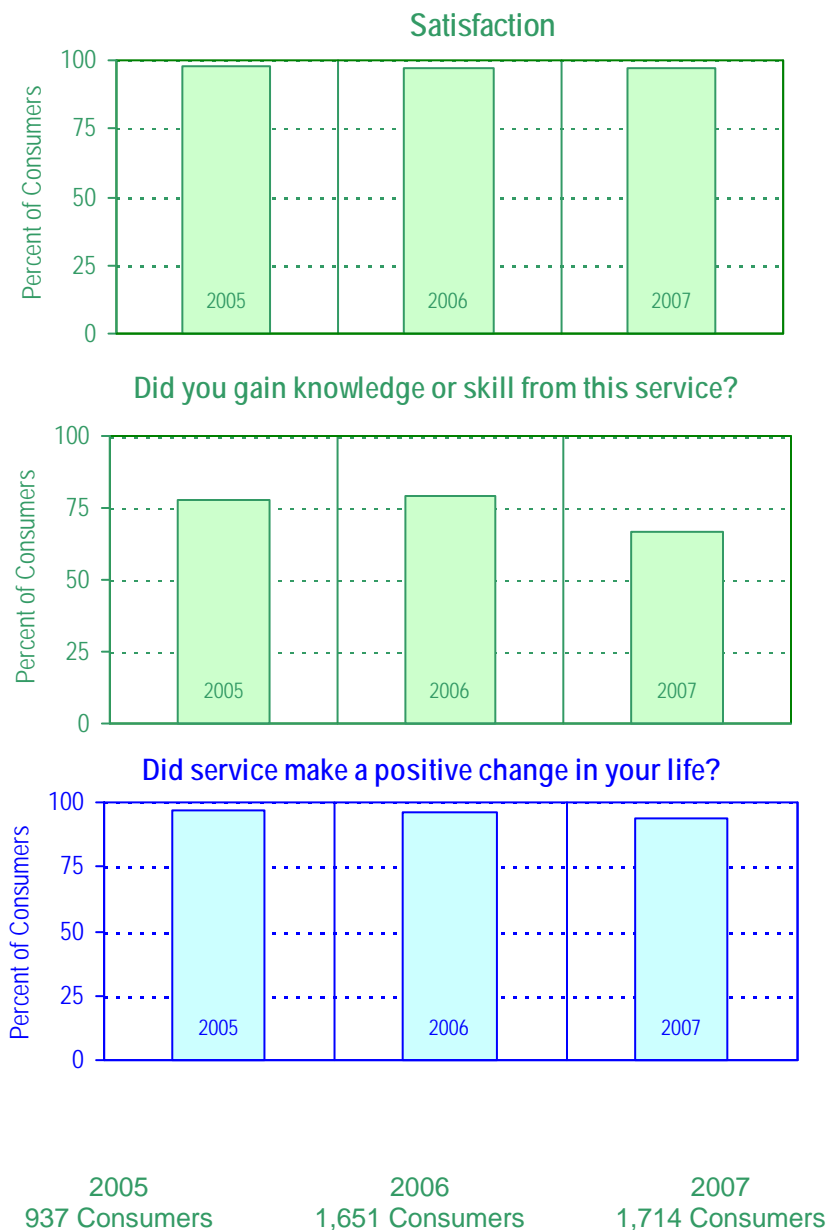
- Σ **Data Analysis:** The consumer responses were tabulated for each query. The graph shown on page 3, reports the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.
- Σ **Report Format:** For the purpose of this report, N = the number of consumers responding to the surveys. The N will fluctuate for each service during the 3 years being reported as a result of increases/decreases in the services requested by the consumers surveyed that year. The consumer responses for each service are displayed in graph format beginning on page 4. The first graph on each page reports the percentage of consumers satisfied with the services received. The second graph reports the percentage of consumers that feel they gained skill or knowledge from the service and the last graph on each page reports the percentage of consumers that felt the service made a positive change in their life. The information below the third graph indicates the number of consumers responding to this query each year.
- Σ **Additional Data:** During the survey, consumers responding “yes” to the question: ***Did the service received make a positive change in your life***, were asked a follow up question of ***What change did it make***. A representation of the comments from the 2007 survey are included in this report next to the corresponding graphs for each service.

Independent Living Services Received by Percent Of Consumers Responding 2007



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Personal Assistance or Referral services you received?



How Consumers' Lives Were Changed Due to Independent Living's Personal Assistance and Referral Services

From consumers:

- "Make me more relaxed and self-assured that someone is there to help you. By providing transportation it allows me to get out to go to doctor, bank, shopping. Gets house cleaning done which allows me to live independently."
- "Number one this service allows me to remain in my own home. It helps me get through all of my activities of daily living."
- "She helps me with cleaning and cooking, and she helps me get up and down from my chair. I am happier, and I feel better because I'm not living in a mess anymore. It has helped with my depression, and I am eating better."
- "The attendant helps me with my baths and cooks for me. She has made a big difference in my life."
- "They changed by helping my family out, taking the load off of caring for me."
- "Without the services I would not be able to get out of bed, so it provides a life for me."
- "Yeah, I couldn't function without this service. I am a quad, and without their help I couldn't do anything."
- "Yes, been with the program for 11 years and helps me to live my life. A life saver."

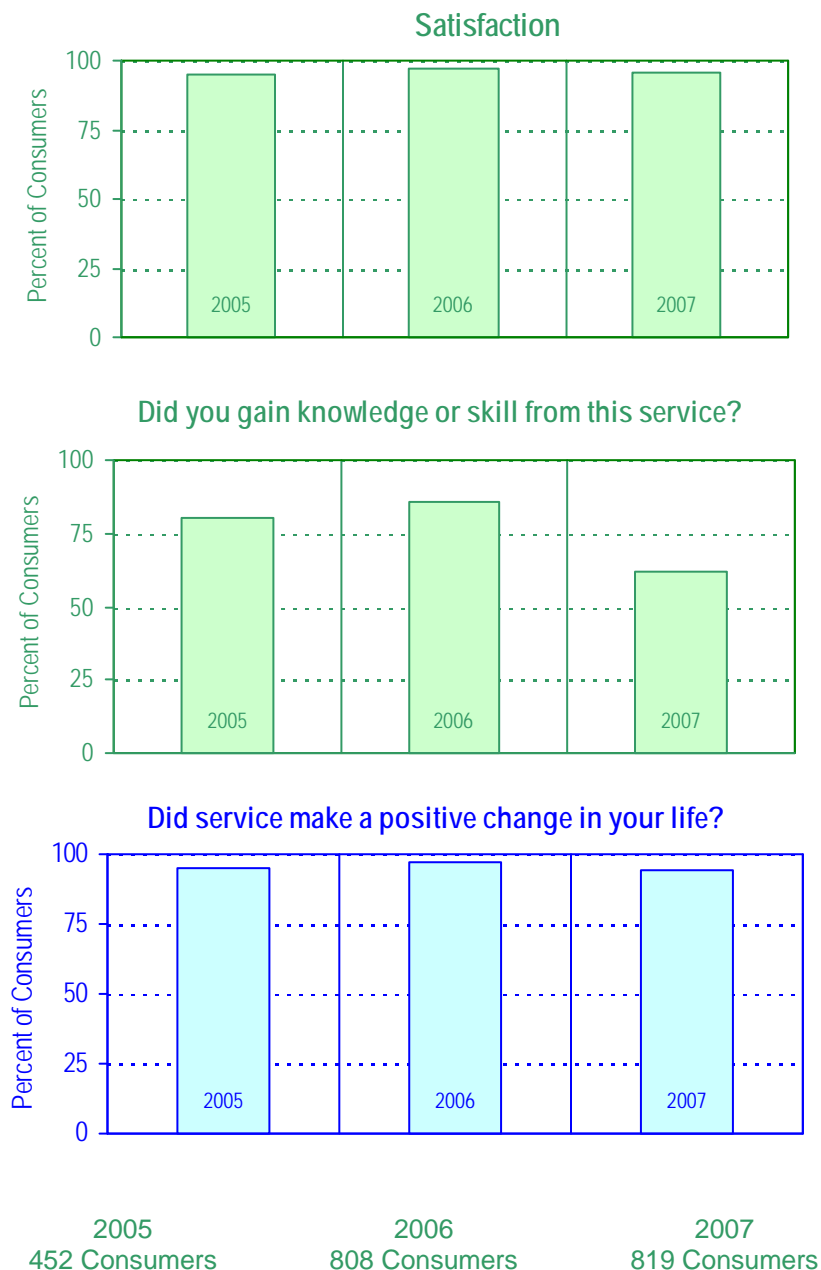
From transcribers*:

- "Allows consumer to stay in her home. Feels safer in her home."
- "Provides the services he needs to remain in his home and community. For example, he is home bound and needs assistance with grocery shopping."
- "Relieved that somebody is here to help her and you don't have to worry anymore. House is being kept clean. Great change--has someone to take her to the doctor. Caregiver gets her groceries--too difficult to go on her own now. "
- "Showed her that no matter what condition you are in, you can just keep on going--just like someone who is "normal." Allows her to stay living independently."
- "Without services she has received she would have had to go to a nursing home."

* As communicated to phone surveyor.

Independent Living Consumer Satisfaction Survey Question

What was your experience with the Technology or Adaptive Equipment services you received?



How Consumers' Lives Were Changed Due to Independent Living's Technology or Adaptive Equipment Services

From consumers:

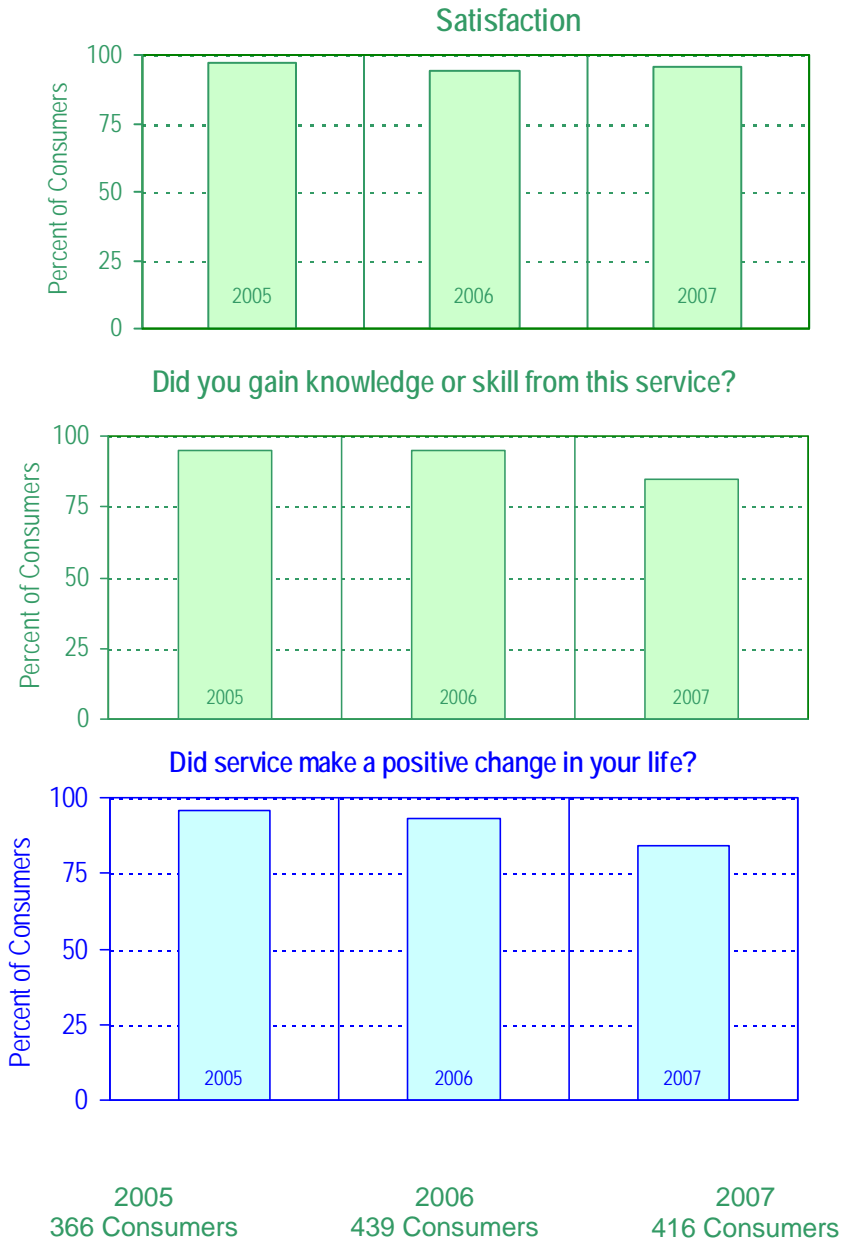
- "The center bought me a blood pressure monitor."
- "The fire alarm you provided keeps me safe, and I don't worry about waking up in case of fire."
- "They helped me get a hospital bed and a wheelchair."
- "With my low vision the TAP phone helped out quite a bit. Without this phone I would have no communication with the outside."
- "You gave me a shower chair so I can bathe."
- "Center provided a bath chair. It keeps me from falling in the tub."
- "You provided a signature stamp for me."
- "The CIL provided me a toilet riser and reacher that helps me considerably."

From transcribers*:

- "Smoke detector gives her peace of mind."
- "Has gotten a bed, wheelchair and other necessary equipment which has assisted her in being more independent."
- "Phone works good for him because he has a hearing loss and is able to adjust the tone and volume to meet his needs, calling family and friends-- puts him back in the world."
- "With a hospital bed, trapeze bar and a Hoyer lift he has more independence now."
- "Received a cane and continues to use as he falls down without using a cane."
- "Received a bedrail which she continues to use."
- "Mattress pad has made bed much more comfortable & stopped a skin break starting in her hip."
- "He had a magnifying machine from the eye doctor in Springfield. He couldn't see how to dial the telephone without the big button phone that also talks to him letting know the number he has dialed. He also uses the talking clock and the talking watch every day."

Independent Living Consumer Satisfaction Survey Question

What was your experience with the Information and Referral services you received?



How Consumers' Lives Were Changed Due to Independent Living's Information and Referral Services

From consumers:

- "You referred me to RSB where I have received a lot of help with my failing eyesight. I have learned Braille and I will be ready when my sight eventually goes. You also referred me to the Wolfner Library, which I use all the time."
- "You referred me to get a nurse that comes out and helps with setting up my medicines so I don't take the wrong thing since I can't see."
- "This service gave me access to Doctors and Attorneys that I needed to stay independent."
- "Staff at the center helped me a lot with phone numbers of agencies to help with energy assistance."
- "I have information on schools and training."
- "I can make informed decisions when I have all the facts."
- "Gave me the resources and assistance to help myself."
- "Agency help has kept me alive."
- "Staff helped me with several other agencies that could help me after my house fire."
- "My caseworker provided me with a living will, helped me read over it, and understand it."

From transcribers*:

- "Phone numbers to ask about getting a wheelchair and to pay her water bill."
- "It has given hope to the consumer. She doesn't feel sorry for herself anymore."
- "Positive information and guidance."
- "Legislative information keeps her up to date on what is going on. She has also taken advantage of the Angel Food which has helped her with her food budget."
- "Interpreter services have always been helpful to her."

Independent Living Consumer Satisfaction Survey Question

What was your experience with the Advocacy services you received?

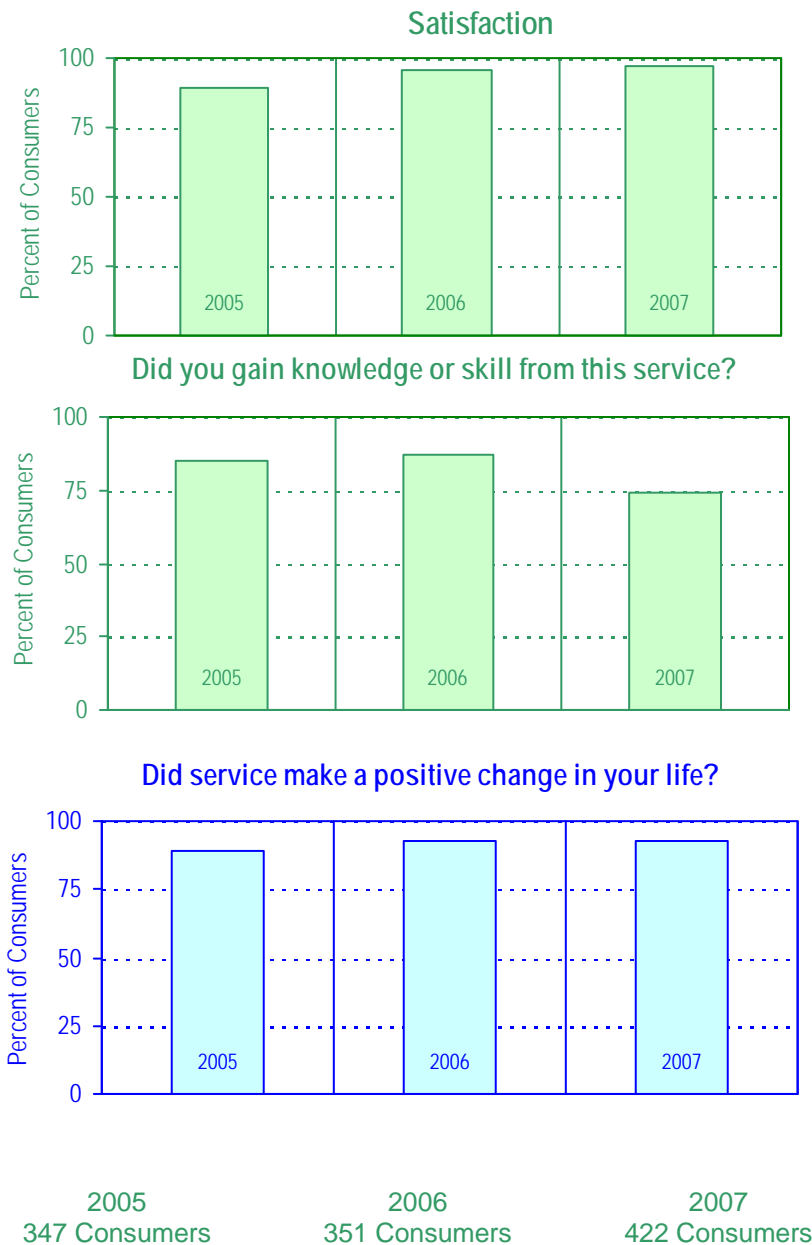
How Consumers' Lives Were Changed Due to Independent Living's Advocacy Service

From consumers:

- "Learned how to advocate for myself to survive and talk to legislators."
- "When the Center for Independent Living advocates for me I know they will do everything they can to help meet my needs."
- "The staff at the CIL advocated so we were able to receive transportation to physical therapy."
- **"My ILS has worked with me by assisting me with agencies and their rules that I don't understand."**
- "It took the stress and worries out of daily life, someone to depend on for assistance."
- **"It allowed me to have more knowledge about my rights to access communication. I know that I can request an interpreter for meetings at work and also any problems I might have that need clarification."**
- "I'm a registered voter now because I had help filling out paperwork."
- **"Helped me get services through the Blind Association and Wolfner Library."**

From transcriber*:

- "It showed her she do could do things with her disability."
- "Has help with Spend-down issues."
- "Staff helped with Medicaid problems while trying to start up services."
- "The CIL was there to make sure he got the services he needed."
- "Staff helped her deal with DFS when she was having problems with her Medicaid."
- "It has changed her life in that she knows there is someone she can call and depend on when she needs them."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Home Modification services you received?

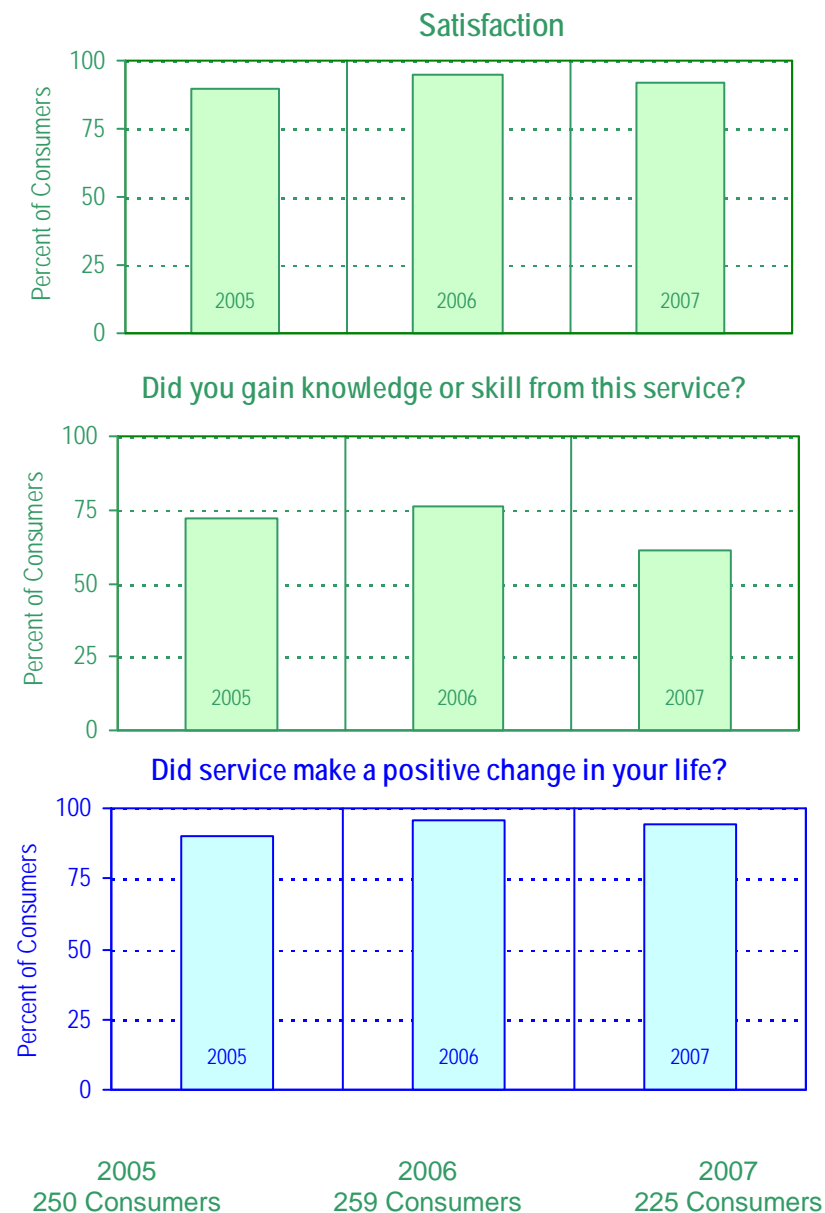
How Consumers' Lives Were Changed Due to Independent Living's Home Modification Services

From consumers:

- "Without my wheelchair ramp I could not live in my home because I could not get in or out of my home. And the ramp has definitely increased the value of my home because it is beautiful."
- "Since I had my leg amputated, the grab bar has helped out a lot."
- "Porch railings on front of home. Helped me in getting out my front door."
- "My caseworker helped me get a grant for home repairs."
- "I can do more by myself and take a shower more often. I can shower independently. It's kind of demeaning to have someone in the shower with you."
- "I have a scooter and I couldn't go anywhere before I got my ramp. Now I am much more independent and now I can enjoy my yard and take my dog for a walk."
- "I broke my hip and it has never completely recovered. Before the ramp you built, I had to climb stairs with a broken leg and hip. Now I can use my walker to get in and out of the house."
- "All the difference in the world. Terrific Difference! I couldn't have gotten into my house or rooms."

From transcribers*:

- "The bathroom modifications have helped a lot."
- "Ramp, able to leave home, and get out in an emergency, bath modification with pedestal sink, high rise toilet, walk in shower."
- "New shower, enables to bathe more safely, shower chair helps with being able to sit while showering."
- "He learned that there are different levels of bathtubs."
- "She can wheel into the shower."
- "He is able to get in and out of the house and shower."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Benefits Advisement services you received?

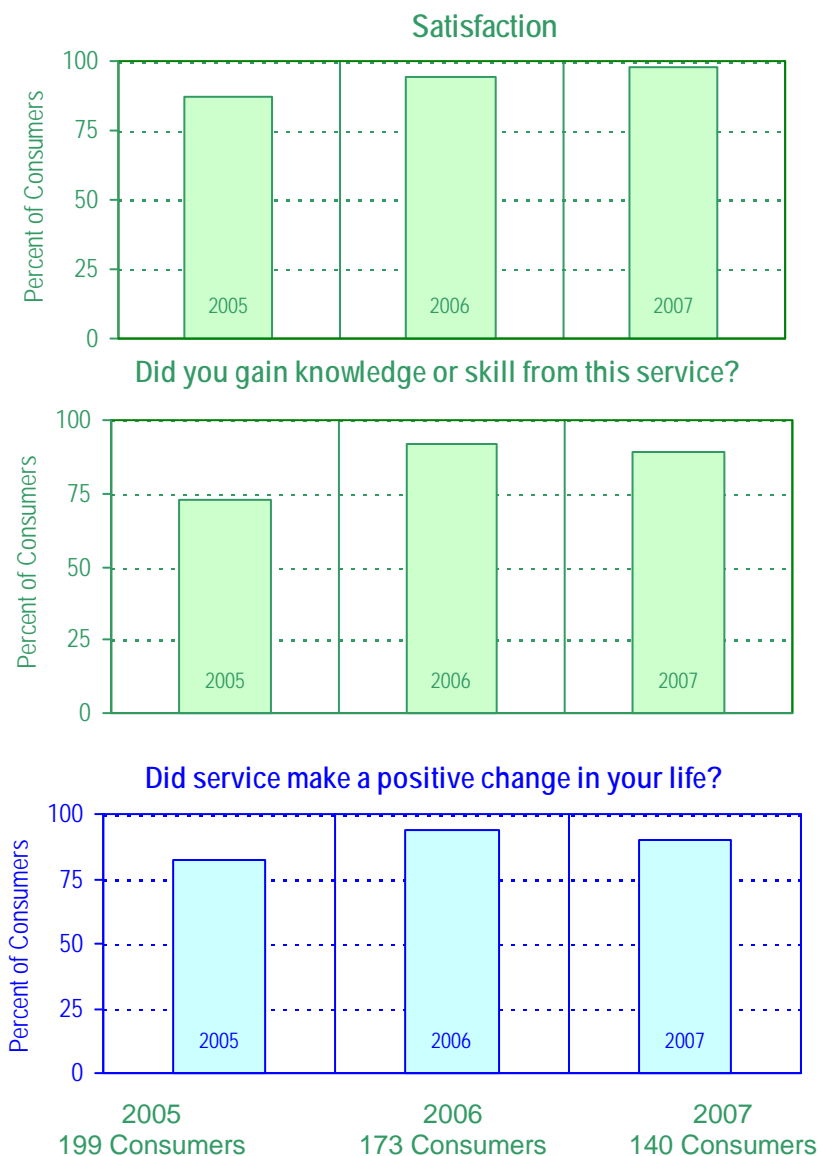
How Consumers' Lives Were Changed Due to Independent Living's Benefits Advisement Services

From consumers:

- "Helped me get my Medicaid figured out and fixed so I could still use my benefits."
- "When I was denied Medicaid the ILS informed me I could appeal that decision and offered to go to the appeal with me and helped me get my medical records."
- "My caseworker helped me with my independent living needs and benefits planning."
- "I learned what the circuit breaker was and got money back that helped me pay my bills."
- "My kids tried to help me, but the CIL was easier to work with."
- "I'm more aware of financial boundaries."
- "I was given help getting Medicaid and Social Security Disability."
- "I had help getting Food Stamps and Medicaid."

From transcribers*:

- "Where to find heating assistance and food pantries."
- "When she has questions she can call the CIL and talk with someone who has the patience and the time to talk with her."
- "Helped to pay the taxes and bills."
- "Used circuit breaker services and everyone was very helpful."
- "Thought it was going to be a representative from the Social Security Office who could assist them with some of their issues. Instead they were told how to address the issues with Social Security."
- "She was told about the CIL's Emergency Consumer Assistance Fund and was able to borrow and pay back funds to move to new apartment."
- "Helped him understand his Veteran's benefits."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Transportation services you received?

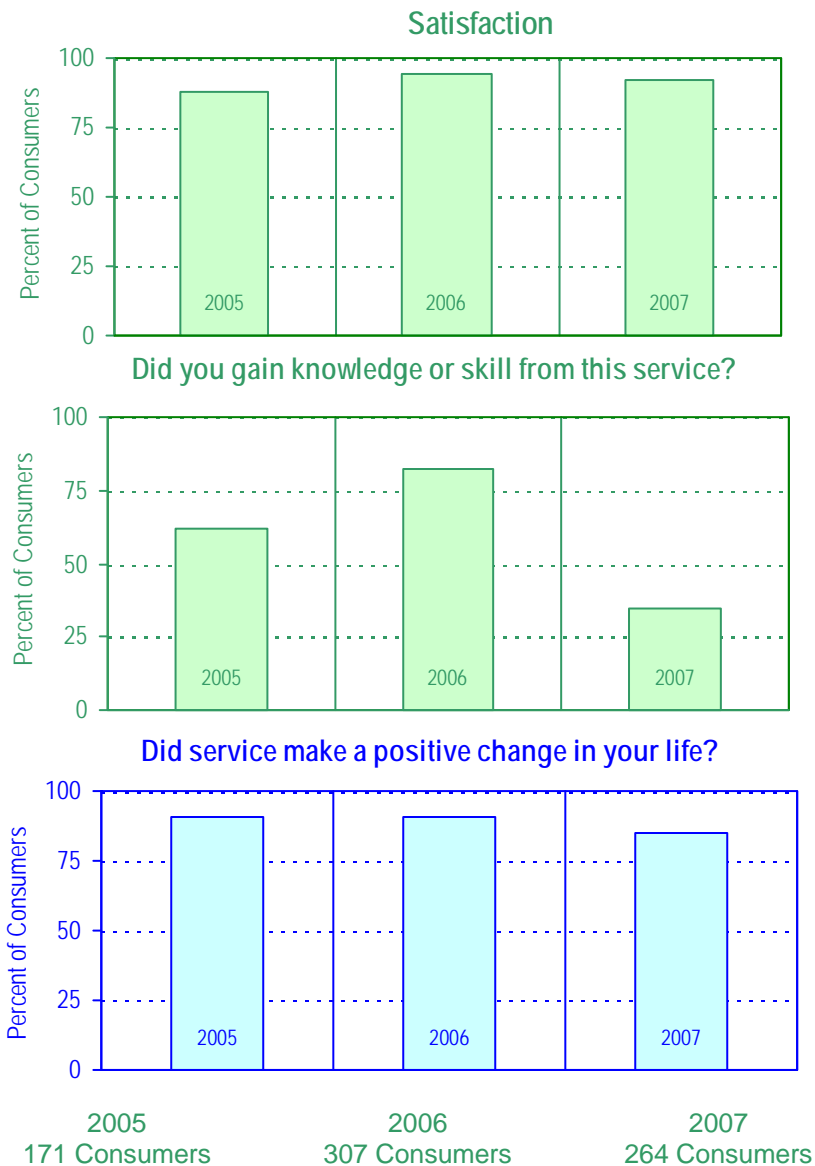
How Consumers' Lives Were Changed Due to Independent Living's Transportation Services

From consumers:

- "Before with my powerchair, no vehicle to take me places--now I can do things with my 7 year old daughter--when we went to a movie together, I cried and she said this is really fun Mommie."
- "Transportation now provided, feels more independent."
- "Made life so much easier. Furnished transportation to work."
- "Yes, it got me to my doctor appointment."
- "When my van was down, you helped me get to the holiday party. The driver was very nice, and the lift worked well for me, which is a big issue. My wheelchair doesn't fit on all ramps."
- "Used transportation for classes."
- "Transportation was provided for my doctor visits. I couldn't go without it."
- "Took a basic computer class and enjoyed it very much. Transportation was great."
- "They take me where I need to go."
- "Makes it possible to get to doctors and pick up meds so can stay healthy."
- "I now feel more confident in using public transportation."

From transcribers*:

- "Helps since she can't see to drive."
- "Used transportation to participate in meetings."
- "This program has made him more independent."
- "Got him to functions that he normally wouldn't go to."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Independent Living Training you received?

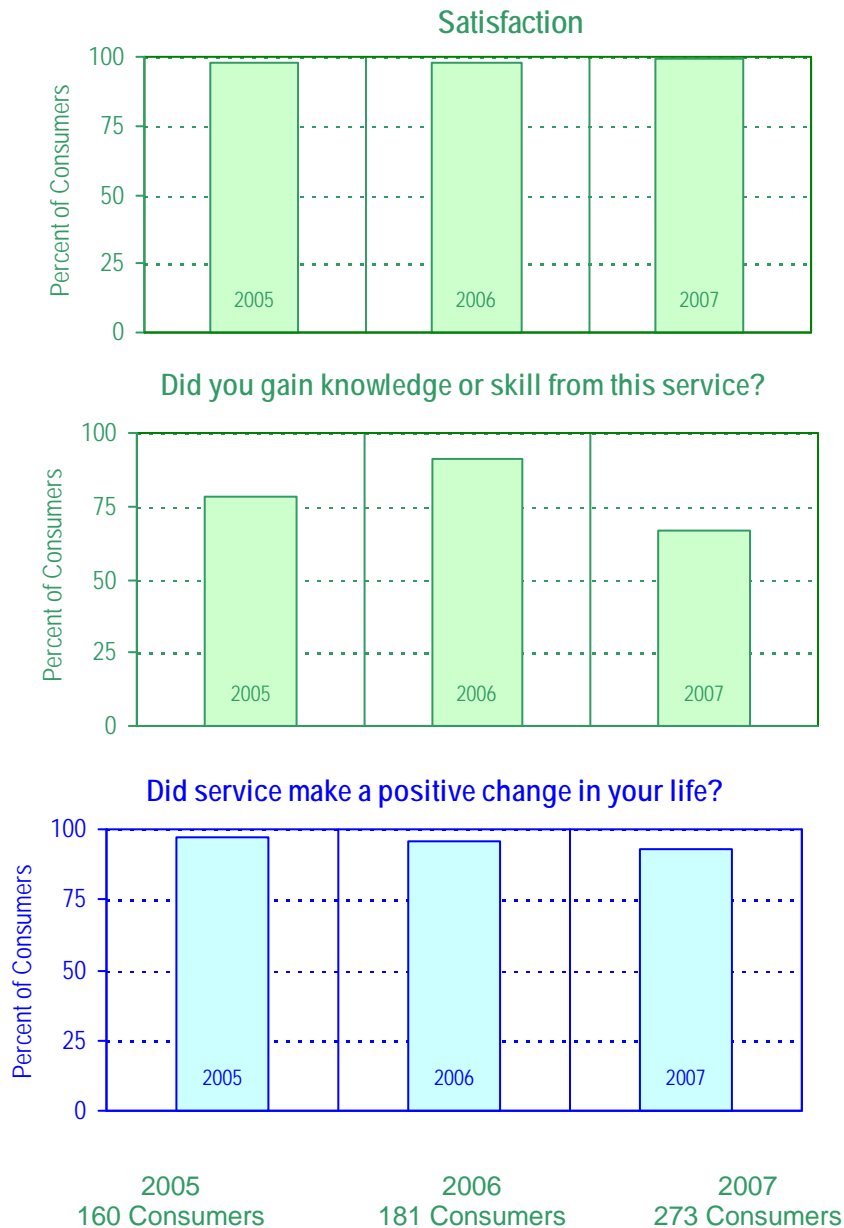
How Consumers' Lives Were Changed Due to Independent Living's Independent Living Training

From consumers:

- "I can now read better and I know how to plan a meal that's healthy."
- "These services provided me with training on how to care for myself."
- "They taught me how to keep time sheets, hire and fire attendants if I need to and many other things."
- "The training I received enabled me to live on my own."
- "The computer classes helped me to learn how to use the computer."
- "The money from my Circuit Breaker check helped me pay outstanding bills."
- "Participating in sign language program. Rachelle is 15 years old. This is making us communicate with Rachelle better."
- "Positive change in giving courage to confront social workers from national based agencies to get the agencies involved in assisting person with disabilities."
- "The class made me feel more secure, made me feel like I can do anything."
- "I know more about the paper work I need to do and how to be an employer."
- "I can cook and clean and read now."

From transcribers*:

- "He understands home school work better."
- "Mother completed the survey as participant lives in a group home. She stated that her son has truly benefited from the youth group. It is good for him to get outside his group home and socialize with others."
- "Consumer said that the Buying & Shopping class helped her learn how to spend her money in a better way."
- "It helps with improving in reading and math skills."
- "Learned some new recipes. Helped him in keeping his budget every month. Got a little help in planning menus and making out grocery lists."
- "Consumer does not communicate so well on the phone, but his mother said these classes have helped him improve his social skills and his communication. She is very grateful for College For Living."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Peer Support services you received?

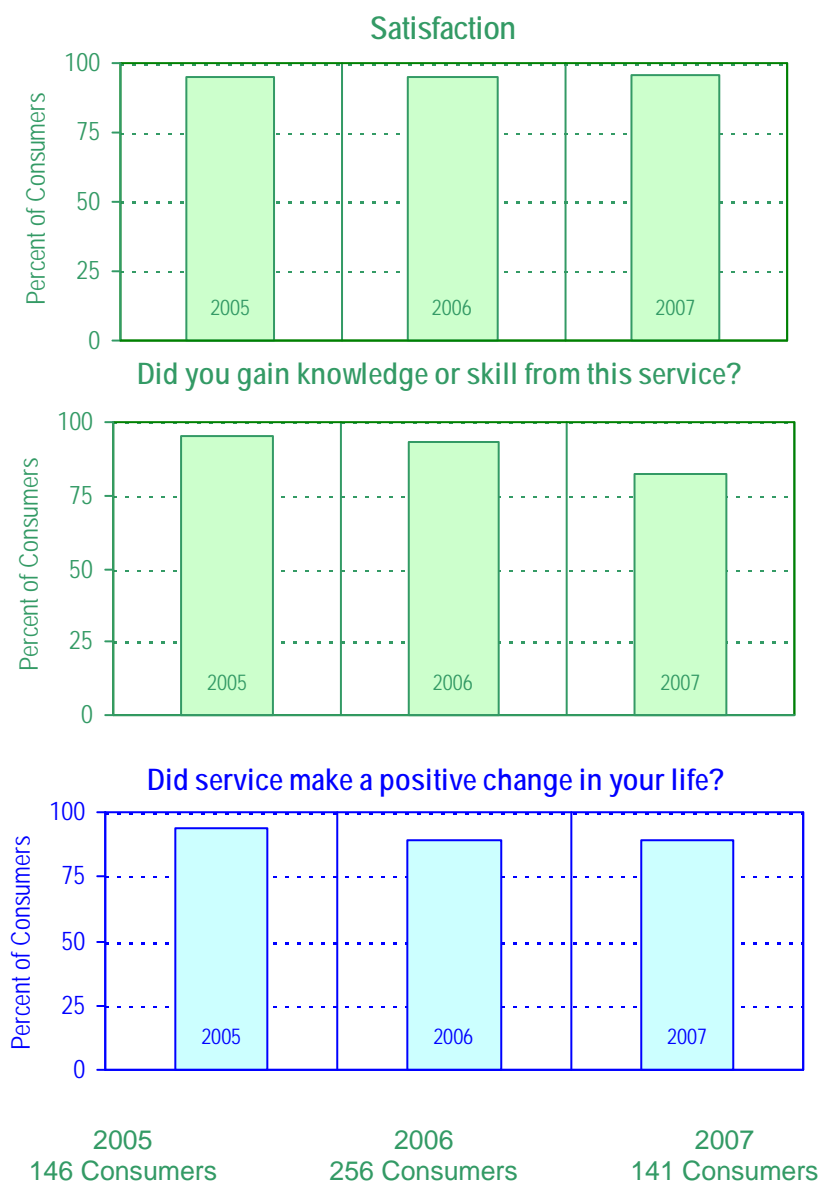
How Consumers' Lives Were Changed Due to Independent Living's Peer Support Services

From consumers:

- "Helps to be with my peers."
- "With the help of my caseworker, I get help to socialize which helps emotionally."
- "Don't feel so alone in the world now that I know other people have the same problems I have."
- "The Traumatic Brain Injury support group is part of my support network. It keeps me active in the community."
- "The service gave me a chance to meet other people that are in the same shape that I was and be able to talk with them. They gave me some advice on how to live life with my condition."
- "My experience was excellent. I met a lot of friendly people."
- "The social club events help with inspiration. Everyone is always cheerful and the door prizes are wonderful. Because the activities are during the day, I can attend. I cannot attend activities in the evening or on the weekends, because I am a single parent."
- "Needed help with my sons new disability."

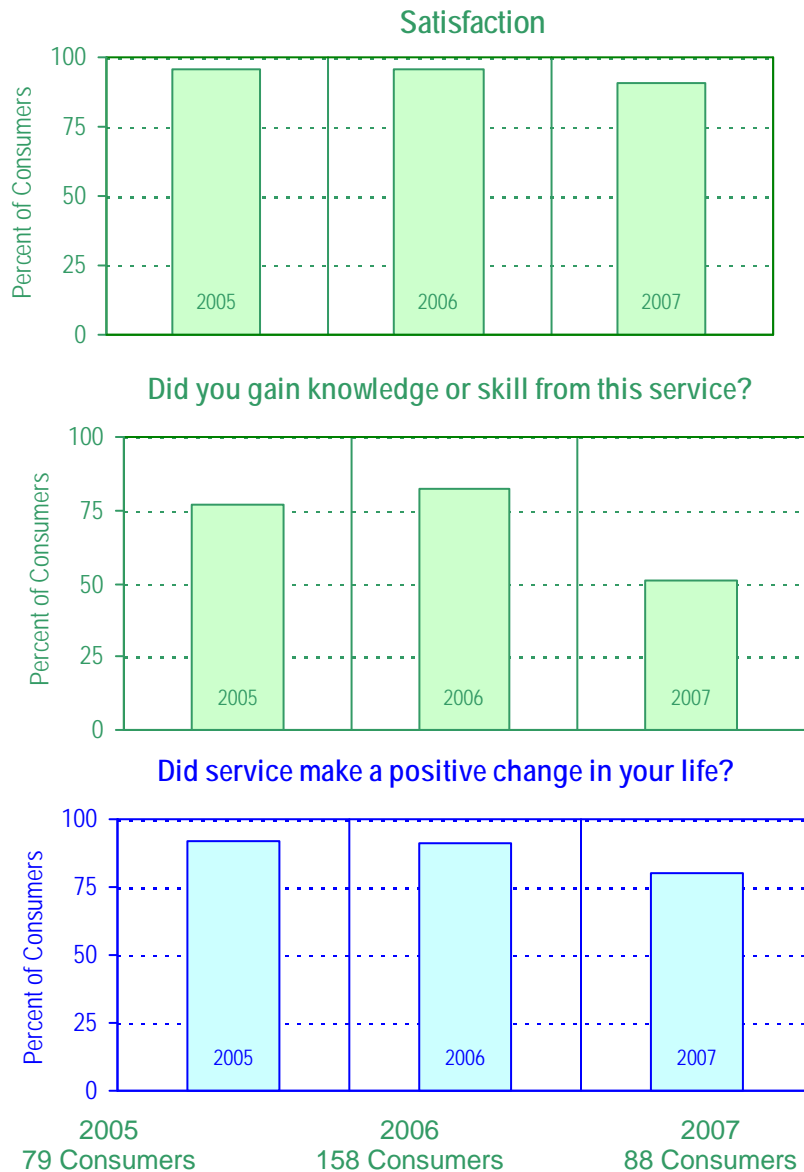
From transcribers*:

- "Attends the men's group and participates in Community Advocates. He reports that the groups try to make him smarter. Helps to keep him informed."
- "Provide ideas and encouragement - sometimes that's all a guy needs."
- "Makes her feel better about herself and realizes others have the same issues to deal with."
- "Things are better at home with spouse. Depression has lifted."
- "The whole family enjoys the social activities."
- "Made him outspoken for people with disabilities. Taught him to do fundraising."
- "She has been able to share and learn some things about her disability and speak to others with disabilities."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Housing Referral or Assistance services you received?



How Consumers' Lives Were Changed Due to Independent Living's Housing Referral or Assistance Services

From consumers:

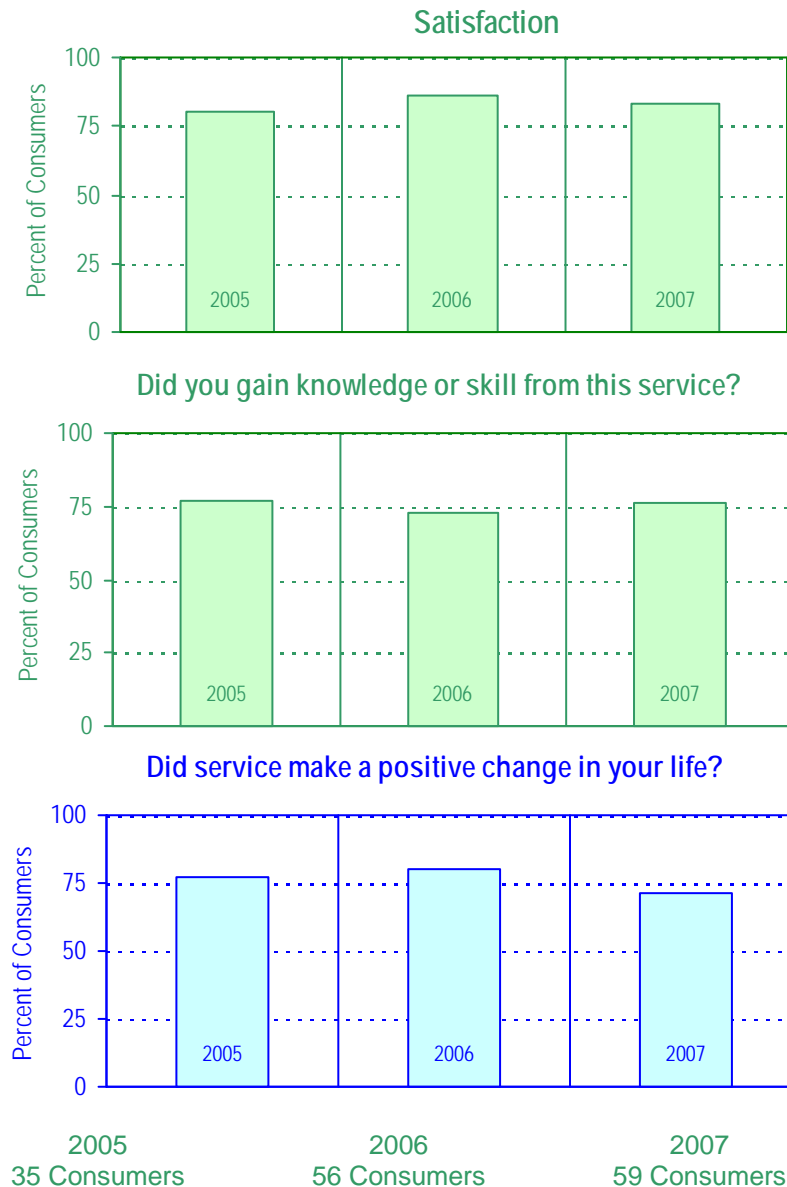
- "We were living in a car and were helped to get housing."
- "They found me a home when I was homeless."
- "Caseworker has been wonderful, the housing program has been great, I am not in a shelter anymore, now I am working on getting the gas turned on in my home. God Bless you."
- "I now have a home."
- "I'm in accessible, affordable housing and we all have our own rooms."
- "I was helped to look for Section 8 housing."
- "We were going to move, and the CIL helped me locate accessible housing."
- "Gave me resources to help pay my rent."

From transcribers*:

- "She moved from a nursing home to her own home."
- "Helped settle dispute with landlord. CIL staff referred her to CAP for utility assistance."
- "Helped them find a home to rent."
- "Helped in finding a trailer and was told of low income apartments."
- "Had help with filling out paperwork for Housing Assistance Benefits."
- "Enabled her to make new friends. Mail comes right to the building so she doesn't have to get out. She feels safe now because the doors to the building are locked at 5:00pm every night and maintenance man heard when she fell one time and got her help."

Independent Living Consumer Satisfaction Survey Question

What was your experience with the Employment Advisement services you received?



How Consumers' Lives Were Changed Due to Independent Living's Employment Advisement Services

From consumers:

- "This center is helping me get my business plan together. I plan to open my own business."
- "They helped me find a job that I can do with my disability, I am still employed and it is working out for me."
- "Caseworker explained real good how to get a job. Helped me with paperwork. She taught me how to do an interview."
- "I now have an income and can stay on my own."
- "I was able to go into an internship."
- "I am about to get a business started and my caseworker is helping me with a grant."
- "Helped get training to get new job."
- "Help me know my rights as a disabled person, as far as seeking a job."

From transcribers*:

- "Was able, with limits, to volunteer his time at the apartment complex."
- "Liked the service because CIL helped her to find a job with sheltered workshop."
- "It made a difference in helping him find a job."
- "Learned to read."
- "He has learned a lot in how to communicate with others, and is learning job search skills which he feels are beneficial."
- "Got more experience. Learned to do more things. Received more practice preparing for the driving test."
- "Helped give her the skills to look for a job, and found one on her own."

Independent Living Consumer Satisfaction Survey Question

What was your experience with the Americans with Disabilities Act training you received?

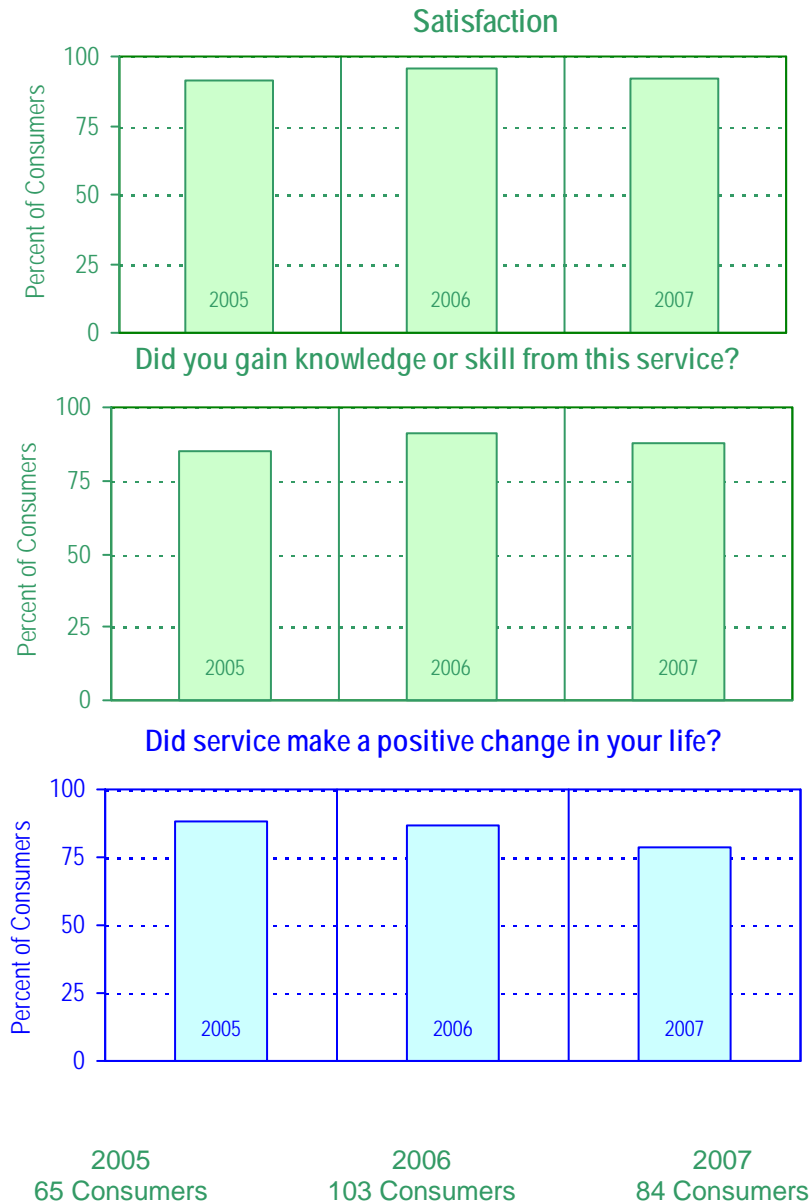
How Consumers' Lives Were Changed Due to Independent Living's Americans with Disabilities Act training

From consumers:

- "When you are disabled, sometimes you get to feeling like you are forgotten and that people don't care. The information helps me realize that we are an important part of society."
- "The information has been extremely helpful in getting more informed on services available."
- "It's been helpful to me. I don't always understand things like that, but I know that I can also call the CIL with any questions and it will explain it to me."
- "It let me know the things that are supposed to be done to help people with disabilities."
- "I was already familiar with the ADA as a former director on the Paralyzed Veterans of America Board. But the information was well-written and informative."
- "I learned that there was help when I needed it."
- "I learned about the ADA in my handbook and about my transportation rights to Columbia for medical treatment."
- "I get information about it from my caseworker, each time she visits. It is helpful to know my rights."

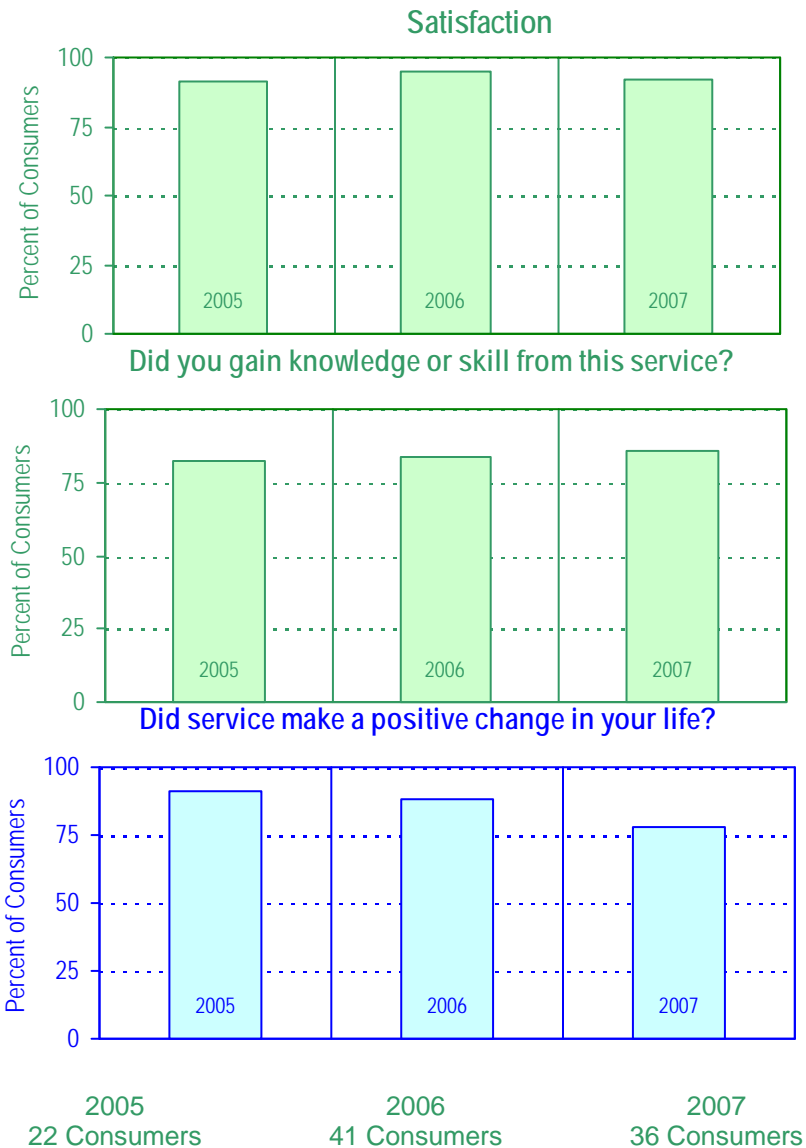
From transcribers*:

- "A lot. Helped with things she can't do."
- "She really appreciated the information and she has tried to use it in her life."
- "He learned that all public places should be wheelchair accessible."
- "Helps to motivate him to be a viable person who can make a difference even with a disability."
- "Helped her better know and understand her rights."



Independent Living Consumer Satisfaction Survey Question

What was your experience with the Transition From School to Work services you received?



How Consumers' Lives Were Changed Due to Independent Living's Transition From School to Work Services

From consumers:

- "Helped me with my son's IEP."
- **"My Mom, caseworker and I talked about me going to Vocational Class."**
- "Program is helping me learn skills I need for later."
- **"Help her learn how to get driving license."**
- **"To see who I am and what I am capable of doing."**
- "I've had help getting information about schooling."

From transcribers*:

- "Son got an IEP and is doing well in school now."
- "By getting school arrangements and IEP's, her boys are able to succeed better."
- "Helped son get into a better school. "
- "To reach goals in her life."
- "Learning to drive and it is helping his self esteem."