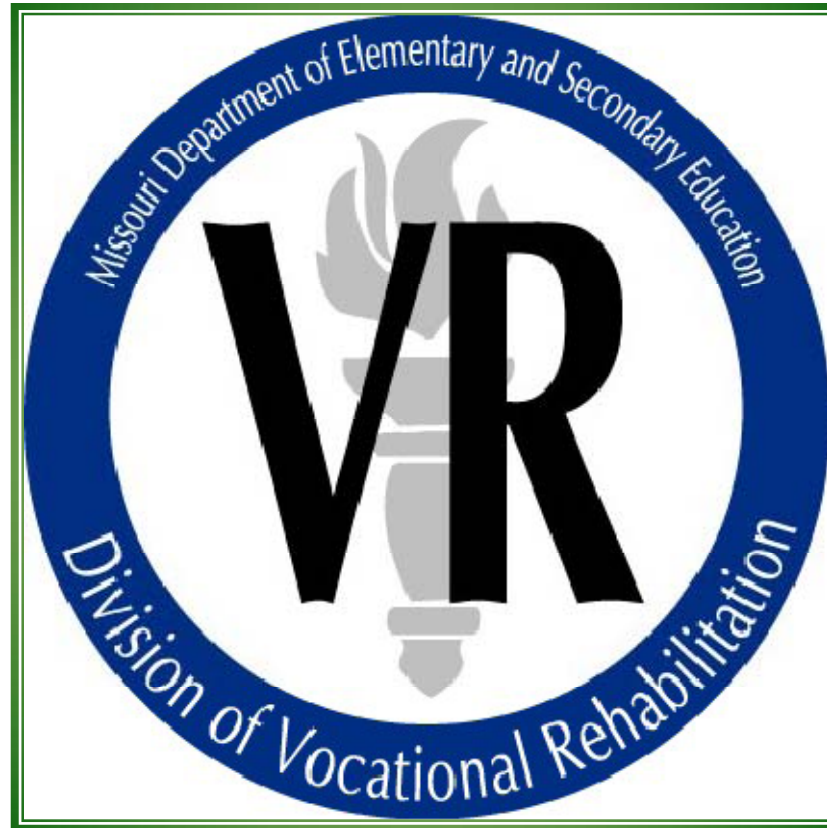


# Independent Living Centers

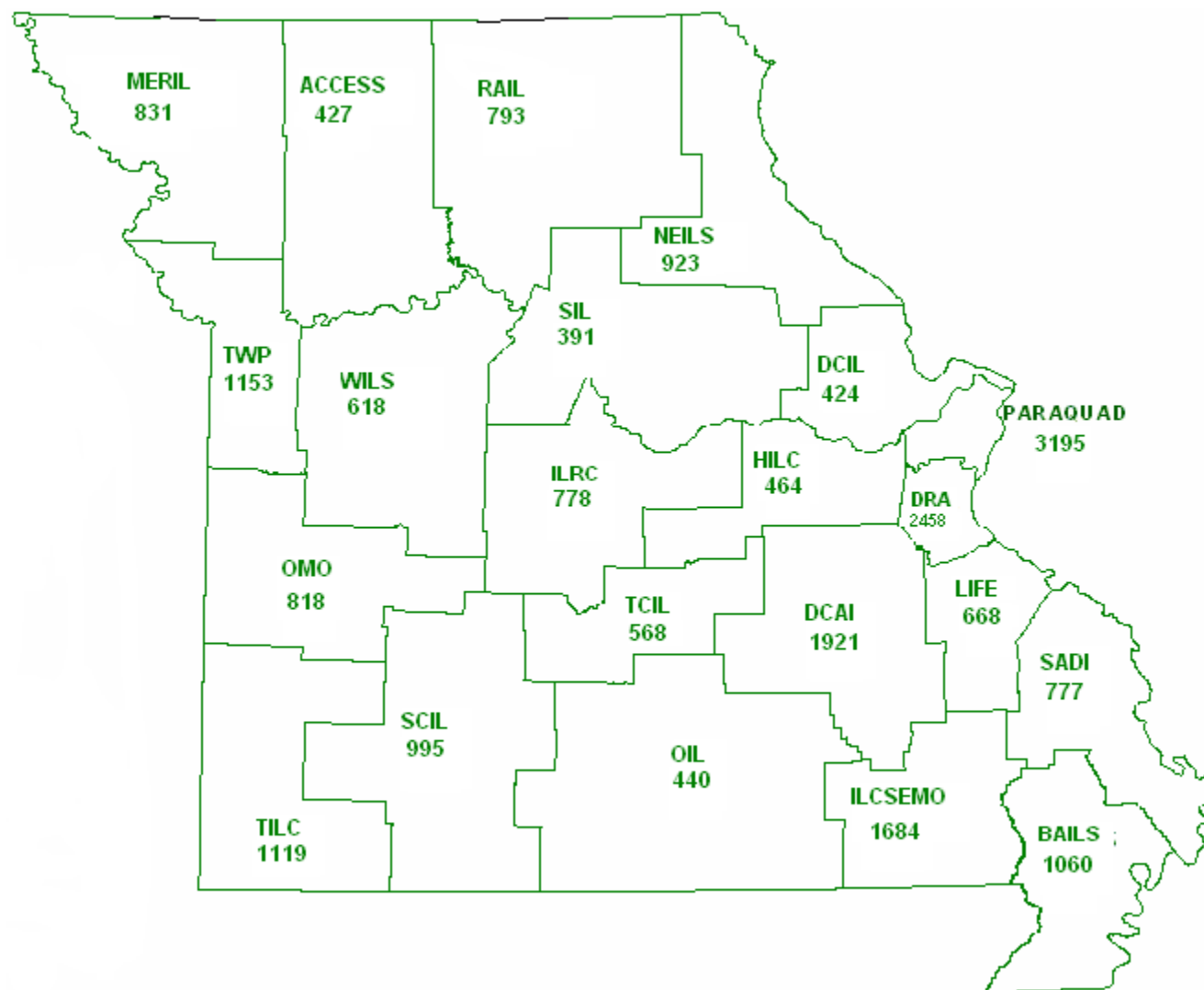


Consumer Satisfaction Survey  
2006 - 2008

# Centers for Independent Living

## FY2008 IL Consumers Served

**FY 2008  
ILC Consumers Served  
22,505**



As an objective listed in the FY08-10 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 FY08 CILs reported serving 22,505 consumers. For the FY2008 IL outcomes survey 2,983 of these consumers (13.3%) were contacted by phone to discuss their satisfaction with the IL services they have received. Of the 2,983 contacted, 2,130 indicated they were registered to vote and approximately 90% of those registered reported they voted in the last election.

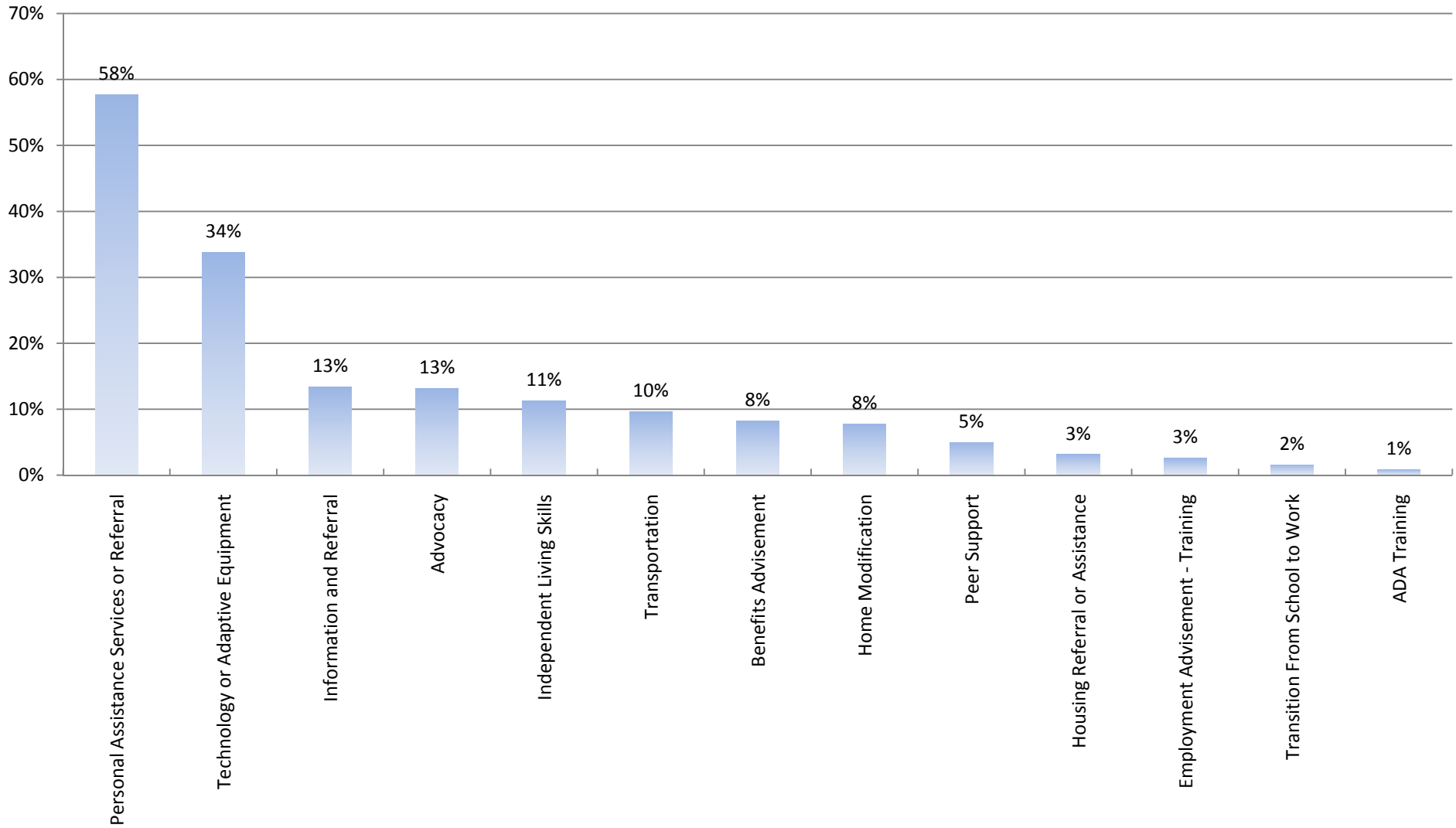
## Independent Living Consumer Satisfaction Survey 2006 – 2008

- 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 – 2008 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	2006	2007	2008
ACCESS	147	55	75
BAILS	115	148	205
DCAI	166	283	179
DCIL	45	69	68
DRA	300	145	245
HILC	30	35	54
ILCSEMO	267	261	240
ILRC	32	78	67
LIFE	129	109	124
MERIL	138	260	229
NEILS	136	158	188
OIL	75	75	73
OMO	65	27	49
PQ	265	308	525
RAIL	30	30	47
SADI	115	175	89
SCIL	92	92	139
SIL	57	63	78
TCIL	117	125	91
TILC	74	85	34
TWP	125	105	86
WILS	57	46	98
Missouri	2,577	2,732	2,983

- 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 increase/decrease in the services requested by the consumers surveyed that year. The consumer responses for each service are displayed in graph format beginning 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 2008 survey are included in this report next to the corresponding graphs for each service.

## Independent Living Services Received by Percent of Consumers Responding (2008)

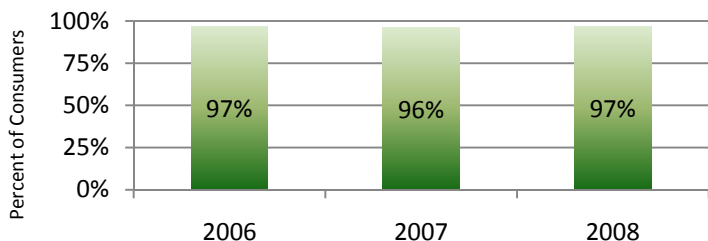




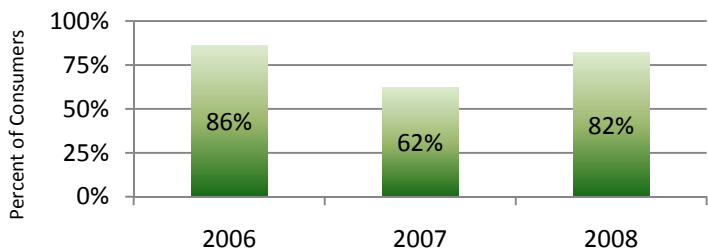
## Independent Living Consumer Satisfaction Survey Question

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

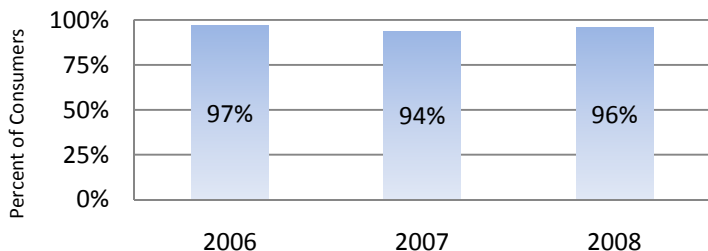
**Satisfaction**



**Did you gain knowledge or skill from this service?**



**Did service make a positive change in your life?**



2006                                      2007                                      2008  
 808 Consumers                              819 Consumers                              1,008 Consumers

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

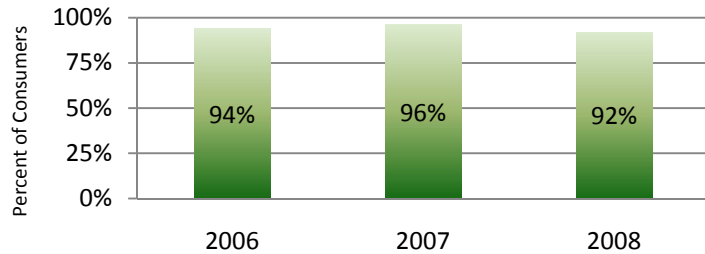
From consumers:

- "I was very happy to get the equipment I needed to be more independent."
- **"The durable medical equipment has made my life easier in many ways. I have to depend on others for all of my care, so having equipment makes it easier for staff to take care of me."**
- "I am able to take a shower safely and be more independent doing my personal care."
- "Independence and freedom to make phone calls myself."
- "With out the phone that lights up I couldn't call my sister or my daughter or anything."
- **"I have this alarm that is a rooster crowing and it tells me it is time to take my medicine."**
- "I received a shower chair and reacher. These pieces of equipment helped me to shower and allowed me a little more independence."
- **"The equipment the CIL has helped me to get really makes a difference in my ability to shower. I really appreciate everything."**
- **"The CIL helped me to get some equipment that helps me to live more independent. I got a special can opener that allows me to open cans by myself. That is just one of the pieces of equipment I received."**
- "Yes the phone I received has made a big difference. I can make calls for myself and not have to depend on anyone else. The center has been very helpful for me."
- **"The phone has helped me to live more independently because before I was unable to use the phone in case of an emergency because I couldn't hear what they where saying to me. I really feel like this has given me a new life."**
- "I couldn't get things done without injuring myself before."
- "I have received several pieces of equipment, and each one of them increases my independence and ability to do things without having someone stop and help me."

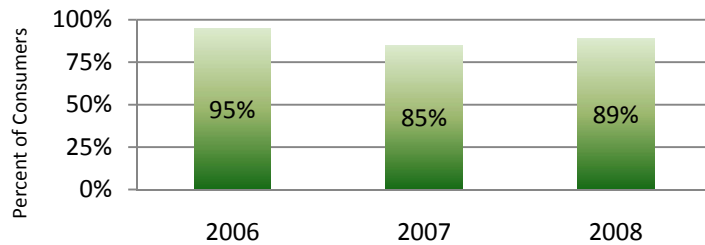
# Independent Living Consumer Satisfaction Survey Question

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

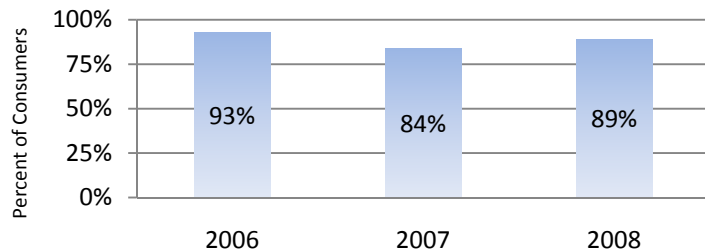
### Satisfaction



### Did you gain knowledge or skill from this service?



### Did service make a positive change in your life?



2006                                      2007                                      2008  
 439 Consumers                              416 Consumers                              399 Consumers

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

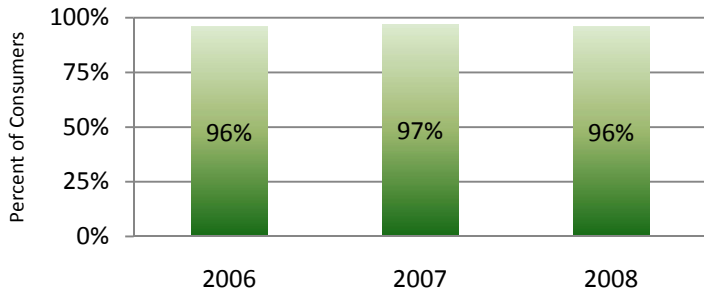
From consumers:

- "The information I was given helped me to decide what direction I needed to take."
- "I felt empowered when I received information that affected me."
- "I found out how to meet my Medicaid Spend down. This helped me to meet my medical needs. The information the CIL provided to me really made a difference."
- "It took a load off my shoulders. I learned that I could get help."
- "I am more informed and able to make better decisions."
- "The CIL always informs me and/or makes referrals for me so that I can get the appropriate services I need. If I call and ask for information they try their best to get that information for me. I feel good about that."
- "The CIL gave me information about a 504 grant that helped me get water to my home."
- "I got all sorts of information when I called. I even share it with other people."
- "Everything I have ever received from the Center has been wonderful. Everything you have done for me has turned my life around. I couldn't be happier."
- "Anytime I need anything, I know where to go to get the information. I really appreciate the newsletter and the information it has."
- "The CIL helps me with paper work and gives me information I need to keep or get my benefits."
- "From this months newsletter I cut out the article on helpful household hints. I intend to use them and tell my daughter about them."
- "I obtained some information that would help find resources for possible home modifications."
- "I feel more prepared for emergencies now that I have my emergency plan."

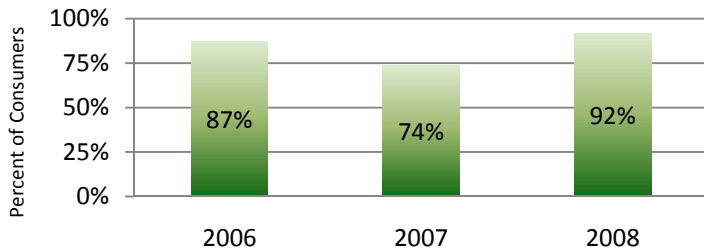
# Independent Living Consumer Satisfaction Survey Question

## What was your experience with the Advocacy services you received?

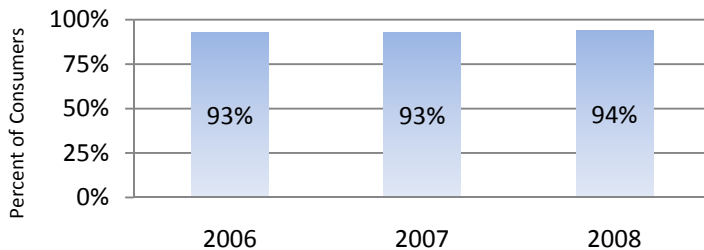
**Satisfaction**



**Did you gain knowledge or skill from this service?**



**Did service make a positive change in your life?**



2006                      2007                      2008  
 351 Consumers        422 Consumers        392 Consumers

## How Consumer's Lives Were Changed Due to Independent Living's Advocacy Services

From consumers:

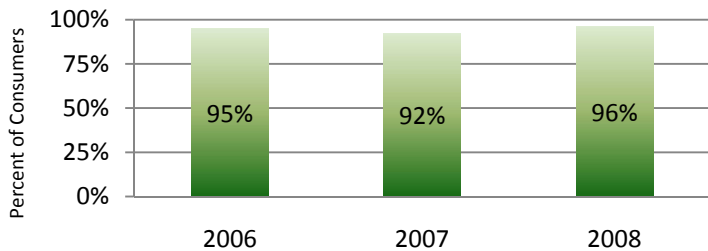
- “Well, I know that I am not alone. Other people have the same thing that I do. When you talk with them they give you ideas on how to help yourself.”
- “Service helps my daughter get the proper education assistance.”
- “My transportation was set up for me so I could vote.”
- “My case worker helped me apply for a grant to fix my home.”
- “My case manager advocated with me for the request of additional CDS hours I needed. These additional services helped me to do the things I could not do. I do not feel like a burden to my family and friends now.”
- “It increased my knowledge and my ability to help advocate for my child myself.”
- “I was able to go to Jefferson City for a rally and they taught me how to advocate for myself.”
- “I was able to get the benefits I was entitled to because of the advocacy of the CIL.”
- “I now have a voice for change.”
- “I feel more empowered.”
- “I am able to speak up for myself and others listen to me.”
- “Helped me to think of more positive choices and better options.”
- “Helped me to organize priorities and know that there is help available.”
- “Assisted in becoming a registered and disabled voter. Received assistance applying for Medicaid and Food Stamps.”



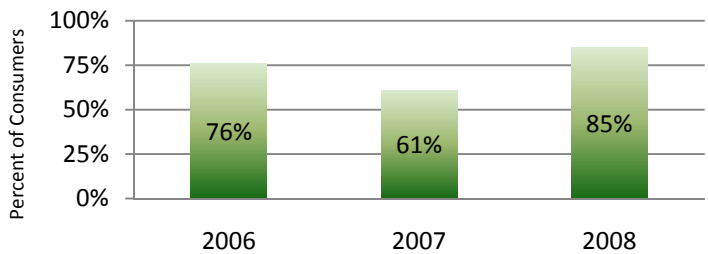
# Independent Living Consumer Satisfaction Survey Question

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

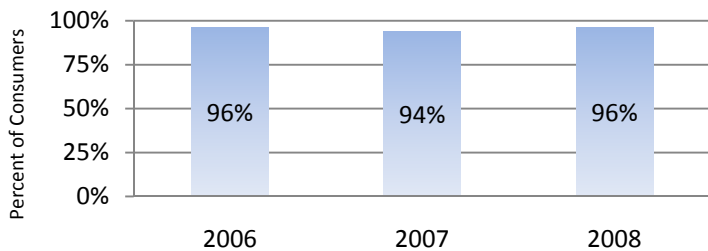
### Satisfaction



### Did you gain knowledge or skill from this service?



### Did service make a positive change in your life?



2006 259 Consumers      2007 225 Consumers      2008 233 Consumers

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

#### From consumers:

- **"The electric in my home was repaired."**
- "It helps me get around better. I can get out the back door better. It made the house more accessible without me tearing it up. It helps me get my hair washed, get under the sink and do dishes."
- **"Without my grab bar, I had to rely on someone else to lift me in to the bathroom, now I can help myself."**
- "I can do more and it's easier with the ramp and grab bars"
- "Allows me to be more independent."
- **"I'm able to get around better. I feel more secure."**
- "I have much more freedom since the CIL helped me build a ramp. I love it."
- **"The ramp the CIL built for me lets me get in and out of my home without assistance from someone else."**
- "Helped make my home more accessible."
- "I am able to use my electric wheel chair now. It has made a positive change in my life. I have found resources I had no idea existed."
- "I use a wheelchair and before the ramp was built, I was unable to get in and out of the house with my chair. We were trying to get in and out of the house by going up and down with a walker."

#### From transcribers\*:

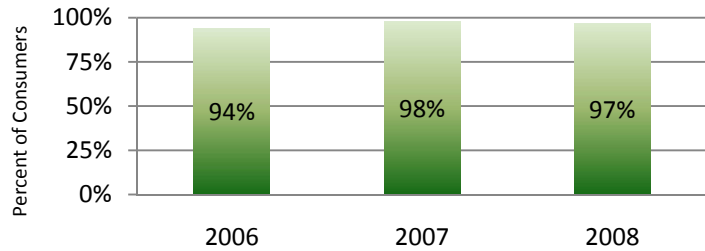
- "Consumer states that the equipment helps to keep active in the home and life."
- "He can get in and out of the bath tub safely with out fear of falling."
- "Is able to get around her home and do things independently, such as bathing."

\* As communicated to phone surveyor.

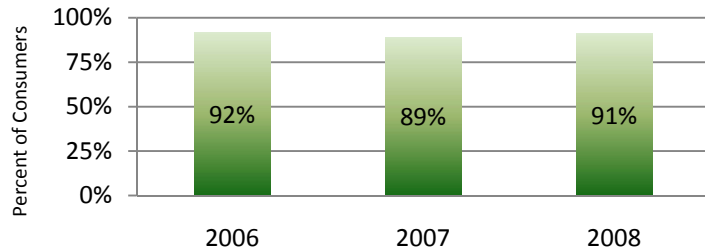
# Independent Living Consumer Satisfaction Survey Question

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

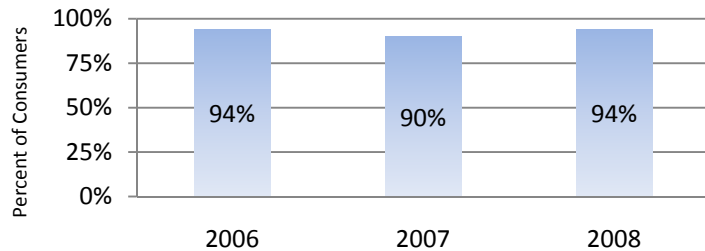
### Satisfaction



### Did you gain knowledge or skill from this service?



### Did service make a positive change in your life?



2006 173 Consumers      2007 140 Consumers      2008 245 Consumers

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

#### From consumers:

- "I now have SSD, a place to live, food and money to pay bills. Thanks to the Center."
- **"I am very grateful for getting help applying for Medicaid."**
- "Assisted me to live with better hopes. I'm planning to start some woodworking projects."
- **"I found out I was eligible for benefits that I did not realize until the CIL ILS told me about them and helped me through the process to get them."**
- "I found out about all of the information that will help me to understand what will happen to my benefits if I go to work. The specialist gave me a ton of information and was quite helpful."
- "I don't feel so down and out about myself. I know that I can call if I need help."
- "Coordinator is always very helpful explaining things, and getting me what I need."

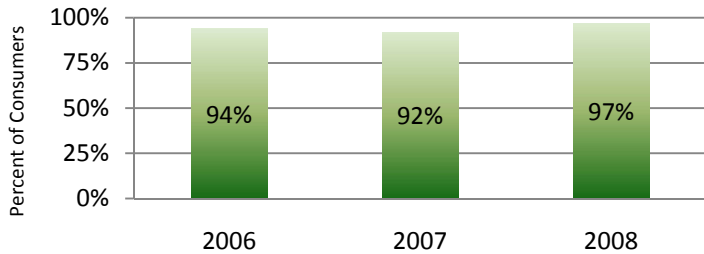
#### From transcribers\*:

- "Was appreciative of the assistance in getting all the documents to the right people at the same time. Was happy to get Soc Sec. dollars back."

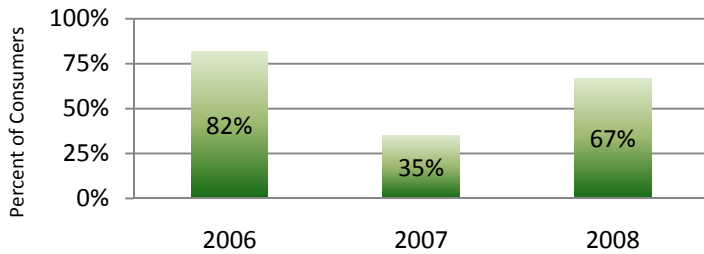
# Independent Living Consumer Satisfaction Survey Question

## What was your experience with the Transportation services you received?

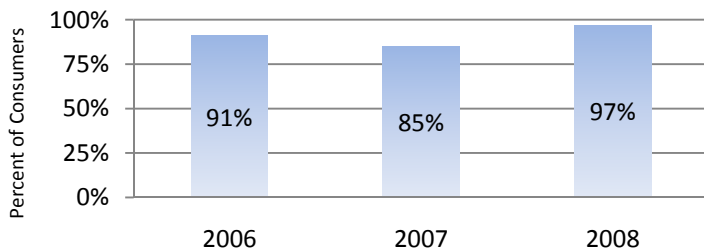
### Satisfaction



### Did you gain knowledge or skill from this service?



### Did service make a positive change in your life?



2006 307 Consumers      2007 264 Consumers      2008 288 Consumers

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

From consumers:

- "I wouldn't be able to get to the Dr. without transportation. The CIL is dependable."
- "Using the van allowed us to do something we otherwise wouldn't have been able to do."
- "Transportation to the Dr. saved my life!!"
- "The help with transportation helps me get to the doctor and hospital when I need to go. I can't drive and can't afford to pay someone else to drive me."
- "The CIL Transportation always comes through for me. They have helped me a lot."
- "They are always on time and I can go to doctor's appointment and the parties the CIL has and I love their parties."
- "They took me to the community college for a program for 12 weeks, that helped me to gain a skill I didn't have and I'm still working on the program to complete, for nursing assistant training."
- "One thing it did was reassure me there was somebody out there willing to help those who can no longer be independent as far as transportation, that was a positive step, knowing the services were available."
- "It has reduced stress as far as how I was going to get to a medical appt. I didn't have to bother neighbors. I was able to get the care I needed."
- "Transportation made me independent."
- "The CIL has a good transportation program. I use it to go to the doctor, shopping, and movies. Otherwise, I couldn't go anywhere."

# Independent Living Consumer Satisfaction Survey Question

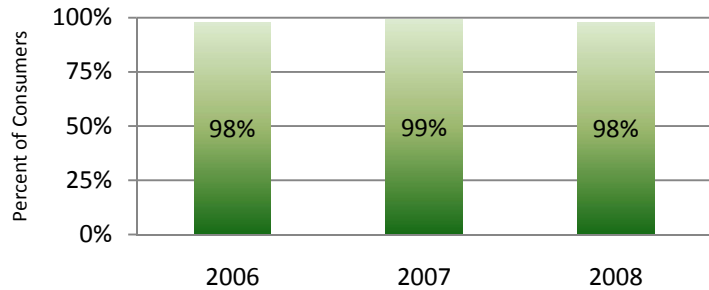
## What was your experience with the Independent Living training you received?

### How Consumer's Lives Were Changed Due to Independent Living's Independent Living Training

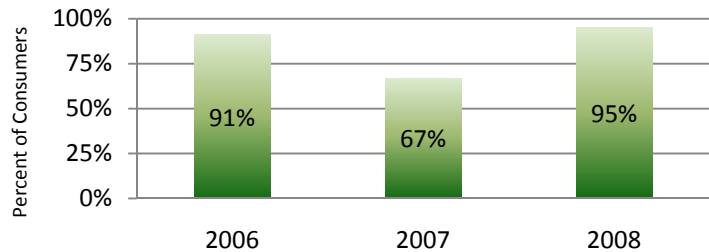
From consumers:

- "The CIL is great and really helps me a lot."
- "The CIL helped me with several things, especially how to be more independent."
- "Every staff person that has helped me from the CIL is wonderful and has been very kind."
- **"I learned how to budget my money more responsibly."**
- **"I know how to do more for myself than I did before. That feels good."**
- "I realized that I can have my own house."
- "Allowed me to know there was more I could do."
- "I know more about being an employer and how to keep time sheets for my personal care attendant."
- "The independent living center helped me. I had knee surgery and they helped with the equipment I needed and showed me and my wife how to use the equipment the right way. They helped me to be more independent when I was home alone"
- "I learned how to contact the right community resource."
- "Learned to be more independent and taught me how to do more on my own."
- **"It taught me life skills and coping skills and allowed to become more independent. Very happy with independent living skills services."**
- "I was glad I had help with my Circuit Breaker and Stimulus money. Staff was nice and professional."
- **"The CIL has helped me a lot. I am thankful that there is a place to go for what I need. It's like a one-stop center, it's really cool."**

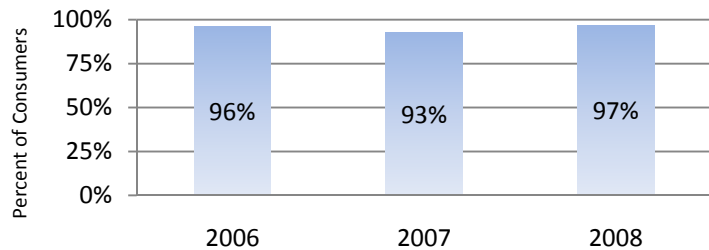
**Satisfaction**



**Did you gain knowledge or skill from this service?**



**Did service make a positive change in your life?**

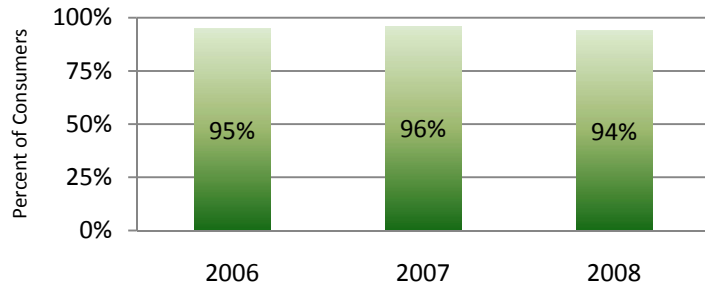


2006                                      2007                                      2008  
 181 Consumers                              273 Consumers                              336 Consumers

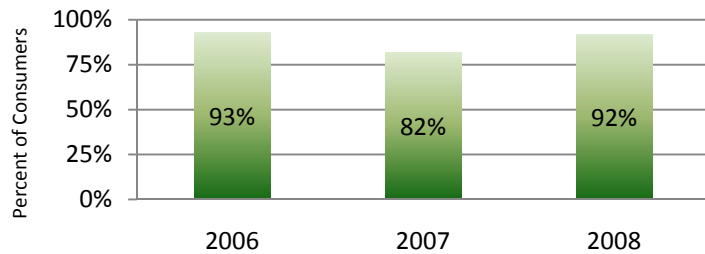
# Independent Living Consumer Satisfaction Survey Question

## What was your experience with the Peer support services you received?

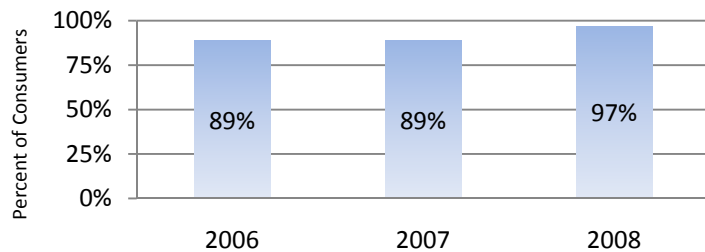
**Satisfaction**



**Did you gain knowledge or skill from this service?**



**Did service make a positive change in your life?**



2006                                      2007                                      2008  
 256 Consumers                      141 Consumers                      149 Consumers

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

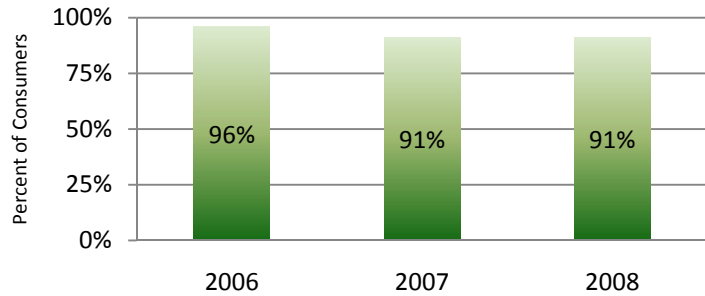
From consumers:

- "Just knowing that you're not alone. That other people have kids with disabilities."
- "It was hard to start all over. My ILS helped me with issues that cropped up and I learned that my life that I knew was over, but my entire life was new. So, that has helped me gain a new perspective."
- "It's nice too have people who will work together. Our group helps people understand the importance of diversity."
- "I feel so much better being able to discuss my disability with someone who can understand."
- "I am more positive about my life."
- "I am able to get up and do things on my own."
- "I'm not feeling sorry for myself."
- "I attend support groups given by the CIL. I learn a lot from them and get to meet people who have similar disabilities."
- "I have always been somewhat of a loner. It's been hard for me to make friends but I feel like I have a friend and someone who enjoys spending time with me. That makes things more positive for me."
- "There have been times when I was really feeling down and just having someone to talk to helped me through those hard times. I really appreciate all you have done."
- "It makes more aware and the thing that I learn the most is that there other people that have been through the same thing."
- "It gives me an incentive to get out and do something and not be a couch potato."
- "It's been really good to have support from other people who understand my situation."
- "Helped me not to be sorry for myself about my disability, helped me a lot with my self esteem after my disability."

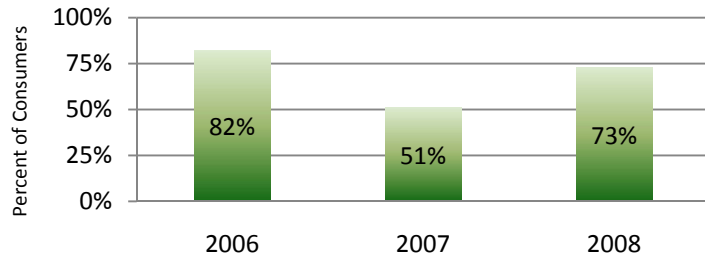
# Independent Living Consumer Satisfaction Survey Question

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

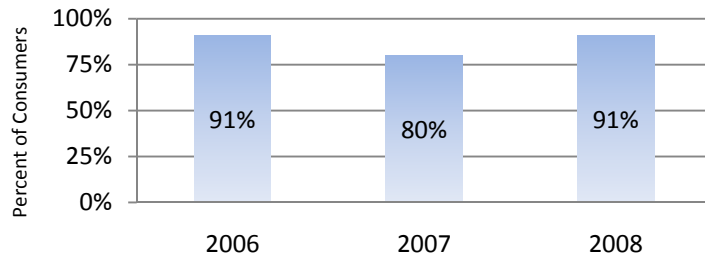
**Satisfaction**



**Did you gain knowledge or skill from this service?**



**Did service make a positive change in your life?**



2006                                      2007                                      2008  
 158 Consumers                              88 Consumers                                      94 Consumers

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

From consumers:

- "I received assistance in finding a new place to live."
- **"It helped me start my life over again after being in a terrible car accident."**
- "My case worker helped me find an apartment and move in."
- "I got better access to transportation like the city bus."
- "I was able to locate affordable housing."
- **"I would be homeless without the Center."**
- "I was homeless. I don't know what I would have done without the help of the CIL. I guess I would be living on the street."
- **"The CIL referred me to an organization that did a lot of work on my home and improved it."**
- "It gave me knowledge of places to live in town."
- "The service got me out of the nursing home to an apartment and I now live independently."

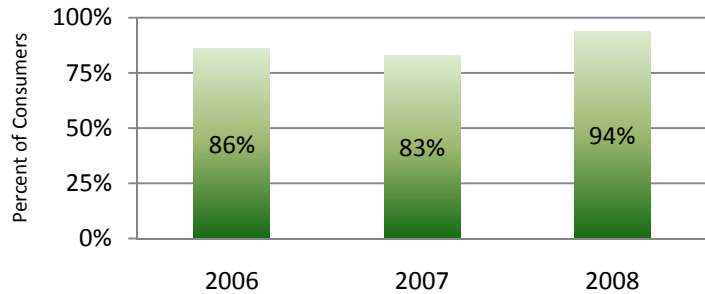
From transcribers\*:

- "Less stress because of financial assistance with housing."
- "Helped her get back into an apartment until her house was restored after a fire."
- **"The CIL helped her find a home, and pay her first months rent. She would not have been able to move into her apartment without the help."**

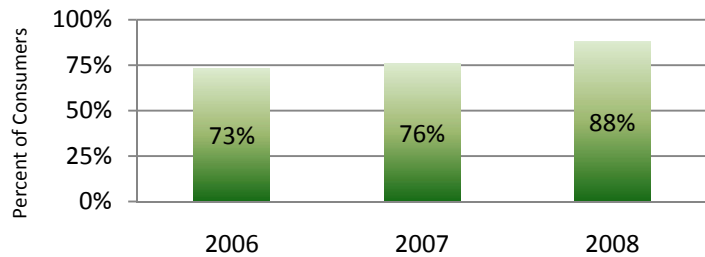
# Independent Living Consumer Satisfaction Survey Question

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

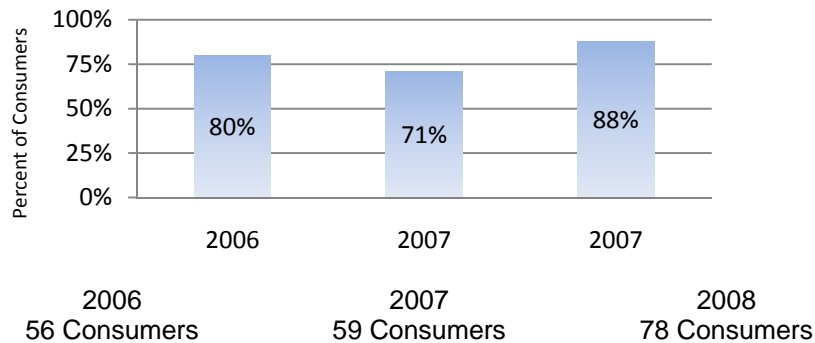
### Satisfaction



### Did you gain knowledge or skill from this service?



### Did service make a positive change in your life?



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

#### From consumers:

- "The CIL helped me keep my part time job plus my benefits as well."
- "Ticket to Work Program and you all helped me get a job."
- **"The CIL helped me get a job, and this has made it possible for me to do so many things that I could not do before. I'm living more independently and happier."**

#### From transcribers\*:

- **"Consumer reached her goals with training, strengthened her abilities and built her confidence to operate her business. It is everything she thought it would be."**
- "He was able to find a job."
- **"It made him feel more confident to speak to people. He took a communications class."**
- "Felt good going to school."
- "Opened new doors and opportunities for her. Created new experiences. Helped her get a job."
- "He is getting his GED and he is very happy with the program."
- "He received job counseling through the Ticket to Work program. It let him know he could still work even though he was on disability."

# Independent Living Consumer Satisfaction Survey Question

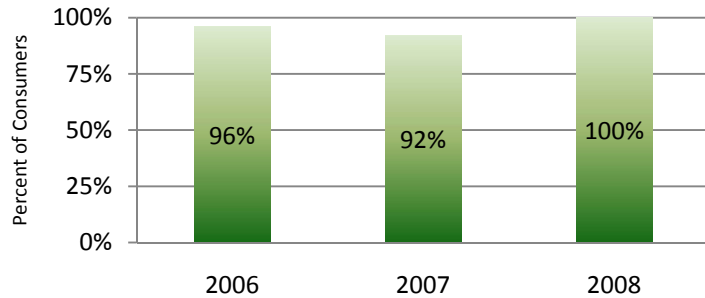
## What was your experience with the Americans with Disabilities Act training you received?

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

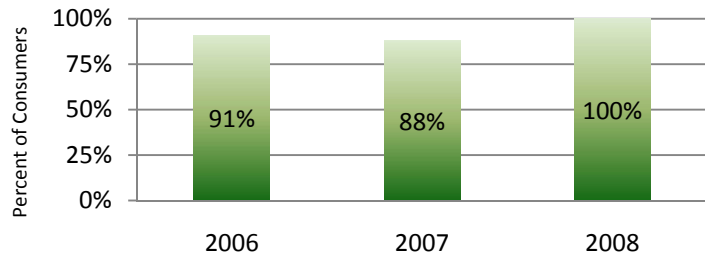
From consumers:

- **“Well, I know that I am not alone. Other people have the same thing that I do. When you talk with them they give you ideas on how to help yourself.”**
- “Service helps my daughter get the proper education assistance.”
- “My transportation was set up for me so I could vote.”
- “My case worker helped me apply for a grant to fix my home.”
- “My case manager advocated with me for the request of additional CDS hours I needed. These additional services helped me to do the things I could not do. I do not feel like a burden to my family and friends now.”
- **“It increased my knowledge and my ability to help advocate for my child myself.”**
- “I was able to go to Jefferson City for a rally and they taught me how to advocate for myself.”
- “I was able to get the benefits I was entitled to because of the advocacy of the CIL.”
- **“I now have a voice for change.”**
- **“I feel more empowered.”**
- “I am able to speak up for myself and others listen to me.”
- “Helped me to think of more positive choices and better options.”
- “Helped me to organize priorities and know that there is help available.”
- “Assisted in becoming a registered and disabled voter. Received assistance applying for Medicaid and Food Stamps.”

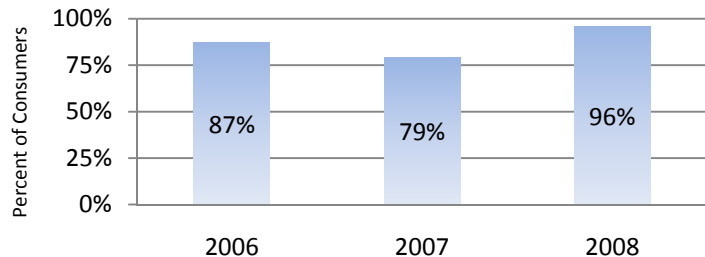
#### Satisfaction



#### Did you gain knowledge or skill from this service?



#### Did service make a positive change in your life?



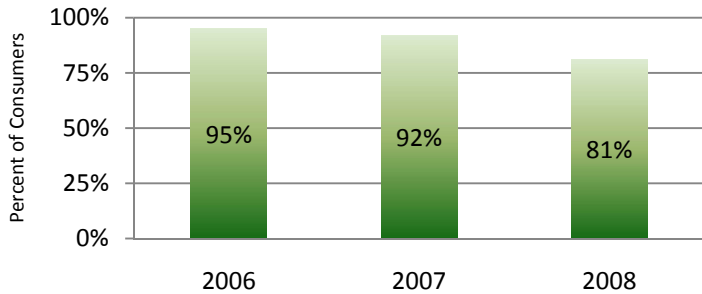
2006 103 Consumers      2007 84 Consumers      2008 25 Consumers



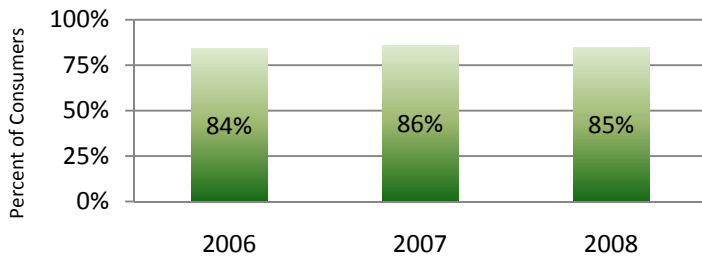
# Independent Living Consumer Satisfaction Survey Question

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

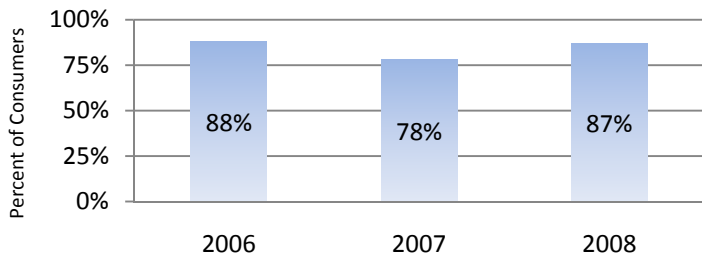
### Satisfaction



### Did you gain knowledge or skill from this service?



### Did service make a positive change in your life?



2006                      2007                      2008  
 41 Consumers              36 Consumers              48 Consumers

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

### From consumers:

- "Transition was difficult for me because I lost my sight while I was in college. But, working with the Youth Program helps with some of the depression caused by that."
- "The classes help me to read more and I am now able to use a computer."
- "Now have drivers license."
- "Made me feel a lot better and built trust."
- **"I now have a job."**
- "I get from here to there."
- "The CIL helped me with my bills and with transportation."
- **"The CIL helped me with IEP in school."**
- "I am able to live on my own again."

### From transcribers\*:

- "Mother was very thankful to have the help with transportation."
- "Made him a little more confident of himself."
- "The CIL helped with getting the information she needed."
- "Completed the Mingo Job Corps and was able to get a drivers license."
- **"Attend child care classes which helped her learn how to take care of children. Is pursuing a job in child care."**

