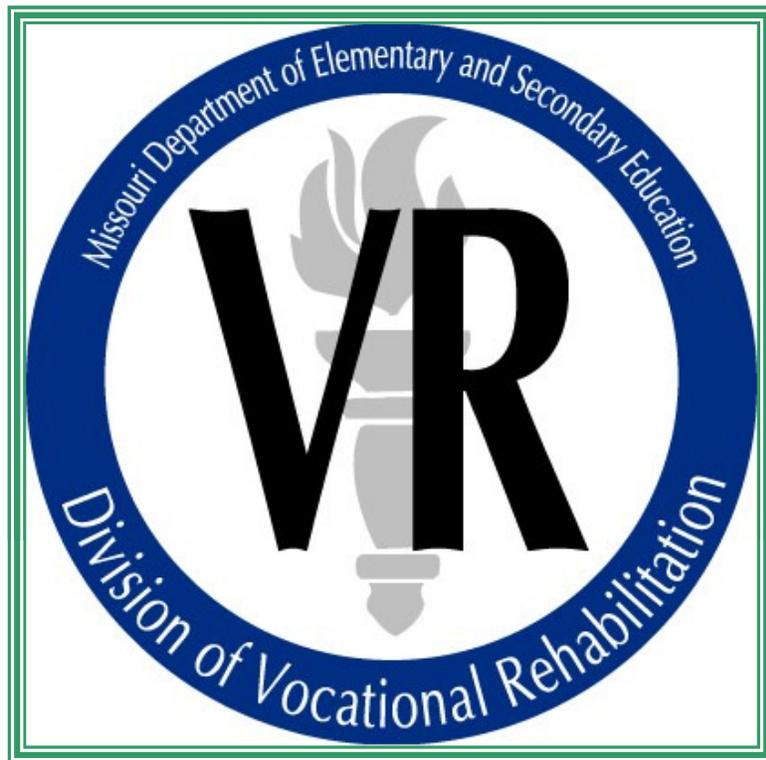


# Independent Living Centers



## Consumer Satisfaction Survey 2009

**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 is conducted annually concerning the areas of: Advocacy, Benefits Advisement, Employment Advisement, Training or Referral, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Technology or Adaptive Equipment, Youth Services including Transition From School to Work or Independent Living, Emergency Assistance Services, Institutional Diversion or Nursing Home Transition, and Transportation.

**Research Design:** The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

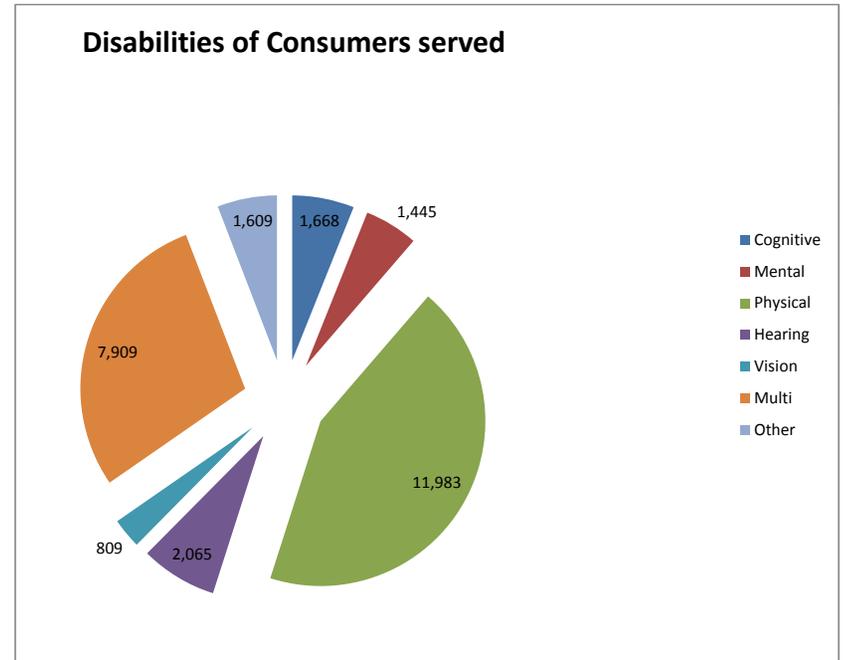
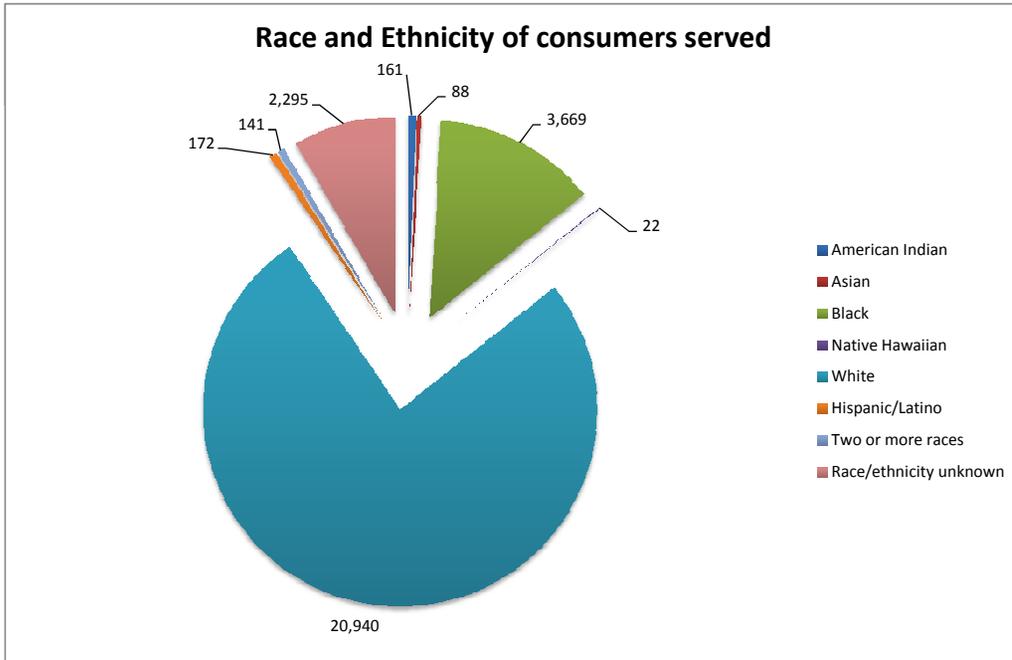
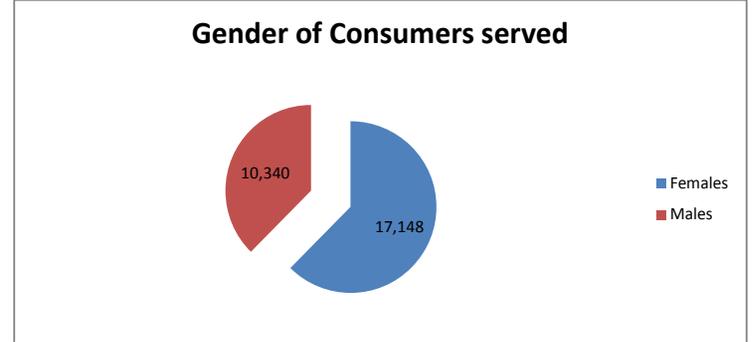
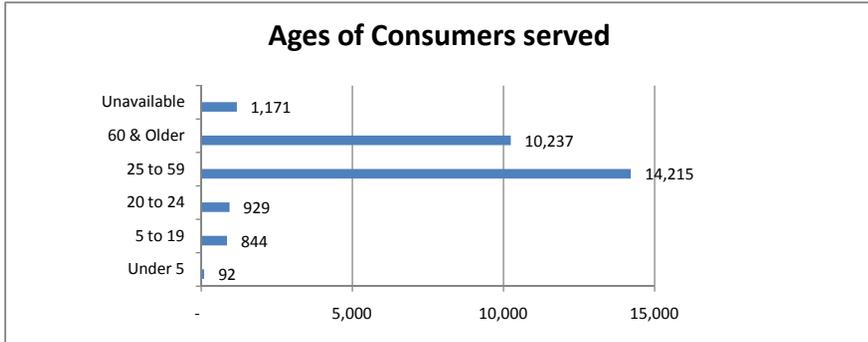
**Data Analysis:** The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.

**Report Format:** Pages 3-5 show demographics of all persons served during FFY2009 by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Division of Vocational Rehabilitation. For each of the service areas there are two pages with questions/graphs followed by comment pages. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. The next page shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer.

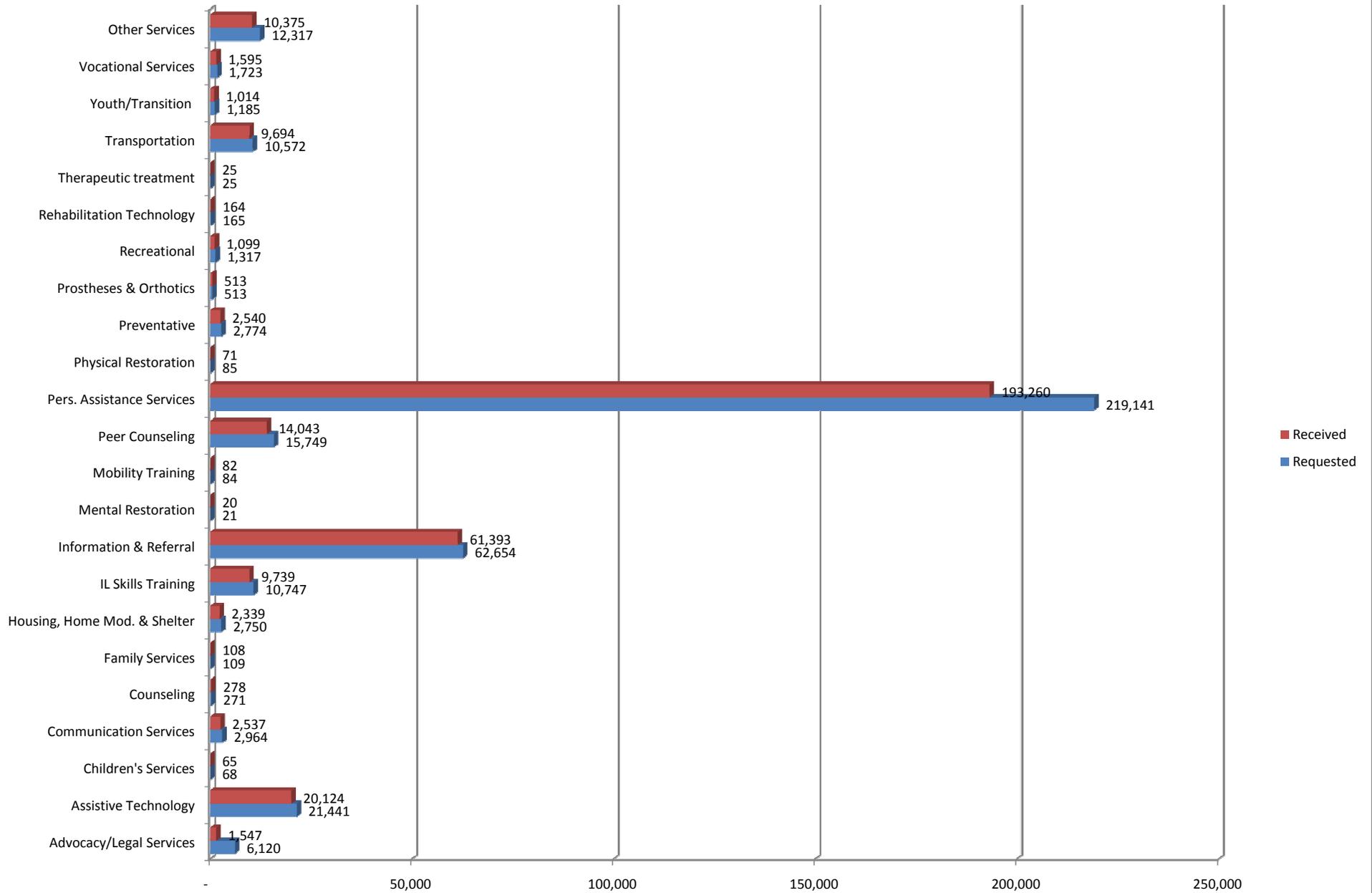
**Additional Data:** During the survey, consumers responding “yes” to the question: ***Did the service received make a positive change in your life***, were asked a follow up question of ***What change did it make***. A representation of the responses from the 2009 survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

**FFY2009**

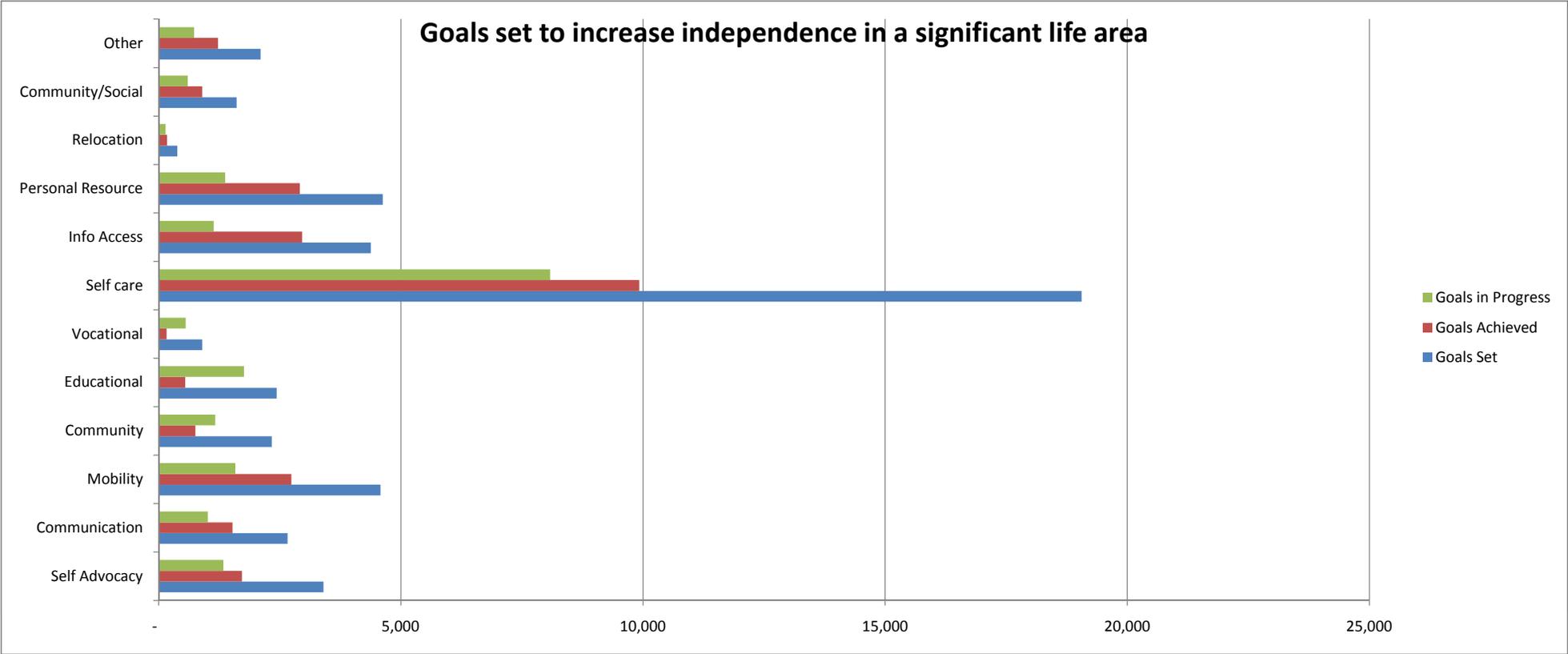
**Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 27,488**



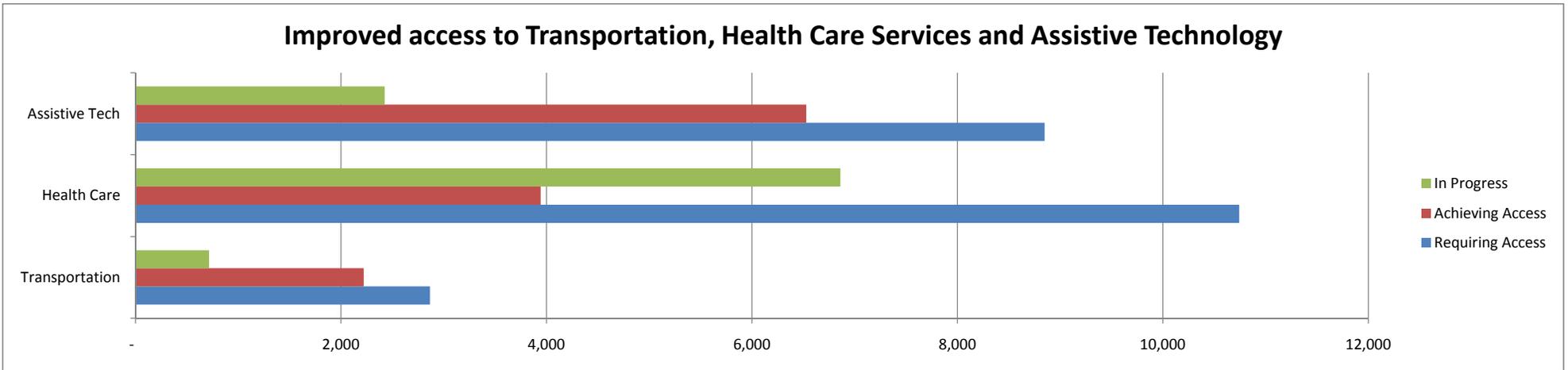
## Services requested and received by consumers



### Goals set to increase independence in a significant life area

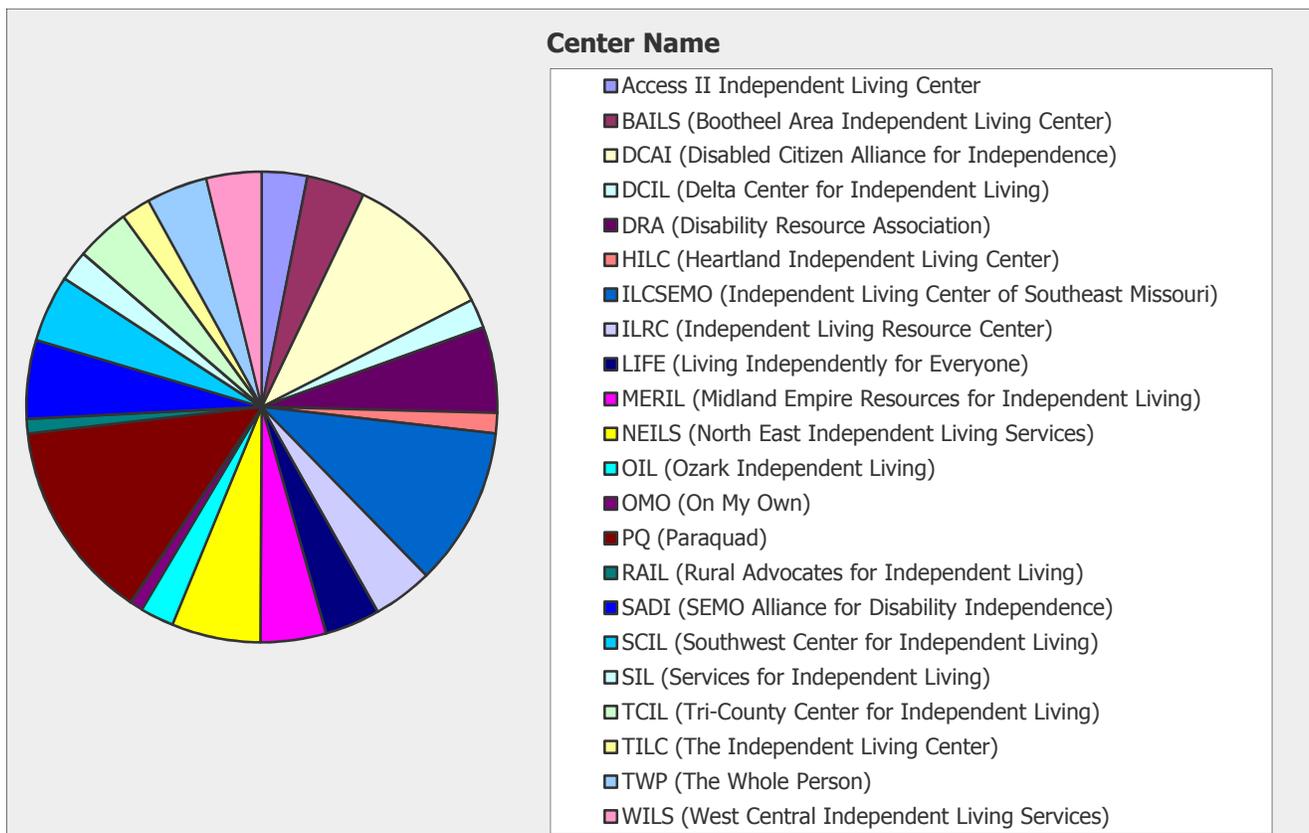


### Improved access to Transportation, Health Care Services and Assistive Technology



# FY2009 Annual IL Outcomes Survey

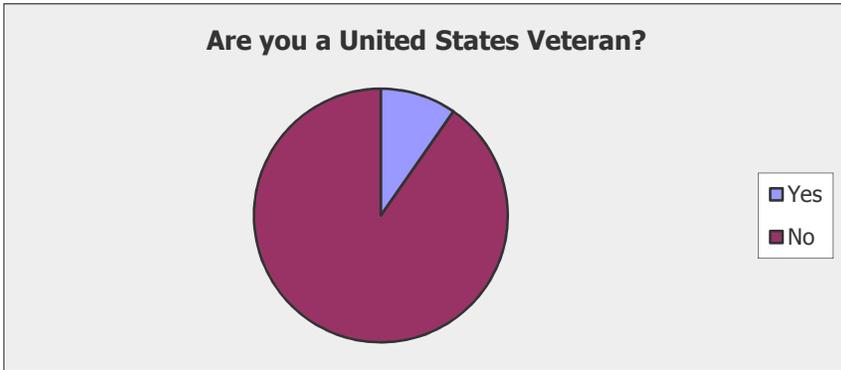
Center Name	Response Percent	Response Count
Access II Independent Living Center	3.1%	114
BAILS (Bootheel Area Independent Living Center)	4.0%	147
DCAI (Disabled Citizen Alliance for Independence)	10.4%	386
DCIL (Delta Center for Independent Living)	2.0%	74
DRA (Disability Resource Association)	5.9%	220
HILC (Heartland Independent Living Center)	1.4%	53
ILCSEMO (Independent Living Center of Southeast Missouri)	10.9%	404
ILRC (Independent Living Resource Center)	4.1%	152
LIFE (Living Independently for Everyone)	3.8%	142
MERIL (Midland Empire Resources for Independent Living)	4.5%	168
NEILS (North East Independent Living Services)	6.1%	225
OIL (Ozark Independent Living)	2.3%	85
OMO (On My Own)	0.9%	34
PQ (Paraquad)	13.8%	512
RAIL (Rural Advocates for Independent Living)	1.0%	38
SADI (SEMO Alliance for Disability Independence)	5.4%	202
SCIL (Southwest Center for Independent Living)	4.6%	169
SIL (Services for Independent Living)	2.1%	77
TCIL (Tri-County Center for Independent Living)	3.7%	137
TILC (The Independent Living Center)	2.0%	74
TWP (The Whole Person)	4.2%	154
WILS (West Central Independent Living Services)	3.8%	142
<b>answered question</b>		<b>3709</b>
<b>skipped question</b>		<b>1</b>



## Annual IL Outcomes Survey

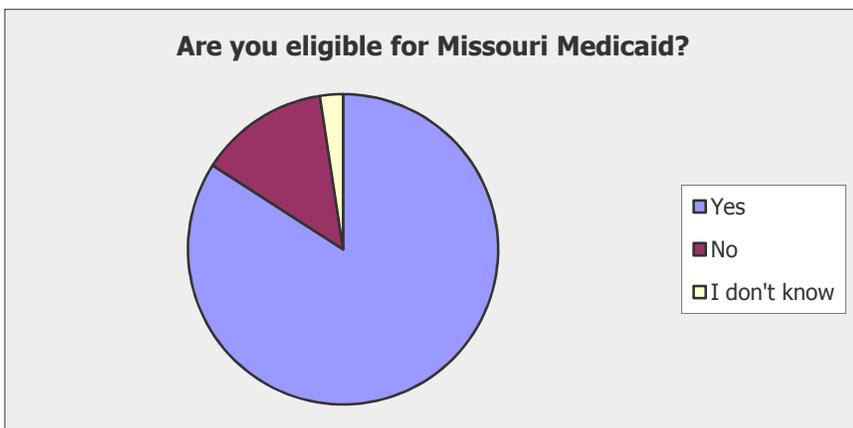
### Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	9.7%	347
No	90.3%	3241
<b>answered question</b>		<b>3588</b>
<b>skipped question</b>		<b>122</b>



### Are you eligible for Missouri Medicaid?

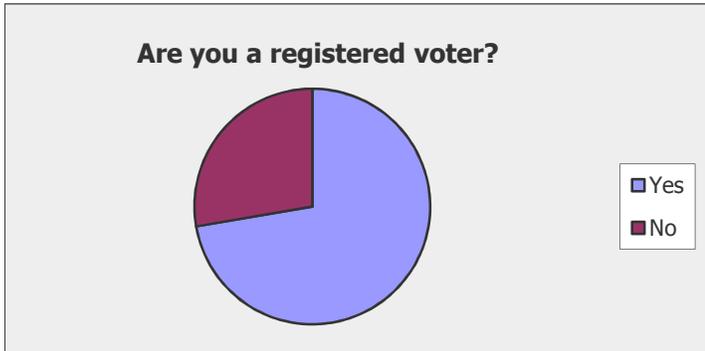
Answer Options	Response Percent	Response Count
Yes	84.2%	3020
No	13.5%	483
I don't know	2.4%	85
<b>answered question</b>		<b>3588</b>
<b>skipped question</b>		<b>122</b>



## Annual IL Outcomes Survey

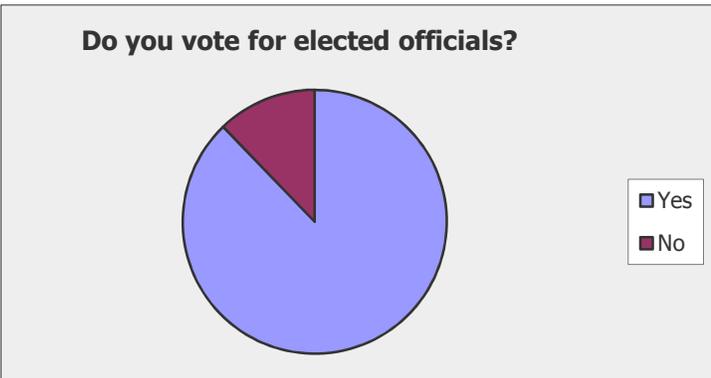
### Are you a registered voter?

Answer Options	Response Percent	Response Count
Yes	72.3%	2590
No	27.7%	992
<b><i>answered question</i></b>		<b>3582</b>
<b><i>skipped question</i></b>		<b>128</b>



### Do you vote for elected officials?

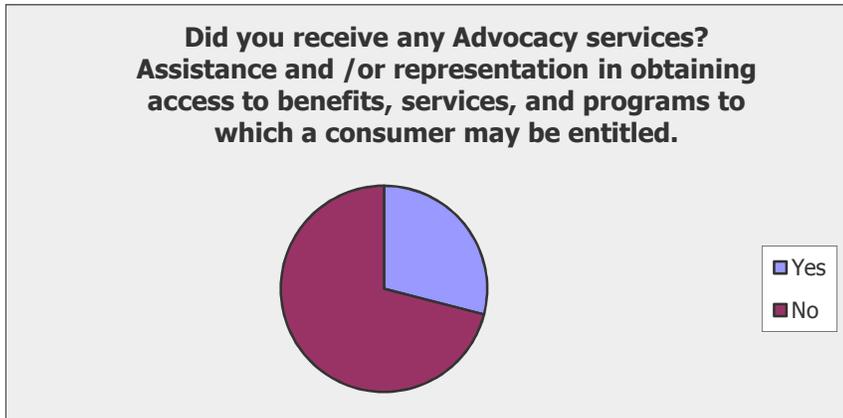
Answer Options	Response Percent	Response Count
Yes	87.8%	2277
No	12.2%	315
<b><i>answered question</i></b>		<b>2592</b>
<b><i>skipped question</i></b>		<b>1118</b>



## Annual IL Outcomes Survey

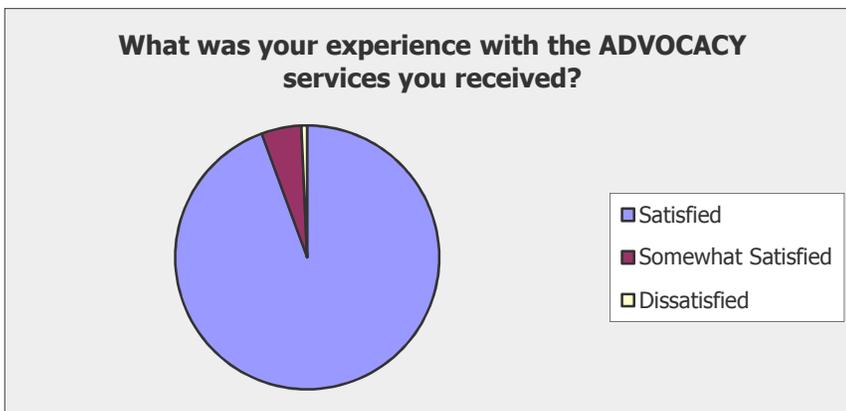
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	29.0%	1036
No	71.0%	2537
<b>answered question</b>		<b>3573</b>
<b>skipped question</b>		<b>137</b>



What was your experience with the ADVOCACY services you received?

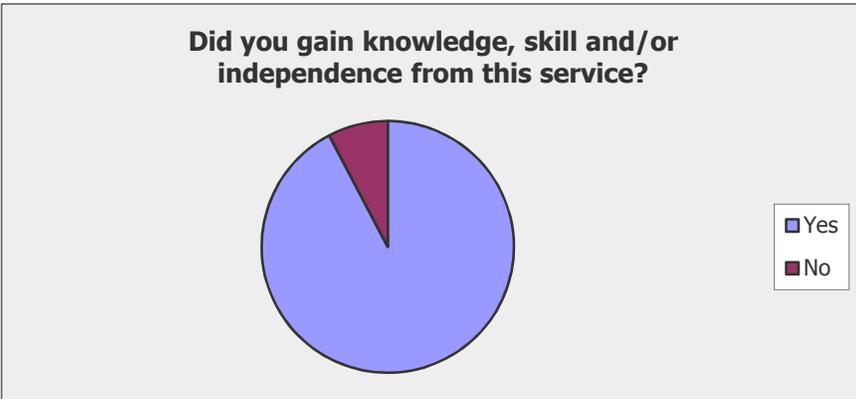
Answer Options	Response Percent	Response Count
Satisfied	94.4%	983
Somewhat Satisfied	4.9%	51
Dissatisfied	0.7%	7
<b>answered question</b>		<b>1041</b>
<b>skipped question</b>		<b>2669</b>



## Annual IL Outcomes Survey

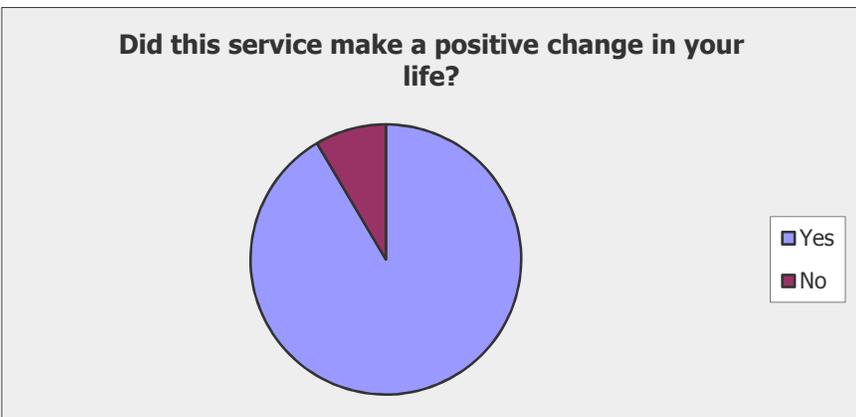
### Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	92.3%	961
No	7.7%	80
<b><i>answered question</i></b>		<b>1041</b>
<b><i>skipped question</i></b>		<b>2669</b>



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

Answer Options	Response Percent	Response Count
Yes	91.5%	953
No	8.5%	88
<b><i>answered question</i></b>		<b>1041</b>
<b><i>skipped question</i></b>		<b>2669</b>



## Annual IL Outcomes Survey

What change did this service make?	
Answer Options	Response Count
	947
<b>Answered question</b>	<b>947</b>
<b>Skipped question</b>	<b>2763</b>

### Number Response Text

- 1 It helped me know what help is available and continues to help me.
- 2 Good to know that there is help for people with disabilities and needs.
- 3 They helped me to contact other agencies or offices that might be able to help me.
- 4 I received extra money doing the circuit breaker and was very happy with the services.
- 5 Got housing to clean sidewalks so it is safer to use.
- 6 It taught me how to advocate for myself
- 7 I now know how to ask for the assistance I need to live on my own.
- 8 Learned resource for driving instructions
- 9 Gain independence in the community
- 10 I felt very empowered by the advocacy provided, but we still did not get the services from the school we wanted.
- 11 Helped me to get more information about things to help me.
- 12 Someone cared to help
- 13 The staff helped me with getting a utility bill cleared up.
- 14 I won the law case.
- 15 Someone took the time to help me
- 16 They helped me get the services I needed.
- 17 Helped me get a grant to move out on my own
- 18 Helped me gain some independence
- 19 Improved independence
- 20 Improved my independence
- 21 In Jan. and Feb. I have to pay my home owner's insurance and I have to let other bills go and then it takes me 2 months to get caught back up! The circuit breaker really helped me on my other bills!
- 22 Helped me know what steps to take and where to go.
- 23 I was able to do the circuit breaker myself with the assistance of the staff.
- 24 Made life easier.
- 25 They helped me get the services I needed to be able to stay in my house.
- 26 Able to live at home.
- 27 I get answers or directions to different problems.
- 28 It gave me information that helped me with the agencies and services that I needed.
- 29 It helped with the language barrier.
- 30 We received some extra money to help pay bills from the circuit breaker.
- 31 Know what services are available to live independently
- 32 Gave me more confidence
- 33 Gave her a better outlook on life
- 34 I started getting my Social Security and Medicaid.
- 35 Really satisfied with the services. I received extra money from the circuit breaker.
- 36 Learned to voice my opinion
- 37 Always helps with answers and direction to go for additional help.
- 38 I'm able to find ways to get funding.
- 39 I found out about more options.
- 40 They advocated for me getting a new bed and an apartment.
- 41 The advocacy DCAI provided helps me to understand things better to assure my son receives an appropriate education.

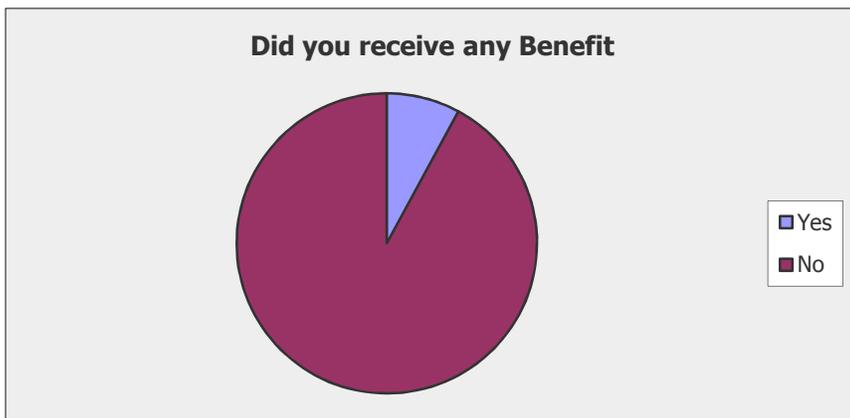
**Number Response Text**

- 42 I finished school.
- 43 It gave my child more self esteem and gave him a more positive out look.
- 44 Gave me information about things out there for me.
- 45 My daughter went from going to the principals office from 5 times a week to once a month. Made a change for my child in that she doesn't feel like she's always in trouble.
- 46 DRA helped with consumer's IEP to make sure it was being followed. He is doing well in school now.
- 47 I feel more comfortable because I feel there is someone for me. If I have any problems, I can call the office.
- 48 Receive care to be able to live at home. Receive Missouri Property Tax Credit provided more income.
- 49 Information on agencies and services available.
- 50 DCAI staff helped me to get out of a nursing home and live independently.
- 51 Keeping healthy and strong and happy
- 52 The Center has been very helpful since my disabling accident.
- 53 ILCSEMO helped me contact someone to build my ramp when I couldn't find anyone
- 54 They helped me register to vote and also to vote at home.
- 55 I can vote at home now, makes things much easier.
- 56 I feel so comfortable when I come to the TBI support group meetings. I love it because when I walk in, I don't have that feeling of being "the dumbest person in the room". Everyone there gets it because they have been there too! They know what it is like to bump your head and become so different but still you. I really love it and I feel so comfortable there.
- 57 Helped me to get water after not having any for seven weeks.
- 58 Caseworker helped with filling out forms and contacting agencies.
- 59 Referred to TAP phone for assistance with telephone
- 60 Having been referred to different organizations has been a life saver.
- 61 Moving from nursing facility to independent living
- 62 They helped me apply for HUD, but I'm still waiting for it to go through.
- 63 I was assisted in getting physical therapy that benefited my mobility.
- 64 ILCSEMO assisted me with contacting resources for depends
- 65 I had help getting disabled voter forms to sent in. I finally can vote and feel good about it.
- 66 My caseworker told me about getting glasses from lens crafters and she set up the appointment for me.
- 67 I learn a lot from the newsletter.
- 68 Getting GED, getting a job. Taught me a lot.
- 69 Giving me a voice
- 70 TCIL helped out at a very bad time for me.
- 71 Service that they provide helps to go out and have a more productive life style, and be a part of society
- 72 I would say I am more informed of disability rights issues and other issues surrounding disabilities and that allows me to make better decisions for my own care.
- 73 Kept me from being homeless. I learned how to advocate to keep my pet.
- 74 It made me think that a disabled person can make a difference. The state senator listened and they altered their policy a little and that was big for us.
- 75 I got alot of help getting into a place of my own.
- 76 It got me off the streets and out of the shelters
- 77 Knowledge. Knowing what is going on. Being able to live on my own and I know what is going on with resources. Getting information.
- 78 Don't know if I would have made it without this service.
- 79 Help during recovery
- 80 They gave me information about health plans.
- 81 My caseworker helped me fill out paperwork for the Gift of Sight. I needed glasses very badly and this program helps people get glasses.
- 82 Was able to meet with other people with same disabilities
- 83 My caseworker contacted Vocational Rehab and had me put on the waiting list. She arranged for someone to talk to me from there. I receive the newsletter from the Center. I like reading it.

## Annual IL Outcomes Survey

**Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.**

Answer Options	Response Percent	Response Count
Yes	7.9%	281
No	92.1%	3274
<b><i>answered question</i></b>		<b>3555</b>
<b><i>skipped question</i></b>		<b>155</b>



**What was your experience with the BENEFITS ADVISEMENT services you received?**

Answer Options	Response Percent	Response Count
Satisfied	92.4%	267
Somewhat Satisfied	6.9%	20
Dissatisfied	0.7%	2
<b><i>answered question</i></b>		<b>289</b>
<b><i>skipped question</i></b>		<b>3421</b>

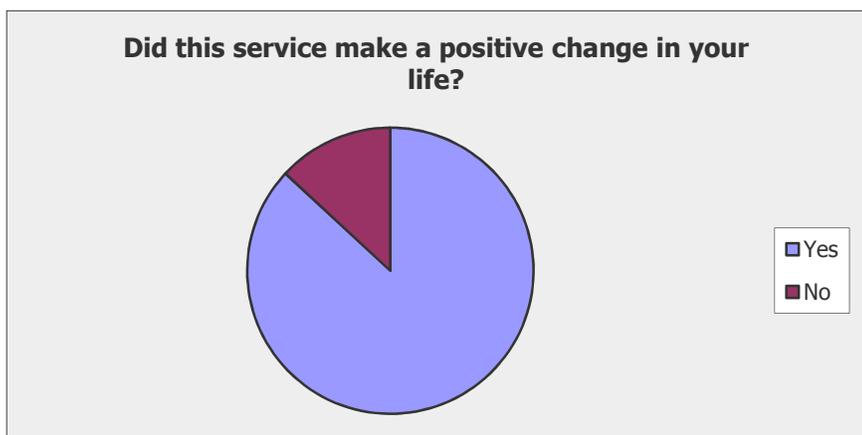


## Annual IL Outcomes Survey

Did you gain knowledge, skill and/or independence from this service?		
Answer Options	Response Percent	Response Count
Yes	94.5%	273
No	5.5%	16
<b>answered question</b>		<b>289</b>
<b>skipped question</b>		<b>3421</b>



Did this service make a positive change in your life?		
Answer Options	Response Percent	Response Count
Yes	86.9%	251
No	13.1%	38
<b>answered question</b>		<b>289</b>
<b>skipped question</b>		<b>3421</b>



## Annual IL Outcomes Survey

### What change did this service make?

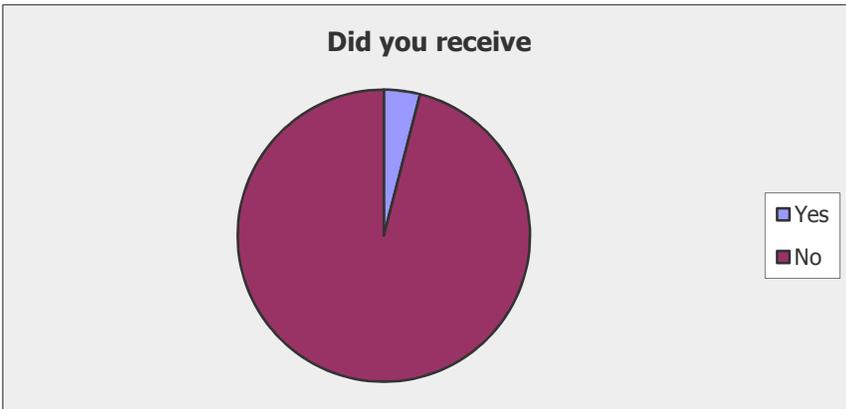
Answer Options	Response Count
	246
<i>answered question</i>	<b>246</b>
<i>skipped question</i>	<b>3464</b>

Number	Response Text
1	It taught her some things on the circuit breaker forms and things. gave her independence.
2	Helped him make a good decision on which Medicare plan to use. But they keep raising it!
3	I received in-home services paid for through the VA.
4	Provided me with assistance on Social Security information
5	Help navigate paperwork
6	Was able to receive more income.
7	Educated on where to go now for more information and help.
8	I received the Stimulus payment, the extra income helped.
9	I received services I previously did not have.
10	I received help getting QMB in which Medicaid pays my Medicare premium. This helped
11	It gave me access to benefits needed to live independently.
12	I needed help understanding the paperwork. The staff was very helpful.
13	It was nice to have things explained to me
14	Helped me to understand my benefits better.
15	This allowed me to decide what to focus on for my future employment needs
16	It gave me a better understanding of what I qualify for.
17	It helped me with more knowledge and independence.
18	It helped me get my Social Security benefits.
19	They answered my questions.
20	I received training thru Vocational Rehab. so I could go back to work.
21	I received information to change my income to give me a better chance at living on my own.
22	The staff helped me to prepare my stimulus payment forms. I received extra money back!
23	Was able to access benefits for income and lowered my prescription cost
24	I was directed to Vocational Rehab services and has been of great help to me!
25	It helped me obtain a power wheelchair that increases my mobility.
26	Allowed me to learn about resources in our area
27	Obtain information on how income effected Medicaid spenddown and food stamps.
28	I had a lot of questions about getting disability and they were very knowledgeable.
29	learned about ticket to work program
30	Directed to Voc. Rehab to help me and was a great experience giving me more sense of independence and hope!
31	Getting back out in the work force
32	It helped me to remain independent.
33	I was in position to be aware of the benefits that was available to me when I got a job.
34	Since coordination was necessary for me to leave the nursing home, this has made a positive change and I can still call those agencies when I have questions.

## Annual IL Outcomes Survey

Did you receive any **EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL** services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	4.0%	140
No	96.0%	3404
<b>answered question</b>		<b>3544</b>
<b>skipped question</b>		<b>166</b>



What was your experience with the **EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL** services you received?

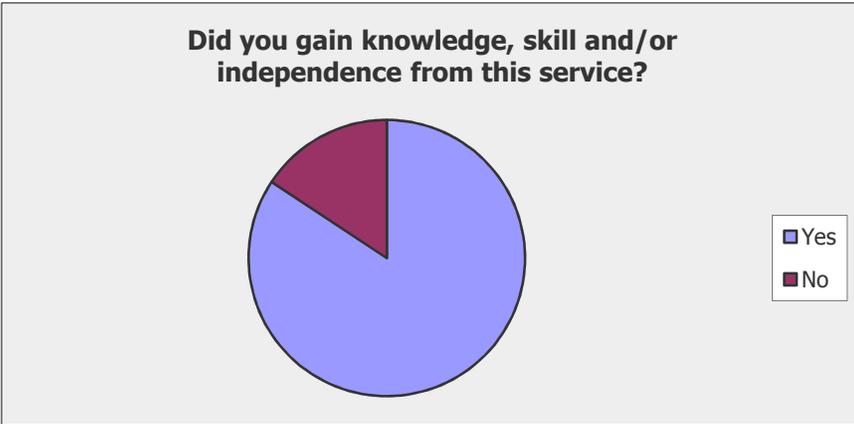
Answer Options	Response Percent	Response Count
Satisfied	80.0%	112
Somewhat Satisfied	15.7%	22
Dissatisfied	4.3%	6
<b>answered question</b>		<b>140</b>
<b>skipped question</b>		<b>3570</b>



## Annual IL Outcomes Survey

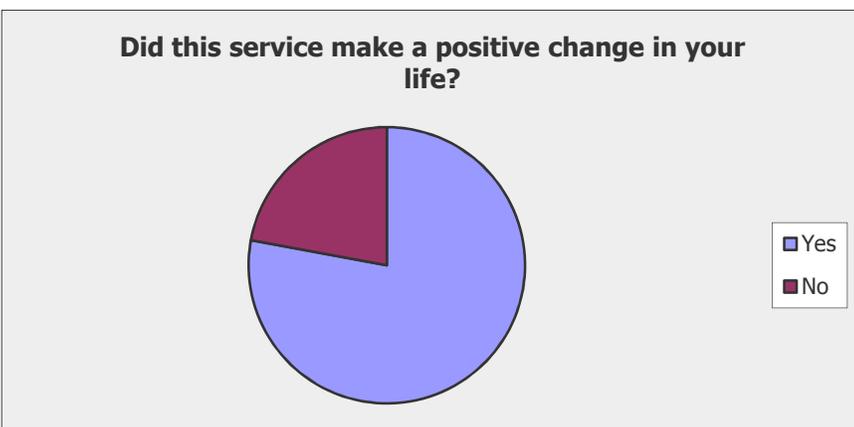
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	84.3%	118
No	15.7%	22
<i>answered question</i>		<b>140</b>
<i>skipped question</i>		<b>3570</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	77.9%	109
No	22.1%	31
<i>answered question</i>		<b>140</b>
<i>skipped question</i>		<b>3570</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	109
<i>answered question</i>	<b>109</b>
<i>skipped question</i>	<b>3601</b>

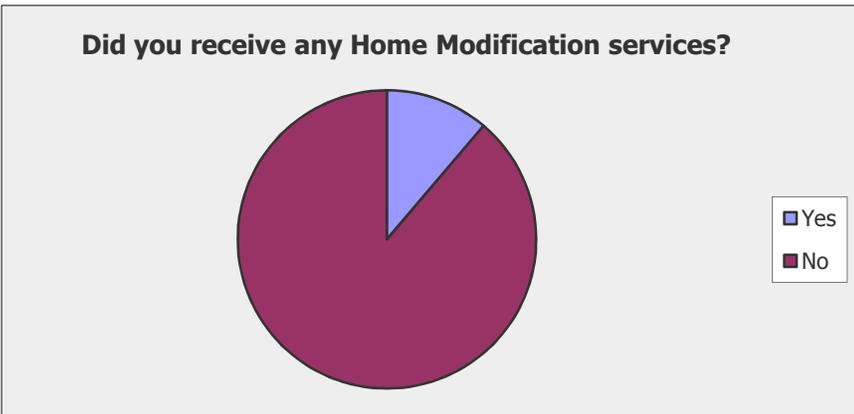
### Number Response Text

- 1 Learned how to write a resume
- 2 They gave me advice on how to look correctly for a job, told me how to dress for an interview, and how to make a job resume.
- 3 Educated now on what is available. Know where to go for more information and help.
- 4 It gave me more encouragement that I could go on and do something with my life.
- 5 It opened up new employment opportunities.
- 6 This service allowed me to see the what options I had for returning to work. The staff was very knowledgeable and help me navigate through the paperwork.
- 7 Was able to follow-up with another agency about training opportunities
- 8 This consumer is in the process of a work plan. Although it has not helped at this time, he is sure the process will be helpful after his PASS and business plan are complete
- 9 It helped me to get a job.
- 10 They helped me find a job.
- 11 Increased income
- 12 Consumer was able to get a job from the training that was done regarding employment.
- 13 Self esteem and confidence
- 14 Received drivers license thru drivers ed program more independent
- 15 I got a referral to Vocational Rehab and they are beginning to help me too.
- 16 Greater self awareness
- 17 They are trying to help me find a job.
- 18 I had help from Adult Services.
- 19 They helped me to locate possible jobs through the internet but could not actually place me, which is what I am looking for. They did give me information on other agencies that might be able to assist me.
- 20 Greater degree of knowledge about workforce
- 21 Help finding employment
- 22 I have more confidence in filling out a job application.
- 23 Helps me stay independent.
- 24 Improved mental status
- 25 I had thought about returning to work, but I was not emotionally or mentally ready. I was glad I had some one to help me.
- 26 Greater degree of knowledge regarding employment
- 27 Taught me what to expect in an interview; how to conduct myself
- 28 I gained knowledge, skills and independence
- 29 Helped me with writing resume. How to take care of gaps between careers.
- 30 ILCSEMO is helping me find a job, I'm doing lawn care for the center now until I find another job
- 31 understand more about dealing with people in the real world
- 32 Was a good program - gave excellent tips on interviewing.
- 33 Helped me by working with the company that was willing to modify the changes to meet my disability needs
- 34 I am going to Voc Rehab so I can be trained to be able to get a job.
- 35 Found a job.
- 36 Happy with the services but have not found a job yet.

## Annual IL Outcomes Survey

**Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).**

Answer Options	Response Percent	Response Count
Yes	11.2%	397
No	88.8%	3141
<b><i>answered question</i></b>		<b>3538</b>
<b><i>skipped question</i></b>		<b>172</b>



**What was your experience with the HOME MODIFICATION services you received?**

Answer Options	Response Percent	Response Count
Satisfied	93.5%	373
Somewhat Satisfied	4.0%	16
Dissatisfied	2.5%	10
<b><i>answered question</i></b>		<b>399</b>
<b><i>skipped question</i></b>		<b>3311</b>

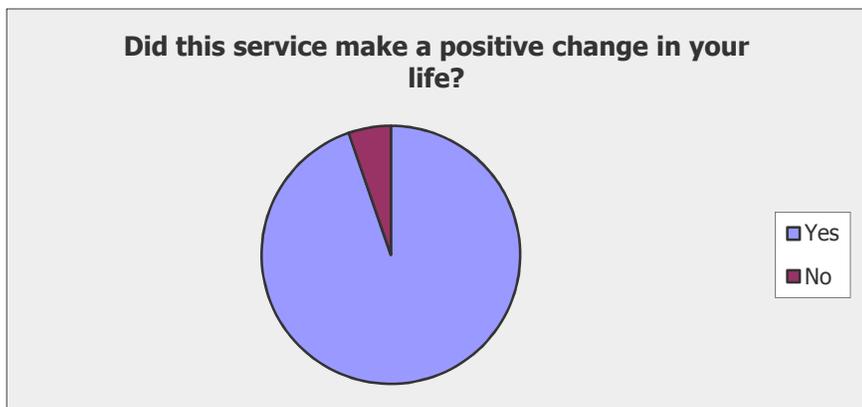


## Annual IL Outcomes Survey

Did you gain knowledge, skill and/or independence from this service?		
Answer Options	Response Percent	Response Count
Yes	90.2%	360
No	9.8%	39
<b>answered question</b>		<b>399</b>
<b>skipped question</b>		<b>3311</b>



Did this service make a positive change in your life?		
Answer Options	Response Percent	Response Count
Yes	94.7%	378
No	5.3%	21
<b>answered question</b>		<b>399</b>
<b>skipped question</b>		<b>3311</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	377
<i>answered question</i>	<b>377</b>
<i>skipped question</i>	<b>3333</b>

### Number Response Text

- 1 She is able to get out to the van for transpiration in her wheelchair.
- 2 I am able to be more mobile within my home.
- 3 This has made a difference in that I can use the bathroom more easily. They are also working on getting me a shower chair that fits in my tub.
- 4 My ramp helped me get into and out of the house.
- 5 Can safely use porch after it was rebuilt.
- 6 Step handrails keep me from falling and more safe.
- 7 With ramp can get around easier and can get outside more.
- 8 I thinks that this service has helped me mentally as well as physically.
- 9 With ramp can now get outside and to yard.
- 10 Easier to get in and out with handrails mounted to shower. No chance of falling.
- 11 Made me safe and secure with my personal care and bathroom needs
- 12 The ramp I was provided has made it possible again to enter and exit my home.
- 13 The grab bar in my shower really helps me to not fall when taking a shower and getting out of the tub to dry off because of my health.
- 14 The bathroom modification I received has made it possible for me to get my chair in and out of the bathroom easier than imagined!!!
- 15 I had a bathroom modification, this has allowed me the dignity to get in and out of the bathroom in my chair.
- 16 I now have access to my community and church.
- 17 I have a ramp to get in and out of my home.
- 18 The grab bar really helps to get in and out of the shower.
- 19 My ramp helps me get around better.
- 20 The ramp makes it so I can get out of my apartment
- 21 I walk with cane and easier to get out using the ramp
- 22 I can get out of my house.
- 23 Helps me be more independent now that I can get in and out of my house.
- 24 It is easier to take a shower.
- 25 I can get around better
- 26 helps me get out so not in the house 24/7
- 27 Made me safer
- 28 I can't do stairs and the ramp helps.
- 29 Received a ramp for access to my home and community.
- 30 My new roll in shower is great.
- 31 I can now leave my home without fear of falling. The ramp is great.
- 32 Independence
- 33 Helped me learn how to get in and out of the tub safely.
- 34 Bathroom modification that has been the best thing in world!
- 35 ILCSEMO helped me get a ramp so I can get in and out of my home safer. I used to have to wait until someone came home to help me get outside.

**Number Response Text**

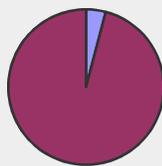
- 36** My ramp and the other things that they have done at my house have made it safer for me and I can get out in the community more now. I didn't used to get out of my house at all.
- 37** The kitchen floor was repaired and it is safer now.
- 38** I have a temporary ramp right now and am waiting for the permanent one to be built. The ramp has already helped out a lot.
- 39** I could not transfer or get around if I didn't have the doors widened and the other modifications you have done. They have made all the difference in my staying home.
- 40** I feel much healthier and cleaner being able to shower again instead of a sponge bath, that kind of
- 41** Oh, my ramp has helped me so much with mobility and made me more independent.
- 42** The insulation helped my house be much warmer.
- 43** My ramp has been great! And I love my new screen door that you fixed so I can get out easier. You also made some modifications to my bathroom.
- 44** You put a ramp in for me so I can get my wheelchair in the house. Made me more independent and I really appreciate it.
- 45** Well I don't fall near as much, I was having a lot of injuries from falls and with my new ramp and using my walker, I don't fall near as often. So I feel safer.
- 46** They came and fixed a door in my house.
- 47** This year I got help making my ramp safer which I can't do on my own, I also had some flooring replace in my house. It was really unsafe and now I can walk around and not have to worry.
- 48** I had a ramp built and indoor/outdoor carpet put on it which made it easier for me to access my home
- 49** I can now carry my laundry and my trash out of my house in my chair now that I have a ramp
- 50** I received a rail that helps me with getting into my home.
- 51** I cant walk very well and the ramp allows me to go in and out of my home safely
- 52** The grab bars and ramps that they put in my house has been a lifesaver. It is much easier for me to get around now.
- 53** Yes, when they modified my bathroom it made it a lot easier for me to use it.
- 54** There was no way I could get out of my home, but you built me a wheelchair ramp and now I can go right out of my house, down the ramp and to my car. I don't know what I would do without that
- 55** Built a porch cover over my door to keep the rain, snow, etc. out.
- 56** Because before I had to roll out of the tub with the pull bar I can get out much easier, with a little more dignity
- 57** You provided me with a handrail at the front entrance which has been great!!
- 58** I was trapped in my home now I can go to the store and to church.
- 59** The ramp is wonderful
- 60** I can get in and out of my home. I have freedom.
- 61** Helped increase my mobility throughout my bathroom
- 62** Made things much easier to do in my home
- 63** bathroom modified to meet my needs
- 64** bathtub mod to help make baths easier & possible.
- 65** In control of life again
- 66** I can go outside now and it is awesome!
- 67** Helped with getting in and out of the house
- 68** I have a safe exit and entry into my home

## Annual IL Outcomes Survey

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	4.1%	144
No	95.9%	3391
<b>answered question</b>		<b>3535</b>
<b>skipped question</b>		<b>175</b>

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

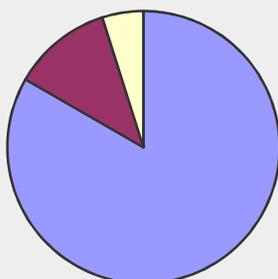


■ Yes  
■ No

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	83.3%	120
Somewhat Satisfied	11.8%	17
Dissatisfied	4.9%	7
<b>answered question</b>		<b>144</b>
<b>skipped question</b>		<b>3566</b>

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



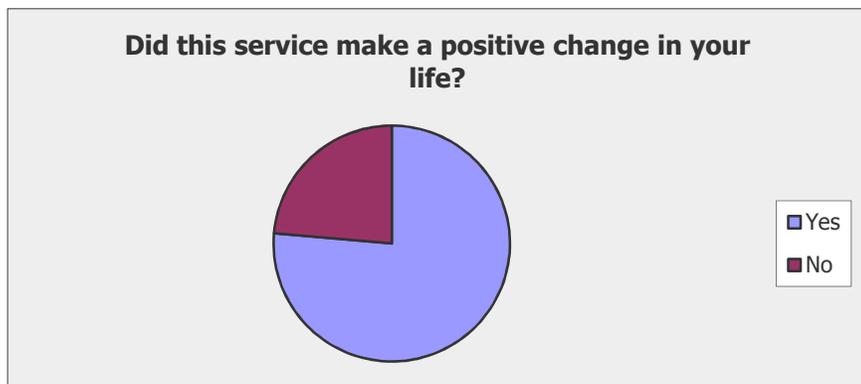
■ Satisfied  
■ Somewhat Satisfied  
■ Dissatisfied

## Annual IL Outcomes Survey

Did you gain knowledge, skill and/or independence from this service?		
Answer Options	Response Percent	Response Count
Yes	82.6%	119
No	17.4%	25
<b><i>answered question</i></b>		<b>144</b>
<b><i>skipped question</i></b>		<b>3566</b>



Did this service make a positive change in your life?		
Answer Options	Response Percent	Response Count
Yes	76.4%	110
No	23.6%	34
<b><i>answered question</i></b>		<b>144</b>
<b><i>skipped question</i></b>		<b>3566</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	110
<i>answered question</i>	<b>110</b>
<i>skipped question</i>	<b>3600</b>

### Number Response Text

- 1 I was able to get resources and funds for housing.
- 2 Now in appropriate home
- 3 Am able to move around easier in an all level home. Only 15 feet from front door to car.
- 4 Was between getting a home and mother died. Was put up in hotel for a few days during funeral services until new home was available.
- 5 Quality of life is better.
- 6 Helped me find and move into housing
- 7 I received assistance with my rent deposit.
- 8 I had resources to get assistance with rent.
- 9 Received information for housing and was able to move.
- 10 I received resources to find accessible housing
- 11 Received phone numbers for housing in a different town.
- 12 Made me more independent.
- 13 They found me an apartment and got me out of the nursing home.
- 14 I can live on my own now
- 15 I have a place to move into as of 2/2/10
- 16 I really enjoy having my own place to live. I can choose what I want to do.
- 17 I was able to find housing and move out of the nursing home.
- 18 I was able to get a mail box added at my house instead of taking my wheel chair down the hill to the apartment mail box center
- 19 I got my own apartment for the first time!
- 20 I was happy with the help finding an apartment.
- 21 I am still waiting for an apartment, but getting close.
- 22 I love my new apartment. It is much better from where I was living.
- 23 Everything is clean and I live on my own
- 24 With the help of my caseworker, I found an apartment. I have more people to talk to now and I'm not so lonely.
- 25 Helped me find a better, safer place to live.
- 26 I had help finding housing. Information about different apartments was given to me. I had help looking at them. I appreciate all the help I'm getting.
- 27 I love it, I love it, I love!
- 28 Lost and didn't know who would rent to someone disabled
- 29 I was given information about Section 8 housing because I wanted to move. My caseworker is very helpful.
- 30 It is much better than the nursing home I was at. I am much happier.
- 31 I'm out of the nursing home and in my own home.
- 32 I got my own place! The only thing that I didn't like was when I got my dog, I was misinformed and almost kicked out of my apartment for it.
- 33 Encouraged me. Worker never talked defeat.
- 34 It made a big difference; I was homeless and my mom passed away.
- 35 Paid one month's rent which was a big, big help.
- 36 I moved from the nursing home into my own home.
- 37 Before I moved in here I was homeless and living in a shelter

## Annual IL Outcomes Survey

Did you receive any **INDEPENDENT LIVING SKILLS TRAINING** services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	21.7%	767
No	78.3%	2767
<b>answered question</b>		<b>3534</b>
<b>skipped question</b>		<b>176</b>



What was your experience with the **INDEPENDENT LIVING SKILLS TRAINING** services you received?

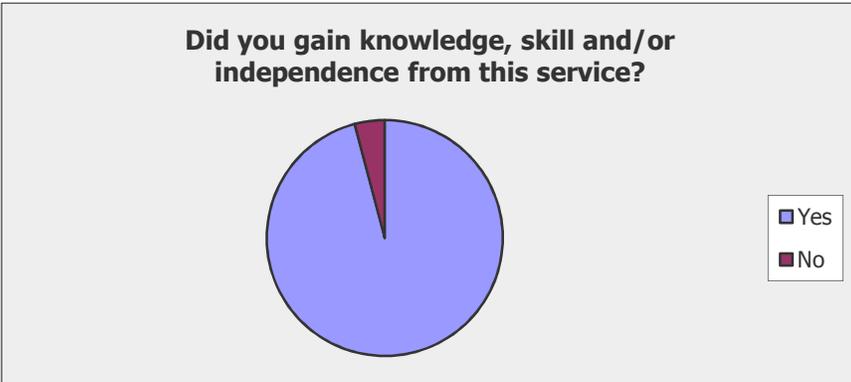
Answer Options	Response Percent	Response Count
Satisfied	95.7%	739
Somewhat Satisfied	3.4%	26
Dissatisfied	0.9%	7
<b>answered question</b>		<b>772</b>
<b>skipped question</b>		<b>2938</b>



## Annual IL Outcomes Survey

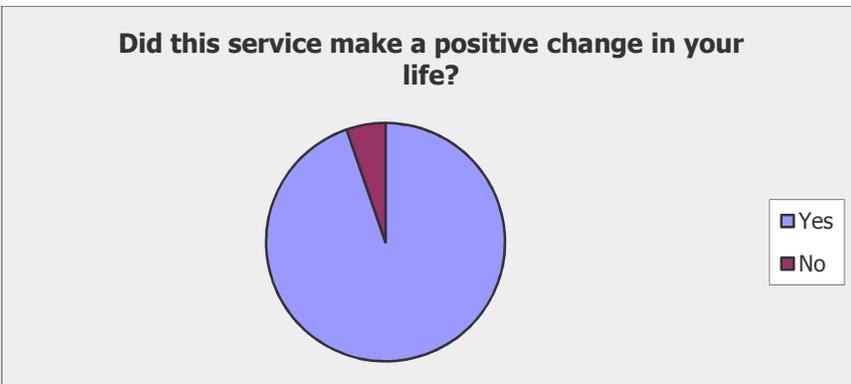
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	95.9%	740
No	4.1%	32
<i>answered question</i>		<b>772</b>
<i>skipped question</i>		<b>2938</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.7%	731
No	5.3%	41
<i>answered question</i>		<b>772</b>
<i>skipped question</i>		<b>2938</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	727
<i>answered question</i>	<b>727</b>
<i>skipped question</i>	<b>2983</b>

### Number Response Text

- 1 I am getting skills training to take my GED, the staff are very helpful.
- 2 Better hygiene routine, shower capable. Now know how to handle emergency situations. Can manage medications.
- 3 When I first became paralyzed, they helped me allot to relearn how to do just about everything in my everyday life.
- 4 Am now better able to cope and manage my day. Can budget my time better.
- 5 Am now able to budget financially.
- 6 The computer skills gave me more self confidence. I used to type and now I have brushed up on my skills and would like more computer skills.
- 7 Arthritis self help classes wants to start chronic disease classes
- 8 She was able to get a part time job since we helped her with typing skills
- 9 I have my driving permit and feel more independent with my life
- 10 I received training on keeping up with my bills and purchasing food.
- 11 I can do my own check book now and pay my own bills.
- 12 Gained personal care skills
- 13 Has helped her grades.
- 14 I can write my Name.
- 15 By getting my education. I work better in math and can read better.
- 16 Able to live independently at home
- 17 I can read better and understand what I read.
- 18 My daughter receives educational skills training from DCAI and it really helps her.
- 19 I am working on getting my GED
- 20 The classes DCAI give are helping me to prepare to take my GED test.
- 21 Learned skills to stay independent in my home
- 22 I am getting better at reading.
- 23 Drivers ed program- learning how to drive and working towards getting my license
- 24 It has helped me to feel more comfortable in re-learning some things I knew how to do in the past. I bumped my head and everything changed, but my IL coordinator has helped me by being there and showing me how to do things. I feel embarrassed or ashamed sometimes but knowing she has had a TBI too she really gets it.
- 25 Helped me organize my home and cooking skills which has made my life easier.
- 26 I received some recipes that I would be able to cook myself
- 27 Consumer states that she learned how to use her adaptive equipment and will be able to remain independent with the service.
- 28 I got help applying for lifeline. I am really pleased with the service.
- 29 A mental change that was positive and it lets me stay in my own home.

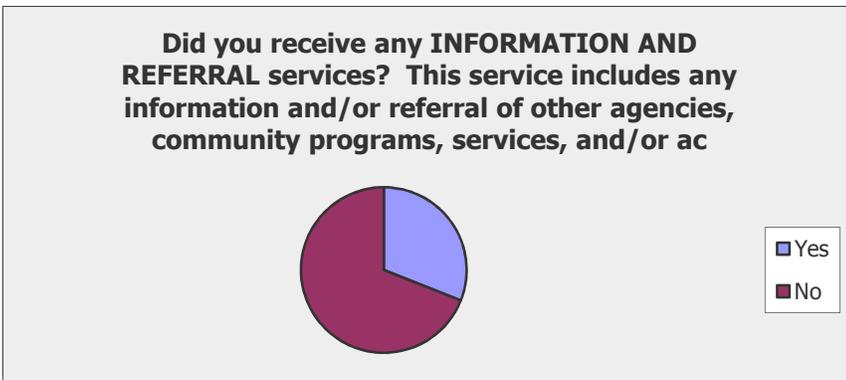
**Number Response Text**

- 30** I received my drivers license and don't have to rely on my family now
- 31** The consumer states the training has helped him to know how to use his adaptive equipment.
- 32** Able to communicate with language delayed son
- 33** I am getting more education. I am realizing I am smarter than I thought.
- 34** I received skill training to help me get my GED and to help me live on my own and to get a better job.
- 35** I can read better and count money better.
- 36** ability to communicate with daughter
- 37** I can now stay in my home & feel good about myself - love it!
- 38** Bargain shopping; comparison shopping.
- 39** Able to work quicker and better than before at jobs.
- 40** Learned how to budget money, basic cooking skills and home safety
- 41** Learn how to properly use equipment: sock aid, shoe horn, reacher
- 42** Therapy helped and it helped me move on
- 43** My son can read better and count change.
- 44** I was able to get my driver's license.
- 45** I am improving in math, reading and driver's test.
- 46** She gained independence from this service and has learned a new skill.
- 47** Great ideas on how to manage on very little money.
- 48** I go to the Equestrian program that is available through the Center. My mobility has gotten allot better since I'm in the program. It helps me to relax.
- 49** Gave me a schedule to help pay my bills.
- 50** I had help applying to get on the disabled voters list. I want to vote but cannot always get to the polls. This really helps.
- 51** I'm involved in the "Cooks in the Kitchen" program, and I have learned how to cook, plan and prepare meals, and how to safety use a paring knife. It's cool that I can cook without someone standing over me to make sure I don't hurt myself or put something in the food that doesn't belong.
- 52** Gave me tools to live more independently in my own home.
- 53** I now know how to clean my house and cook.
- 54** I have learned about legislation and how to be more independent and how people with disabilities can do anything they want and that having a home that you can get around in is important.
- 55** I am learning sign language
- 56** I have more self-esteem.
- 57** I learned how to protect myself in the ASAP class.
- 58** GED classes are helping me to find a better job

## Annual IL Outcomes Survey

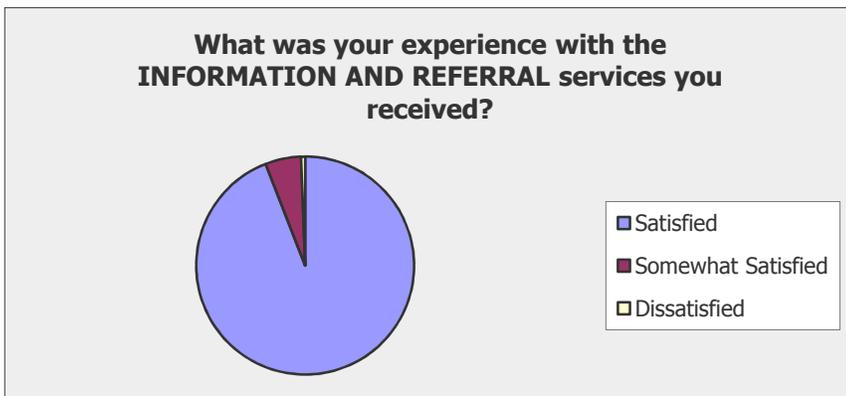
**Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals to healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.**

Answer Options	Response Percent	Response Count
Yes	31.0%	1094
No	69.0%	2434
<b><i>answered question</i></b>		<b>3528</b>
<b><i>skipped question</i></b>		<b>182</b>



**What was your experience with the INFORMATION AND REFERRAL services you received?**

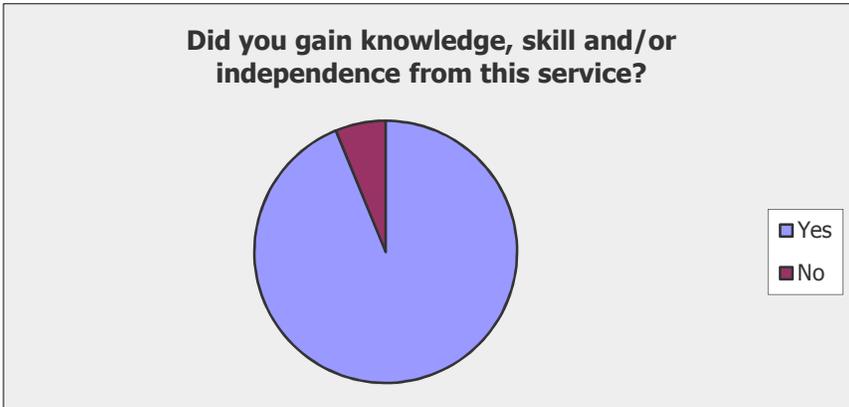
Answer Options	Response Percent	Response Count
Satisfied	94.1%	1032
Somewhat Satisfied	5.3%	58
Dissatisfied	0.6%	7
<b><i>answered question</i></b>		<b>1097</b>
<b><i>skipped question</i></b>		<b>2613</b>



## Annual IL Outcomes Survey

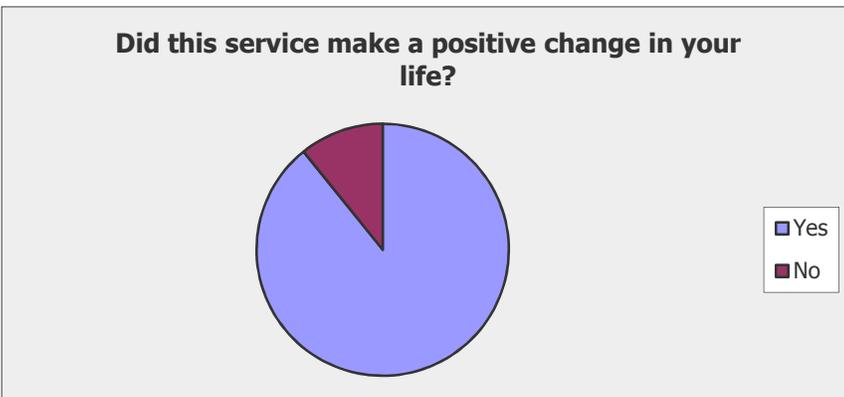
### Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	93.8%	1029
No	6.2%	68
<b><i>answered question</i></b>		<b>1097</b>
<b><i>skipped question</i></b>		<b>2613</b>



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

Answer Options	Response Percent	Response Count
Yes	89.2%	978
No	10.8%	119
<b><i>answered question</i></b>		<b>1097</b>
<b><i>skipped question</i></b>		<b>2613</b>



## Annual IL Outcomes Survey

What change did this service make?	
Answer Options	Response Count
	974
<i>answered question</i>	<b>974</b>
<i>skipped question</i>	<b>2736</b>

Number	Response Text
1	It saved my life. Nobody has ever cared or helped so much.
2	It helped me to set up a payment plan for my propane account.
3	Now have information about the Blind Foundation.
4	I was able to find an attorney
5	Allowed me to get signed up for commodities.
6	I received information needed to get an attorney and to find a house.
7	The information I received about my son's education has been invaluable.
8	Gave me some direction to make decisions
9	Helped me find an apartment
10	I got the number to a transportation provider in my area.
11	I was able to call the agencies and get the help I needed.
12	I learned about different programs offered in the community
14	They referred me to the right place in the community to get the services I needed.
15	I received information for an attorney and that changed my life I now have an income.
16	I received information on a 504 grant and got my house fixed.
17	It helped me to find information about food available in the community so I could help feed my family.
18	Helped me get a phone through the referral services.
19	Information on doctors and directions for other towns were provided.
20	I received pamphlets that gave me information on different resources that I might need that have been very helpful
21	He signed up for In Home services but his wife lost her job and is now taking care of him. He state he appreciates learning about the services offered.
22	Allowed me to contact a company to provide me with supplies at a cheaper price.
23	They have been so helpful in giving out referrals whenever I need them to all sorts of different agencies and I greatly appreciate that.
24	Because of you guys I found out about the phone Lifeline services and I got to keep my phone.
25	I am blind now and used to like to read and they told me about books on tapes at the local library which has allowed me to enjoy something I thought I had lost
26	I was helped to become a voter and it made me feel proud.
27	I got information about how to get a wheelchair.
28	Consumer states he learned information about local resources that he did not know and this information will help him to remain independent.
29	I was given information about getting weatherization for my home. It will help make my home warmer
30	Wonderful changes. Helped improve her quality of life
31	Helped me locate heating assistance
32	Information was given me about food banks. Without this information I wouldn't have had food.
33	I was given information about signing up to vote. This is something I've wanted to do for a long time.

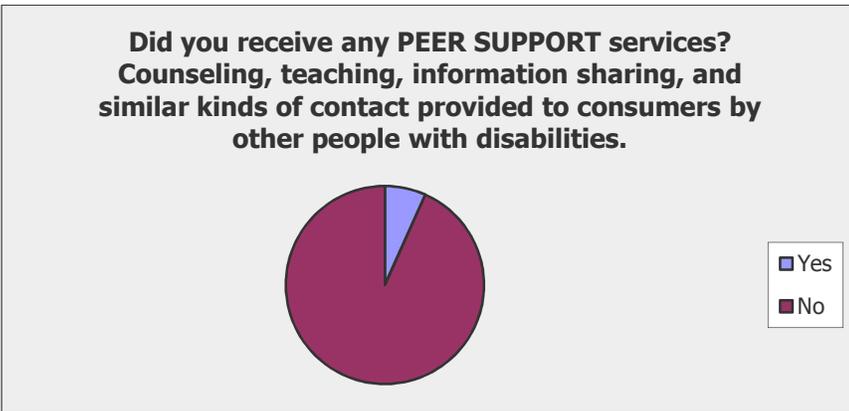
**Number Response Text**

- 34** I was told what paperwork I would need to apply for a Circuit Breaker. Having gotten the information, I was able to get a little extra money for my bills.
- 35** She gained information about what resources are available to her regarding her disability.
- 36** Even though I did not qualify for the CDS program everyone I spoke to was knowledgeable and very helpful
- 37** I got information about food pantries in my area.
- 38** Helped me get a new mattress for my bed.
- 39** I got my new power chair after talking with town and country.
- 40** The Center gave me information of an organization that does weatherization for my home. My home is warmer now.
- 41** She gained knowledge about her disability.
- 42** It was the most comprehensive listing of other resources that I could check out. Their organization has provided more referral information than any other source
- 43** I was referred to an organization that weatherizes homes. I'm on the waiting list.
- 44** connecting me to resources
- 45** I needed glasses, but I couldn't afford them. Lens crafters got them for me and I am happy with them.
- 46** DCAI gave me the information on how to get meals on wheels, told me about a support group that helps with my depression and they gave me information about getting energy assistance.
- 47** DCAI gave me the information about Pathways and transportation.
- 48** I applied for the CDS Program but did not get approval. I did learn of other services offered in the community
- 49** Helped me find transportation to the dr. that was already available in my area
- 50** Food pantries information was given to me. I don't have to worry about having food now.
- 51** Working on maintaining my independence.
- 52** My caseworker gave me information about healthcare plans. I feel better now that I have coverage.
- 53** I am provided with information about local resources that assist me with living independently
- 54** I was able to get services to heat my home.
- 55** I learned where to go for nutritious meals and other courses.
- 56** Wheelchair basketball; I found out about this because my coordinator gave me the info.
- 57** Helped to know what was available.
- 58** I have a paper that has many organizations, agencies and food pantries that I can use when I need to.
- 59** Got information on assistance with utility bill and he was able to get his power turned back on.

## Annual IL Outcomes Survey

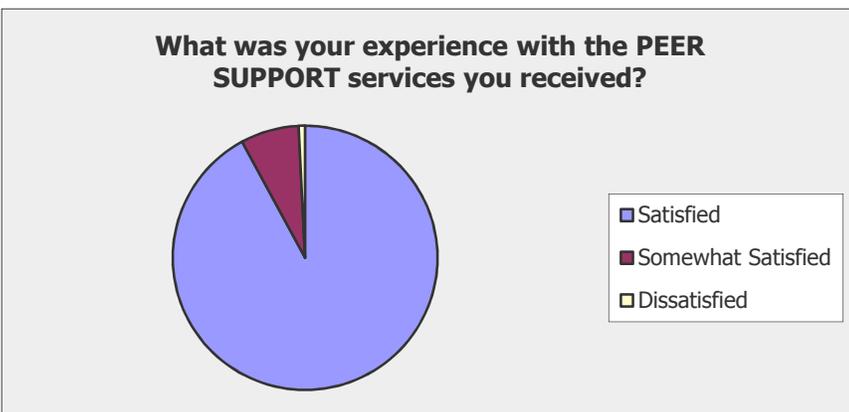
**Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.**

Answer Options	Response Percent	Response Count
Yes	6.7%	236
No	93.3%	3289
<b><i>answered question</i></b>		<b>3525</b>
<b><i>skipped question</i></b>		<b>185</b>



**What was your experience with the PEER SUPPORT services you received?**

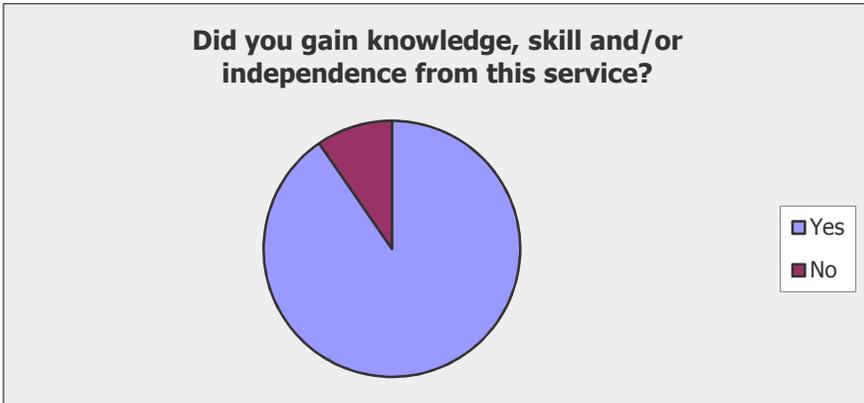
Answer Options	Response Percent	Response Count
Satisfied	92.1%	220
Somewhat Satisfied	7.1%	17
Dissatisfied	0.8%	2
<b><i>answered question</i></b>		<b>239</b>
<b><i>skipped question</i></b>		<b>3471</b>



## Annual IL Outcomes Survey

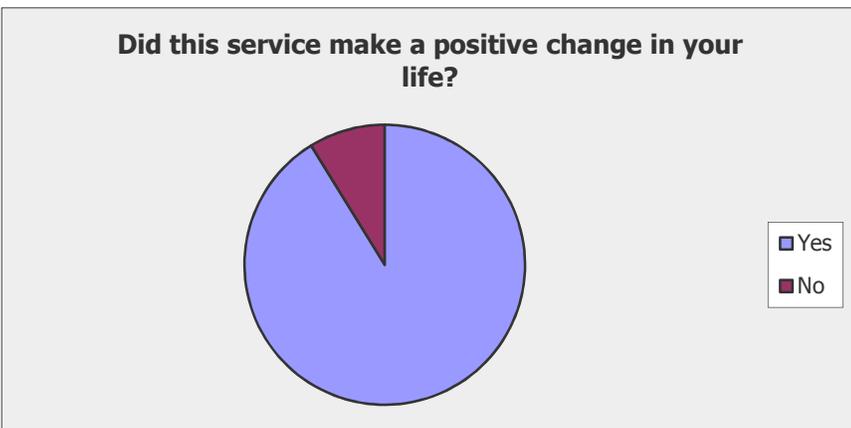
### Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	90.4%	216
No	9.6%	23
<b>answered question</b>		<b>239</b>
<b>skipped question</b>		<b>3471</b>



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

Answer Options	Response Percent	Response Count
Yes	91.2%	218
No	8.8%	21
<b>answered question</b>		<b>239</b>
<b>skipped question</b>		<b>3471</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	218
<i>answered question</i>	<b>218</b>
<i>skipped question</i>	<b>3492</b>

### Number Response Text

- 1 Nice to talk with someone. Gets lonely by myself all the time.
- 2 Helped me cope with my situation.
- 3 Enjoy the company.
- 4 Gives me a chance to get out and meet people.
- 5 Helped me make friends
- 6 I enjoy being able to talk to someone with the same type of disability and make a new friend
- 7 I have someone other than family to talk to.
- 8 Helped me to cope with my condition
- 9 Being able to have contacts with other people who have similar disabilities has been very helpful to me.
- 10 I can call and just talk.
- 11 Helped me to cope with my disability
- 12 Craft class is fun and I am with other people with disabilities.
- 13 arthritis program- we support one another and discuss our problems and how to overcome them
- 14 His whole attitude changed knowing others had the same problems.
- 15 Helped me to understand that there are other people like me with the same situation.
- 16 This is the best part for me, being able to talk to people who really understand what it is like and didn't just read about it in a book. These people get it because they have been there.
- 17 I am able to get out of the house and be with others like me
- 18 I like the social activities and the Christmas party.
- 19 Able to talk to someone
- 20 The youth group has helped me allot and I can talk to others about how I feel.
- 21 The equine therapy has been wonderful. We see improvement because of the sessions.
- 22 I love all the social activities, especially the Christmas party! It gets me out of the house.
- 23 Greater community involvement
- 24 I really like going to the Women's support group. We have a lot of fun and it doesn't seem like a support group at all. I like doing the crafts and just talking.
- 25 Able now to network with another person who has a disability through the Peer to Peer Network
- 26 A positive change. She is able to talk to someone about her disability and it helps her to feel better about herself.
- 27 The brain injury support group has been valuable to me, everything about it is positive for me
- 28 I participate in the Women's support group and the parents support group. Both have been great and I get a lot out of them.
- 29 I can relate to someone who has the same type disability as I do and we are there for one another
- 30 I attend an organization that helps me with my depression. I know I'm not alone which helps me to keep going.

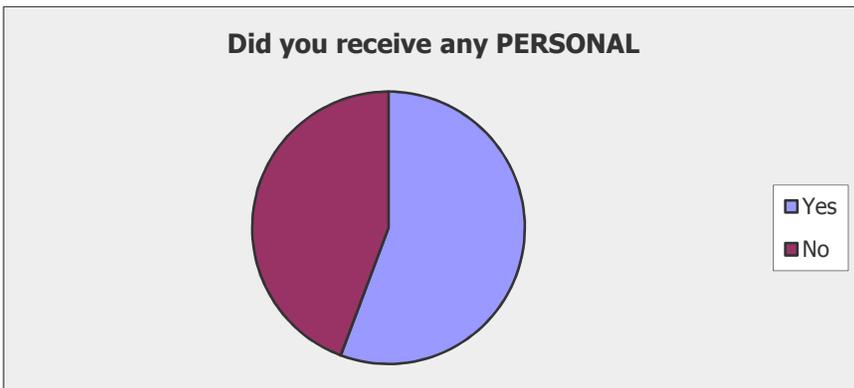
**Number Response Text**

- 31** I really enjoy the Christmas party.
- 32** Gave her a different outlook.
- 33** Made me feel not so alone
- 34** Enjoys the bingo and other activities with other people who are disabled that is slower paced
- 35** Helps me to help others and get help
- 36** Gained confidence
- 37** When I have a problem in my life I can talk and discuss options which help me in my decision making.
- 38** Its nice to discuss my health issues with someone with the same disability that understands what I am going through
- 39** it helped me be more confident and decisive in my life
- 40** It is an all head injury group and we learn about each other.
- 41** I have two great friends to talk with that have the same problem. We talk to each other every Friday and sometimes in between if we need it.
- 42** It helped her get out and gave different outlook on life.
- 43** The facilitator of "Cooks in the Kitchen" has a disability and so do a lot of other classmates. I think it is good that we have some cooks without a disability so we can be around our peers too.
- 44** I attend the Women's Group and Meet & Greet, which allows me to socialize and learn new things.
- 45** Wheelchair basketball gave me a chance to meet others like me!
- 46** It's so nice to come to the picnics and other social events.
- 47** The support group is really good. Where else would I find a group like that? We all have the same thing in common and I'm not embarrassed to ask questions even if it might be a dumb question. That's really good.
- 48** I look forward to youth group.
- 49** Youth group is great
- 50** So much fun!
- 51** I love Social Club. It's a great experience.
- 52** Without the Social activities I probably wouldn't be here today.
- 53** Helps being able to talk to someone.

## Annual IL Outcomes Survey

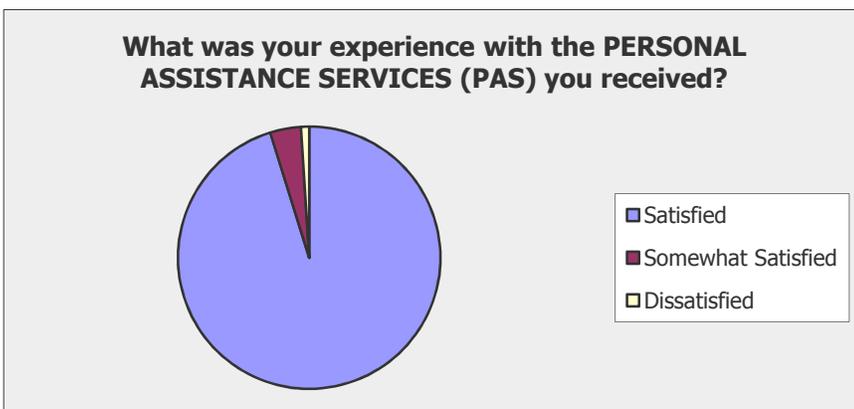
Did you receive any **PERSONAL ASSISTANCE SERVICES (PAS)**? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	55.7%	1962
No	44.3%	1563
<b><i>answered question</i></b>		<b>3525</b>
<b><i>skipped question</i></b>		<b>185</b>



What was your experience with the **PERSONAL ASSISTANCE SERVICES (PAS)** you received?

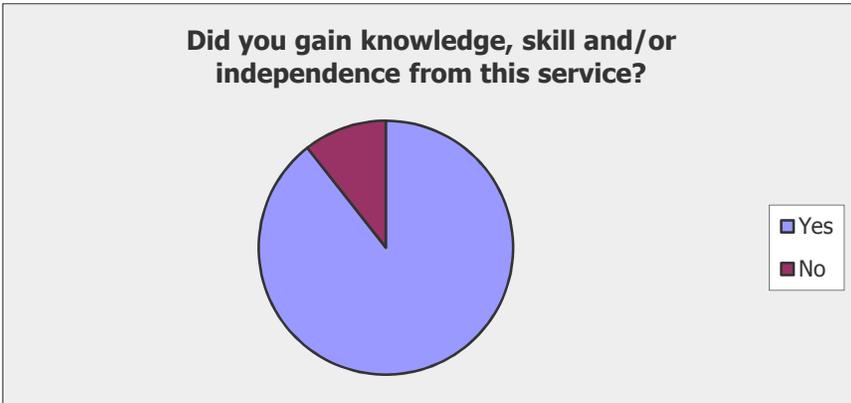
Answer Options	Response Percent	Response Count
Satisfied	95.2%	1868
Somewhat Satisfied	3.8%	75
Dissatisfied	1.0%	20
<b><i>answered question</i></b>		<b>1963</b>
<b><i>skipped question</i></b>		<b>1747</b>



## Annual IL Outcomes Survey

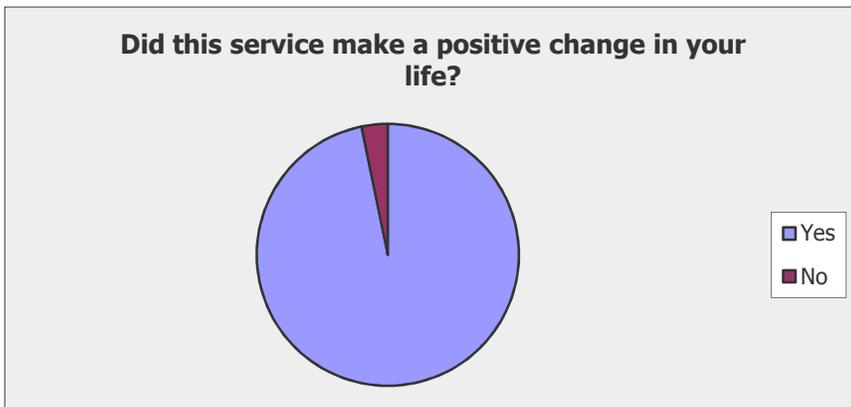
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	89.4%	1755
No	10.6%	208
<b><i>answered question</i></b>		<b>1963</b>
<b><i>skipped question</i></b>		<b>1747</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.8%	1901
No	3.2%	62
<b><i>answered question</i></b>		<b>1963</b>
<b><i>skipped question</i></b>		<b>1747</b>



## Annual IL Outcomes Survey

What change did this service make?	
Answer Options	Response Count
	1897
<i>answered question</i>	<b>1897</b>
<i>skipped question</i>	<b>1813</b>

Number	Response Text
1	Medications are no longer missed.
2	Helped me get things done easier. Also helped me mentally.
3	I don't miss my meals anymore now that I have someone to help me with meal preparation and shopping. My aide is my life!
4	I am much less stressed. Can stay in home and out of nursing home. In control of everyday activities.
5	Able to eat more healthy. Can now relax and not be so stressed in my home.
6	Able to manage things better. Can get outside. Can shop and complete errands.
7	Meals are ready and can now eat regularly. Cleaner home and self. Feel lucky to have service.
8	Feel better emotionally and physically. Cleaner.
9	Home and self are cleaner.
10	Having a personal assistant has helped me to live easier in my home. After my stroke, I couldn't do anything for myself. The assistant has helped me to learn how to do things over again. I am able to dress myself now and other things.
11	Because I am a quadriplegic, I need a lot of help. Having this help has made me more independent and I can pretty much live alone in my own home.
12	Happier. Didn't used to be. Feel more in control and more comfortable.
13	Can shower now to stay clean. Am properly dressed.
14	Able to continue to live in my home.
15	Can eat regular meals now.
16	Because of my fibromyalgia, I couldn't do a lot of everyday household chores and my personal assistant was truly a blessing.
17	Feel more secure.
18	I am able to have family be my attendant, I don't want any strangers coming into my home to help me.
19	Wouldn't make it without this service.
20	I can stay in my home and have someone help me who I trust.
21	I did not have to have my family give up their lives for me. I am able to live on my own in my home.
22	Things are so much better with my attendant. She transports me and cooks for me. I am so happy I have that help.
23	It helped me to be more independent because I live in a power chair mostly.
24	Some days I had things that did not get done, like bathing cooking etc. Now I have an attendant that helps me do that.
25	I don't know what I would do without this assistance.
26	helps me with the things I can't do so I don't injure myself more
27	Helps with physical challenges
28	I was able to stay at home while I qualified for homemaker. I am now in a nursing home.
29	I can get around more now. My attendant makes sure I have meals and my house is clean. She helps me

**Number Response Text**

- 30** I can live alone with help.
- 31** I am 90 years old and can use all the help I can get to be able to stay in my own home.
- 32** I only get personal care but that helps me with a bath and having my hair washed
- 33** I don't have to have family do everything for me.
- 34** Gave me independence in my home
- 35** Helped her tremendously! Helped her feel better about herself because lots things she cannot do for herself & gives her a more positive outlook.
- 36** Helped me remain independent in my home
- 37** Because of this program I am not in danger of going into a nursing home
- 38** Allowed me to stay in my own home.
- 39** Able to stay at home and independent without living with someone else.
- 40** I have to have help with showering and toileting. It is great to have a helper I choose to help me.
- 41** I am not able to do my personal care without help. I wouldn't be able to stay at home without your help. I have a nurse that comes and sets up my medication. I am not able to see the bottles my self.
- 42** The help in my home has been unbelievable & has given me a much better attitude & outlook!
- 43** I am able to stay in my own home with an aid. I would not be able to stay at home without her because I out lived all my family
- 44** I am blind and cannot see to clean my home, or know that my personal care is right, so this service helps me tremendously
- 45** Having my attendant helps me in every way but I also really appreciate what you guys do like reaching out to me. When the weather is bad you call to make sure I'm ok and that's what makes me feel so cared about. I also think my life has been rejuvenated since I started getting services because before my house was dark and gloomy but now it's not.
- 46** Consumer states that she is able to stay independent in her own home thanks to this service.
- 47** My PCA makes sure that my house is clean, I am groomed and my socks match.
- 48** I have a nurse who comes in and sets up my medicine and I have an aide that helps me around the house. The service has been a blessing.
- 49** I think this service has helped me while recovering from recent Cancer, and as I get more strength perhaps I will be more independent again.
- 50** Much less stress & the help in my home is wonderful!
- 51** Gets me out of where I was. They do a lot of great things.
- 52** It enables me to be home and not in a Skilled Facility.
- 53** Meals are prepared, bathing, cleaning, things I can't do any longer.
- 54** "He doesn't know what he'd do without the service. It's been a tremendous service for him, it has helped him get through some difficulties - with physical pain."
- 55** I get help with almost everything. I've lost strength in my hands, I'm not capable of getting my medicines into my containers. I'm glad I have someone that is here to help.
- 56** I am Bipolar and have a antisocial disorder. With the girl coming in I don't get anxious about things not being done. It has kept me out of the hospital or nursing home.
- 57** I don't have to live in a dirty house and she can go shopping because I can't get out much.
- 58** Happy. She is so happy that she is able to remain independent in her home.
- 59** All my needs are met and I can live at home instead of in an institution

**Number Response Text**

- 60** Able to live independently in own home now that household tasks are being completed.
- 61** Can stay in home and community. Boosts my self-esteem. Learning to do more for myself.
- 62** I had a brighter outlook, and more positive when getting help. Because I didn't meet spend down, could not continue service. disappointing
- 63** Makes everything easier because she does things I cannot do.
- 64** Helps me continue to stay home by doing things I can't.
- 65** Able to have help in my home makes life easier.
- 66** Able to live with help in my own home.
- 67** Can retain dignity.
- 68** Gets rid of stress and the worry how things are going to get done. eating healthier, house is cleaner, they daily med routine.
- 69** Helped with independence, house cleaner, do laundry, help with personal hygiene.
- 70** A positive change was made. The consumer gained independence.
- 71** He helps me with my exercises and helps me to be more independent with myself.
- 72** A lot easier on me, they help cleaning house, assist with laundry, cooking sometimes, sets up meds. Less stressful having someone help me with daily chores.
- 73** Ability to make doctor appointments.
- 74** I feel like it gave me my life back.
- 75** Greater degree of independence
- 76** With out person care assistance I would not be able to live independently, work, and contribute to my community.
- 77** Dinner is made, cleaning, picking up medications and doing those chores I can't do any more. I'm so happy to have the help.
- 78** I have neuropathy in my hands and feet so I can't do much with my hands. The woman who comes in can at least get my house cleaned and it really helps me out. It makes me feel good that she can do the things I can't do.
- 79** I don't have to live with my family now.
- 80** My wife it too old to help me but with a home attendant to do the daily dressing bathing and feeding, I am able to live at home with my wife
- 81** I have been getting my medication regularly now.
- 82** Was in the hospital recently and wouldn't have been able to come home if I didn't have an attendant.
- 83** I am able to use the bathroom easier and not worry about falling.
- 84** I have to have attendants to help me because of my spinal cord injury.
- 85** I don't know what I would do if I didn't have an attendant. It helps me so much, I never want to be in a nursing home again.
- 86** I have more independence, more control over my life and who comes in my house.
- 87** If it wasn't for the CDS program I wouldn't be able to get out of my bed.
- 88** I have been more independent and love being able to live in my home.
- 89** The help I was given helped me to get to the point where I could help myself again and I am no longer on the PAS program
- 90** I have some to help me so I don't feel so obligated to every one. makes me feel like I have more control in my life
- 91** Allows me to stay in the community that's why I'm hoping I can continue because I'm not one who wants to be in supported living or in a nursing home. I'm not a candidate for this at this time.

## Annual IL Outcomes Survey

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	33.1%	1164
No	66.9%	2355
<b>answered question</b>		<b>3519</b>
<b>skipped question</b>		<b>191</b>

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system t

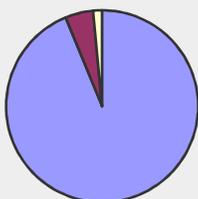


■ Yes  
■ No

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.7%	1094
Somewhat Satisfied	4.7%	55
Dissatisfied	1.5%	18
<b>answered question</b>		<b>1167</b>
<b>skipped question</b>		<b>2543</b>

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?



■ Satisfied  
■ Somewhat Satisfied  
■ Dissatisfied

## Annual IL Outcomes Survey

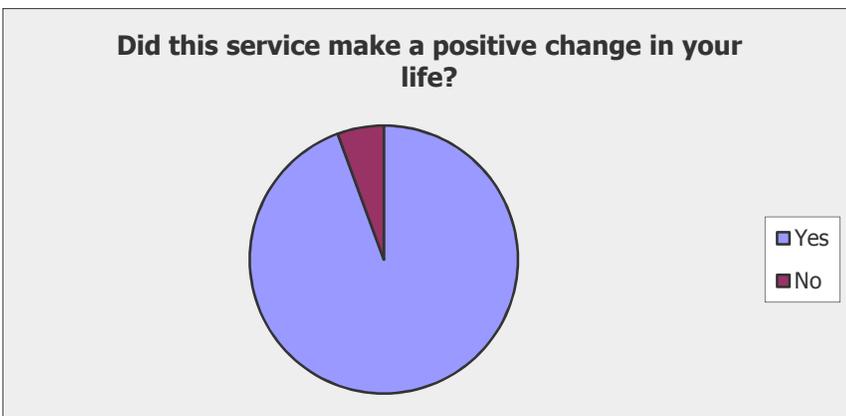
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	88.4%	1032
No	11.6%	135
<b><i>answered question</i></b>		<b>1167</b>
<b><i>skipped question</i></b>		<b>2543</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.4%	1102
No	5.6%	65
<b><i>answered question</i></b>		<b>1167</b>
<b><i>skipped question</i></b>		<b>2543</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	1098
<i>answered question</i>	<b>1098</b>
<i>skipped question</i>	<b>2612</b>

### Number Response Text

- 1 Easy to read blood pressure when I need it.
- 2 Molded shoes made it easier to walk again without pain.
- 3 I didn't have to have help with my showers any more because I rec'd a shower chair. I also rec'd a walker which has helped to prevent falls. I feel more secure in moving about and doing daily activities.
- 4 Because I have difficulty hearing, the phone that I received has really improved my ability to communicate with my family and friends, especially since I don't get out much.
- 5 Can stay in home. Physically feel better with help from lift chair.
- 6 Allowed me to hold a conversation better on the phone after I received the phone for the hearing impaired.
- 7 Much easier to keep self clean. Sense of pride now.
- 8 Gave me a telephone to communicate with the community.
- 9 Able to feel secure.
- 10 I have a transfer chair and a shower bench, this service has made a huge difference in my life allowing me to get in and out of the shower without assistance.
- 11 The lift chair loan really helps me to get up. I have a bad leg and it is very hard for me to get up and down from a chair.
- 12 It helps me get around and take care of myself
- 14 Having a phone that allows for hands free talking has made a great difference in my ability to talk on the phone with MD hands not working too well
- 15 I can monitor my BP and sugar levels more.
- 16 Makes it easier to live in my own home.
- 17 I can now take a shower by myself.
- 18 I have a walker with a seat to insure my safety when I'm alone.
- 19 The TAP large numbered telephone really helps me not to call the wrong numbers. I really like it.
- 20 When asked she replied "You can hear me cant you, cause now I can hear you!"
- 21 Adaptive computer mouse...easier to use
- 22 The equipment I got was a blood pressure monitor. My doctor wanted me to keep it monitored due to my health problems. I could not find one to borrow and could not afford to buy one. DCAI helped me get one and I am able to keep my BP monitored for my doctor.
- 23 Able to take a shower using my shower chair and stay safe.
- 24 Able to get around home with Manual wheelchair from Access II.
- 25 Helped out wonderful, can talk to son in anther state and hear very well
- 26 I have Parkinson's and the walker helps me walk steadily
- 27 I have received a shower chair and a potty chair and some grab bars that really assist with being able to take a shower and allows me privacy and independence.

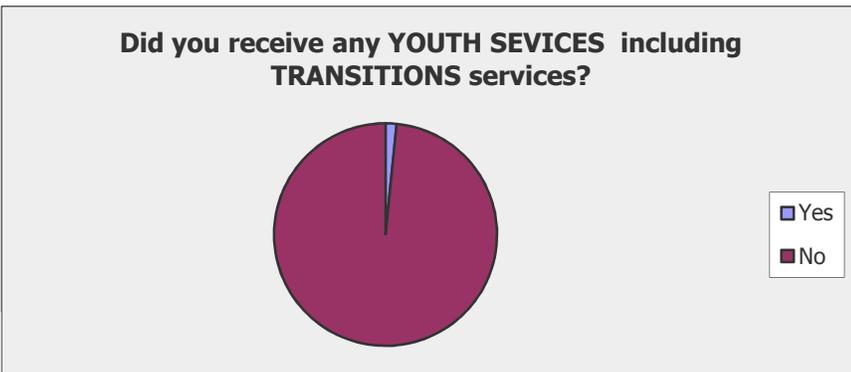
**Number Response Text**

- 28** He could see the numbers on the telephone.
- 29** I now have a lot of devices for the deaf so I can live on my own. I know when someone is at my door or when my phone rings because of my devices. It is great!
- 30** Able to hear phone ring.
- 31** Able to shower safely
- 32** My reacher is great to have, I love it!
- 33** The wedge pillow that I received makes my breathing at night easier, and the shower chair and hand held shower help me be able to do personal hygiene easier.
- 34** He is able to be independent in his bathroom with the help of the adaptive equipment.
- 35** I'm blind, so they found me some Braille playing cards and a magnify glass.
- 36** The heating pad I received helps my muscles and nerve endings and the ramp allows me access to my home
- 37** helps me keep track of my blood pressure daily
- 38** My wheelchair and my shower chair have been great.
- 39** Able to complete bathing and toiletry tasks independently now with aid of a shower chair and bedside commode.
- 40** Able to bath independently now obtained a shower chair and hand held shower
- 41** It helped to be more comfortable during healing after surgery.
- 42** Allowed me to communicate over the phone where before I could not.
- 43** Having a phone that is portable with me.
- 44** I am now able to take a shower with little assistance
- 45** I got a quad cane and a tap phone with help from the Center. I can keep my balance better now and I can call friends and family and hear what they are saying.
- 46** Grab bars were put in my bathroom. I feel safer taking a bath now.
- 47** I love having my reacher. I don't have to ask people to hand me things I drop all the time.
- 48** No one sees me naked now
- 49** My computer is more accessible.
- 50** With my cane I feel safe enough to leave my apartment unattended.
- 51** The radio keeps me safe from the weather.
- 52** What a difference! I haven't fallen off my toilet since.
- 53** Gave her independence.
- 54** The hospital bed kept me from sleeping in a chair

## Annual IL Outcomes Survey

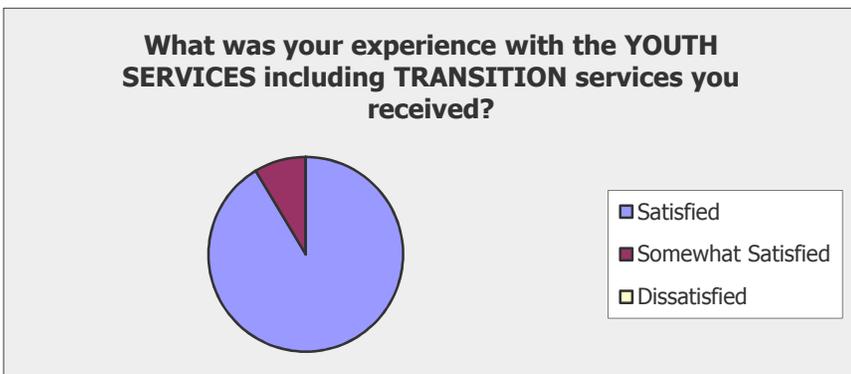
Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	1.6%	55
No	98.4%	3461
<b>answered question</b>		<b>3516</b>
<b>skipped question</b>		<b>194</b>



What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	91.4%	53
Somewhat Satisfied	8.6%	5
Dissatisfied	0.0%	0
<b>answered question</b>		<b>58</b>
<b>skipped question</b>		<b>3652</b>



## Annual IL Outcomes Survey

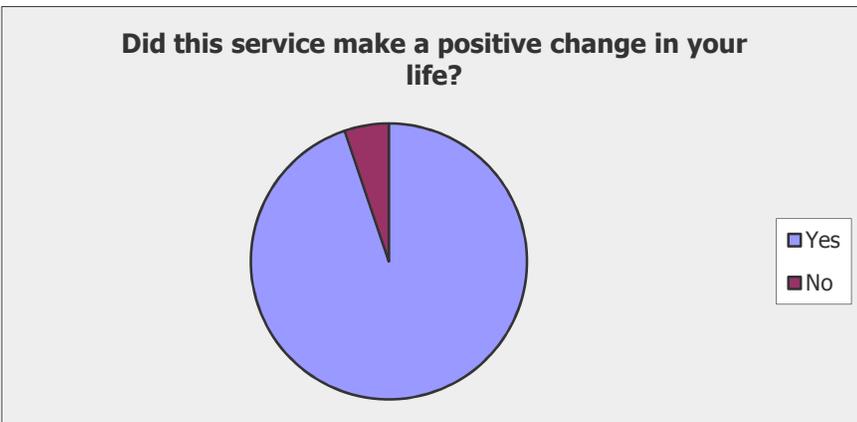
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	94.8%	55
No	5.2%	3
<b>answered question</b>		<b>58</b>
<b>skipped question</b>		<b>3652</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.8%	55
No	5.2%	3
<b>answered question</b>		<b>58</b>
<b>skipped question</b>		<b>3652</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	53
<i>answered question</i>	<b>53</b>
<i>skipped question</i>	<b>3657</b>

Number	Response Text
1	Allowed son a better education experience. Helped the school develop IEP
2	Having this service provides a social outlet. It really helps with his self esteem.
3	Makes me feel smart
4	I can not explain the difference in our son's life.
5	I'm going through the drivers ed program and I have my permit thanks to this program.
6	Made me have more self confidence
7	Independence
8	It helped my child feel better about himself and feel that he could fit in better.
9	Attended IEP meeting
10	Is doing well in school now.
11	They helped make sure consumer's IEP was right
12	Learned employment and etiquette skills
13	Obtained drivers license through driving program
14	It helped me find a job to work so I can be more independent.
15	There are many ways, I am learning to make transition. DCAI also helped me to get to a transition camp.
16	Adult Driving Classes-obtained license
17	Made me more independent
18	Social skills and involvement
19	Helped me plan for the future and learn that I can be independent, even though I am deaf.
20	Helps me to feel more confident
21	I have better self-esteem because I associate with other young people with disabilities and I know I'm not alone.
22	For people who has disabilities this service is positive and she would recommend this service to other people. It has helped her.
23	Going through drivers ed program
24	I am the guardian for my grandson who is disabled and you have really helped him through the youth program. You have also helped me know how to handle different situations and what resources to use. You were there for his IEP meeting and helped me through a lot.
25	Was able to feel comfortable planning my child's education.
26	Lets me see and help others
27	I became more aware of options available to me.
28	My daughter has a drivers permit and she is very happy about learning how to drive.
29	Gained knowledge and skills to make me more independent
30	The staff was very helpful in assisting with developing an IEP with my child, self and school.
31	Although I do not fit into the youth category, I participate in power soccer. For the first time in thirty nine years I have the opportunity to play a competitive sport.
32	I meet other youth
33	I was able to move back home from the rehabilitation center in Mount Vernon.
34	I learned how to take care of things myself, work on the computer, manage money etc.

## Annual IL Outcomes Survey

**Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.**

Answer Options	Response Percent	Response Count
Yes	6.8%	239
No	93.2%	3277
<b><i>answered question</i></b>		<b>3516</b>
<b><i>skipped question</i></b>		<b>194</b>

**Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.**

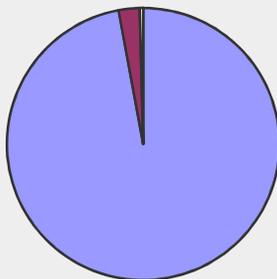


■ Yes  
■ No

**What was your experience with the EMERGENCY ASSISTANCE Services you received?**

Answer Options	Response Percent	Response Count
Satisfied	97.1%	233
Somewhat Satisfied	2.5%	6
Dissatisfied	0.4%	1
<b><i>answered question</i></b>		<b>240</b>
<b><i>skipped question</i></b>		<b>3470</b>

**What was your experience with the EMERGENCY ASSISTANCE Services you received?**

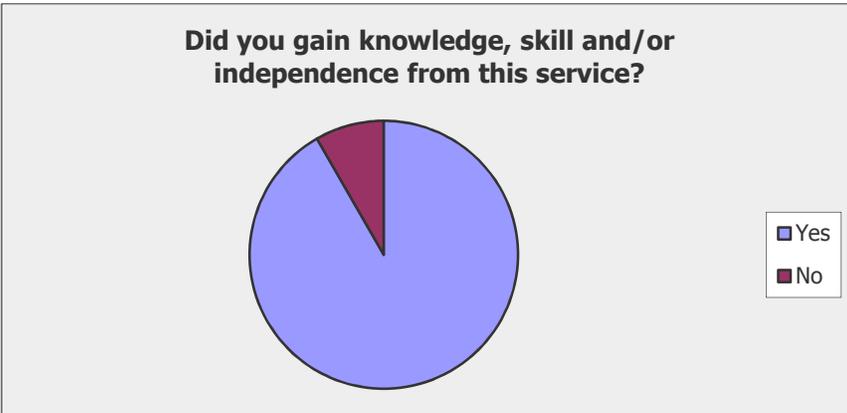


■ Satisfied  
■ Somewhat Satisfied  
■ Dissatisfied

## Annual IL Outcomes Survey

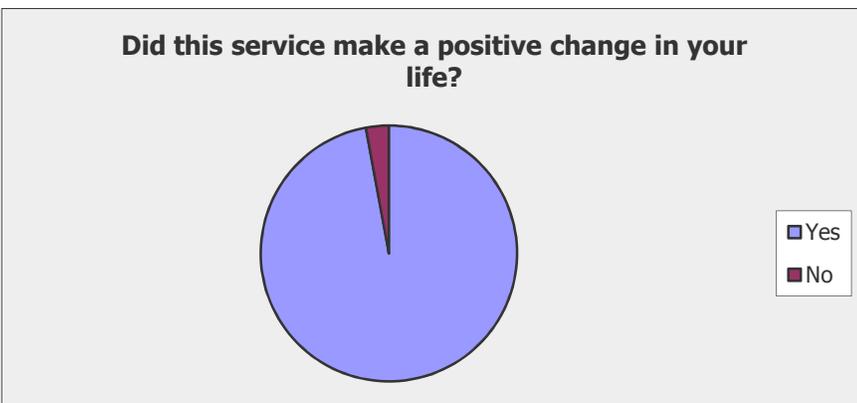
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	91.7%	220
No	8.3%	20
<b>answered question</b>		<b>240</b>
<b>skipped question</b>		<b>3470</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.1%	233
No	2.9%	7
<b>answered question</b>		<b>240</b>
<b>skipped question</b>		<b>3470</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	232
<i>answered question</i>	<b>232</b>
<i>skipped question</i>	<b>3478</b>

### Number Response Text

- 1 TCIL paid to fix my sewer. It made my house livable again.
- 2 Found housing after fire.
- 3 Having propane for the winter was one less worry.
- 4 It made it where my electricity stayed on. I was about to be without service.
- 5 They helped me financially with something personal. I really appreciated that. I don't know what I would do without that help.
- 6 Provided hotel stay during mother's time of death and funeral.
- 7 ILRC helped me to get my phone bill regulated and reduced by 10 dollars a month.
- 8 Obtained my needed medication.
- 9 Saved her from some embarrassing moments. the depends are so helpful
- 10 The monthly suppositories helps me to have regular bowel movements. The monthly assistance helps because I can't purchase them on my low income.
- 11 I received household items and I really needed them.
- 12 The monthly assistance of getting the Depends for me really helps because I can't afford to get them on my own.
- 13 Helped pay an electric bill
- 14 To know she has things planned and arranged in case of emergency
- 15 Helped with utility bill.
- 16 I received medicine needed to do me until I got paid.
- 17 It kept my home and me cool during the summer months
- 18 I needed a wheelchair to get around and WILS lent me one while my ankle was healing.
- 19 I was able to receive assistance with heating services.
- 20 It helped provide food for my family.
- 21 I don't know what I would do without help.
- 22 I know what to do in case of an emergency
- 23 Gained knowledge on what to do in a disaster
- 24 Learned what to do in a disaster
- 25 Helped pay for hotel when furnace went out.
- 26 The propane helped to keep my family warm during a really difficult time.
- 27 The help we received for propane and heaters is very well appreciated from us especially in the cold winters.
- 28 The rent and utility assistance helped us stay afloat. We are very grateful to the loan we received to help us get out of debt with the payday loans.

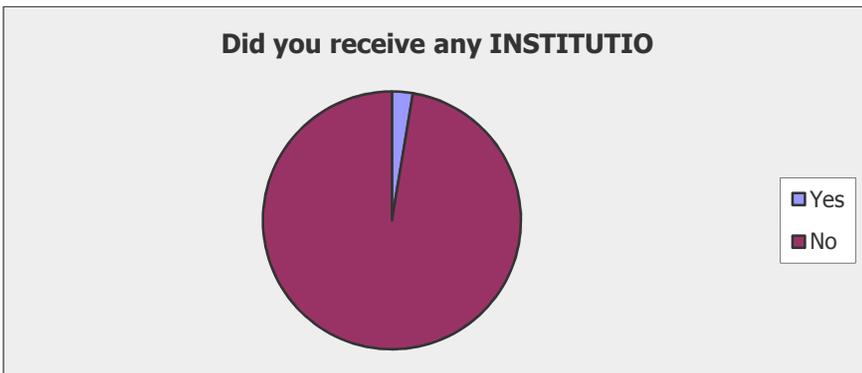
**Number Response Text**

- 29** I really appreciate the emergency food I have gotten.
- 30** The emergency food really helped us get by when we needed it.
- 31** I got help with my gas bill.
- 32** I had help with my rent and light bills.
- 33** Finally had water after seven weeks.
- 34** My electric was going to be turned off and caseworker helped me with the company and paying bill.
- 35** Appreciated help with gas bill, was going to be turned off soon without the help.
- 36** When I first became disabled the Center brought food, paid electric, telephone and other utilities.
- 37** I was helped to get food and have my electric paid. My electric would have been turned off.
- 38** Help paying my electric bill. It was going to be turned off.
- 39** My doctor bill was due and I was given help to pay it. I no longer had to worry about it.
- 40** My caseworker helped pay for my shoes that are custom made. I wouldn't have any shoes without this help.
- 41** The emergency food my family received was very helpful during the winter.
- 42** I had help getting breathing equipment. I couldn't breathe comfortably without it.
- 43** Help was given to pay my electric bill and it wasn't turned off.
- 44** Without the electric bill help I would be in the dark, the food card helped me get through the rest of the month.
- 45** I was so happy to get the help for my gas bill.
- 46** The rent help really helped me out when I was in a tight spot. I hope to be able to pay you back one day.
- 47** it helped me stay in my home
- 48** I had help at the holidays which made them much nicer.
- 49** Help was given me with my electric bill. If it wasn't paid, my electric would have been turned off.
- 50** Learned how to prepare for an emergency
- 51** We received food and clothes after our house burned.
- 52** I couldn't pay my rent and they helped me out for a month when money was really tight.
- 53** Learned resources
- 54** Helped me get to the health center when needed.
- 55** These services helped me feed my family during my own personal crisis.
- 56** It helped them keep their power on. And taught them how to notify Ameren about their oxygen so that their meter is marked and won't just be turned off.
- 57** by helping me with my bill the electric company notified me that since I'm on o2 that they will not shut off my electric. they tagged my meter so it wont be shut off even if I am behind. I would not have known this otherwise
- 58** I didn't have any money when I left the nursing home and SIL helped me with locating emergency funding for utilities and other deposits.
- 59** Helped with gas bill. Took off stress about my bills
- 60** Finally able to have water after 7 weeks
- 61** Utility assistance was very helpful. Kept my power from being shut off.
- 62** I no longer had to live with relatives because I got help with my apt. deposit.

## Annual IL Outcomes Survey

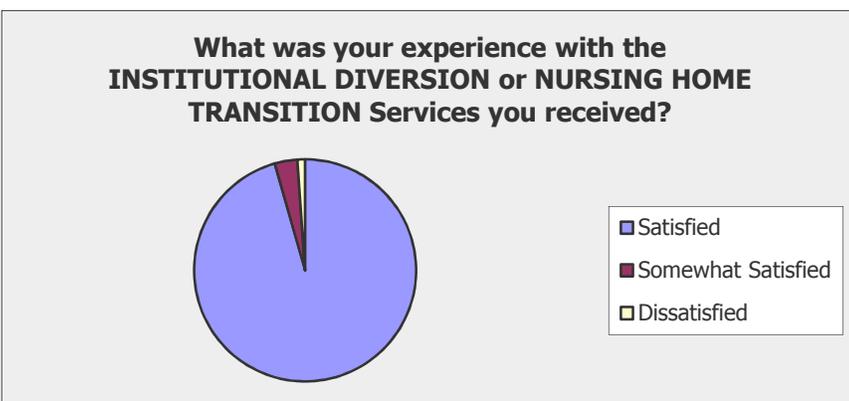
Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	2.6%	92
No	97.4%	3424
<b>answered question</b>		<b>3516</b>
<b>skipped question</b>		<b>194</b>



What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

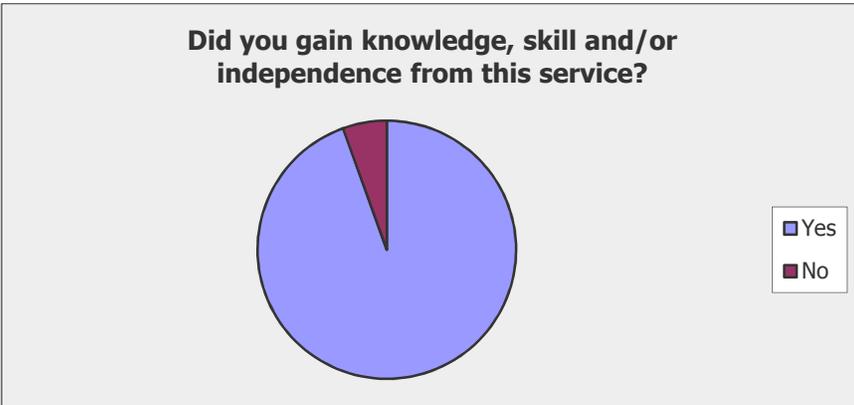
Answer Options	Response Percent	Response Count
Satisfied	95.6%	87
Somewhat Satisfied	3.3%	3
Dissatisfied	1.1%	1
<b>answered question</b>		<b>91</b>
<b>skipped question</b>		<b>3619</b>



## Annual IL Outcomes Survey

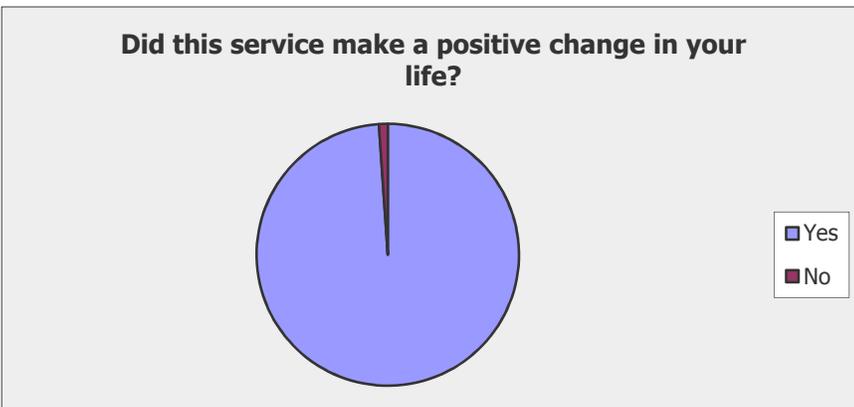
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	94.5%	86
No	5.5%	5
<i>answered question</i>		<b>91</b>
<i>skipped question</i>		<b>3619</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	98.9%	90
No	1.1%	1
<i>answered question</i>		<b>91</b>
<i>skipped question</i>		<b>3619</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	90
<i>answered question</i>	<b>90</b>
<i>skipped question</i>	<b>3620</b>

### Number Response Text

- 1 I was able to move out of the nursing home back to my own place and rec'd help from ILRC.
- 2 The services I received helped me stay out of a nursing home. I did not want to go to a nursing home either.
- 3 Was released because the Dr. knew she had a great support system.
- 4 Being in my own home I am better emotionally. My morale is up.
- 5 After 4 month in the nursing home, I needed a lot of help. The attendant helped me get used to doing things by myself in the home. I had to learn in all over again.
- 6 I have more freedom, the nursing home care was very poor. I am not going back to a nursing home ever.
- 7 I am now able to stay at home and be more independent.
- 8 It makes me independent. Living independently is very important to me.
- 9 I can now live on my own, able to go places and to make new friends
- 10 Independence
- 11 I am able to live in my own home. Eat when, and what I want. I am able to have who I want in my house.
- 12 I did not want to go into a nursing home and without these services I would have.
- 13 Allowed to reside in community instead of nursing home
- 14 Helped me remain in my home
- 15 It helped me to be able to try and do more stuff on my own.
- 16 It could not exist without these services.
- 17 Helps keep me in my own home.
- 18 Greater degree of independence
- 19 I became more independent and moved into my own apartment and got a part-time job.
- 20 DCAI has helped me with this service. I am moving to my own apartment in the community next month.
- 21 I can live in my own space.
- 22 I can live my life the way I want.
- 23 Helped me to stay in my own home, and out of the nursing home
- 24 I am out on my own and I am loving it!
- 25 Helped me stay out of the nursing home. I would have been miserable in there.
- 26 I was in a nursing home and was helped to find another place to live.
- 27 I love being on my own again. I couldn't have done it without money follows the person.
- 28 I know I would be in a nursing home if it wasn't for this program.
- 29 I have been in a nursing home twice and now I am able to stay independent. I don't want to go back to the nursing home.

**Number Response Text**

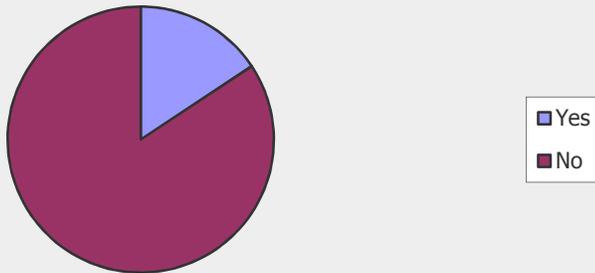
- 30** You have helped make sure I don't go to a nursing home. I am too young to live in a nursing home and I am thankful that you make sure I don't go in to one.
- 31** I would have stayed in a rehab or nursing home forever without help in transferring into my home
- 32** I'm very happy living in my own home
- 33** Was able to get back home and live life
- 34** The moving from the nursing home to an independent living environment allowed her much more independence. They even helped her get furniture and all her needs. It was beautiful. It helped her outlook on life.
- 35** I was able to get back on my feet and out on my own.
- 36** I definitely recommend the service to others.
- 37** I receive CDS services which help me stay in my own home, otherwise I would probably have to go to a nursing home.
- 38** My services helps me to stay in my own home.
- 39** They got me out of the nursing home
- 40** I would be in a nursing home if it wasn't for you guys! Thanks.
- 41** I now have a quality of life that I have wanted for a long time.
- 42** I live independently and my quality of life is good. If I didn't have an attendant, I would have to go to a nursing home because my family doesn't live near me.
- 43** Helped assist me by using grant program like money follows the person to help offset cost of transition to my home.
- 44** Moving from the rehabilitation facility in Mount Vernon, MO to living independently again.
- 45** I feel like a bird out of prison.
- 46** Staff did peer support with me during the transition. They set goals and helped me prepare to be on my own
- 47** I feel free, I do not feel like I am going to die.
- 48** I now have programs that help with my health and social skills.

## Annual IL Outcomes Survey

**Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.**

Answer Options	Response Percent	Response Count
Yes	15.7%	551
No	84.3%	2960
<b><i>answered question</i></b>		<b>3511</b>
<b><i>skipped question</i></b>		<b>199</b>

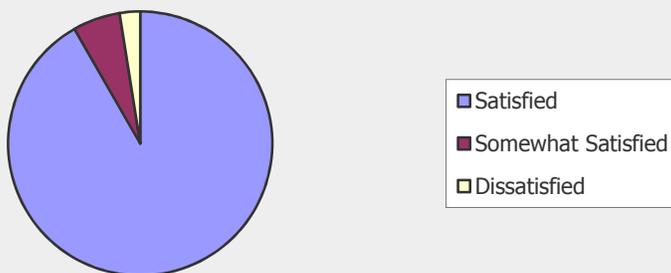
**Did you receive any TRANSPORTATION services?  
Provision of, or arrangements for, transportation.**



**What was your experience with the TRANSPORTATION services you received?**

Answer Options	Response Percent	Response Count
Satisfied	91.7%	507
Somewhat Satisfied	5.8%	32
Dissatisfied	2.5%	14
<b><i>answered question</i></b>		<b>553</b>
<b><i>skipped question</i></b>		<b>3157</b>

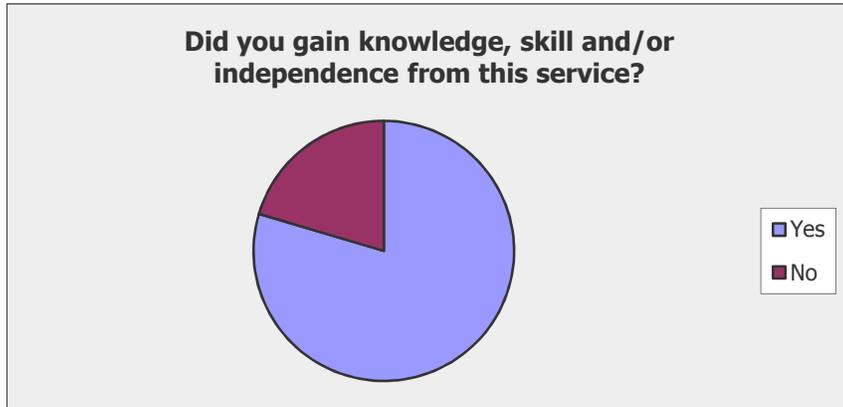
**What was your experience with the  
TRANSPORTATION services you received?**



## Annual IL Outcomes Survey

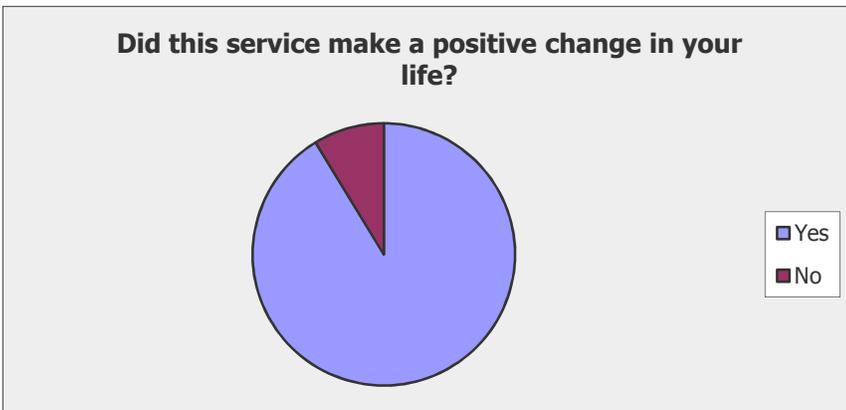
Did you gain knowledge, skill and/or independence from this service?

Answer Options	Response Percent	Response Count
Yes	79.6%	440
No	20.4%	113
<b>answered question</b>		<b>553</b>
<b>skipped question</b>		<b>3157</b>



Did this service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.3%	505
No	8.7%	48
<b>answered question</b>		<b>553</b>
<b>skipped question</b>		<b>3157</b>



## Annual IL Outcomes Survey

### What change did this service make?

Answer Options	Response Count
	501
<i>answered question</i>	<b>501</b>
<i>skipped question</i>	<b>3209</b>

### Number Response Text

- 1 Can complete errands myself
- 2 Is now able to make it to all doctor appointments. This has made a world of difference.
- 3 At a time when I didn't have any other means of transportation, the service came in handy. It allowed me to maintain my active and independent lifestyle. However, I wish they had not made some of the changes that occurred. I hear now that the service only takes people to work or to a doctor appointment. Fortunately, some changes have occurred in my life that no longer make me need the service. however, I still have concern for those who still need it.
- 4 First of all, I was able to make it to my doctor's appt. Second, I was able to socialize with other riders. Some days, I don't get any visitors or phone calls. So being able to get out among other people is a plus to the transportation service.
- 5 Because I live in a rural area, it made getting to and from my doctor's appt. easier.
- 6 The transportation was a life saver.
- 7 I used the transportation before they discontinued the night service. But when they did have it, I rode the bus to and from Columbia College where I was attending classes. I miss that service.
- 8 Because I am in a wheelchair, the van service helped me to be able to get around better and to more places, specifically my doctor's office.
- 9 I used the bus service when it ran in the evenings and on weekends. I was sorry when the service changed. It allowed me so much freedom.
- 10 I used to always use the bus service and I was able to go lots of places. Then it changed. I was real happy when I got to go places. Now I don't get out much because taxicabs cost too much. I hope you get the bus service back again.
- 11 I used to use the service but when my health got better, I was able to drive my own car. But while I was too sick to drive, they took me to all my doctor appts.
- 12 I no longer use the service as I have family who moved to this area to help me. But when I did use it, it was invaluable. Since I was paralyzed from the neck down, I relied solely of the transportation services of ILRC. ILRC basically saved my life. Thank you.
- 13 Allowed me to keep doctor appointment.
- 14 I am currently using the transportation service to go to and from work everyday. Having this service available makes my life so much better. I get a chance to get out each day and see old friends and make new ones on the van. It's something to look forward to every day.
- 15 Was able to make it home from hospital and didn't have the stress of waiting.
- 16 "I am tickled to death with the transportation I receive." "DCAI transports me to dialysis almost every week."
- 17 I am able to go to the Dr and Dentist.
- 18 It gave me another resource to my doctors office which is 70 miles away.
- 19 DCAI took me to apply for housing and to look at housing for when I move to the community.
- 20 DCAI transportation department have taken me to the doctor several times.
- 21 Able to get to my doctor appointments using my care giver.

**Number Response Text**

- 22** I was able to use DCAI transportation to a field trip and I was able to meet other young people.
- 23** I am blind and with the CDS services I can go to town when any errands are needed to be taken care off. I also have the attendant available for these services as transportation would be very difficult for me.
- 24** Able to get to where I needed to go like doctor appointments, therapy and grocery store.
- 25** Able to go to events that I would not be able to go to.
- 26** Able to go to Dr. appointment in accessible van by Access II.
- 27** I get transportation to the food bank to get food. Otherwise I wouldn't have any.
- 28** Having transportation helped me go to food banks and get food. I also had a ride to doctor appointments. I didn't have to worry any longer.
- 29** They took me to the doctor and this is a very big help.
- 30** Got me to the social club activities.
- 31** Learned how I might be able to use public transportation when I find a job
- 32** Was able to attend my classes
- 33** He did receive transportation services which helped a lot, however, the transportation has decreased so it is harder to get to Paraquad for events and support group.
- 34** Greater community involvement
- 35** I can't drive so I needed rides to the horse therapy.
- 36** It is helpful. It got me to the hospital so I didn't have to call a cab.
- 37** It got me out of the house so I was not a prisoner any longer.
- 38** Consumer depends on service.
- 39** Gave me taxi coupons for my own personal use.
- 40** I was actually able to go to a store and shop for myself and it was great. It was a big thing. It let me have a little independence and do something on my own and get out of the house.
- 41** I get rides to the VA hospital. The drivers are so nice and helpful. I don't know what I would do without the help.
- 42** Having transportation I can come to my job. I can go to my doctor appointments.
- 43** Able to get to meetings
- 44** By using public transportation, I learn to become more independent
- 45** Helped her get to the events she wanted to go to -like the women's support group
- 46** SIL transportation services are free. At the nursing home, I had to pay for them to take me to the doctor.
- 47** I can access my doctor, prescriptions, church, recreation, friends, and services in the community. Since I don't drive anymore, this service has made a huge change in my life by keeping me independent.
- 48** They worked with me so I could go to a Brain Injury seminar, by helping me get transportation. That made me feel important and I was glad I could go.
- 49** I am now able to get to group meetings.
- 50** I have learned how to use public transportation.
- 51** Made her feel more independent and knowledgeable about the area where she lived, helped her get to our Woman's Support Groups
- 52** They took me to the store
- 53** I don't have to worry about transportation and they are dependable