

Independent
Living Centers

Consumer
Satisfaction
Survey

2015

Annual IL Outcomes Survey FY15

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

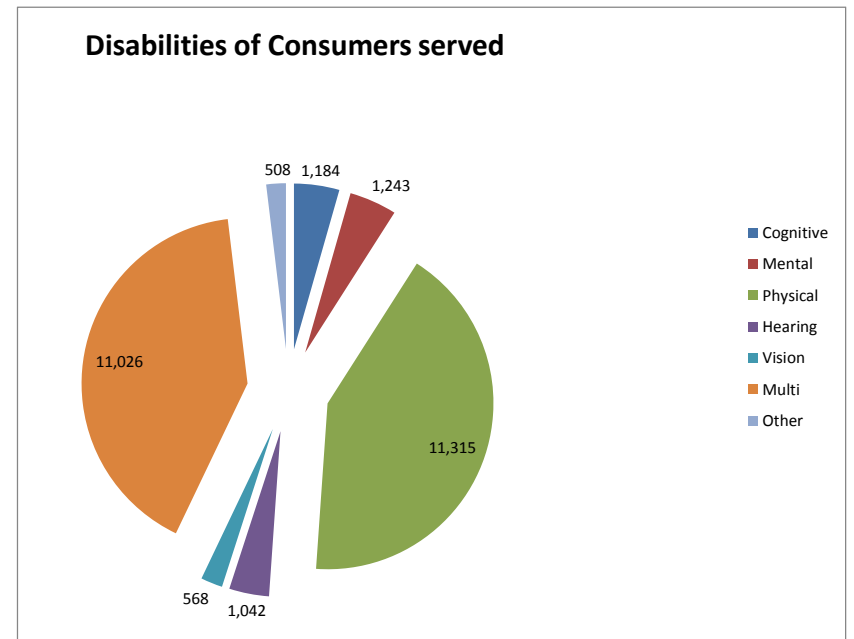
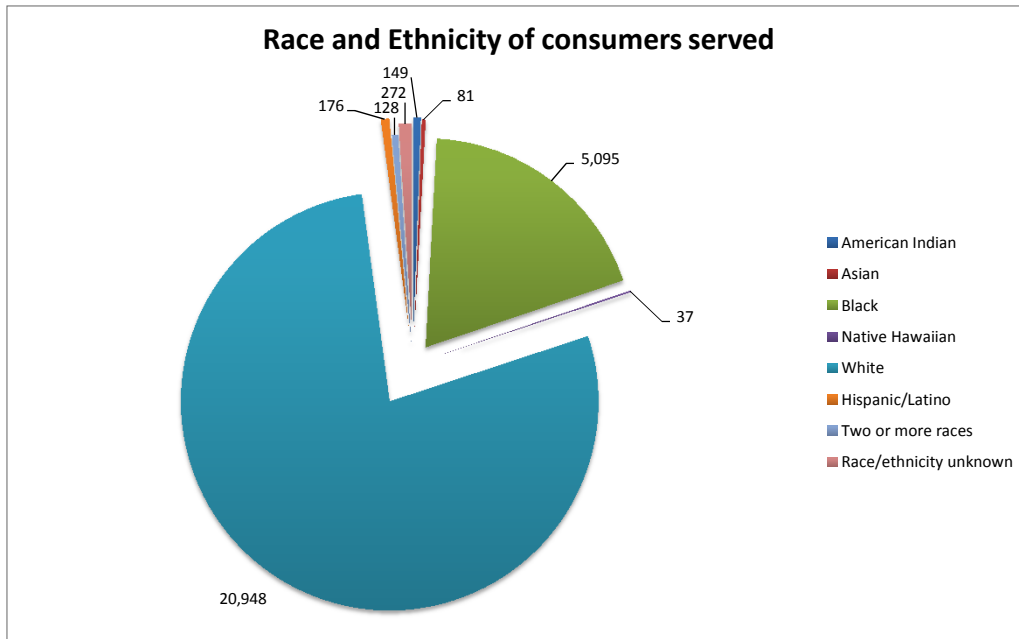
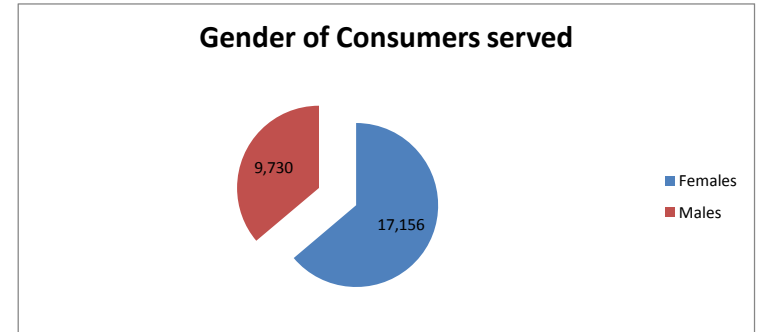
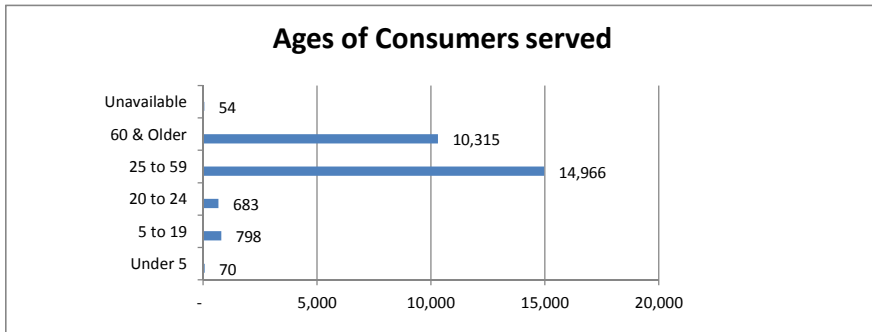
Data Analysis: The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated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

Report Format: Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Office of Adult Learning and Rehabilitation Services within the Department of Elementary and Secondary Education. For each of the service areas there are two pages with questions/graphs each followed by a comment page. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. During the survey, if the consumer responded they were **Somewhat Satisfied or Dissatisfied** a follow up question of ***How the services could have been better*** was asked and a representation of the comments received is included on the next page of the report.

The third page for each service 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. 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 survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

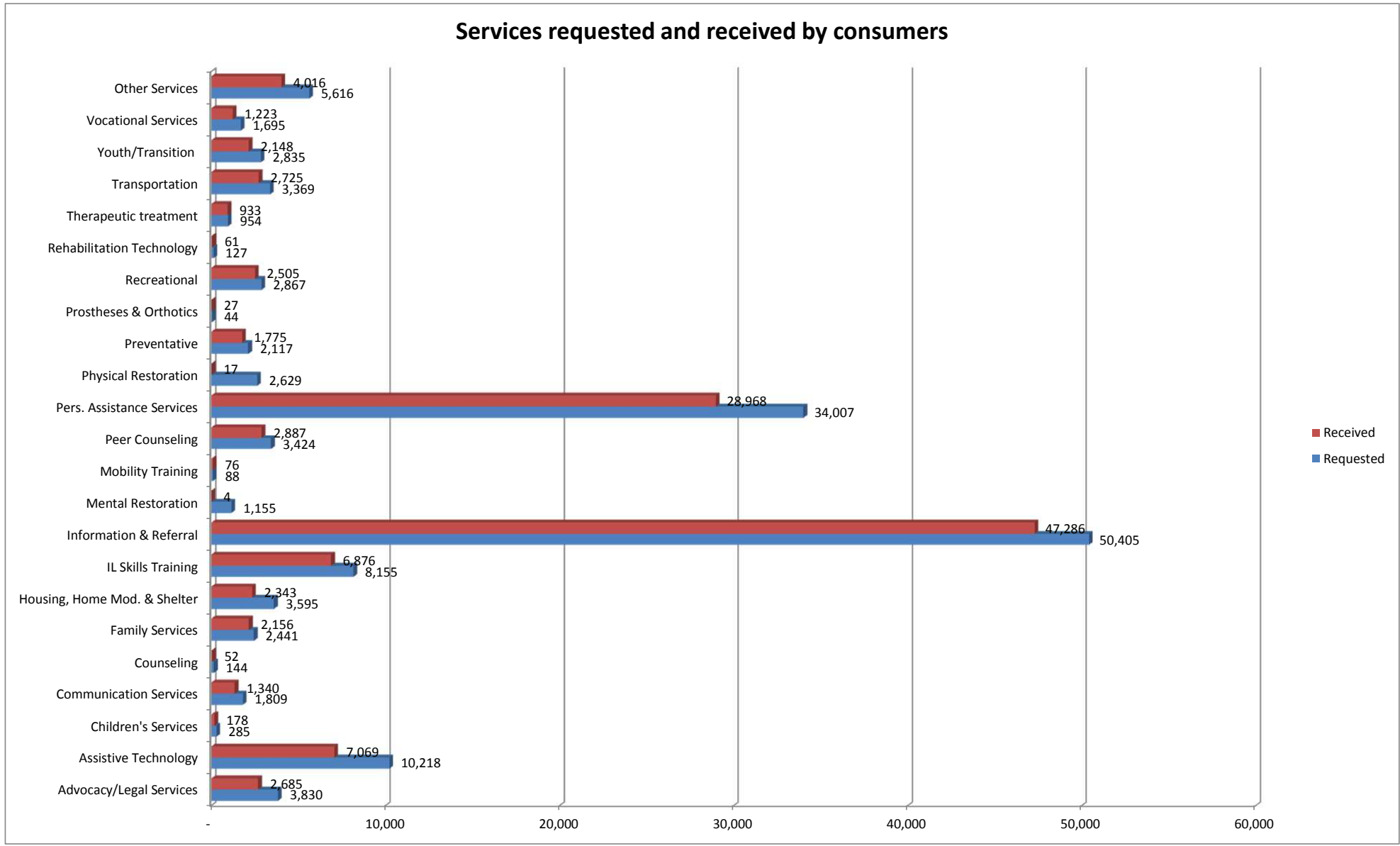
Total Number of Consumers served in Missouri by 22 Centers for Independent Living:

26,886



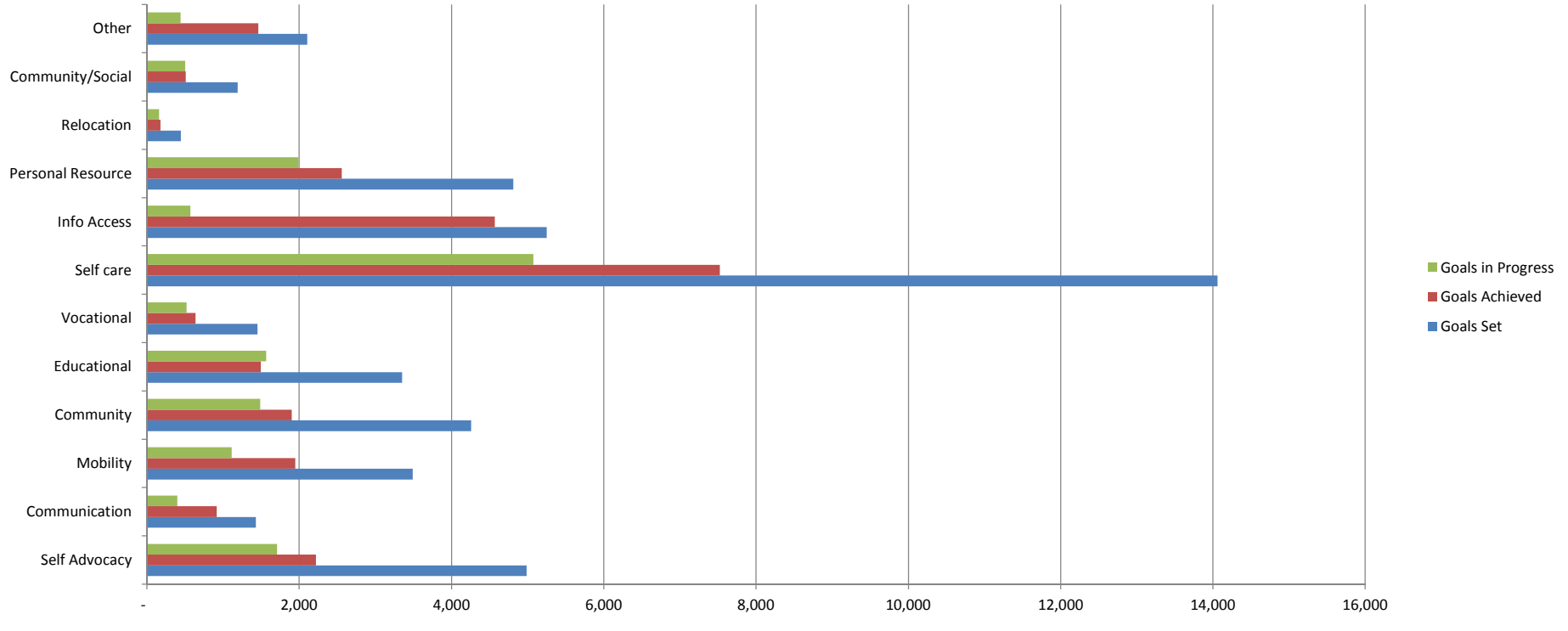
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Services requested and received by consumers

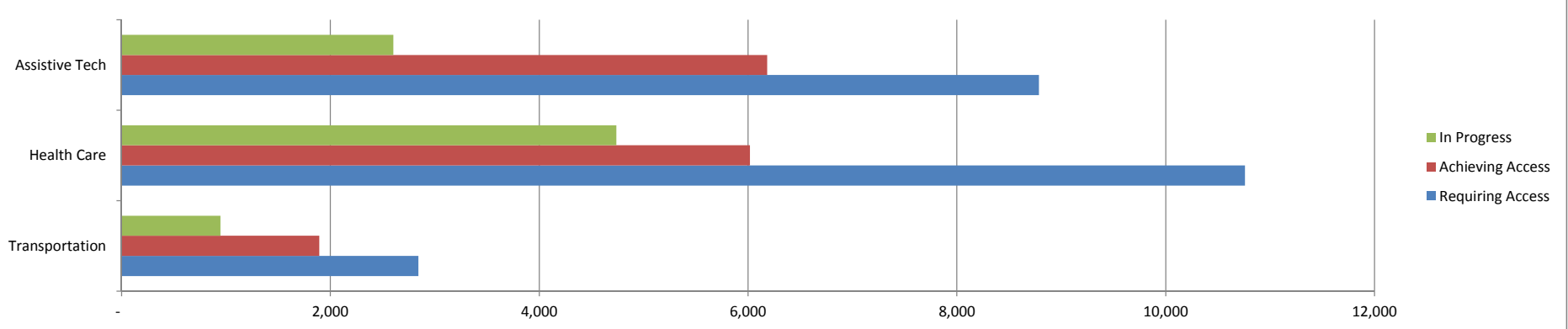


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Goals set to increase independence in a significant life area

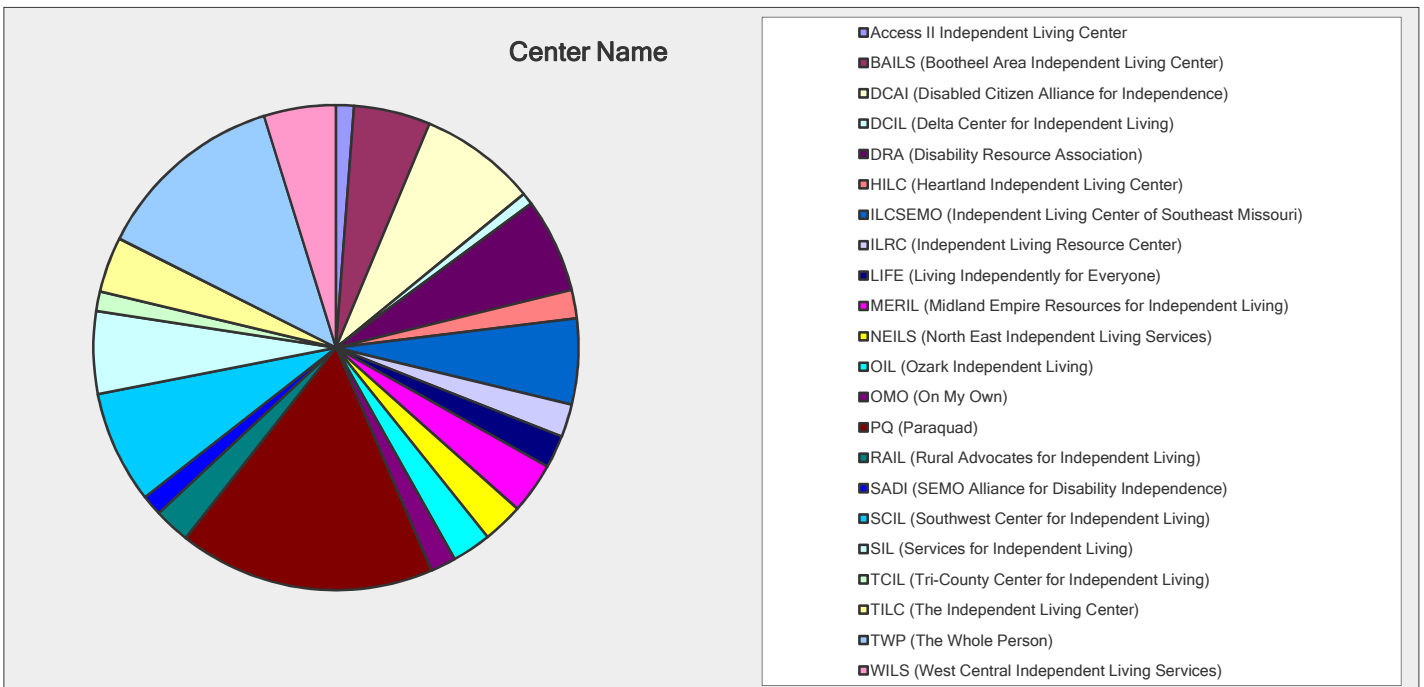


Improved access to Transportation, Health Care Services and Assistive Technology



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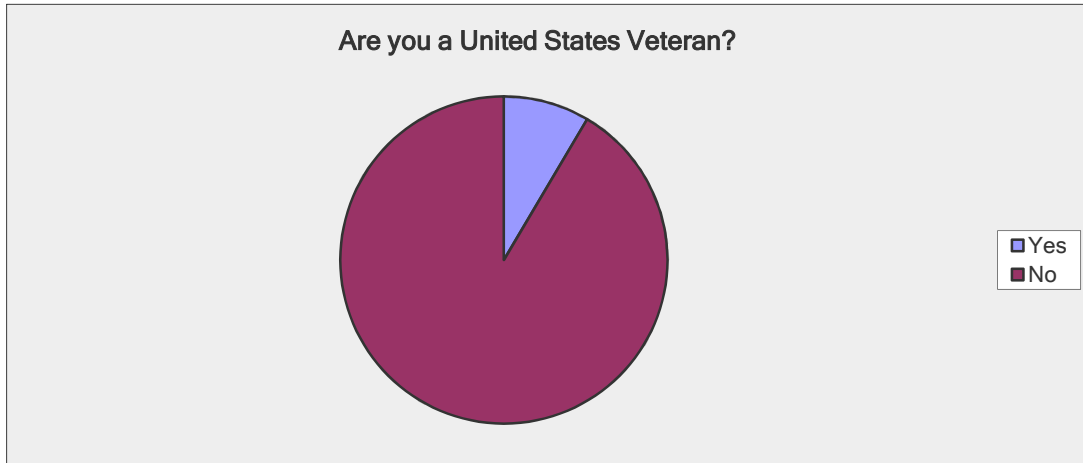
Center Name	Response Percent	Response Count
Access II Independent Living Center	1.2%	57
BAILS (Bootheel Area Independent Living Center)	5.1%	243
DCAI (Disabled Citizen Alliance for Independence)	7.8%	370
DCIL (Delta Center for Independent Living)	0.8%	38
DRA (Disability Resource Association)	6.3%	299
HILC (Heartland Independent Living Center)	1.9%	89
ILCSEMO (Independent Living Center of Southeast Missouri)	5.7%	268
ILRC (Independent Living Resource Center)	2.2%	103
LIFE (Living Independently for Everyone)	2.2%	102
MERIL (Midland Empire Resources for Independent Living)	3.4%	160
NEILS (North East Independent Living Services)	2.7%	126
OIL (Ozark Independent Living)	2.6%	121
OMO (On My Own)	1.7%	81
PQ (Paraquad)	17.1%	811
RAIL (Rural Advocates for Independent Living)	2.4%	114
SADI (SEMO Alliance for Disability Independence)	1.4%	67
SCIL (Southwest Center for Independent Living)	7.5%	353
SIL (Services for Independent Living)	5.5%	261
TCIL (Tri-County Center for Independent Living)	1.3%	63
TILC (The Independent Living Center)	3.7%	177
TWP (The Whole Person)	12.8%	606
WILS (West Central Independent Living Services)	4.8%	228
answered question		4737
skipped question		0



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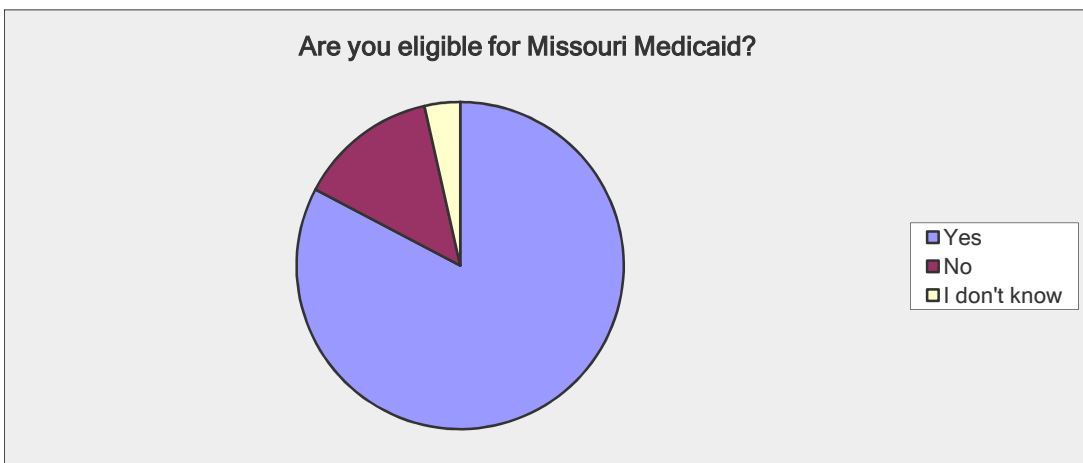
Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	8.5%	381
No	91.5%	4106
<i>answered question</i>		4487
<i>skipped question</i>		250



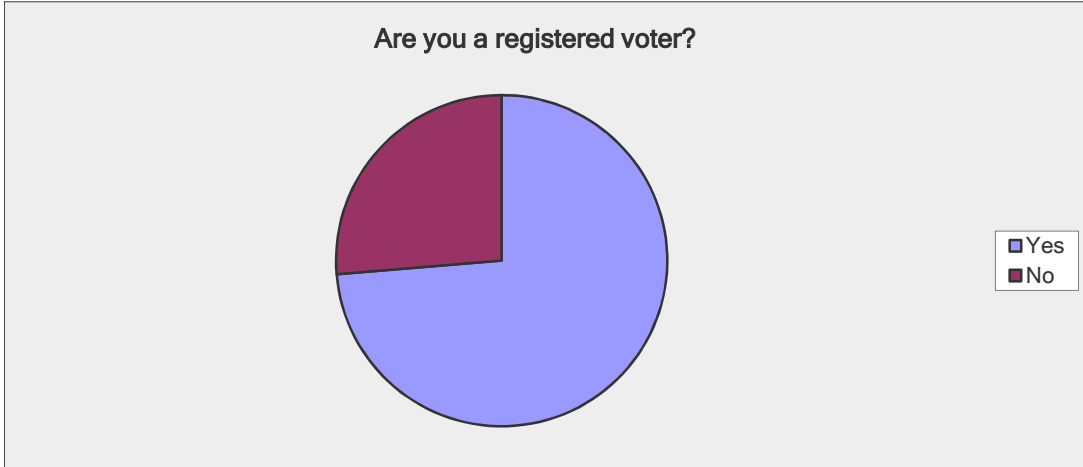
Are you eligible for Missouri Medicaid?

Answer Options	Response Percent	Response Count
Yes	82.7%	3712
No	13.8%	618
I don't know	3.5%	157
<i>answered question</i>		4487
<i>skipped question</i>		250

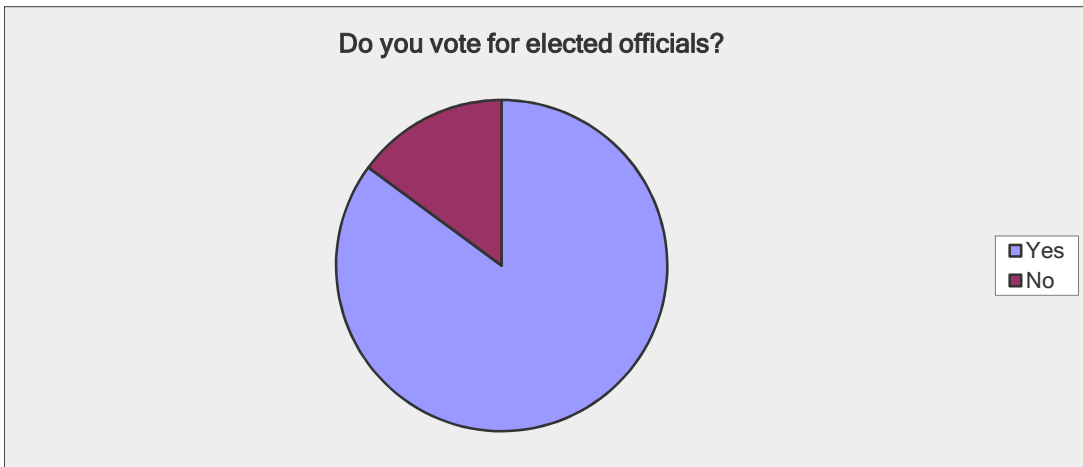


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Are you a registered voter?		
Answer Options	Response Percent	Response Count
Yes	73.7%	3303
No	26.3%	1178
<i>answered question</i>		4481
<i>skipped question</i>		256



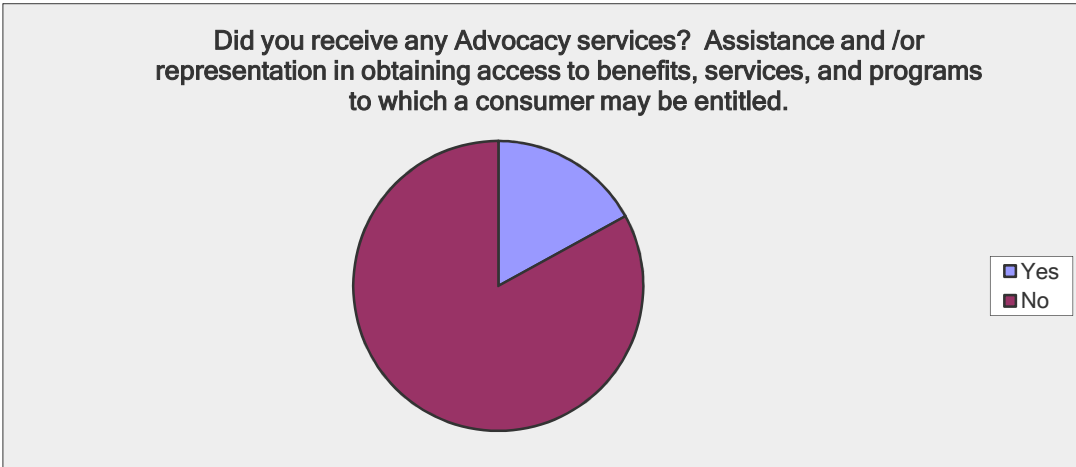
Do you vote for elected officials?		
Answer Options	Response Percent	Response Count
Yes	85.1%	2814
No	14.9%	493
<i>answered question</i>		3307
<i>skipped question</i>		1430



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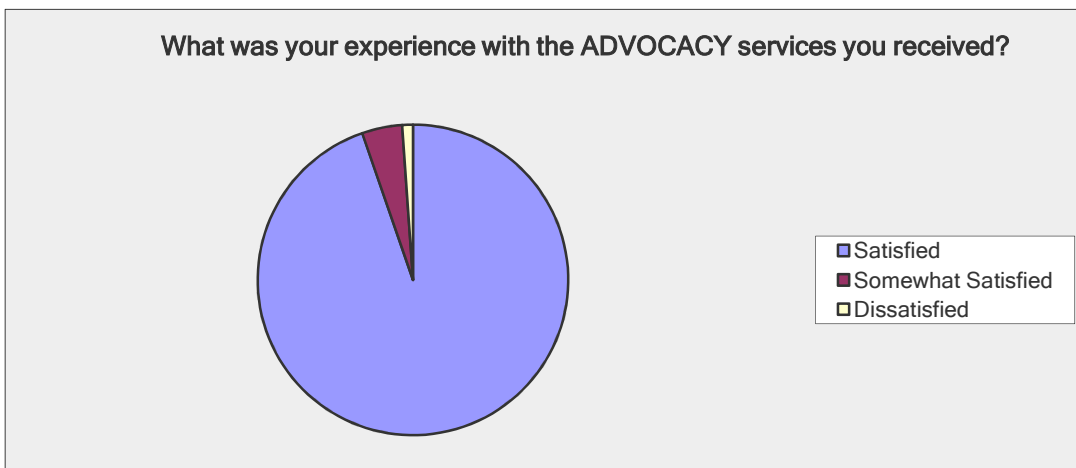
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	17.0%	759
No	83.0%	3695
<i>answered question</i>		4454
<i>skipped question</i>		283



What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.7%	714
Somewhat Satisfied	4.2%	32
Dissatisfied	1.1%	8
<i>answered question</i>		754
<i>skipped question</i>		3983



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Advocacy service could have been better.

answered question 66

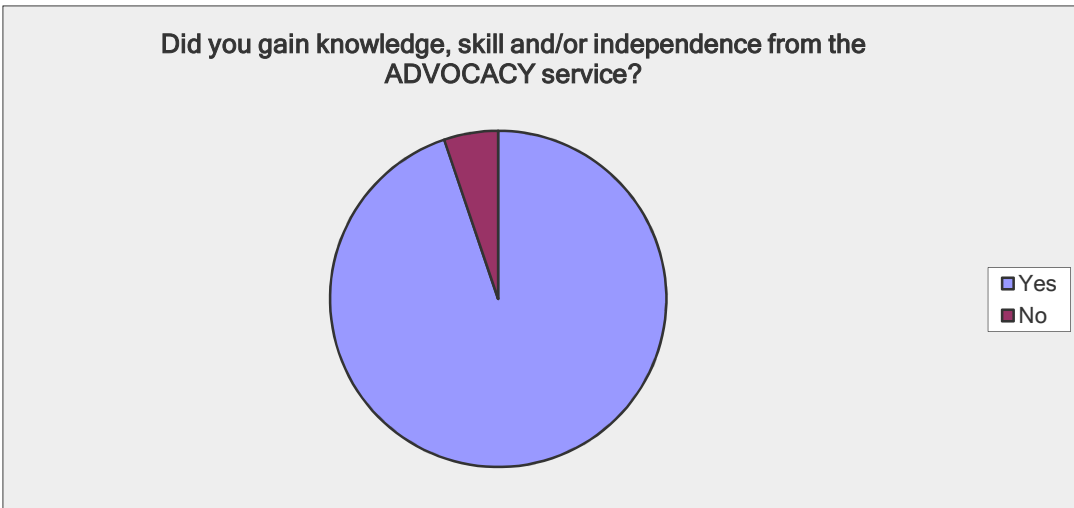
skipped question 4671

- 1 As far as the services, they are excellent but being notified of changes of advocates, mail being sent, my information always gets lost and I have to start over.
- 2 Services more geared for city dwellers not people who live in the sticks and have to travel far. Would like services for people who live in rural areas.
- 3 There could have been a little bit more follow-through.
- 4 They were willing to support me but the feedback I got was only fair. She could have helped me more.
- 5 Would have appreciated follow-up to assure success with services was achieved.
- 6 I appreciate the help but found out that I did not qualify for in home care due to my income and was very disappointed in this.
- 7 It needed better follow up. I had to follow up on my paperwork for disability.
- 8 It didn't work out.
- 9 Coming from Indiana and having lived in Florida, MO CILs do a lot more with their participants than other states. They have been really good and helped her out a lot.
- 10 Out of service area.
- 11 I love the CIL, however in April I was approved for MFP and I requested the forms for an apartment. Got the forms from the CIL and from there it's been nothing but downhill. My social worker has not sent my request for MFP application to get out of the nursing home. Something happened with my application.
- 12 More assistance, enrolled in a program and not served, passed around because of turnover.
- 13 Representative did not show up first visit. Has not received a lift yet.
- 14 Is not what I expected.
- 15 Someone could have stayed in contact with me to let me know what was going on regarding help with assistance.
- 16 Better communication, I only met with the person one time.
- 17 Did not get service.
- 18 They told me if I didn't quit moving they couldn't help so I didn't get my depends from Medicaid.
- 19 I am being considered for new batteries in my power chair.

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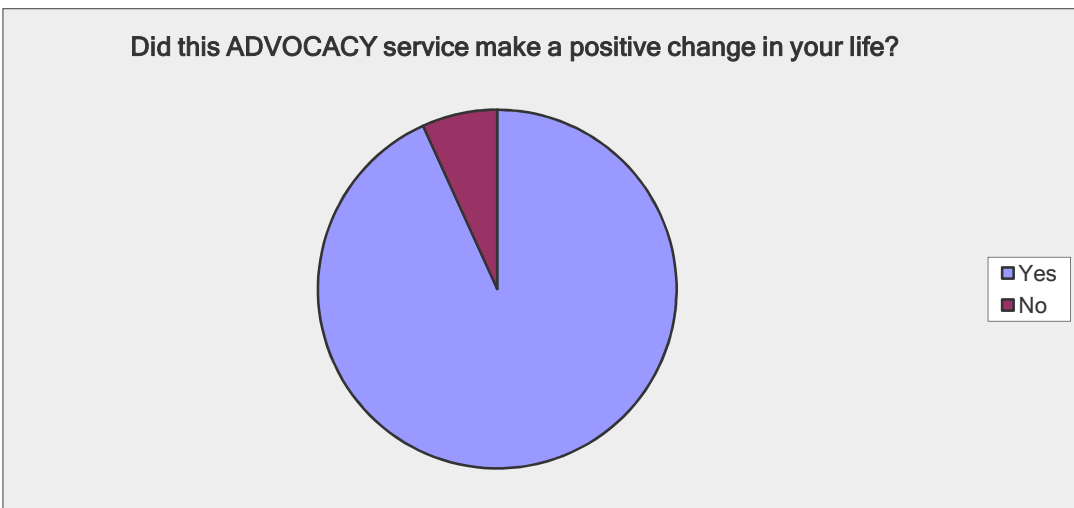
Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	94.8%	715
No	5.2%	39
<i>answered question</i>		754
<i>skipped question</i>		3983



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

Answer Options	Response Percent	Response Count
Yes	93.2%	703
No	6.8%	51
<i>answered question</i>		754
<i>skipped question</i>		3983



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If Yes, what change did this ADVOCACY service make?

answered question 468

skipped question 4269

- 1 Help me with what services I needed.
- 2 Not in a nursing home so happy about that.
- 3 Got SSI back.
- 4 Helped me work through SSDI, child support, garnishments, student loan paperwork and issues.
- 5 Learned how to make a complaint for access at a local store.
- 6 Helped me get guardianship of nephew when sister passed away. I have been blessed and happy with all services, helped several people in my family.
- 7 Helped me with my paperwork for Social Security, prepare for my hearing. I wasn't so scared.
- 8 Learned what I need to do to advocate for better accessibility at stores.
- 9 Was able to get landlord to fill out renter's rebate forms. This money was needed to pay bills.
- 10 Helped me with paperwork, was homeless, now have MO Healthnet, and got my Social Security. Helped with my anxiety, prepared me for the hearing.
- 11 Gave me security, peace of mind. Informed me of rights I never knew I had.
- 12 Landlord/tenant laws, rights. Info on my rights, helpful. Local officials, contacts very helpful.
- 13 More independence when you deal with federal and state organizations; you learn how they operate.

- 14 Gave me hope; helped me set boundaries and goals; and taught me integrity.
- 15 I can speak for myself now, independent.
- 16 Access to knowledge and ease of mind on problems; a sense of having somebody who cared.
- 17 Still have not gotten my social security. I have been denied 6 times. But I did get my Medicaid.
- 18 Helping me advocate through HDIS and my doctor to get the depends paid for that I need. It will help take a financial burden away.
- 19 Has received information from her caseworker regarding help from SB40.
- 20 Medicaid should have taken 90 days, it required advocacy and a hearing and took 8 months!
- 21 It helped me keep services I needed.
- 22 My CDS Case manager helped me advocate for services with another CIL. I moved and she helped me get my services transferred.
If I could have I would have taken my original CIL with me. They are great.
- 23 Help to find resources that I needed help with to live independently.
- 24 Learn first hand how to tell people what they want in life and help others advocate for themselves.
- 25 I learned how to be my own voice and contact my legislators about my Medicaid.
- 26 I am getting help transitioning into a job.
- 27 You all spoke to my doctor for me to help me get my equipment I needed.
- 28 The information I received helped me get into the driving program.
- 29 You all helped me get the power chair I needed to remain independent.
- 30 It has helped me to realize what my rights as an American with a disability are and gave me more freedom to be in control of my own life.
- 31 Gaining knowledge about how the government works.
- 32 It was very helpful in knowing how to fill out the paperwork for different services that I was eligible for.
- 33 Now knows there are resources out there to empower her and be able to live independent.
- 34 I felt like getting a different view point was helpful and getting ideas on how the school could benefit my son was helpful.
- 35 It helped me know the services I could get.
- 36 The advocacy I received from the CIL has made a huge difference. They helped me get the blind pension.
- 37 Part of Advocacy group at the CIL. Appreciate having the space to meet.
- 38 Helped me take care of business.
- 39 Having options.
- 40 I just got very good help. They were really good with me.
- 41 Helped me get disability which I needed.
- 42 It showed me I have more options to strive to get what I want.

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If Yes, what change did this ADVOCACY service make?

answered question 468

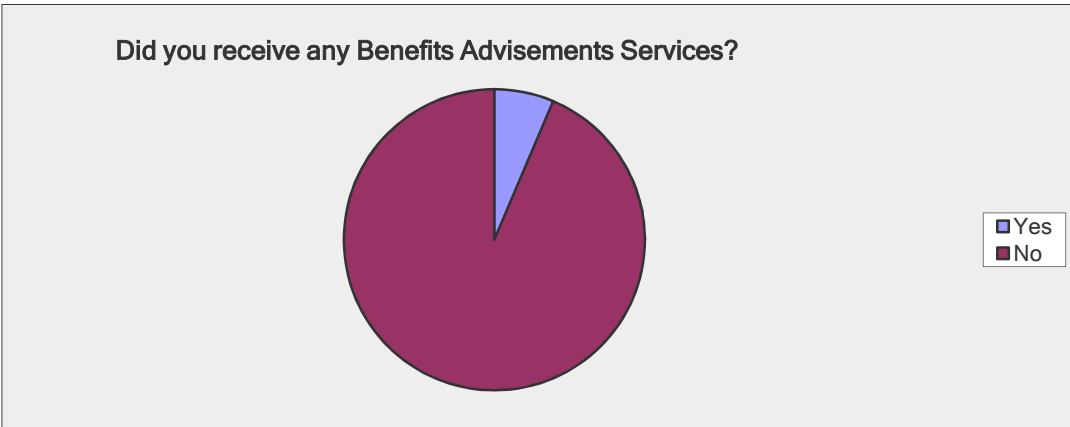
skipped question 4269

- 43 I was able to self-advocate to DHSS.
- 44 They help me to get equipment from a supplier that I didn't know I could get.
- 45 I was helped with applying for insurance and disability.
- 46 More independence.
- 47 Allowed him to gain employment at Schuck's.
- 48 Gave me a more positive outlook over my situation .
- 49 Well, I stepped up to the plate, I participated on the Missouri Quality Homecare Council, and today and came to a luncheon for the volunteers, I'm proud of that.
- 50 Learned how to stand up for self, what not to put up with.
- 51 Motivated me to make change. Got the ball rolling. Motivated me to take action.
- 52 Made me speak out.
- 53 More independent, physically and emotionally stronger.
- 54 By advocating for myself with the help of an IL worker I was able to receive Depends from HDIS.
- 55 It made me a little more self confident.
- 56 It pointed me into directions that I didn't even know of. My first instinct is to panic and become depressed in the face of problems. These advocacy services helped me not react that way.

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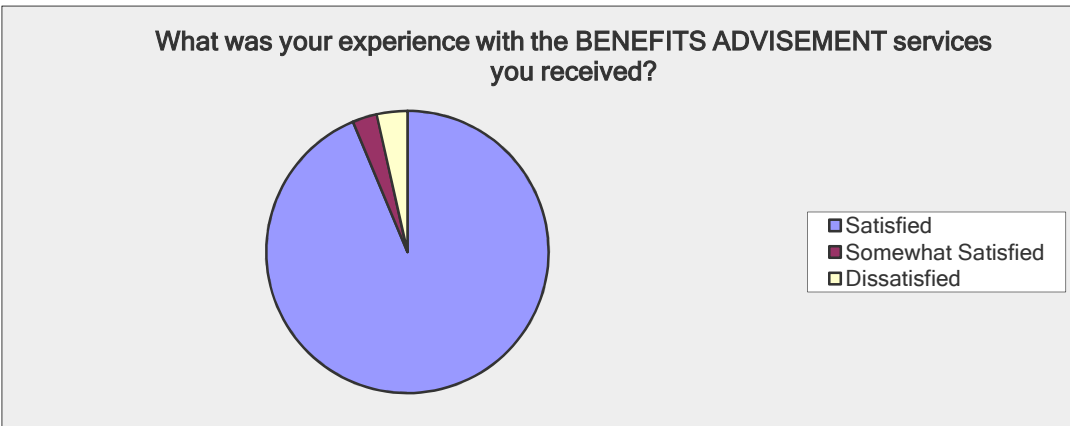
Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

Answer Options	Response Percent	Response Count
Yes	6.4%	284
No	93.6%	4153
<i>answered question</i>		4437
<i>skipped question</i>		300



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

Answer Options	Response Percent	Response Count
Satisfied	93.6%	265
Somewhat Satisfied	2.8%	8
Dissatisfied	3.5%	10
<i>answered question</i>		283
<i>skipped question</i>		4454



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Benefits Advisement service could have been better.

answered question 22

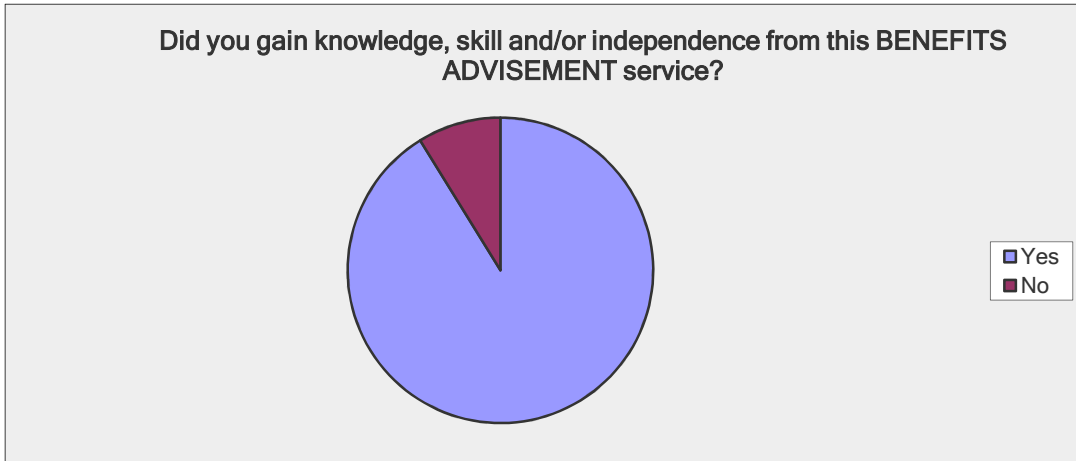
skipped question 4715

- 1 Satisfied with the CIL but frustrated with limited availability of services in Branson.
- 2 Not satisfied with food stamps. Not enough benefits.
- 3 Refused to work with me.
- 4 She is very cautious about trusting agencies she is not familiar with, so she didn't contact the agencies that were advised.
- 5 Needed better follow-up.
- 6 Nobody ever contacted me back.
- 7 The lady came out to speak with me and filled out the paperwork but did not contact me after that.
- 8 Could've helped actually get into work force. Felt abandoned.
- 9 It was okay. I felt like the customer service could have been better. No one followed up with me. I received paperwork and no one checked up on me for months at a time.
- 10 Process to long.

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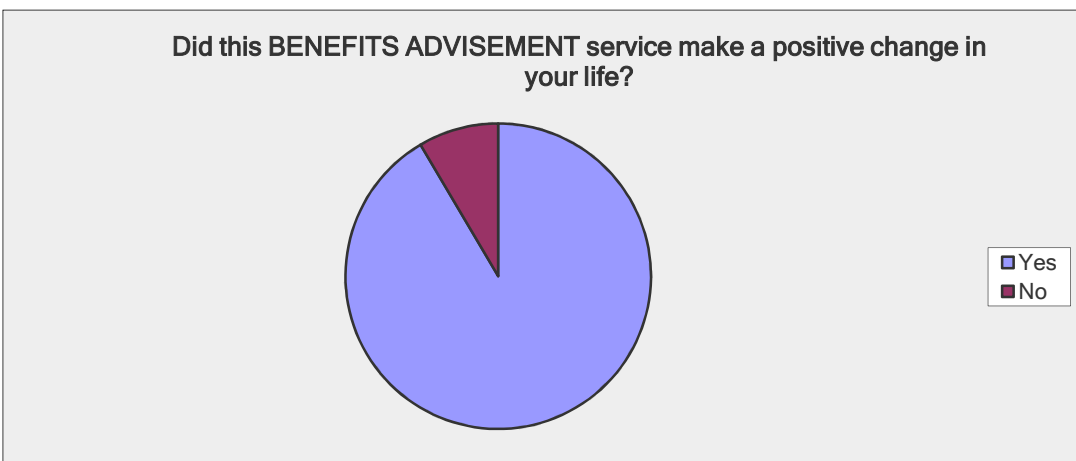
Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	91.2%	258
No	8.8%	25
<i>answered question</i>		283
<i>skipped question</i>		4454



Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.5%	259
No	8.5%	24
<i>answered question</i>		283
<i>skipped question</i>		4454



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If Yes, what change did this BENEFITS ADVISEMENT service make?

answered question 176

skipped question 4561

- 1 Helped me understand what assets I could have.
- 2 Helped me determine my benefits while working. Also got a Medicare supplement.
- 3 Gave me a better understanding of the benefits I receive.
- 4 Info on my Medicaid history very helpful.
- 5 Medicaid knowledge.
- 6 Educated on the complex SSA and Medicaid systems.
- 7 That there was services available to assist with benefits.
- 8 Helped me get my benefits.
- 9 Helped me make informed choices.
- 10 I was informed I was eligible for widow benefits. It is going to be a lot more money I can live on.
- 11 Helped me make knowledgeable decisions about what I needed for my Medicare.
- 12 Gave me the ability to deal with the government red tape.
- 13 Understand how the Food Stamp program works.
- 14 Education
- 15 Information
- 16 Information on social security.
- 17 Help to receive disability benefits.
- 18 Received SSI to be independent.
- 19 Received information regarding what type of services that Hospice might be able to offer.
- 20 Moving from the nursing home into my own apartment.
- 21 She went into denial and after her benefits advisement, she realized her disability was a reality.
- 22 It enabled me to be more independent.
- 23 I learn my options for my future and how to make plans.
- 24 I understand how earnings effect my social security check.
- 25 Helped me make informed decision about working.
- 26 Yes it helped me know what happens to my services if I try to work.
- 27 I was given information regarding Missouri Medicaid. I had issues with my application and an IL worker helped me by calling the local office and clearing up some issues I was having. She was a good helper and encouraged me to continue to seek help with the local DFS office.
- 28 This allowed me to make an informed decision about working.
- 29 Was able to start working.
- 30 Its made me more knowledgeable about the benefits that are available to me, and more sense of the channels that I have to go through to get the benefits.
- 31 They helped me to understand the disability application process and paperwork.
- 32 This helped me navigate the system of disability and encouraged me when it felt like no one else was listening to me.
- 33 Informed me of SS and disability benefits.
- 34 For 3 years I was on disability and home bound and couldn't do much. The benefits advisor at Paraquad gave me the instructions of how much I could make and how much I couldn't make and she explained it to me in a way that was helpful. She motivated me and I now work part time.
- 35 Learned about services available in the community including VR, MFP, home building and remodeling.
- 36 My outlook.
- 37 Supportive through tough situations.
- 38 Gained a part time job and was felt more independent.
- 39 I know how much benefit I will receive each month. I know how to met my spenddown each month to keep my health insurance active. This was very helpful. I did not know anything about these services. Now I do.

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If Yes, what change did this BENEFITS ADVISEMENT service make?

answered question 176

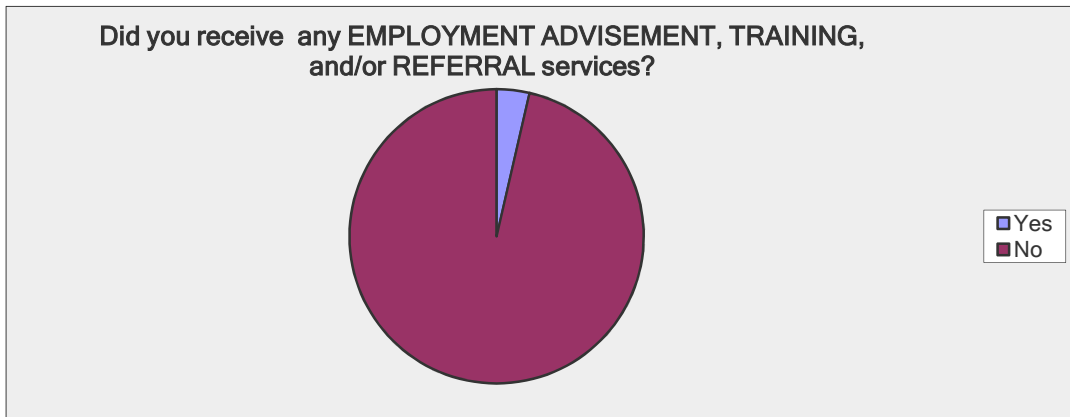
skipped question 4561

- 40 I was helped with the entire application process, I was helped every time I received additional paperwork to complete. I was given information on how to appeal if I was denied. I did not know this before.
- 41 I now know what benefits I am eligible for and what agency provided benefits. I know about all the services I can receive to maintain my independence.
- 42 I received a benefits plan and advised on how much I would have each month. I was informed on how my benefits were calculated and how much I would receive. This information helped me to know what I would have and how to budget for my bills.
- 43 I am able to continue living in my home and pay my bills due to receiving additional benefits I qualified for.
- 44 Told me the ins and outs of social security. What I can and what I shouldn't do.

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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	3.6%	161
No	96.4%	4271
<i>answered question</i>		4432
<i>skipped question</i>		305



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

Answer Options	Response Percent	Response Count
Satisfied	85.1%	137
Somewhat Satisfied	9.3%	15
Dissatisfied	5.6%	9
<i>answered question</i>		161
<i>skipped question</i>		4576



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL service could have been better.

answered question 26

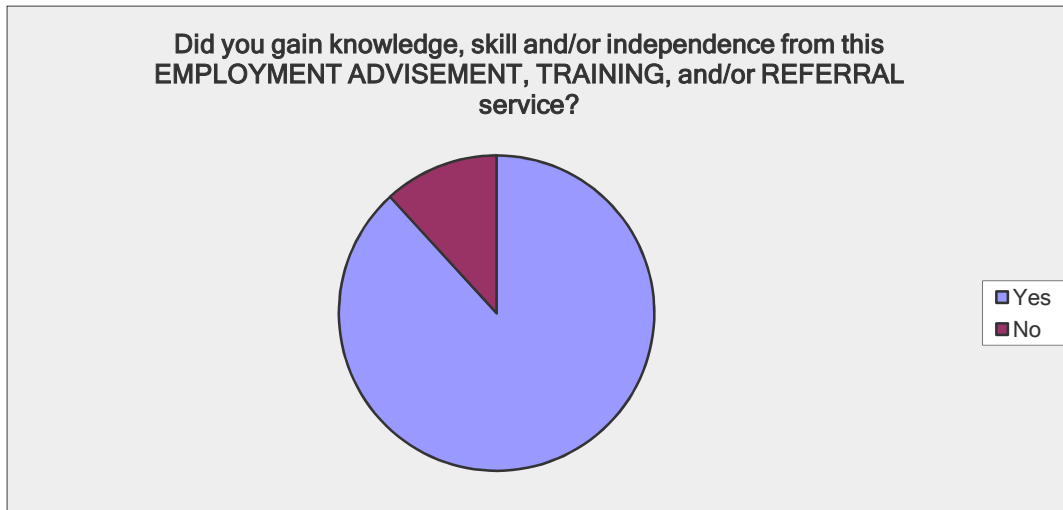
skipped question 4711

- 1 I was able to find employment on my own. But I did gain knowledge with how to prepare a resume and how to conduct my self at interviews.
- 2 The problem was when everything was going smoothly they were happy to help then when I had problems they didn't want to help. I do not want to work with them. I do not recommend this CIL.
- 3 Services did not help at all.
- 4 Every time somebody said they would call me back they wouldn't.
- 5 Was not informative enough. I left with the same amount of information that I came with. I was referred by a community rehabilitation provider. I came in without an appointment and the lady took the time to help me, but that was it.
- 6 I couldn't work any more.
- 7 Big kid, supervisor, should have a talk with advisor about not being down-talk to people, it's unprofessional. I have depression and anxiety and it was not appreciated.
- 8 They dropped me from the program because I'm on dialysis and it was hard to place me. It was like they weren't trying hard enough for me. Even a job at the CIL.
- 9 Changed policy for registration and its hard for her to get signed up.
- 10 Not happy.
- 11 I was hoping that I would be applying to jobs, but nothing came through.
- 12 No help at all.
- 13 Called back to receive on the job services she initially declined, never heard back from specialist.
- 14 The CIL was too far away transportation was limited.
- 15 They could provide better services for all employment abilities.
- 16 It could have been more kindly. It took awhile to get someone to talk with me.

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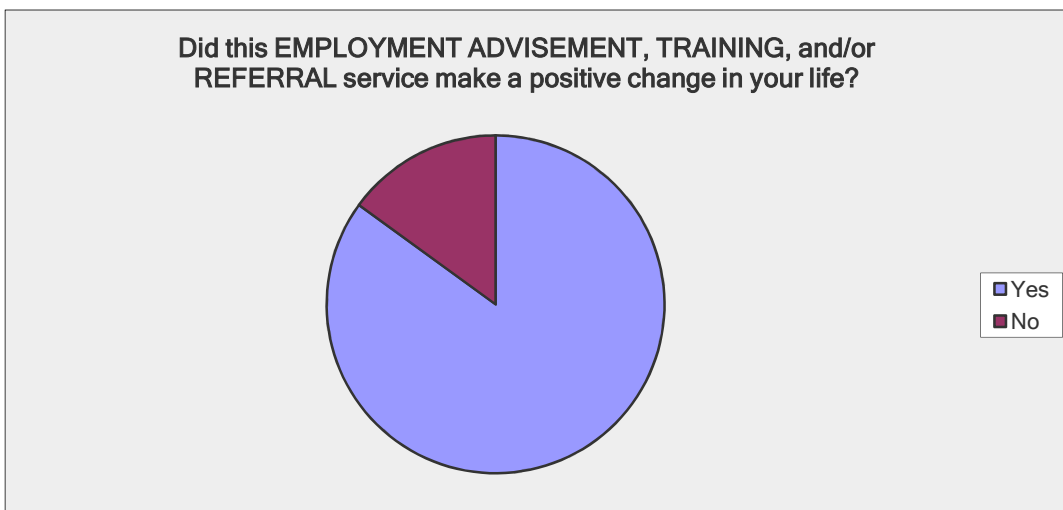
Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	88.2%	142
No	11.8%	19
<i>answered question</i>		161
<i>skipped question</i>		4576



Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	85.0%	136
No	15.0%	24
<i>answered question</i>		160
<i>skipped question</i>		4577



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If Yes, what change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

answered question 89

skipped question 4648

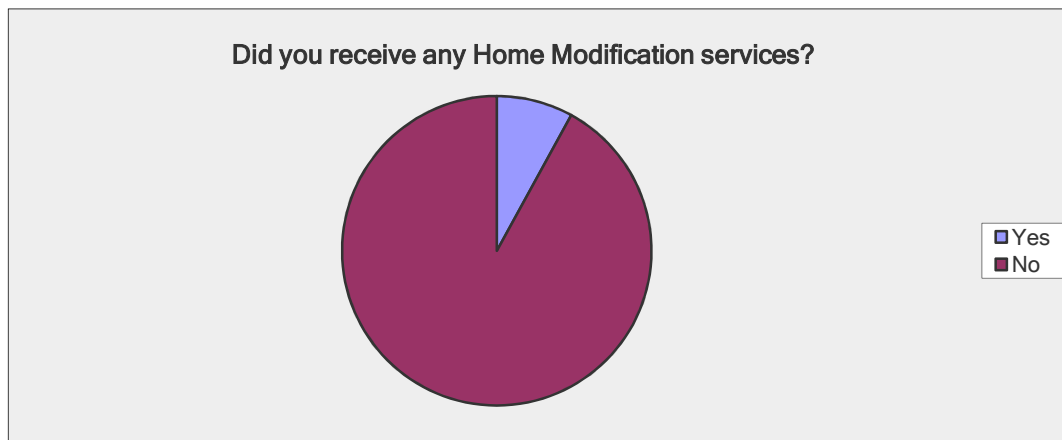
- 1 Gave me encouragement to be more confident and return to the workforce.
- 2 Encouraged me to work and helped me through paperwork, coached me how to advocate and be confident.
- 3 Help getting laptop so can work from home.
- 4 I was satisfied with the job leads.
- 5 She helped me with my interview skills. Nothing panned out but she did a great job of finding leads.
- 6 They've been real helpful. You guys do a great job.
- 7 I was satisfied but I couldn't make it.
- 8 I was helped by VR - I was placed in employment.
- 9 It has kept me updated on skills to continue to manage my own staff.
- 10 A chance to work toward employment.
- 11 A better understanding of how to use services.
- 12 It will help me with my future.
- 13 I am now volunteering at the CIL in order to prove my ability to hold a job so VR will try placement again.

- 14 I am working and earning much more money than I was getting on SSDI.
- 15 It has helped make me more independent when you realize that there are ways you can make yourself self-sufficient.
- 16 helping me with education classes.
- 17 They kind of pointed me in the right direction and got me motivated.
- 18 It's made him happy to think about getting a new job.
- 19 Volunteered at vet.
- 20 I wish I would have known it existed before I found out. I give the most absolute credit to them! I can now hold my head above water.
- 21 They were very good about trying to help me find employment.
- 22 I just couldn't find anything. I got sick again.
- 23 It was very helpful and I got good interviewing practice and help with my resume.
- 24 It's an excellent service.
- 25 I learned how to talk to my employer about my disability.
- 26 I learned computers and Google at computer classes in continuing education.
- 27 I liked my classes (continuing education).
- 28 He learned how to teach individuals with disabilities.
- 29 Obtained job at Schuck's.
- 30 Taught him knowledge and tips he will need in the future.
- 31 She is learning how to cook.
- 32 Helped me with my job search and ultimately led me to be employed.
- 33 He developed computer skills and learned about everyday living skills like personal hygiene.
- 34 Just information didn't do much for me.
- 35 Got her on the path to independence not dependent on benefits anymore.
- 36 Helped start planning towards a career.
- 37 Showed him how to save money.
- 38 I am working.
- 39 I almost got two jobs!

Annual IL Outcomes Survey FY15

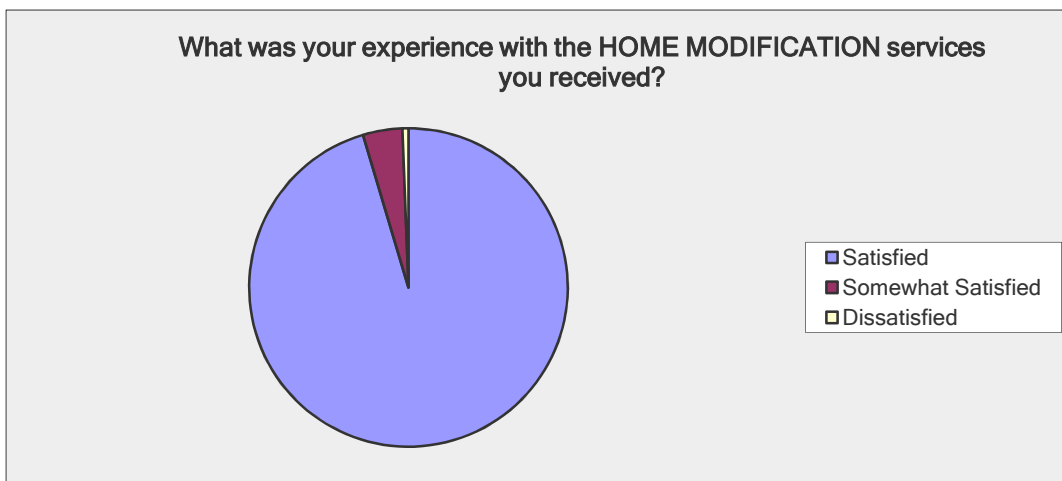
Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	8.0%	352
No	92.0%	4074
<i>answered question</i>		4426
<i>skipped question</i>		311



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

Answer Options	Response Percent	Response Count
Satisfied	95.4%	334
Somewhat Satisfied	4.0%	14
Dissatisfied	0.6%	2
<i>answered question</i>		350
<i>skipped question</i>		4387



Annual IL Outcomes Survey FY15

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Home Modification service could have been better.

answered question 34

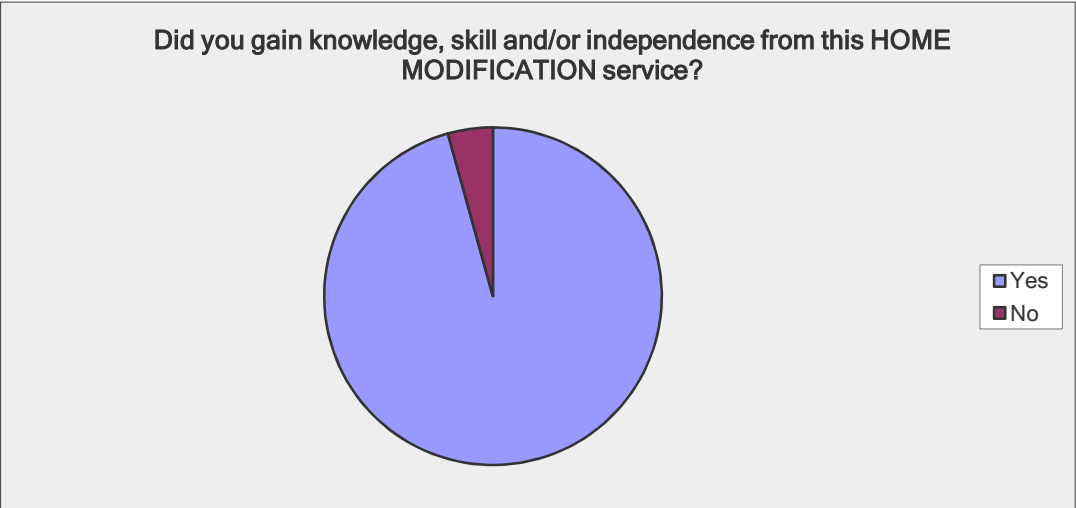
skipped question 4703

- 1 I needed access to the side of my house and I don't have that. The ramp goes to the front of my house and I can't feed my dog because he's at the side of the house and the drive is gravel.
- 2 It wasn't his fault; I didn't have studs in the wall for him to put them where I needed them.
- 3 Hasn't found any one to put it up yet.
- 4 The ramp could have been less steep.
- 5 After the ramp was put in for 1 year a board is already loose.
- 6 She's going to see if her case manager will help get a shower chair.
- 7 The portable handle for the toilet will not stay put. I have been playing phone tag with Jeff. The reacher I have broke.
- 8 They could have treated the wood used for my ramp, it is already buckling.
- 9 Bad wood was used.
- 10 The contractor didn't do a very good job putting in, toilet was too high. The tile came out of the shower.
- 11 It's ok, I just need some more help.
- 12 No way to make it better.
- 13 I was dissatisfied with the contractor. He left my home in a state of disrepair. He damaged my bathroom.
- 14 Nothing to make them better.
- 15 Better communication with my Case Manager.
- 16 They could not help me because of my apartment.
- 17 Repairs not done right causing mold problems.

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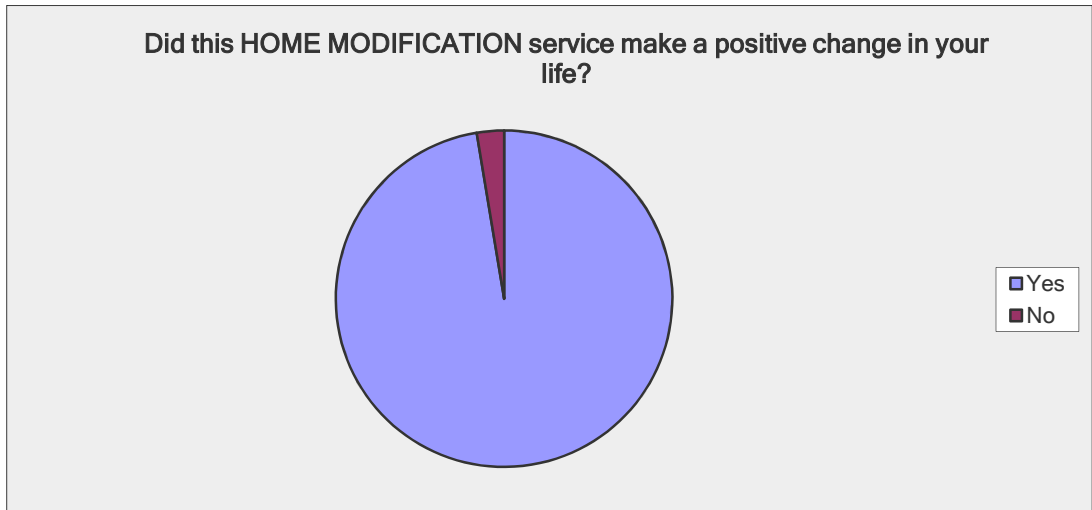
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	95.7%	335
No	4.3%	15
<i>answered question</i>		350
<i>skipped question</i>		4387



Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.4%	338
No	2.6%	9
<i>answered question</i>		347
<i>skipped question</i>		4390



Annual IL Outcomes Survey FY15

If Yes, what change did this HOME MODIFICATION service make?

answered question 247

skipped question 4490

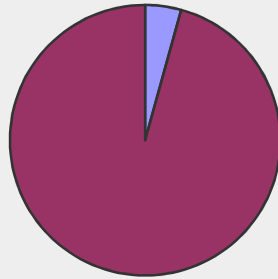
- 1 Able to shower.
- 2 Helped me take a shower.
- 3 Able to get in and out of bed.
- 4 I can get in and out on my own.
- 5 A ramp allows me to get in and out of the house easier.
- 6 Can get out of the house now that I have a ramp.
- 7 My home is going to be so much safer.
- 8 My whole life is changed, my husband and I benefit from having the bathroom accessible.
- 9 Ramp is wonderful. I can go places with my family, I feel safer now.
- 10 Made it more secure for me to get in and out of the shower.
- 11 The ramp allowed me to go to school, my friends could pick me up now. Freedom to be in my community.
- 12 It allows a pain free way to leave home more. Ramp has given me so much more independence.
- 13 Bath remodel and ramp have allowed me to shower easier and get outside easier.
- 14 Roll-in shower; very thankful for shower since I am in a wheelchair.
- 15 She stated that this service has helped her to be able to get in her home without falling.
- 16 The grab bars have made it easier to get in and out of bathtub.
- 17 I am able to leave my house now; the ramp is very nice. Much better than the plywood I had been using.
- 18 The ramp was a lifesaver. I couldn't get out of the house in my wheelchair without it.
- 19 The CIL helped me get a 504 loan through USDA that helped me get windows doors and insulation for my home. It helped keep my house warmer and more efficient.
- 20 The CIL got a grant through MHTF to make my bathroom wheel chair accessible. It was a great experience and now I can roll in and take a shower.
- 21 I can now take my own shower with out assistance.
- 22 I had hip surgery and needed a wheelchair. The CIL lent me a ramp so I could get into my home.
- 23 I had to have a ramp before I could come home from the hospital, so I am very happy with that.
- 24 I received different information on modifying our bathroom into a large roll in shower room which has worked out very well since my daughter has gotten bigger and we are getting older.
- 25 I received instructions on how to build a ramp properly and my family built it for me. I can get out of my home by myself.
- 26 Chair lift on back of house to get consumer to porch. It's been pretty good. We've been pretty satisfied.
- 27 Had ramp installed. I was satisfied. It didn't take long. They came out that morning and were finished by evening.
- 28 When I hurt my eye, I got better lights for my home and they have helped.
- 29 With the air conditioner, I can breathe easier.
- 30 I was able to get home modifications with windows and new doors. This was provided by USDA.
- 31 Increases independence and allows me to shower by myself.
- 32 I live in a mobile home and I couldn't go anywhere in my wheelchair. Now with the ramp I can go places.
- 33 I have gained my independence I now live on my own.
- 34 Helped me to get my own place and live on my own.
- 35 With the Ramp I can come and go from my home safely.
- 36 The door being larger allows me to exit my house again.
- 37 Made life easier.

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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	4.3%	191
No	95.7%	4224
<i>answered question</i>		4415
<i>skipped question</i>		322

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.)

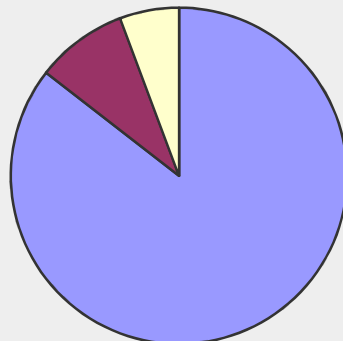


Yes
 No

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

Answer Options	Response Percent	Response Count
Satisfied	85.5%	165
Somewhat Satisfied	8.8%	17
Dissatisfied	5.7%	11
<i>answered question</i>		193
<i>skipped question</i>		4544

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



Satisfied
 Somewhat Satisfied
 Dissatisfied

Annual IL Outcomes Survey FY15

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Housing Referral or Assistance service could have been better.

answered question 32

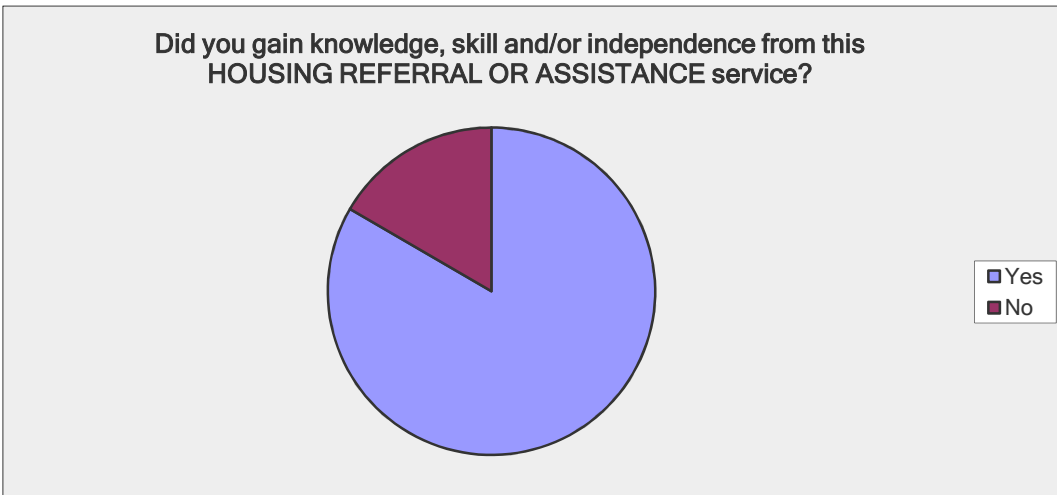
skipped question 4705

- 1 Still waiting to hear from housing service.
- 2 Needed more assistance getting to and from apartments to look at them.
- 3 I was unable to move.
- 4 A more up to date housing list none of the housing was available or was for seniors.
- 5 I'm in the process of trying to get another facility, and I don't feel I'm getting the services I need. I have a deadline.
- 6 Could not help me, I would lose any other benefits.
- 7 Discounted rent or rent assistance.
- 8 Nothing was available.
- 9 Actually ended up finding housing on his own.
- 10 Some of the places required you to be 62 and they give you a hard time. Hard to get around. Discouraging when you are homeless.
- 11 She didn't really help me out that much. She just handed it to me and said here is what you gotta do, but I don't know if it is going to work. I didn't get enough help and I am still homeless and looking for a place to live and this is 4 months later after my initial consult.
- 12 Was referred for housing and filled out the paperwork but was not eligible for anything and has not heard back from anyone.
- 13 The list I was given was unavailable to me, so it's not that I was dissatisfied, but another list with actual openings would be helpful.
- 14 Not what she was expecting wanted more help with getting to the appointments. Feels it was some miscommunication.
- 15 Better communication in regards to the process.
- 16 Would have liked more communication, more involvement; the CIL did not follow up at all.
- 17 Nothing on her housing list that she could afford based upon her income.
- 18 They tried to find me a place but I decided to move back in with my daughter.

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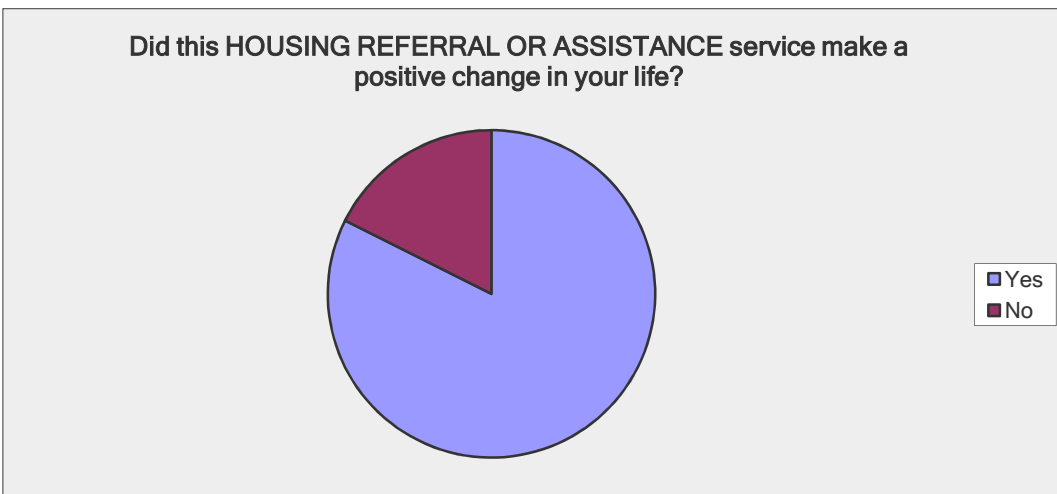
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	83.4%	161
No	16.6%	32
<i>answered question</i>		193
<i>skipped question</i>		4544



Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	82.4%	159
No	17.6%	34
<i>answered question</i>		193
<i>skipped question</i>		4544



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If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

answered question 121

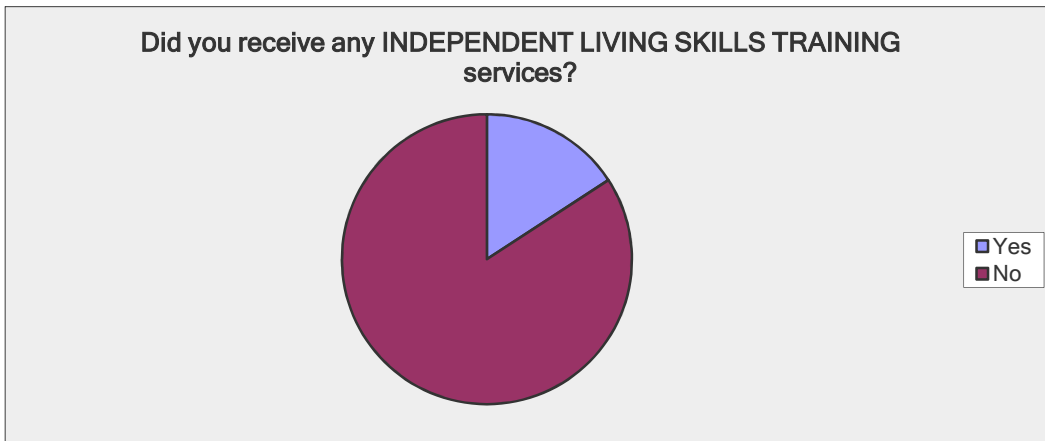
skipped question 4616

- 1 Help me learn that there are people in the community that can help.
- 2 Provided support.
- 3 I don't know what's out there so having the housing list is nice.
- 4 Helped me find affordable housing when I needed it.
- 5 I needed a place to move to fast and my case worker got me the information I needed for housing when I requested it.
- 6 Helped me apply for housing assistance twice and encouraged me to want stability.
- 7 Helped her get a better situation where she can go outdoors.
- 8 I'm in my own place.
- 9 I had no problem getting an apartment.
- 10 Got me connected with the right resources.
- 11 Can live in my own home.
- 12 Able to live on my own.
- 13 Getting out of the nursing home and into my own apartment.
- 14 It helped my well-being and mental health knowing I had a place to live.
- 15 I was given housing resources and now live in an income base apartment that I can afford.
- 16 It gave me the opportunity to learn about what it is out there and what types of housing that I am able to qualify for.
- 17 I was able to get in to an apartment where I needed to be so I could be around people.
- 18 It was excellent! Through you guys I found this house! It was very helpful.
- 19 Helped find an apartment. My house is not wheel chair accessible. I can never go back.
- 20 I've been living with my granny for my whole life, and now I'm on my own.
- 21 I get a lot more independence and I'll be able to get out into the community more.
- 22 I got the apartment I applied for.
- 23 Got her out of cousin's house now she has her own home with her kids.
- 24 I was able to put my name on the list.
- 25 Yes I have a home and not on the streets.
- 26 It took a load mentally of me.
- 27 Showed me how to live on my own and manage daily living.
- 28 It helped me out a whole lot by allowing me to help pay my rent.
- 29 Helped me in a time of need.
- 30 I got good information. and a place to stay.
- 31 I needed a place to live and your company helped me and my family.
- 32 If it wasn't for the services I wouldn't be able to live alone.
- 33 I'm happy to have my own place.
- 34 Because I would have been in an RCF (residential care facility) if not for the help the CIL gave me.
- 35 They helped me to find an accessible place to live.
- 36 Helped me live on my own.
- 37 Gave me independence.
- 38 Helped me find a place to live and move.
- 39 Freed my life and made it easier for me.

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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	15.8%	696
No	84.2%	3709
<i>answered question</i>		4405
<i>skipped question</i>		332



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

Answer Options	Response Percent	Response Count
Satisfied	96.4%	674
Somewhat Satisfied	2.7%	19
Dissatisfied	0.9%	6
<i>answered question</i>		699
<i>skipped question</i>		4038



Annual IL Outcomes Survey FY15

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Independent Living Skills Training service could have been better.

answered question 44

skipped question 4693

- 1 Started out with a course, didn't finish it. It didn't work out. Not everyone was on the same level and it didn't meet my expectations.
- 2 Sets you on the road to the right track, you have to adjust to help yourself.
- 3 Had a plan but it didn't pan out.
- 4 A little more training would have been nice.
- 5 She did not get much from her Read Classes. I told her we now have another Read Program and she is welcome to contact the CIL and set up more classes if interested.
- 6 People First group - we talk about the same things every time, also activities get canceled when I have the money to do them but when I don't have money activities happen.
- 7 I really did not get much help.
- 8 Requested new worker. Worker was snotty, did not do anything to help me. Staff was lazy.
- 9 It was a little too easy.
- 10 If they paid more attention to what the patient's needs are.
- 11 I'm still living in my mom and dad's house, no apartments.
- 12 I don't have much time to participate because I work.
- 13 I needed help with transportation.
- 14 I reached out to them for help, and I could not get it. No response after I called.
- 15 They could have contacted me more with more help.

Annual IL Outcomes Survey FY15

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	95.9%	670
No	4.1%	29
<i>answered question</i>		699
<i>skipped question</i>		4038



Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.7%	659
No	5.3%	37
<i>answered question</i>		696
<i>skipped question</i>		4041



Annual IL Outcomes Survey FY15

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

answered question 498

skipped question 4239

- 1 Learned skills.
- 2 Helped me learn how to manage my money with a budget.
- 3 I can work with money better.
- 4 Helped me to achieve my goals.
- 5 Learned how to keep up with my responsibilities with paperwork for my Medicaid.
- 6 Feel more confident to take the test.
- 7 Was able to get a hold of some resources I needed.
- 8 I learned driver's ed.
- 9 This has built self esteem and encourages more independence.
- 10 Helped make me more independent.
- 11 I feel confident that since working with my ILS I will be able to soon get my driver's license which in turn will help to make me so much more independent.
- 12 Helped set up a budget; helped me be my own advocate.
- 13 Gave encouragement and confidence.
- 14 I teach the crafts and sewing classes and I got my driver's license after 20 years.
- 15 Self esteem training. Obtained hearing aids.
- 16 She stated that it helped to build her self-esteem and gave her a positive outlook on life, knowing that there is help for her.
- 17 Financial organization, stability, paperwork organization and support.
- 18 Training on how to better manage my care.
- 19 Information on what other services might help her be independent
- 20 Helping her with her social skills that she needed. She stated that she gets misunderstood a lot of the times when she talks to someone.
- 21 Train attendant on timesheets and telephony.
- 22 Get out of the nursing home and into my own apartment.
- 23 Assisted him run his home business.
- 24 Having been taught basic computer skills and internet skills has helped me be more independent in navigating through the computer while on my own.
- 25 Build up endurance and strength.
- 26 He stated that he enjoys learning how to cook new things.
- 27 Learned how to cook and bake.
- 28 The CIL helps me fill out applications and helps with paperwork sometimes. This I cannot read very good.
- 29 I learn how to use the shower chair safely and complete my bathing by myself.
- 30 Allowed me to learn how to use the new adaptive phone.
- 31 My daughter is in the driving program and it is the best thing ever! She wishes everyone had access to driving skills because our driving program is going to be the best part of being self-sufficient. There is no way she could do anything independently with driving skills.
- 32 I am able to direct my staff with the training I received.
- 33 I am able to independently use my phone now.
- 34 I am getting better at coming in and doing a job.
- 35 I learned how to use the transfer bench correctly.
- 36 It has linked me to additional resources.
- 37 I went through the drivers ed program and completed it through school. I now have my license and a job.
- 38 I learned about services in the community that I could use at the library to help me learn how to use a computer.
- 39 He stated the change was positive because he gained a skill to help him with personal care and household management.

Annual IL Outcomes Survey FY15

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

answered question 498

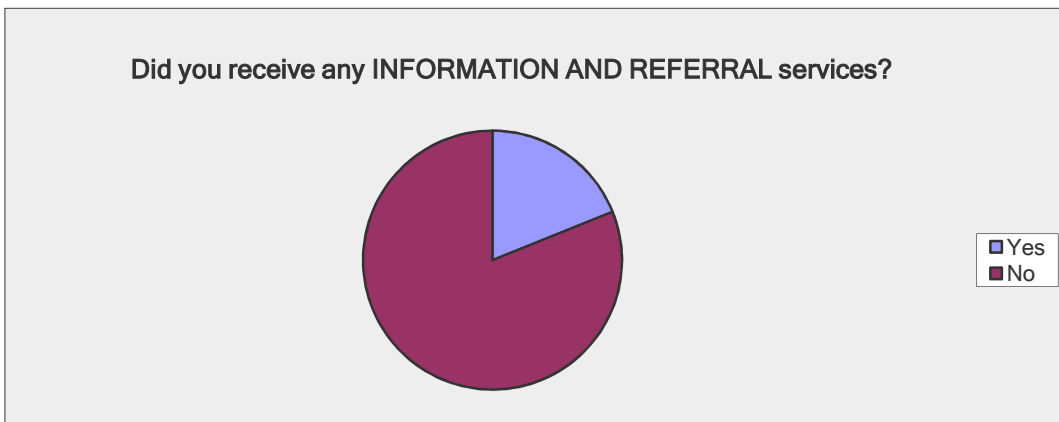
skipped question 4239

- 40 She states that the change was positive because she learned how to use a shower chair to stay independent with bathing.
- 41 My son is going thru your drivers ed program in school and has his permit.
- 42 I worked on budgeting, menu planning and some cooking skills which really helped. I really liked the menu board we made it helped a lot with my weekly planning.
- 43 I can drive my self if needing to. They gave me something I didn't think I could do (my driver's license).
- 44 They helped me get my driver's license it has changed my life I'm able to drive myself and don't have to depend on others.
- 45 I learned how to use my shower chair safely and now able to bath by myself.
- 46 I went through your drivers ed program over the summer and got my drivers license.
- 47 Help me understand how to self direct my own care.
- 48 I learned how to use a cane.
- 49 I am able to do a budget and occasionally have to call the CIL for help. I am less stressed out then I was before.
- 50 Cooks in the Kitchen is teaching me to be comfortable in a group and is teaching me cooking skills.
- 51 It introduced me to some appliances that I didn't know about.
- 52 Skills training is driving a car. Never thought I would be able to so it has change my life completely.
- 53 I learned how to use a phone that I can hear on.
- 54 I am blind and I learned how to use a book reader and a phone for the blind.
- 55 I learned how to use my equipment properly.
- 56 I was able to learn how to direct my own care.
- 57 I learned how to be my own boss and be in charge of my attendant services. I was educated on how to use a shower chair safely and effectively.
- 58 I learned how to use my walker.
- 59 Can stand but mostly uses chair. Learning ways to cook in wheelchair.
- 60 Made me independent in making decisions to live on my own and manage money.
- 61 Learned how to be more financially responsible.
- 62 It makes her feel a little bit safer when she gets out.
- 63 Showed him how to move himself around and to manage the household.
- 64 It allowed me to live a life I wanted to live. It helped me stay in my home.
- 65 I have dementia so they helped me set up a system to be able to function more independently.
- 66 I have gained more independence I can shower on my own.
- 67 Helped me get more organized.
- 68 I can safely get out of my bed by my self.

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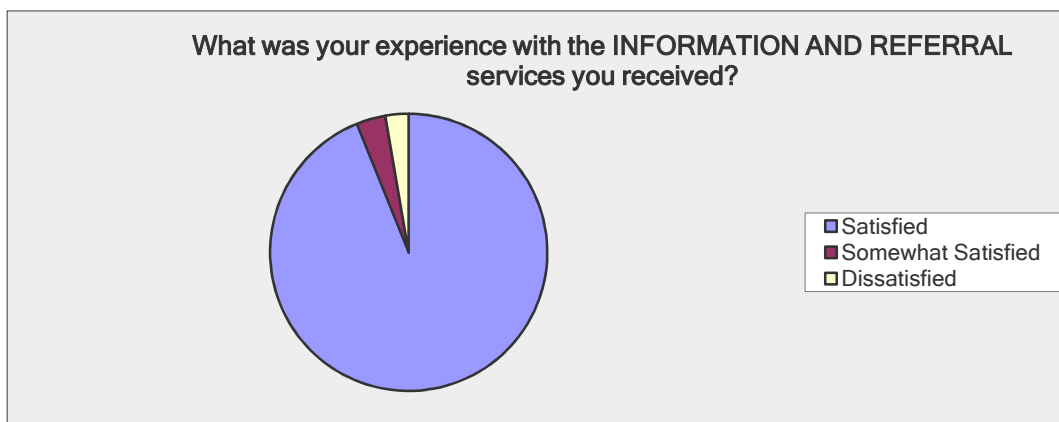
Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals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

Answer Options	Response Percent	Response Count
Yes	18.9%	832
No	81.1%	3566
<i>answered question</i>		4398
<i>skipped question</i>		339



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

Answer Options	Response Percent	Response Count
Satisfied	94.0%	779
Somewhat Satisfied	3.4%	28
Dissatisfied	2.7%	22
<i>answered question</i>		829
<i>skipped question</i>		3908



Annual IL Outcomes Survey FY15

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.

answered question 65

skipped question 4672

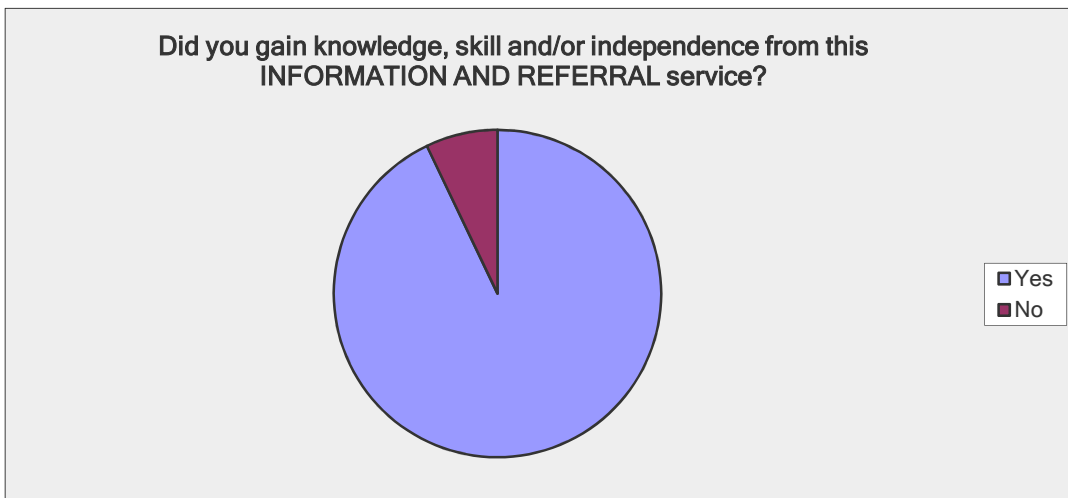
- 1 Consumer felt that services was not completed.
- 2 No one could help me. I need to redo my bathroom because my wheelchair will not go all the way into the bathroom. I have not contacted the VA yet because three members of my family passed away and it's been too hectic, but I still have the phone number I was given.
- 3 I think I was asking about the questions. It could have been better. I was being rushed. Person was upset. Not positive.
- 4 They need to find out the information better.
- 5 We have received nothing from anyone who would give us help. We call and they do not answer or return our calls.
- 6 The places they gave me were picky and some just said no.
- 7 To get to the place, like Goodwill. I could use transportation to shop.
- 8 They could send it to me by email, I am blind and I can't read the mail.
- 9 It is what it is. I'm grateful for it. I can't say how it could be better.
- 10 The CIL worker was trying to help me out with deposits by referring me to another agency but the funding was already used up. West Plains needs more financial resources.
- 11 Was not able to work the conferences into my schedule.
- 12 Some of the things I was aware of, some of the things I didn't need.
- 13 Called for help for transportation. Logista care has not helped me. Needs help.
- 14 He needs more financial assistance.
- 15 The referrals were not helpful at the time.
- 16 I was disappointed that I did not qualify for the circuit breaker program.
- 17 After asking for services they provided number to contact but never followed up to see if I was satisfied.

- 18 They needed too much information for me to get and I live on a fixed income so I can't call and go to all these places they need me to go just to get a lift chair.
- 19 Return calls promptly.
- 20 They don't ever have phones when I ask them to help me.
- 21 I did not find a house, I'm still on waiting list.
- 22 The information was outdated.
- 23 Little more follow up/follow through.
- 24 It was difficult to get in contact with employment counselor. Was dropped from service before contact was made.
- 25 Just sending a list is not helpful, information where to start would've been more helpful.
- 26 Refer me to a different organization that would have been more responsive.
- 27 Needs to receive updated information on housing resources/low income.
- 28 More information.
- 29 Needed services for child, but income too high for state assistance.
- 30 It didn't turn out to be what I was looking for.
- 31 Only allowed to go to one food pantry and they don't offer real food.

Annual IL Outcomes Survey FY15

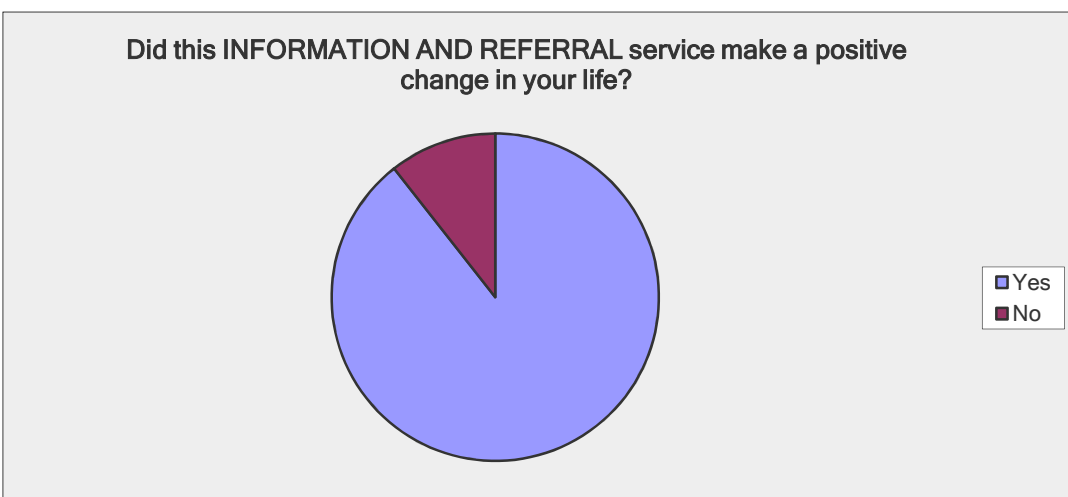
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	92.9%	770
No	7.1%	59
<i>answered question</i>		829
<i>skipped question</i>		3908



Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.4%	740
No	10.6%	88
<i>answered question</i>		828
<i>skipped question</i>		3909



Annual IL Outcomes Survey FY15

If Yes, what change did this INFORMATION AND REFERRAL service make?

answered question 476

skipped question 4261

- 1 Helped me get food.
- 2 Able to keep electric on.
- 3 Gave me resources to be more independent.
- 4 Helped me realize that there are other resources in the community.
- 5 Helped me get a grant for my teeth, and to helped get my bathroom fixed.
- 6 Learned about resources to get a lift for my mom's van.
- 7 Every time I called needing information my case worker was so helpful with helping me brainstorm.
- 8 Was able to get housing.
- 9 I got out of the damn nursing home.
- 10 Water testing info, Lowe's, etc. Very helpful.
- 11 Information on SSA, Medicaid, HAS Properties, etc.
- 12 I've been referred to a transportation service that I'm working with right now.
- 13 Makes her feel, like if the time comes that she would need other services it made her feel secure that it was available.
- 14 Getting help getting out of the nursing home.
- 15 Was able to obtain a wheelchair with the information given to me.
- 16 I received referrals which helped guide me to places and things that would help me stay independent.

- 17 Information for apartments in her area was very helpful to her, at the time.
- 18 Just knowing those supports makes me feel more secure.
- 19 I was given assistance when my social security disability case was pending. I was referred to the local social security office and was able to get help to locate legal assistance.
- 20 I was able to locate someone to help with heavy task I was needing in my home and could not do myself. I was given a phone number to a local church and someone from the men's group helped me out.

- 21 Received information on nebulizer and how to get one for myself.
- 22 I was needing help in finding repair for my older manual wheelchair. I was given a phone number to call a person who came to my house and brought parts to fix my broken chair. The cost was very inexpensive. I could not have paid to replace the chair. I have a power chair but cannot load it in the vehicle when going away from home. I cannot stand or walk for long periods of time. I need to have my chair. Mr. Thompson came to my home and fixed my chair. I love the CIL!
- 23 I was given resource information by the IL worker. I needed contact information for heating and cooling assistance. They provided me with a phone number and contact name of someone who worked with the assistance program. I can now afford to use my air conditioner in the summertime and not worry about owing a high electric bill.
- 24 I was interested in moving to a better location in a small town. I did not know of many landlords or rental house owners to contact. I phoned the CIL and was given a list of rental property contacts. I found a small house that is perfect for me. Rent price is lower than in the past. This made a big difference for me.

- 25 I learned about Arthritis Programs.
- 26 I received information for Catholic Charities to assist with home repair.
- 27 I received information on free dental services. It was quite a drive but well worth it being on a fixed income.
- 28 I learned about different program within your organization.
- 29 I was referred to RSB and they helped me a lot and so has ILC. You all offer a lot of different services that I didn't realize.
- 30 He stated the change was positive because he gained knowledge about resources available to him that will help him cope with his disability.
- 31 We received a lot of information at the ADA Celebration which was very helpful.
- 32 I received catalogs to order equipment that I need for hearing loss like a vibrating alarm clock.

Annual IL Outcomes Survey FY15

If Yes, what change did this INFORMATION AND REFERRAL service make?

answered question 476

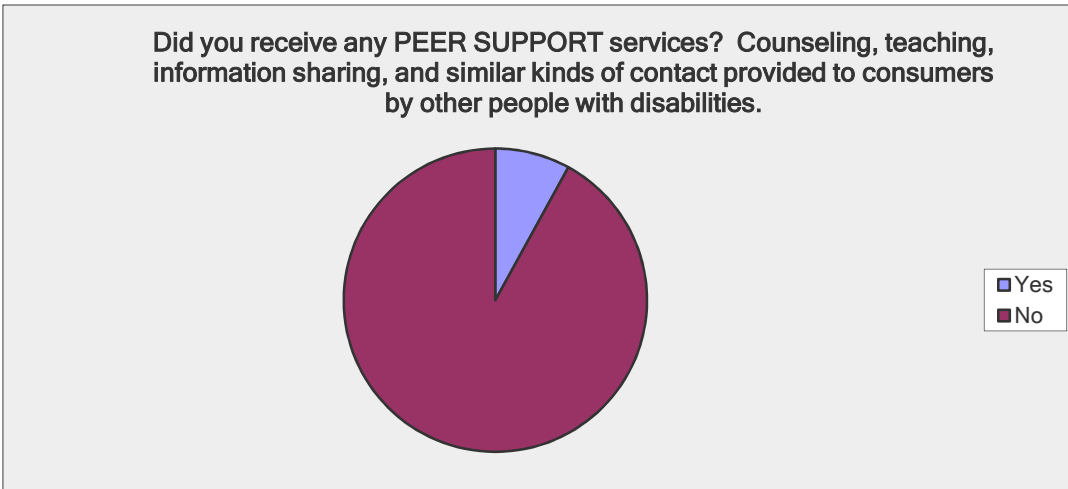
skipped question 4261

- 33 I was given information for van lifts and Show Me Loan. I ended up going a different route but sure appreciated the information you gave me.
- 34 While on the phone doing the survey consumer stated he needed to see a dentist but didn't have dental insurance. I gave him information for Lighthouse and MO Highlands Healthcare. He was very grateful for the information and said he would be contacting them.
- 35 I was referred to Aging Matters for depends and now I feel comfortable getting out in the public without the worry of having accidents.
- 36 I received information for Catholic Charities, Special Needs & Trust Grant, USDA Rural Development for different things I need done to my home. I haven't made contact yet but your organization was very informative.
- 37 I received information for a van lift and a low interest loan. I got it and it has made my life so much easier.
- 38 Anytime I need information about anything you all are great to help me. My electric was almost turned off and you all told me to call Community Action and local churches. I was able to get the help I needed.
- 39 I received information on a low interest loan for a ramp and a van lift. The loan worked out great for our family and the payments were low enough that we could afford.
- 40 Received info for stair lift installation.
- 41 I was able to get furniture for an otherwise unfurnished apartment.
- 42 Getting the knowledge about Call- A-Ride really helped out.
- 43 They made a referral to a medical supplier and they have supplied me with equipment I need.
- 44 I asked about getting new tires for my power chair and was given the information to a Provider. I have now received new tires. Thank You.
- 45 Helped me to get hearing aids that I needed and couldn't afford.
- 46 She referred me to get oxygen which I needed and they were quick about it.
- 47 I was given help getting diabetic shoes.
- 48 Helped me with food when I needed it.
- 49 It helped me get a phone that I can hear.
- 50 I was referred to the support group in my area.
- 51 I know where I can get assistance.
- 52 I was able to get my prescriptions cheaper.

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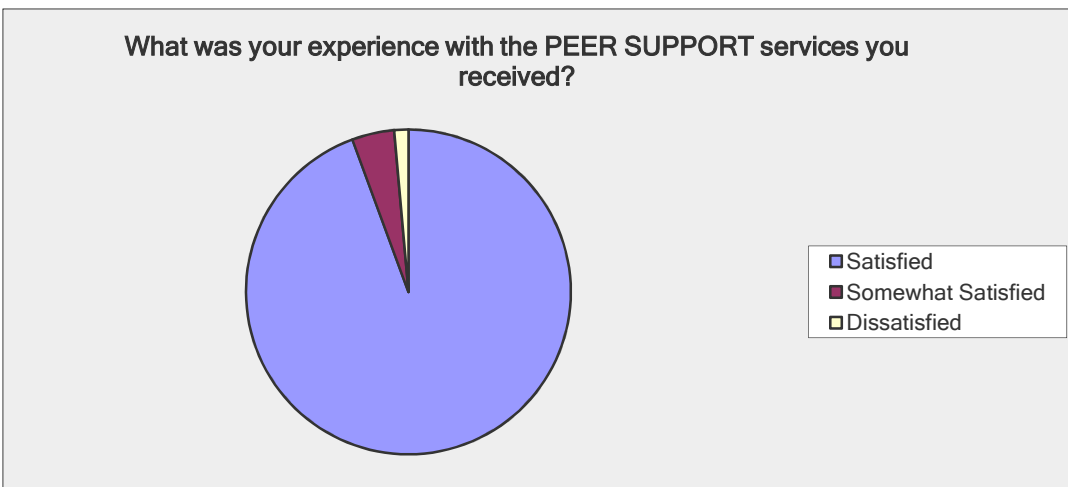
Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	8.0%	350
No	92.0%	4035
<i>answered question</i>		4385
<i>skipped question</i>		352



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

Answer Options	Response Percent	Response Count
Satisfied	94.3%	333
Somewhat Satisfied	4.2%	15
Dissatisfied	1.4%	5
<i>answered question</i>		353
<i>skipped question</i>		4384



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Peer Support service could have been better.

answered question 30

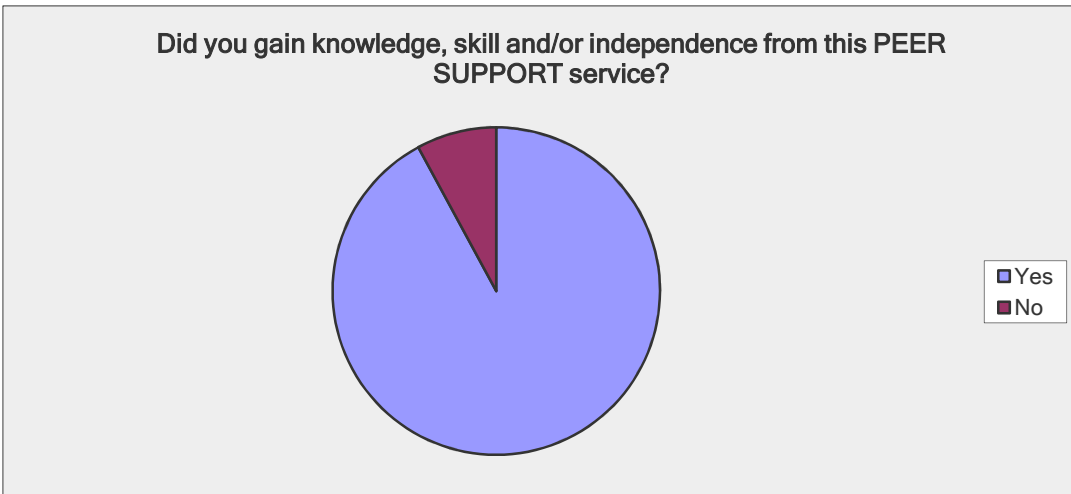
skipped question 4707

- 1 Too much drama going on within groups.
- 2 I don't know.
- 3 Transportation was an issue, someone there was very rude but it is not the CIL's fault. Sat for two hours after the party to get a ride home. Love the driver at the events though.
- 4 I have autism and I don't know to make phone calls.
- 5 We would like to receive follow up call, and mailing.
- 6 Not everyone got a gift at the Holiday party. I felt it was unfair.
- 7 The CIL event was disappointing. We were the only ones from Warsaw to attend. A lot of people live here. You should open the Warsaw office again.
- 8 It's a valid program it just wasn't a good fit for me. Better fitted for more newly injured or severely injured.
- 9 She states that her counselor was not a good match.
- 10 Wanted to be paired up with someone to help him with housing.
- 11 Would have to have more hands on with peer Support Service.

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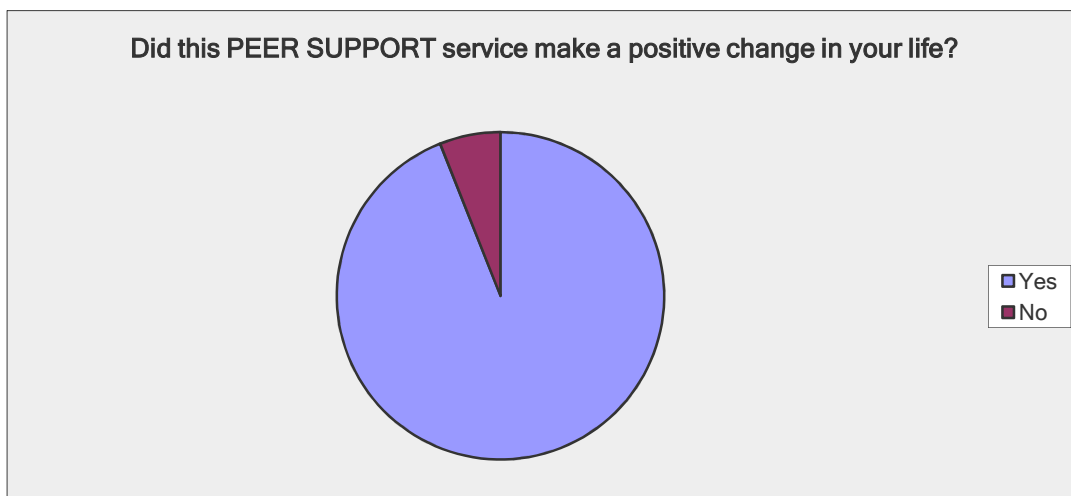
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	92.1%	325
No	7.9%	28
<i>answered question</i>		353
<i>skipped question</i>		4384



Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.0%	329
No	6.0%	21
<i>answered question</i>		350
<i>skipped question</i>		4387



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If Yes, what change did this PEER SUPPORT service make?

answered question 201

skipped question 4536

- 1 I have friends.
- 2 Made lots of friends.
- 3 I like coming to the Social Club to meet people.
- 4 They were there for me when I needed them. A very comforting time.
- 5 I am more confident and have met lifelong friends.
- 6 Helped me get out of the house, I got to meet others with disabilities, help give me more confidence.

- 7 Made me more aware of my rights, living independently, speak up assertively.
- 8 My case worker has same disabilities as I do and she is always willing to listen when I'm going through a rough time. She doesn't make me feel like I am taking up her time.
- 9 I am able to live more independently.
- 10 I met new people and friends.
- 11 To have someone to confide in regularly and be there for me. Has been life changing.
- 12 Living more independently, feel supported.
- 13 I had a good time when I attended activities and the choice to move groups.
- 14 Made me a better person; I like to get to know others and be included.
- 15 I'm more comfortable with others and not afraid to ask for help and directions.
- 16 I feel safe and have learned to support others.
- 17 Taught me how to deal with others and the support that I get from others.
- 18 I gained some experience with dealing with people but it was awkward and odd. Not too pleasant.
- 19 I learned a lot, more independent. Then I went to transitions, we are free, I'm not babysat at the CIL.
- 20 Sewing, crafts and social clubs support.
- 21 I think it's great information, sharing other's experiences in an informal setting. Program awareness.
- 22 The consumer stated that it helps to have someone to talk to that has some of the same disabilities and understands what she has to go through on a daily basis.
- 23 Gives someone to talk to when I need them.
- 24 Helped her to know that she is not alone. And that she knows that there are other people out there that has issues everyday like she does.
- 25 She knows she will have someone there if she needs them.
- 26 Learning things to help with home; speakers, experts are helpful.
- 27 Some one there to answer questions.
- 28 Allowed me to have a group of my own.
- 29 I come to the activities at the center and enjoy socializing with others.
- 30 I have several friends I met during the Chronic Disease class and we have supported each other that way.
- 31 I enjoy talking with my peers at our TBI group.
- 32 He attends the Brain Injury Support Group when he can. He has made friends because of the group.

- 33 She stated that the change has been positive because this program allows her to talk to someone about what she may be experiencing with her disability. She stated that it has really helped her.
- 34 I have attended the Bingo, Craft and Cooking Classes and enjoy the company of others because I don't get out much.
- 35 It makes me so happy to see my ILS and to see a friendly face each month!
- 36 Shared experiences, shared knowledge, not making me feel I was/am alone.
- 37 I like playing Wii and eating pizza with my friends at Wii Excellerate.
- 38 I am able to hang out with people that are my own age.
- 39 Seeing how others are in the same situation. It is good to visit with others that understand my problems.
- 40 She feels like she has someone to talk and relate to!

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If Yes, what change did this PEER SUPPORT service make?

answered question 201

skipped question 4536

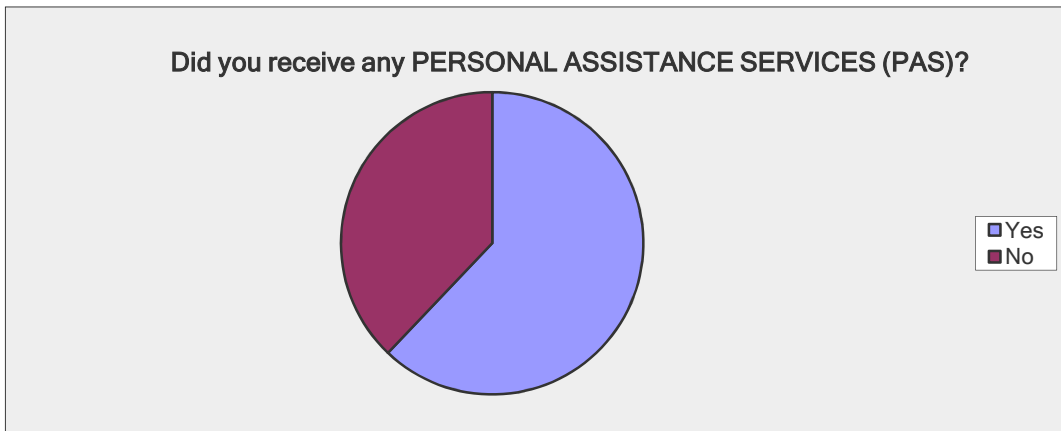
- 41 Yes, I like being surrounded by my peers at Cooks in the Kitchen. I am becoming more comfortable with groups.
- 42 The blind support group that is held at the CIL is very informative.
- 43 I go thru the aquatics program and I have neuropathy in my legs which has helped. Everyone is so friendly.
- 44 I go to see what's going on in the community.
- 45 Peer support group fished on an outing and it was a great time to meet new people.
- 46 Helped me be prepared if and when my disease would be bad enough to put me wheelchair and make sure I knew how my house could be changed to accommodate a chair.
- 47 Its helped her be able to cope with things and it has given her someone to talk to about her issues.
- 48 It made me see myself as others see me and it helped me move forward.
- 49 Being able to talk about my post traumatic stress and have someone listen and be receptive about it.

- 50 It helped having someone to talk to for advice and direction. Sometimes on her own the consumer didn't rationalize things. Having someone talking to you gives you insight on something you might not see on your own. It was a positive thing for the consumer to have this service.
- 51 I think it's a good resource for people with disabilities to meet others with similar lifestyles.
- 52 I attend the monthly Depression Support Group meeting in Salem and I get regular phone calls that help me with loneliness.
- 53 I attend a monthly Diabetic Support Group meeting at the CIL.
- 54 Made me more comfortable, and taught me ways to handle my stress and anger.
- 55 I attend monthly Support Group meetings and I enjoy participating.
- 56 It helped me realize I'm not alone.
- 57 Consumer participated in her 1st peer support meeting - for depression. She feels this is going to make a positive change for her. After just one meeting she already realizes so many others are going through worse things than herself. She appreciates being able to talk with people that care.

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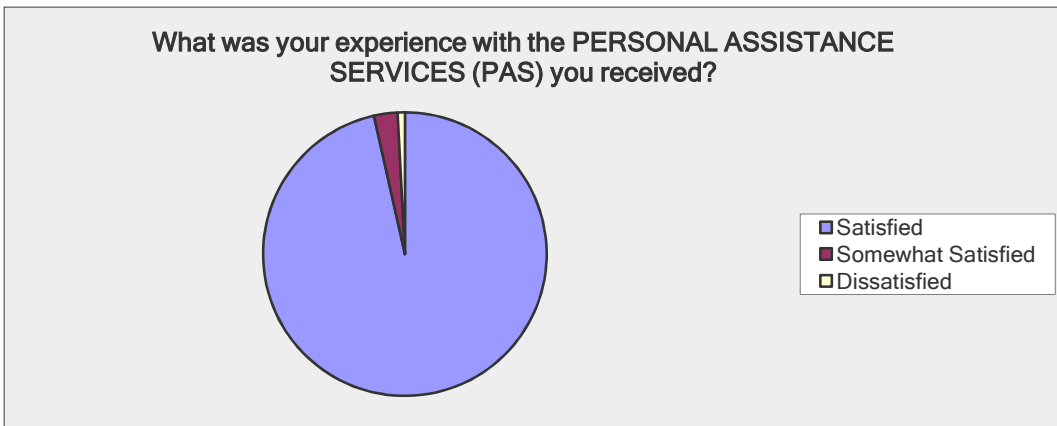
Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	62.1%	2722
No	37.9%	1658
<i>answered question</i>		4380
<i>skipped question</i>		357



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

Answer Options	Response Percent	Response Count
Satisfied	96.5%	2625
Somewhat Satisfied	2.7%	74
Dissatisfied	0.8%	22
<i>answered question</i>		2721
<i>skipped question</i>		2016



Annual IL Outcomes Survey FY15

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

answered question 165

skipped question 4572

- 1 Not able to maintain an attendant.
- 2 Unable to get assistance, not on Mo Healthnet.
- 3 Dissatisfied with having to do telephony.
- 4 Hard to keep someone working -not good pay
- 5 A different attendant.
- 6 Was not able to get an attendant.
- 7 Dissatisfied with the CIL because her attendant did not get paid for two weeks for not putting the time on her time sheets. This was an oversight. Upset with ILS for talking to her sister about consumer's ex-husband. This was before Telephony call ins. There needs to be changes. She has contacted another provider about changing agencies.
- 8 Phone system doesn't work.
- 9 Confused about the "minute" time sheets and could never figure them out.
- 10 Switched services to Pyramid.
- 11 I have an attendant for 3 1/2 hours. It would be nice to have someone to come later in the evening. I can't find an attendant who can come later.
- 12 I have such problem finding dependable attendants. So I just said the heck with it and I closed my services.
- 13 I was unable to keep an attendant. I wish there would have been more willing to only work for 2 hours every 3 days. But when I had an attendant it helped so much. My house stayed clean. I had to withdraw my services because I could not find an attendant.
- 14 Did not meet level of care. Withdrew due to wanting to try things on her own.
- 15 Telephony is hard for me, I don't really understand it. I would rather have paper time sheets.
- 16 They cut my hours down to one hour a day so I'm not with the CIL anymore.
- 17 I have kept living in my home for 26 years after I needed help getting dressed. They have cut the number of hours I was getting in half this year and we have been appealing it for 2 months now.
- 18 The one I had was pretty grumpy. The one before that was very deceitful and did not tell me things, or observe my health condition.
- 19 Had a lot of problems with care giver not showing up finally gave up and did it ourselves.
- 20 I had to go with other company because worker changed jobs.
- 21 I had a hard time finding someone to work for me because I didn't have very many hours.
- 22 She stated that she wishes she could obtain more hours.
- 23 Had trouble with Personal Attendant.
- 24 I wish they would give my PCA more time.
- 25 Make it easier to get set up with PAS to start with.
- 26 Wont do any extra work.
- 27 More time allowed.
- 28 I just let two of them go. They weren't the right people (stole from her). She tore my refrigerator up. My insulin froze. She wanted to run me.
- 29 I just didn't get enough hours from the state so I'm thinking about going into the nursing home and making it my home.
- 30 Aid was too young & stayed on the computer all day. Nurse was rude.
- 31 Aide quit so granddaughter had to move in to help.
- 32 Aide just texts and doesn't work.
- 33 Had a 7 day plan, hours were reduced and I can't find anyone to work for me for just 2 hrs. a day. I'm an amputee and can't do the things I use to.
- 34 Needed more hours.
- 35 Have better communication between professionals.
- 36 A lot of the aides were not doing their job and one asked for money.
- 37 They won't pay her. They always got some mistake going on. They're going to make me go some place else.

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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

answered question 165

skipped question 4572

- 38 Right now I'm dissatisfied with her.
- 39 I just wish the Telephony System were better.
- 40 I was very satisfied until telephony. It is very confusing.
- 41 Dissatisfied with pca. I'm looking for a new pca. I fired her. Things started turning up missing
- 42 I wish my wife could be the one that takes care of me.
- 43 I'm satisfied with everything but the unbelievable application process. With the pickiness of the process.

- 44 It's been difficult with the new phone system. Something's not right.
- 45 They could give me more hours.
- 46 Sometimes it's hard to hire an attendant. They get better jobs or don't work out. It's aggravating sometimes.
- 47 Need more hours than they give.
- 48 Would like to move into own place.
- 49 Looking for someone different working through the difference they have but working with this group now.

- 50 Could use more time.
- 51 They don't give you near enough hours and when you ask for more the government takes their sweet ole time before they tell you no.
- 52 Could use more hours.
- 53 Having a larger selection of potential attendants.
- 54 They didn't do a very good job with what they are supposed to do.
- 55 Could use more hours but the government don't think so.
- 56 He doesn't want to complain about any services from the CIL but he wants to make a comment about his attendant; which he appreciates. The consumer feels he has had the same attendant for so long she is like family. And because of that he doesn't feel he can correct her on something as far as what she does for him. I suggested he talk with his attendant and go over the tasks he has been approved for and discuss what is getting done and what's not getting done. I suggested he let his attendant know he is allowed these services through the CIL and he wants to be sure those tasks are getting completed each time the attendant comes. The consumer was happy with that suggestion and said he may try it.

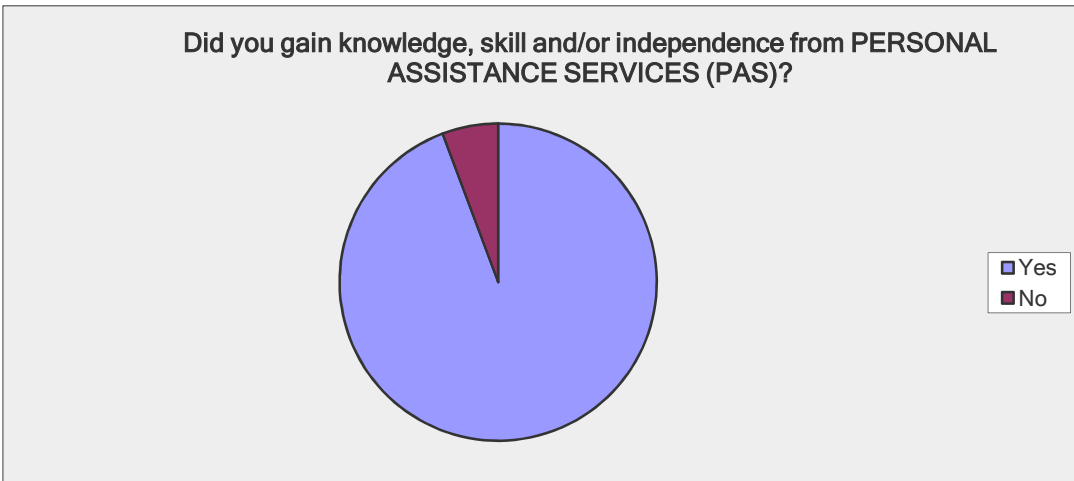
- 57 We have problems getting the timecard filled out. Seems to me we could sign it once and be done.

- 58 Dissatisfied with the spendown.
- 59 Needs more hours.
- 60 Because the social worker didn't how to do her job.
- 61 I need more hours she cannot do everything she needs to do in the time allotted her.
- 62 Didn't want just anyone coming to her house. Would like more say in who comes into her house.
- 63 The only issue has to do with the state. I don't understand the units and minutes and why there is such a short time for help with reading mail and no time for help with financial needs. I need time for my attendant to read my mail and write out checks. All the questions asked were based on physical ability. There should be another category based on help needed due to being blind.
- 64 If I had a different IL specialist.
- 65 I could use more hours.
- 66 I need more hours as I have MS and it isn't going to get better just worse.
- 67 They cut my hours all the time and I need help.
- 68 I don't get enough hours to get everything done.
- 69 The worker could have been more polite.
- 70 Some one to help me dress myself.
- 71 Not in agreement with time allowed for services/tasks provided.
- 72 My worker doesn't do a good job.

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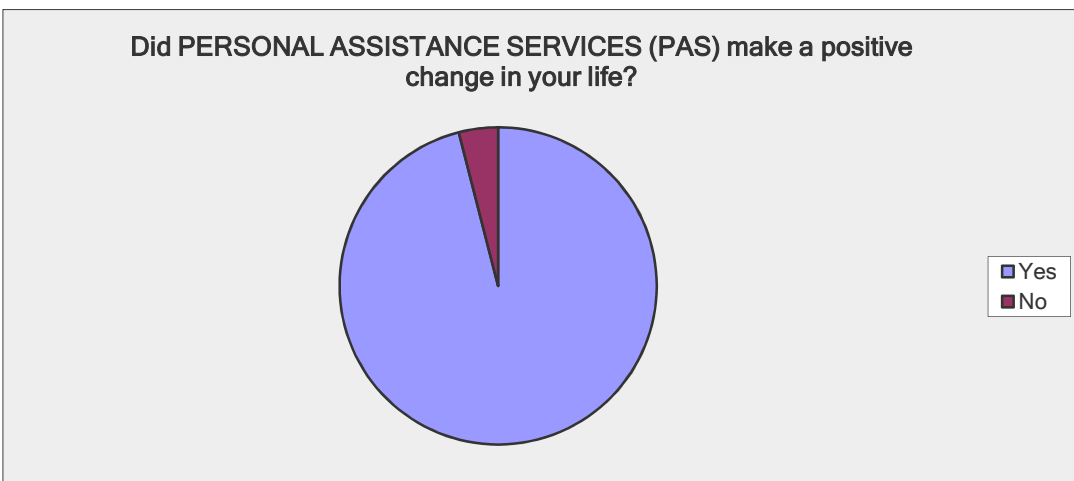
Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	94.3%	2565
No	5.7%	156
<i>answered question</i>		2721
<i>skipped question</i>		2016



Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.0%	2609
No	4.0%	110
<i>answered question</i>		2719
<i>skipped question</i>		2018



Annual IL Outcomes Survey FY15

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

answered question 2143

skipped question 2594

- 1 Big change able to live in own home.
- 2 They help me in my home when I can not do it cleaning and bathing.
- 3 I liked being able to hire family.
- 4 Without attendants I would be back in nursing home.
- 5 Too hard to do things on my own.
- 6 My aids helps with my meals so I eat better.
- 7 Through the help I received my health improved and I no longer need services.
- 8 Now I can move through the home.
- 9 With the help of an aid I can bathe.
- 10 Now I don't have to do some of the physical work around the house so I don't worry about falling as much.
- 11 It has helped me to have a clean living environment and very thankful because I cannot stand long enough to complete cleaning task.
- 12 My In-home can do the work that I can no longer do so I can stay in my house.
- 13 The service helped to keep my home clean until I could get back on my feet and do it myself.
- 14 I was able to make a quick recovery with help in the home.
- 15 I won't be able to stay in my house without my attendant.
- 16 Gave me help I needed and made me realize that it was okay to ask for help.
- 17 Attendant took care of what needed. Helped me be less stressed.
- 18 I love that my daughter can work for me.
- 19 I am able to stay at home and my mom gets income for taking care of me. Otherwise she would have to go to work and I would not be here.
- 20 I could not live in my home without Consumer Directed Services. It is truly a blessing.
- 21 Having an attendant helped me with things I couldn't do - like wash my hair.
- 22 Able to remain in my home and it be safe and clean.
- 23 Lets my daughter take care of me instead of a stranger.
- 24 Attendant worked times that worked best for me.
- 25 I liked hiring my own attendants but then got too hard so now have to do in-home.
- 26 Able to stay at home and be with family.
- 27 Better quality of life.
- 28 Attendant can do things in her home that she isn't able to do.
- 29 I can still enjoy a clean home and have a cooked meal because my attendant does these things for me.
- 30 Safety.
- 31 Life isn't as stressful.
- 32 It's a wonderful program. Glad to have it.
- 33 yes, she helps me with physical things that are needed. This really does help.
- 34 I'm very grateful that it's there and I can receive it. I hope it is able to expand and help more people.
- 35 I am more independent and safe in my own home and trust my attendant because I know them.
- 36 Made it possible to live independent in my own home.
- 37 I am more independent.
- 38 Helped me stay home with my son.
- 39 I'm more at ease knowing someone is helping rather than having things piling up that I'm unable to do. My attendant is awesome. I was pretty much homebound. Now I get out more. She's a godsend.
- 40 It was wonderful while I had Medicaid, I had a better feeling about me.
- 41 I can utilize the help without having to bother other people. Its a blessing.
- 42 I love it, my house is always clean, I'm clean and my clothes are clean too.
- 43 She stated that it helps her to do the things she can not do herself.
- 44 To help her live independently in her home.

Annual IL Outcomes Survey FY15

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

answered question 2143

skipped question 2594

- 45 He stated that he can't hardly walk at times and having some one available to help means a lot to him.
- 46 She does things like sweeping and mopping that I can't do.
- 47 She stated that she is able to get her needs met through this service.
- 48 She stated that she loves the help she gets through this service and she would not be able to maintain without it.
- 49 I can stay in my own having my daughter care for me and surrounded by my grandchildren.
- 50 Am able to stay in my own home and hire the people I want to take care of me.
- 51 This let's me stay in my own home with my wife and the attendant I get to choose.
- 52 It helps me live in my home where I want to be.
- 53 It's the only reason I can live independently.
- 54 She stated that this service has helped her because she is unable to care for herself properly.
- 55 This service has allowed her to stay in her home.
- 56 PAS services has helped her to become more independent.
- 57 She stated that she can not bend and having someone there to help her really means the world to her.
- 58 I'm 83 and have emphysema and it's been a big change to have help.
- 59 She stated that having this service has helped to motivate her and live once again.
- 60 The consumer states that having an attendant helps to keep him out of pain. The consumer stated that if he has to do all the house work, cooking and cleaning he would be in a great deal of pain because of his health problems. The consumer feels that the services keep him independent.
- 61 I can say it improves my quality and enjoyment of life.
- 62 Yes, having my Personal Care Attendant helping me has allowed me to remain in my home - which makes me very happy!
- 63 If I didn't have someone to help me, I probably wouldn't be doing so good.
- 64 He stated that this service has helped him in many ways because he is an amputee and can not get around like he should and having someone to assist with his needs means a lot.
- 65 With being blind, I am able to get the help I need in my home.
- 66 Helped me psychologically and helped me keep my home.
- 67 Have been able to get a job.
- 68 Helped me be more independent in my house.
- 69 Being able to stay at home and hire who I choose.
- 70 Limited with other services. Likes having the ability to make choices.
- 71 I can not sweep due to use a cane and a crutch so helping with the housekeeping.
- 72 The CDS program is helping so that I can stay out of assisted living.
- 73 I am unable to do activities of daily living on my own so having an attendant helped me out so much.
- 74 Made it a lot easier for me. I have a lot less falls.
- 75 I don't have to do dishes for an hour and a half.
- 76 She states that her worker has made it possible for her to live at home.
- 77 He states that having help with the things that he no longer can do helps him to cope with his disability better.
- 78 When I first became disabled the services I was given were very helpful, but I am now better and I no longer needed the help. Thank God my health improved.
- 79 This service lets me stay in my own home and have someone I know to come in and help me with personal chores.
- 80 I am able to stay in my home since my spouse died I am alone but need a little help.
- 81 It makes it easier for me to get around, mobility wise and moving inside the home. I have the help that I need and have a more routine schedule.

Annual IL Outcomes Survey FY15

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

answered question 2143

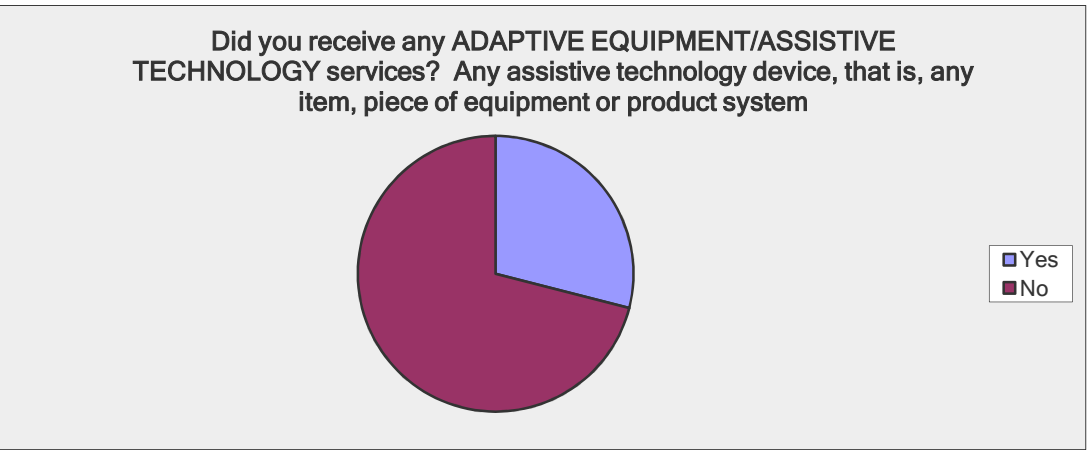
skipped question 2594

- 82 It allows me to get up and get out of the house and work and do everything else independently without having to rely on family or be in a nursing home or pay a tremendous amount out of pocket.
- 83 It affects my daily living. I am legally blind and I needs assistance in bathing, dressing and things like personal care and meals made for me.
- 84 Yes, it help especially with transportation so she doesn't have to rely on friends and family.
- 85 My daughter was trying to care for my needs after work each day. She has a family of her own and was very good to help me out. With the CDS services, I have hired a young lady to work for me. She does the things my daughter was doing. Now when my daughter comes by, we can have good times instead of having her work. My daughter was considering quitting her job but could not afford to just to take care of me. I am happy with the services I receive and just love my attendant. I am on longer a hardship on my family.
- 86 My health has really deteriorated at a very young age and I am so grateful that you have the programs that you do. My mother is able to take care of me and does everything where I am ashamed to let strangers come in and see me when I have accidents on myself and cannot do for myself, its just hard.
- 87 My worker takes me to my appointments and makes sure I get there on time which is such a relief. He cleans my house and just gets everything done.
- 88 I have been with companies that I never know who is coming and having someone that I know and can trust coming in my home is wonderful.
- 89 I'm just pleased that I found out about this and receive the help. I live in a cleaner environment.

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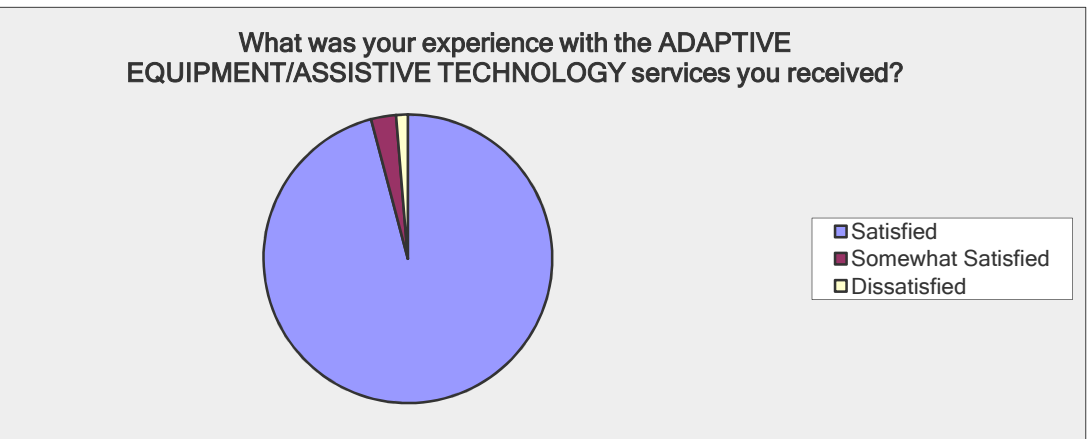
Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that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

Answer Options	Response Percent	Response Count
Yes	29.0%	1265
No	71.0%	3102
<i>answered question</i>		4367
<i>skipped question</i>		370



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

Answer Options	Response Percent	Response Count
Satisfied	95.9%	1218
Somewhat Satisfied	2.8%	35
Dissatisfied	1.3%	17
<i>answered question</i>		1270
<i>skipped question</i>		3467



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

answered question 92

skipped question 4645

- 1 CIL helped with a shower chair but it was too big.
- 2 I wouldn't know. The buttons wouldn't work. I was dissatisfied with the phone.
- 3 The TAP phone seems too large.. She will call later to ask staff to come out.
- 4 If they had given me a better choice of what to get. They were all wrong.
- 5 Automated services don't recognize the numbers as push-button responses.
- 6 Phone did not have answering machine, so I'm not using.
- 7 Hearing Aids are not currently working. Trying to get in touch with representative to get them fixed.
- 8 She received the phone but has not used it because never hooked up. She told Lisa she had someone to do it, but that person changed their mind but she never notified Lisa - but I told her I would tell Lisa.
- 9 Not overly helpful.
- 10 Returned; didn't work. CIL staff very helpful, though. Just didn't like/understand the phone.
- 11 Got it and returned it.
- 12 Now need a transfer bench instead of just a shower chair.
- 13 Didn't like the way it operated.
- 14 It works (an alarm clock/smoke alarm combination), but they have moved since they first started using it, and they've had trouble getting it reset to the right time. (It is currently misplaced, and they will call for assistance when they find it.)
- 15 They were helpful in finding me a new walker, but the new one is not working out for me. I am planning to call back to try and find a different walker that better fits my needs.
- 16 They did not work for me.
- 17 She got a hospital bed from us which is only working sometimes. She is trying to get one through Coventry Insurance.
- 18 They have gave her a referral since they didn't have the equipment she was looking for at the time.
- 19 Follow-up was not provided continuously across the board. Sometimes I felt as though I was a bother if I called back and asked for further help when something was not clear to me, or if I needed further clarification or, a "walk through". (Sometimes the instruction did not match my learning style).
- 20 Check more often.
- 21 Phone may not make enough difference...its me...my hearing is going bad.
- 22 I was scared of it.
- 23 The walker wobbled too much.
- 24 Hospital bed was very uncomfortable.
- 25 The TAP phone doesn't sound good. It's hard to explain. I hear it; but it don't sound good. I use my other phone.
- 26 The toilet riser did not work with my toilet.
- 27 The hand held shower was screwy. Cheap. It didn't last long.
- 28 The lady was short with me several times. She wasn't very friendly. My husband came with me and he agreed.
- 29 It didn't work for our schedule.
- 30 Satisfied with what they brought but I would like to have more stuff they say they don't furnish. they say I have to go to my Dr. to get some stuff. It would be easier if they just got it for me.
- 31 They told me I had to pay one amount (\$750) and the actual bill was double. Felt deceptive.
- 32 There is a lot of stuff that I don't know about. I am looking for something to help me when someone arrives at my house, like flashing lights or something like that. I am looking for hearing aids as well.
- 33 It broke once and needed to be replaced and it doesn't work as well as hoped.
- 34 Better than satisfactory.
- 35 I wish they would come back and readjust the seat to fit me better.
- 36 They gave me a wheelchair. It's all broke down and stuff, so I might as well say no.

Annual IL Outcomes Survey FY15

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

answered question 92

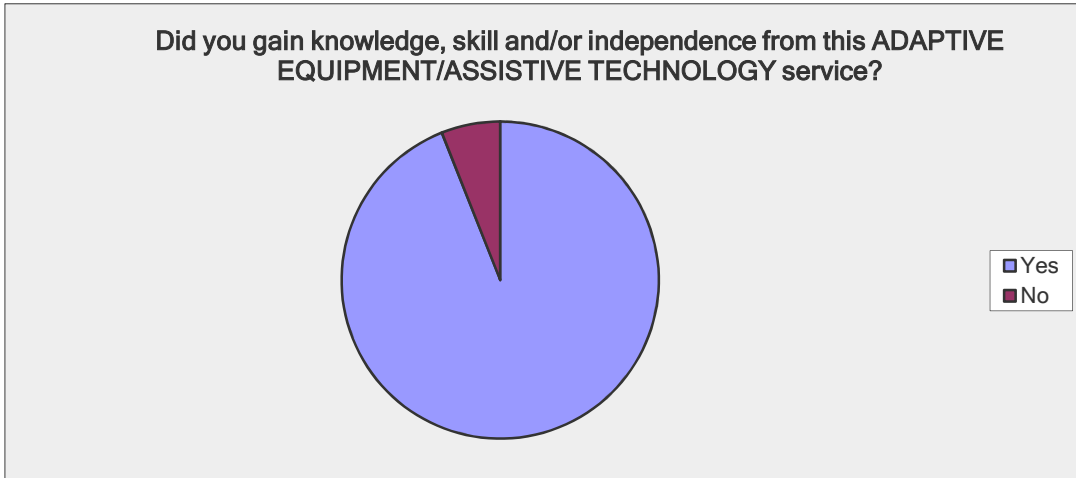
skipped question 4645

- 37 The throat cancer made it difficult to use machine. He took a training class to help use equipment better.
- 38 No one ever called to contact him about receiving the chair. Customer said it was poor service.
- 39 Takes them too long to get it to you.
- 40 The battery was high 300, but he was happy with the services.
- 41 I received a list of things that can be done. They are supposed to be changing my wheelchair to a different one.
- 42 The man who delivered the walker arrived early and was in a hurry. He just wanted me to sign his papers. He didn't explain how to use the walker. I don't know how to use it. It's too high and I don't know how to make it smaller. And I don't know how to use the brakes. I thought it would have bigger wheels.
- 43 Isn't satisfied with the actual product. More training on how to use the phone from someone who isn't related. He doesn't use it.
- 44 Equipment did not help her.
- 45 Shower chair wasn't working well.
- 46 Helped me get things I could not afford, and I really needed the equipment.
- 47 I received a magnifying glass and it was junk.

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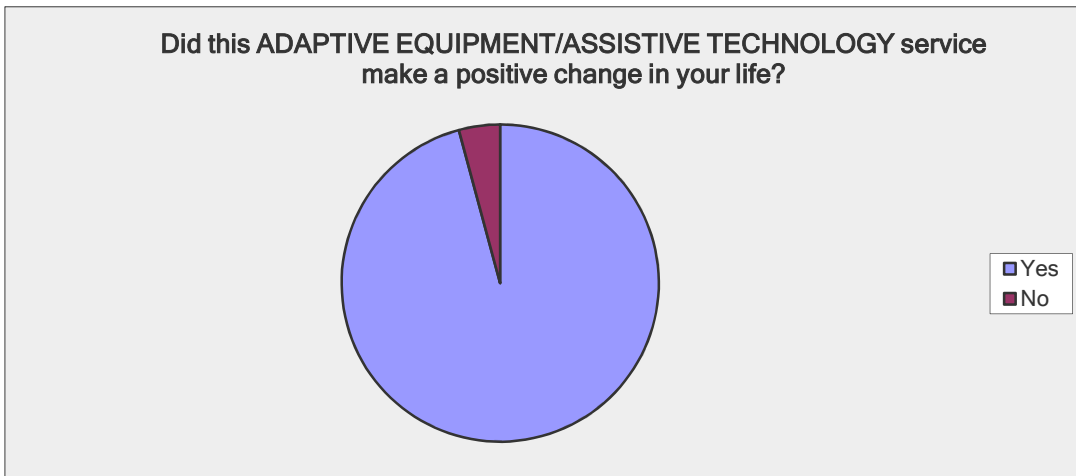
Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	94.0%	1194
No	6.0%	76
<i>answered question</i>		1270
<i>skipped question</i>		3467



Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.8%	1212
No	4.2%	53
<i>answered question</i>		1265
<i>skipped question</i>		3472



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If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

answered question 958

skipped question 3779

- 1 After surgery able to take shower because of shower chair and bedside commode.
- 2 Without a bedrail I could not get out of bed by myself.
- 3 Now I can take a shower and not be afraid that I will fall.
- 4 I can get out on my own now.
- 5 I can do more things and get out more often with walker and cane.
- 6 It has made me more independent in my home. I am able to get around on my own.
- 7 Since I am blind, it has helped me be able to do things on my own.
- 8 With help from the CIL I was able to get something I needed to help be able to keep up with my exercising which I need being in a chair all the time.
- 9 The hands free phone allows me to call when I want or need to.
- 10 Communication much better. I can make my own appointments now. I feel safer because I can call for help.
- 11 Feel more secure taking shower and getting around bathroom without falling.
- 12 Do not have to rely on others.
- 13 It's great to be independent and able to do a little by yourself and makes you feel better about who you are.
- 14 Improved ability to read (magnifier) important information (i.e. pill bottles).
- 15 The consumer got a shower chair this year. He said that he cant stand for very long and now he can set down. Showers are easier and safer now.
- 16 The consumer stated that getting a walker with wheels and a seat has helped her be able to go outside of her home and if she gets too tired she can safely set down and rest. The consumer stated that she is more active now with the walker and she feel a little better. The consumer doesn't have to have as much assistance and isn't afraid of getting tired and not making it to a place to set down.
- 17 The consumer stated that she received a shower chair during recover from surgery and it helped her more than words can say....she is very thankful.
- 18 The consumer stated that now she has a bed rail she is able to get in and out of bed safely and she is able to also turn over during the night using the rail. the consumer feels more independent and safe with the bed rail.
- 19 I was provided knowledge about a grant that helped pay for my lift chair.
- 20 Have large numbers on phone that I can see.
- 21 Absolutely made a positive life change! I can talk to people after all these years! Has been very helpful.
- 22 My TAP phone allows me to use the phone more effectively and to know who is calling me. The only downfall about this phone is that in order to work the menu portion you need a sighted person.
- 23 It makes it easier to use the phone, but aside from the IL specialist took plenty of time to help me pick out the right one. She was so nice. I have been treated poorly many times because of my disability, there's a lot of ugliness that comes with a disability, but everyone at the CIL is so nice and understanding. It's the best part. They didn't make me feel worse about myself.
- 24 Helped me stay in my home instead of going to a nursing home.
- 25 I have phone that is accessible for people with blindness.
- 26 She got a roller-ball mouse from us because she has a tremor. The mouse helps her use her computer.
- 27 Helped him in so many ways! He feels better about himself as he can now do more things himself.
- 28 I have to have Tap-I Read and Write software to use my computer. With this program I can find most anything myself now.
- 29 I was able to receive a CapTel low hearing phone and I am beyond pleased. This is very helpful.
- 30 I got a sock aid, shoe horn and a reacher and they help me to be able to do things myself.

Annual IL Outcomes Survey FY15

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

answered question 958

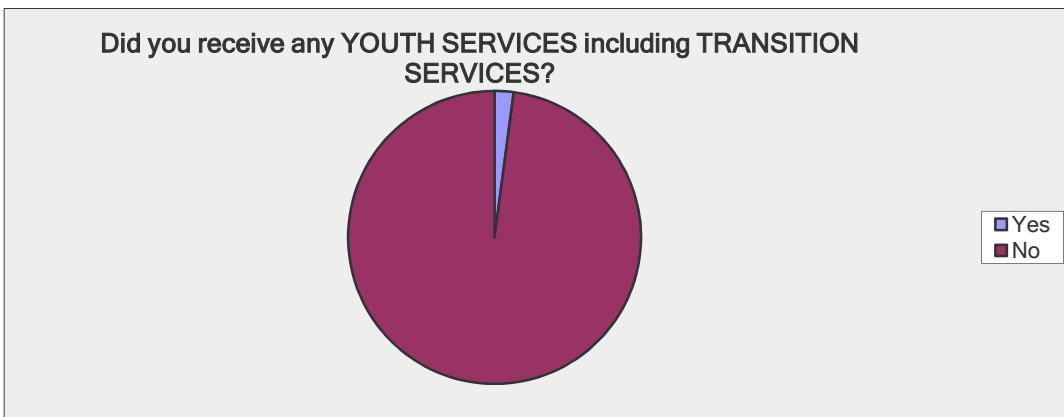
skipped question 3779

- 31 I received a shower chair and wheelchairs on loan when I was in need after an injury. They helped me live more comfortably.
- 32 I have a talking clock so I know what time it is. You all gave me a catalog so if I need other things I can get them.
- 33 I am able to get around on my own now and do not have to rely on others so much.
- 34 Equipment enables me to shower independently and transfer from bed to wheelchair with the assistance of my family.
- 35 You all helped me get a walker and a wheelchair. At the time I didn't have any type of insurance and had just lost my leg. I am so grateful that you all were able to help me.
- 36 Back wedge for bed helps me sleep better.
- 37 Grab bars provide safety for me.
- 38 The new tap phone makes it easier to communicate.
- 39 My hand held shower and bench for the shower helped me so much after having my stroke so I can take care of myself more.
- 40 I got a magnifier and it allows me to read again.
- 41 The adaptive equipment helps her husband be able to help take care of her more easily.
- 42 I am able to live alone and if I have an emergency my freedom alert system automatically calls my brother and nephews and nieces to come help me. My family is extremely supportive.
- 43 I have a reacher that allows me to easily grab things that otherwise I could not get.
- 44 I can hear and see on the telephone I received. I received allot of devises to help me around my home for my vision loss. I can pay my bills and cook with these devices.
- 45 I was able to get a telephone that I can hear on. I can now talk to my family and friends. I could not hear on my phone to make appointments before I got my new TAP phone.
- 46 I was able to go on the buses with my walker. I can be more independent and go to the store or on the bus.
- 47 To be more independent. Now I can actually take a shower on my own and take my time and enjoy it.
- 48 I hear now so I can walk safely around our little town.
- 49 I was able to get a new heavy duty walker with a seat.
- 50 I can still be a part of the community I live in.
- 51 The independence from the adaptive equipment allows me to stay safely in my own home.
- 52 Has arthritis of the spine and a quadruple bi-pass so having a shower chair and hand held shower makes it easier for him. It allows him to sit instead of standing which made him feel insecure.
- 53 Received a B/P monitor and that allowed her to monitor and maintain her blood pressure.
- 54 I can hear people now and I couldn't understand what they were saying before.
- 55 I can do things on my own without any help.

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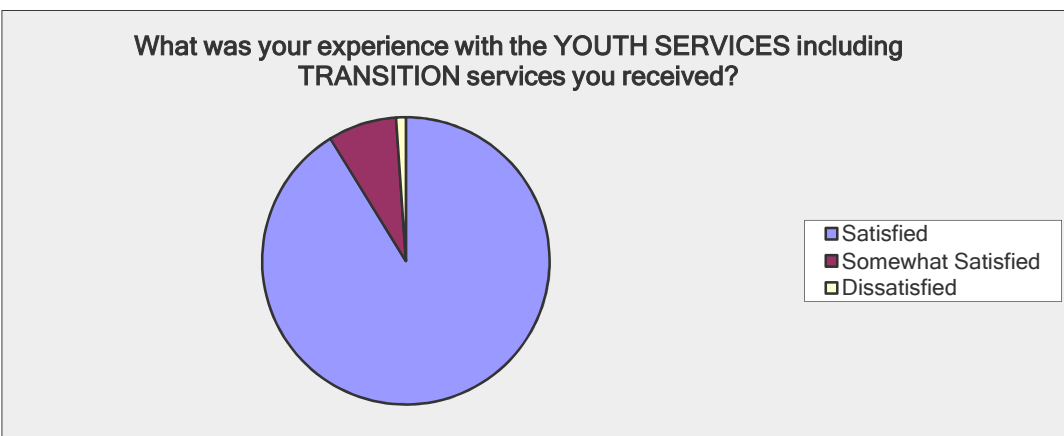
Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career 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	2.1%	93
No	97.9%	4266
<i>answered question</i>		4359
<i>skipped question</i>		378



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

Answer Options	Response Percent	Response Count
Satisfied	91.2%	83
Somewhat Satisfied	7.7%	7
Dissatisfied	1.1%	1
<i>answered question</i>		91
<i>skipped question</i>		4646



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Youth Services including Transition service could have been better.

answered question 15

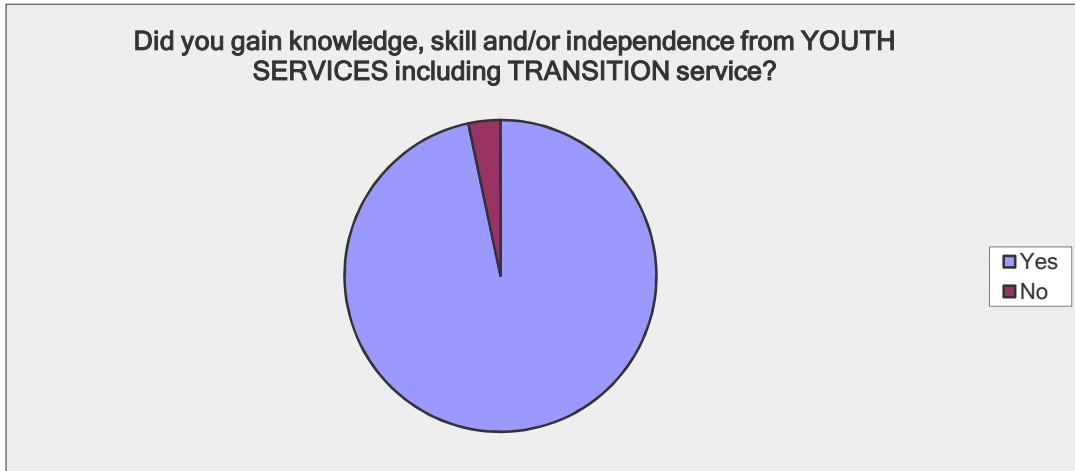
skipped question 4722

- 1 I was in the education program but I did not want to continue because I don't like to study or take tests.
- 2 Everything that came up, he didn't get a response. Guy working with won't return calls. Consumer needs furniture.
- 3 No one has followed up with consumer since the specialist has transferred.
- 4 Better communication regarding the process.
- 5 I never heard back from the person that was suppose to help me with my child.
- 6 I would of liked more information about youth services for my son. I did not have a follow up call.
- 7 I think what was lacking was I think more of a way for us to get together more frequently. We have more things to do with our kids. Helping us find more things to do with our kids. We talked about things. But they did not really pertain to me. More frequent activities.

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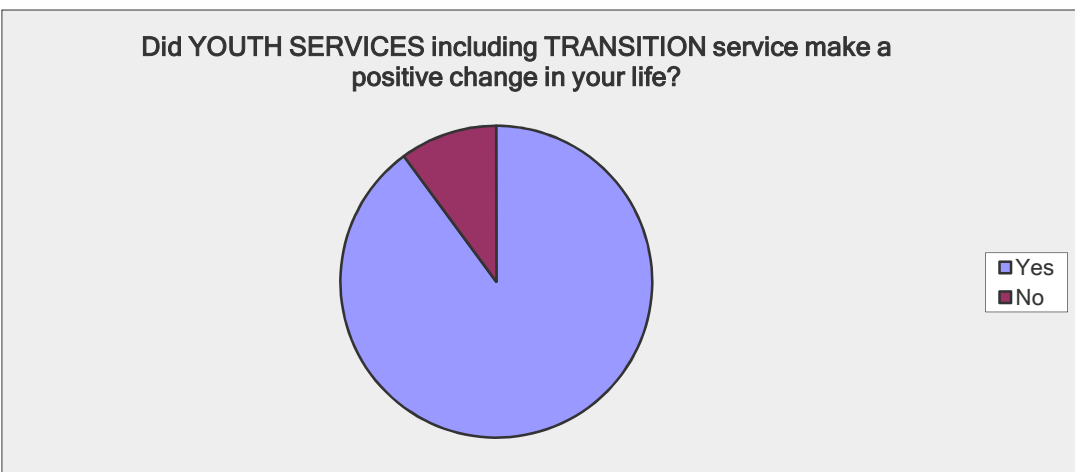
Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	96.7%	88
No	3.3%	3
<i>answered question</i>		91
<i>skipped question</i>		4646



Did YOUTH SERVICES including TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.9%	80
No	10.1%	9
<i>answered question</i>		89
<i>skipped question</i>		4648



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If Yes, what change did YOUTH SERVICES including TRANSITION service make?

answered question 59

skipped question 4678

- 1 How to file my property tax refund.
- 2 Helped me with school.
- 3 Teaches me how to get along better with people and control my anger.
- 4 Helped me live better on my own.
- 5 I'm learning to be more independent.
- 6 Helps me be more independent, a better advocate and a better leader.
- 7 Helped me make friends.
- 8 Helped me stay away from a bunch of drama.
- 9 I made friends.
- 10 I got to do a lot of cool things and hang out with my friends.
- 11 I learned about relationships and friends.
- 12 Cooking and living on my own.
- 13 Learned how to work and how to make friends.
- 14 Helped me make friends.
- 15 I am able to live more independently.
- 16 I enjoy the classes and events.
- 17 I liked the snacks in class and friends.
- 18 I learned about having a relationship with my boyfriend and how to be an advocate.
- 19 I was able to get a job.
- 20 Made lots of friends.
- 21 I get to live in my own place.
- 22 The Whole Family program. It has been life changing for our family. It has helped reduce his temper tantrums. We understand him better as a person, as a whole. He now has the language to express who he is.
- 23 By my daughter meeting with her ILS this as helped her become more independent in keeping her own schedule. When my daughter looks at the calendar and sees her ILs will be meeting with her that day she is more positive and happy and her overall spirit that day is brighter.
- 24 Learn what my career options are.
- 25 In the driving program now - will enable her to access services after graduation.
- 26 Helped me work towards employment through training.
- 27 I have someone that supports me until I get the outcome I am looking for.
- 28 I ordered my graduation gown today. I have been helped by transition lady to have much more confidence and have expanded my outlook on the future.
- 29 He stated that it made a positive change in his life. He has more independence now that he received his driver's license.
- 30 She stated positive because she gained a skill, knowledge, and independence with learning to drive and getting her driver's license.
- 31 I did the youth driving program and got my licenses.
- 32 I was in the youth driving program where I learn to drive.
- 33 She stated that she was able to gain independence which has allowed her to get a job and work in the community.
- 34 Increased independence with food prep.
- 35 I was able to sit in on my first IEP meeting for my daughter with the school district without my ILS being with me. I am also able to help my daughter at home with her homework more effectively.
- 36 From the information and instruction given to me, I have been able to help my daughter better now at home with her homework and at school.
- 37 I feel like the skills I have learned will make me more successful as an adult.
- 38 It helped with communication.
- 39 I just wish it was longer,(the Whole Family Project). She's adapting. She has an interpreter every day. She's teaching me.

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If Yes, what change did YOUTH SERVICES including TRANSITION service make?

answered question 59

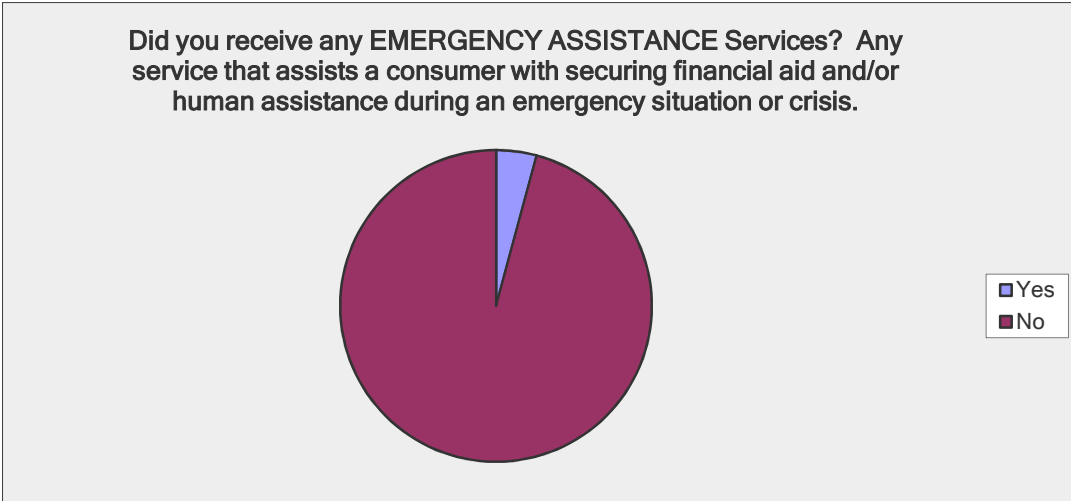
skipped question 4678

- 40 I learned skills to manage my apartment on my own.
- 41 She has developed her social skills and made new friends.
- 42 Transition services assisted in improvement of my lifestyle.
- 43 Has helped with socialization.
- 44 Knowledge.
- 45 More knowledge was gained.
- 46 Living in the community now.
- 47 I am enrolled in college. I am starting school this month.
- 48 I like my teacher and I am reading much better and I can understand better.
- 49 Improved life style.

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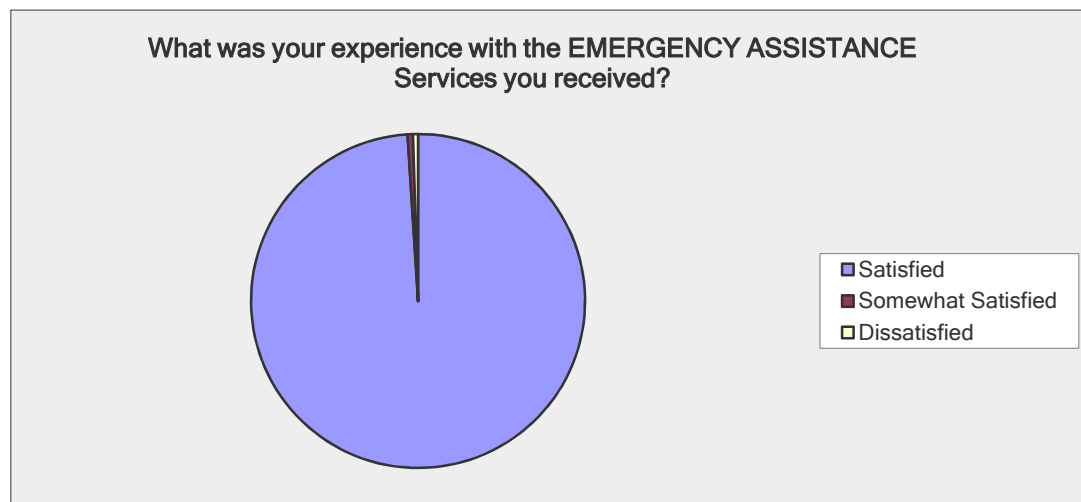
Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	4.2%	182
No	95.8%	4169
<i>answered question</i>		4351
<i>skipped question</i>		386



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

Answer Options	Response Percent	Response Count
Satisfied	98.9%	180
Somewhat Satisfied	0.5%	1
Dissatisfied	0.5%	1
<i>answered question</i>		182
<i>skipped question</i>		4555



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Emergency Assistance service could have been better.

answered question 10

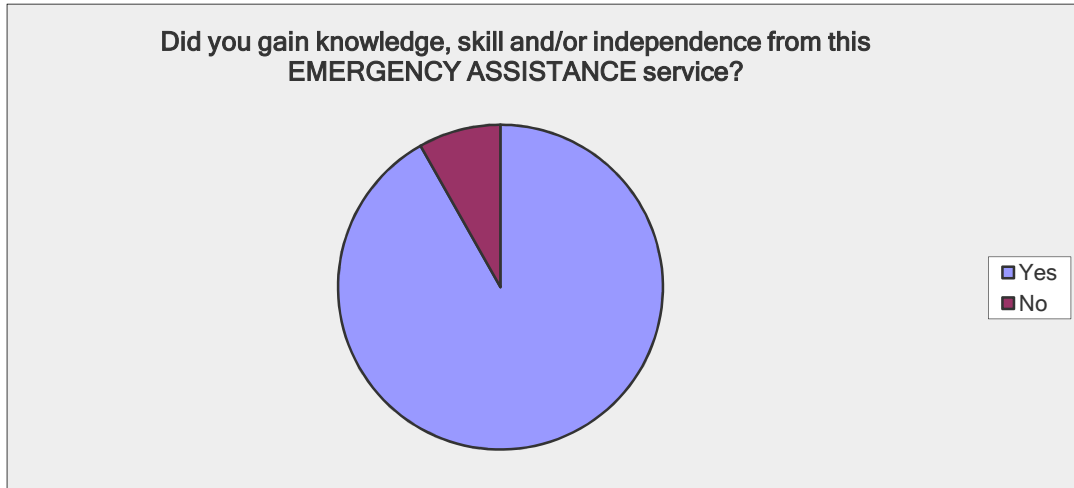
skipped question 4727

- 1 Rent
- 2 Food
- 3 Did not get the services needed.

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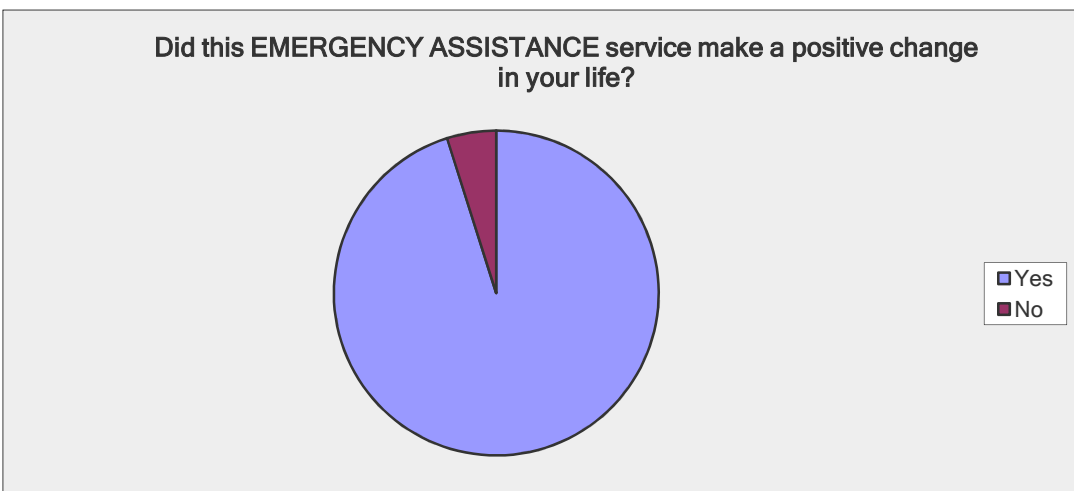
Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	91.8%	167
No	8.2%	15
<i>answered question</i>		182
<i>skipped question</i>		4555



Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.1%	173
No	4.9%	9
<i>answered question</i>		182
<i>skipped question</i>		4555



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If Yes, what change did this EMERGENCY ASSISTANCE service make?

answered question 119

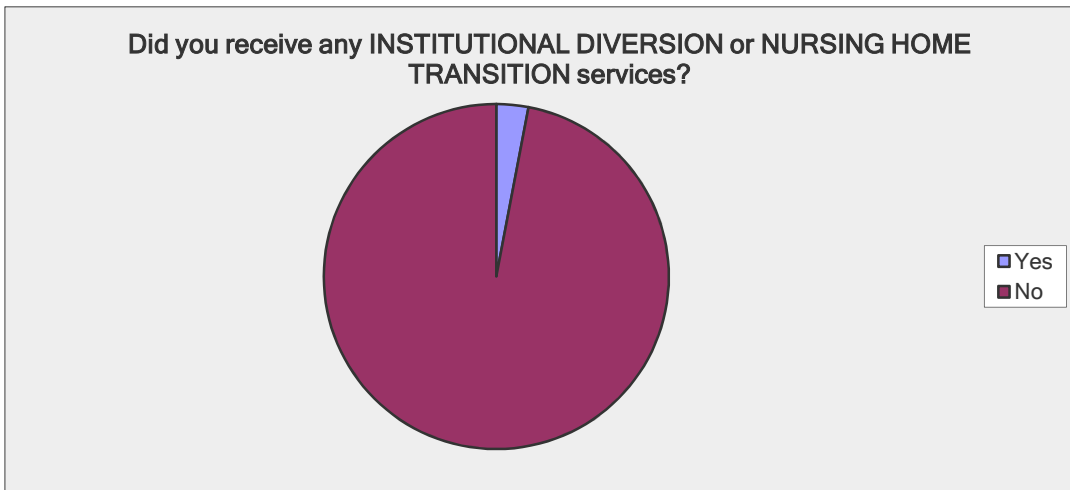
skipped question 4618

- 1 I have a good idea what to do in the event of an emergency, but writing it out was beneficial to me.
- 2 It helped me know what to do in the event of an emergency.
- 3 We made her new car keys after hers burnt. The CIL gave her a list of phone numbers to call. Her phone burnt in her fire & we got her a replacement.
- 4 My utilities bill was paid for which was helpful.
- 5 Helped get me back on my feet.
- 6 I have my utilities running.
- 7 He needed help as someone stole items including money. He had no money for groceries or rent. He was able to eat and keep his place.
- 8 His wheelchair broke down and he was able to get a loaner through us.
- 9 I feel more secure.
- 10 Yes they brought me canned food when I had nothing to eat for a short time.
- 11 I was given all the information needed to help me to know what to do in case of an emergency.
- 12 Yes it allowed me to get in to my own home and get my children back living with me.
- 13 Helped me get needed medication. I don't know what I would have done without it.
- 14 I was given donated depends.
- 15 Got her through a rough time.
- 16 They were able to help me with first and last month's rent.
- 17 It helped him be able to leave his home.
- 18 Housing is now stable. Know what to look for and who to deal with and who not to deal with. Needs interior home modifications.
- 19 Knowing I could come back if I needed help.
- 20 It gave me people to rely on in emergency situation.
- 21 While going through chemo treatment, received assistance with Medicaid card.
- 22 Helped to pay bill.
- 23 Helped me how to budget for if I get into a situation like that again.
- 24 Fell from taking medication learned not to do any activity when taking this med.
- 25 It lets her know that they are right there with you. Your not alone.
- 26 Small pamphlet provided me with information on how to handle emergency situations.
- 27 I really appreciated the help.
- 28 I can do a lot of things that I used to couldn't do.
- 29 Help with his ability memorizing his address.
- 30 Watch financial spending.
- 31 Kept the lights on!
- 32 I couldn't afford my bill and I'm thankful they helped me.
- 33 I got so depressed and you have helped me through.
- 34 It helped us have food to eat.
- 35 It made me feel like I was alive.
- 36 Helped me stay in my home.
- 37 I didn't have to worry about bugs biting me.
- 38 I would not make it with out it.
- 39 They have helped me make it when there was no hope.
- 40 Food and where the food pantries are in my area.
- 41 Helped me live my life better.
- 42 Life is better.
- 43 Made my life little easier.
- 44 It made home more efficient with electric bills.

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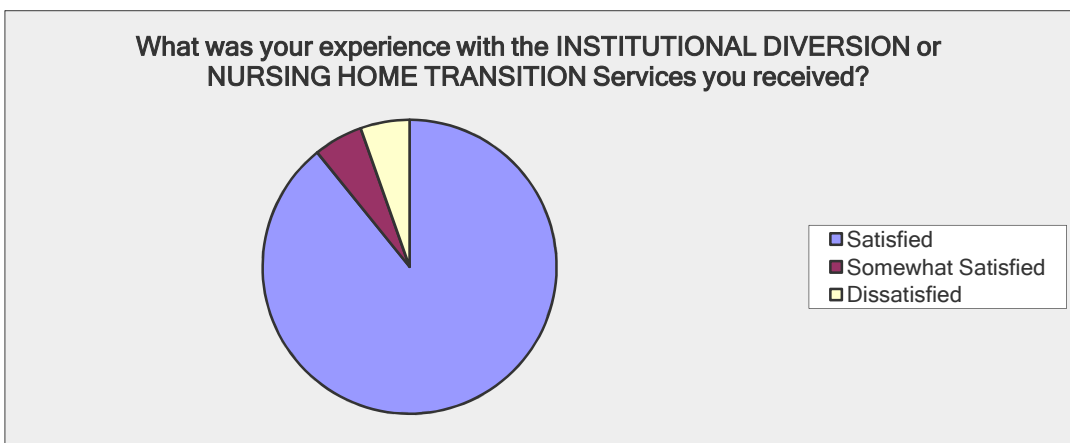
Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	3.0%	129
No	97.0%	4221
<i>answered question</i>		4350
<i>skipped question</i>		387



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

Answer Options	Response Percent	Response Count
Satisfied	89.1%	115
Somewhat Satisfied	5.4%	7
Dissatisfied	5.4%	7
<i>answered question</i>		129
<i>skipped question</i>		4608



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Institutional Diversion or Nursing Home Transition service could have been better.

answered question 23

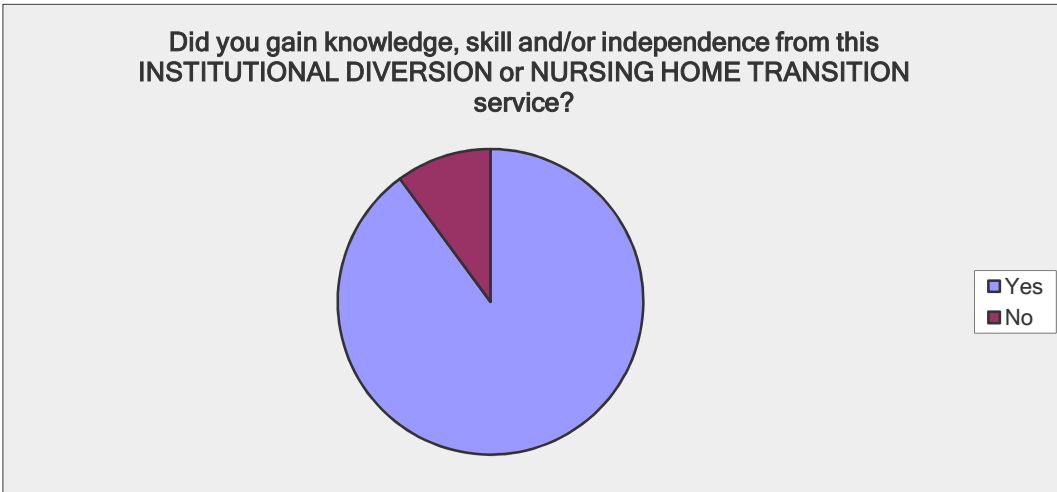
skipped question 4714

- 1 They could have let me go sooner.
- 2 I love my CIL, however in April I was approved for MFP and I requested the forms for an apartment. Got the forms and from there it's been nothing but downhill. My social worker has not sent my request for MFP application to get out of the nursing home. Something happened with my application.
- 3 Updated housing list that had available places outside of senior housing.
- 4 The participant stated the CIL did not assist him because he did not make enough money for the apartment he chose. He stated that he did everything on his own but would have liked more assistance from the CIL.
- 5 Did not want to be there.
- 6 I am looking to move to another facility. I have a deadline and do not feel I am getting the help I need.
- 7 Waiting for first visit.
- 8 He received the list of housing opportunities and didn't qualify, so he currently is living in a nursing home.
- 9 Participant said he received a housing list to pursue, he did not. He lives in the nursing home currently and seemed confused about what services he received at all.
- 10 They are still helping, but the participant can't find a place yet due to varying criteria that disqualifies the participant.
- 11 Nothing was available.
- 12 Would like to get funding to get into a bed at a hotel.
- 13 It could find me a place to live.
- 14 The housing opportunities are limited.
- 15 Better communication about the process.
- 16 Consumer attempted to transition, ILS/Transitions Coordinator did options counseling with the consumer but consumer did not follow transition plan or deadlines and was "dis-qualified" from MFP program, consumer still transitioned but caretaker stated it was completed on their own.

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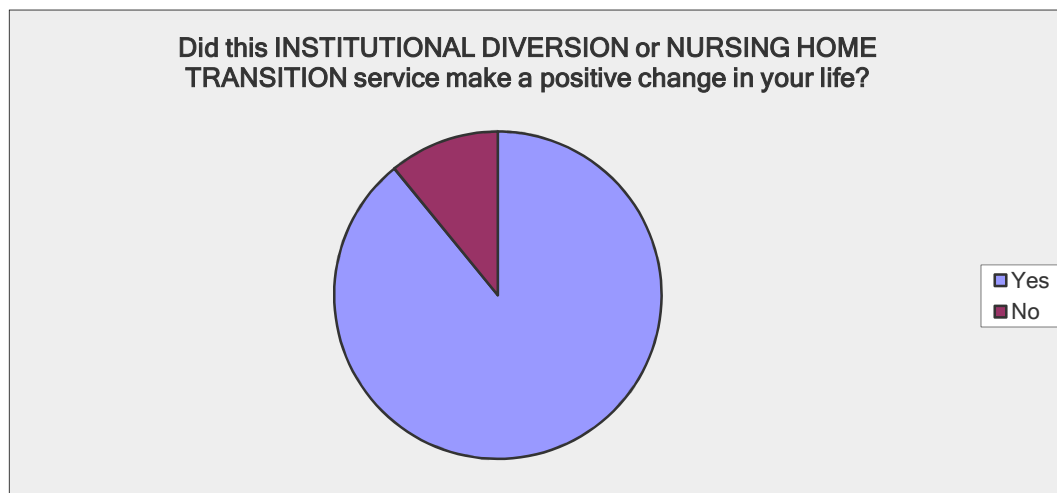
Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	89.9%	116
No	10.1%	13
<i>answered question</i>		129
<i>skipped question</i>		4608



Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.1%	115
No	10.9%	14
<i>answered question</i>		129
<i>skipped question</i>		4608



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If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

answered question 94

skipped question 4643

- 1 Helped me to adapt to be on my own.
- 2 Showed me that I can be independent.
- 3 Knowing that I had support.
- 4 Everything. I don't know. But I think it did.
- 5 This was tremendous! I got to choose everything; more freedom; no schedule; everything was simple.
- 6 Helped me live on my own; gave me confidence.
- 7 It got me in a more positive environment. Not a day went by in the facility where people weren't in good moods. I was happy to get out.
- 8 Gained independence, hope, and confidence.
- 9 I am happy to be out of the nursing home and that situation.
- 10 Absolutely! I am disappointed that Medicaid pays more for the nursing home than independent living.
- 11 Got me back on my feet after knee surgery.
- 12 To keep themselves together.
- 13 He stated that this service helped him to be able to live in his home again.
- 14 She states that it gives her hope again.
- 15 Getting out of the nursing home and into my own apartment.
- 16 Going through the MFP program has been so amazing if it wasn't for our agency I would still be in the nursing home.
- 17 Helped keep me in my own home.
- 18 Able to live on my own with no assistance.
- 19 It has made a positive because it keeps me from being depressed and feeling like I do not have a purpose. I can get out on my own and have a purpose.
- 20 Put me back in the community with other people.
- 21 I have the confidence to move, I have been in the nursing home for 3 years.
- 22 I think you done a good job. I recommend you to anyone. You did a good job.
- 23 Could rest when I needed to. More choice in what and when I eat, get up etc.
- 24 When I enrolled in CDS, I was planning to move in with my children. Now I can stay in my own home with my own things. Very important to me.
- 25 I feel I would have had to go to a nursing home if I had not learned about CDS and my new attendant.
- 26 He is very independent. All the services have help kept him independent and on his own. He is very grateful as he does not want to live in a nursing home. He does not think he would be happy there as he feels he would be giving up some of his independence.
- 27 I am still at home.
- 28 I was very happy to be able to live on my own, outside of a nursing home.
- 29 I'm glad they were there for me.
- 30 It was just good. She's 98 and was glad to get to over here (daughter's house).
- 31 Gave more independence and accessibility piece of mind.
- 32 Oh God yes, I love it! Every day I'm out running. Everything was fine for me. I was helped with everything I needed.
- 33 It was great.
- 34 I am very happy to be living in my own home.
- 35 More independence.
- 36 Let me go back in to the stream of life.
- 37 Through MFP, I found I could leave the nursing home and not be there for the rest of my life.
- 38 It helped me come home! I appreciate what they do.
- 39 Yes! I got out of that nursing home! In apartment now.
- 40 When I was in the nursing home I stayed in my room and never left. I am now happier and more social. I am glad to be home.
- 41 It got me out of the nursing home. I gained independence.
- 42 Freedom!

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If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

answered question 94

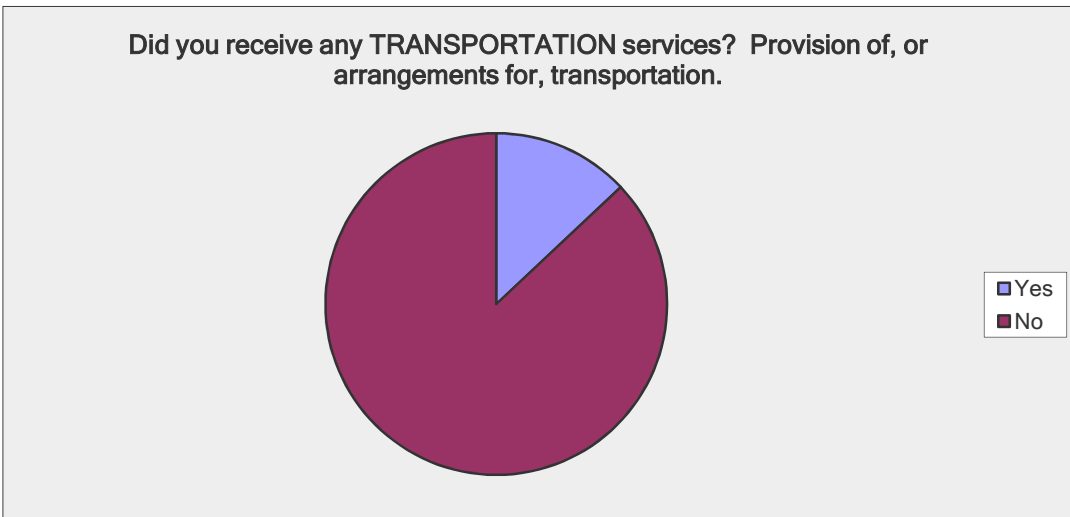
skipped question 4643

- 43 I'm able to live at home.
- 44 It gave me more independence and allows me to get out into the community more.
- 45 I felt like I was getting the services I need.
- 46 We are more independent and stable.
- 47 Have a new apartment and furniture.
- 48 Transition services are GREAT--- they help me out a lot. They definitely helped me to transition from living in the nursing home to coming home.
- 49 The participant stated that she had no one else to help and so it gave her faith.
- 50 It caused frustration. Got approved for housing, but the shelter gave a negative response and said I was trouble. Has nothing to do with housing. The shelter caused him not to get housing.
- 51 He appreciates the worker and she helped him with his confidence.
- 52 It taught me how to live independently.
- 53 Allowed me to stay at home with the assistance of an attendant.
- 54 I became very independent.
- 55 Helps you when you realize there is help out there and it releases your mind.
- 56 It helped a lot. It will help a lot of people.
- 57 Showed me that I have different options as far as getting housing.
- 58 Actually, yes and no, because of debt accrued due to a mix up during the process and misinformation.
- 59 Yes, she is living somewhere she likes.
- 60 Keep out of nursing home.
- 61 Money follows the person helped get out of institution.
- 62 Transition was not completed through our program.
- 63 It kept her from having to always be in the hospital.
- 64 I couldn't believe how much help I received and was very thankful.
- 65 Helped me stay out of a nursing home and live in my own house.
- 66 Made me feel people cared.
- 67 I'm living in the community and doing what I want to do.
- 68 I'm independent in the community.

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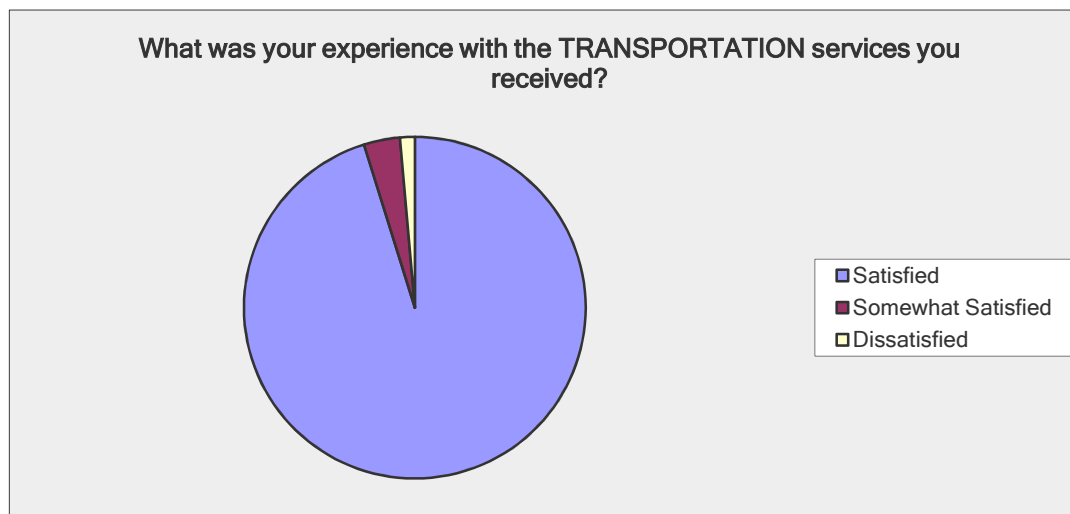
Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	13.0%	565
No	87.0%	3781
<i>answered question</i>		4346
<i>skipped question</i>		391



What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.2%	539
Somewhat Satisfied	3.4%	19
Dissatisfied	1.4%	8
<i>answered question</i>		566
<i>skipped question</i>		4171



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

answered question 45

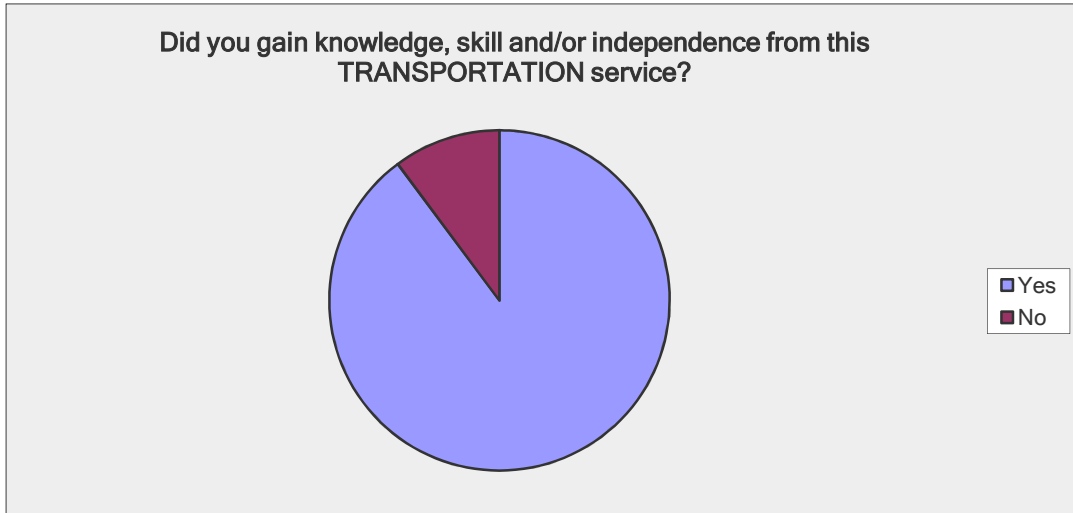
skipped question 4692

- 1 Not enough hours to get my business done.
- 2 To be honest I had some good and bad experiences. You should hire more professional people. The 20 year old male flirted with the girls in the car. I didn't have a good experience. It was uncomfortable but the CIL took care of the problem. I felt bad.
- 3 Communication from driver.
- 4 She stated that she could not afford the cost.
- 5 She stated that it could be better services because they come late sometimes.
- 6 She rides the transit bus to dialysis, they are very good to her.
- 7 I never used it.
- 8 Be free of charge.
- 9 It is too expensive.
- 10 I was bumped, there needs to be better communication.
- 11 When I called for a ride they did not have any available.
- 12 The driver that took us to town drove recklessly. The one who brought us home was better.
- 13 Sometimes I call to schedule a ride and the message says that the person is away from their desk at the time.
- 14 I did not realize that I had to schedule the ride in advance and I needed a ride for the procedure that I was undergoing at the hospital. They said that they did not travel out to my home and they are not running the transportation when I needed it. I did not call again .
- 15 I scheduled one ride for my husband but I have not scheduled one since. I am going to try again since it has been some time.
- 16 I scheduled one ride a few years ago and it worked but it seemed like they did not want me to schedule another. I am going to try again since it has been some time since I last used a ride.
- 17 Have a lot of anxiety, when get done with an apt they weren't there and called her a no show.
- 18 Sometimes it was hard for me to wait a few hours to be picked up after an appointment because the drivers are on a schedule.
- 19 Transportation is very important, especially with grocery shopping!
- 20 Once the CIL merged with Boone County Council on Aging, transportation for the physically disabled is almost at a full standstill. I feel that something is wrong when transportation is provided first to those who have other choices available to them, such as their own personal vehicles they choose not to use, or family members available who can provide transportation to them. Also, there are a lot of ambulatory persons who get priority because the CIL chose to buy and provide smaller, non-wheelchair accessible vehicles to provide transportation for these persons. There are alternative transportation services available through the City of Columbia, and through the Missouri Department of Transportation for the ambulatory and ambulatory elderly.
- 21 There is not enough staff to provide transportation. I have to stretch out doctor appointments due to transportation being canceled, and sometimes that doesn't even work. Transportation is canceled with little notice. You need more drivers. There are no back up drivers.
- 22 They were not on time sometimes.
- 23 Never home on time on Friday. They left her before. They will not wait for her for 15 but she is expected to wait for them 15 min
- 24 Just make sure consumer have the name and phone number of the driver. I was never given the phone number. If I had to change or verify, I had to call the CIL. I had to jump through hoops if there was a change.
- 25 I wish that the worker could take me to doctor appointments.
- 26 He drove a little too fast and recklessly but I got there and back.

Annual IL Outcomes Survey FY15

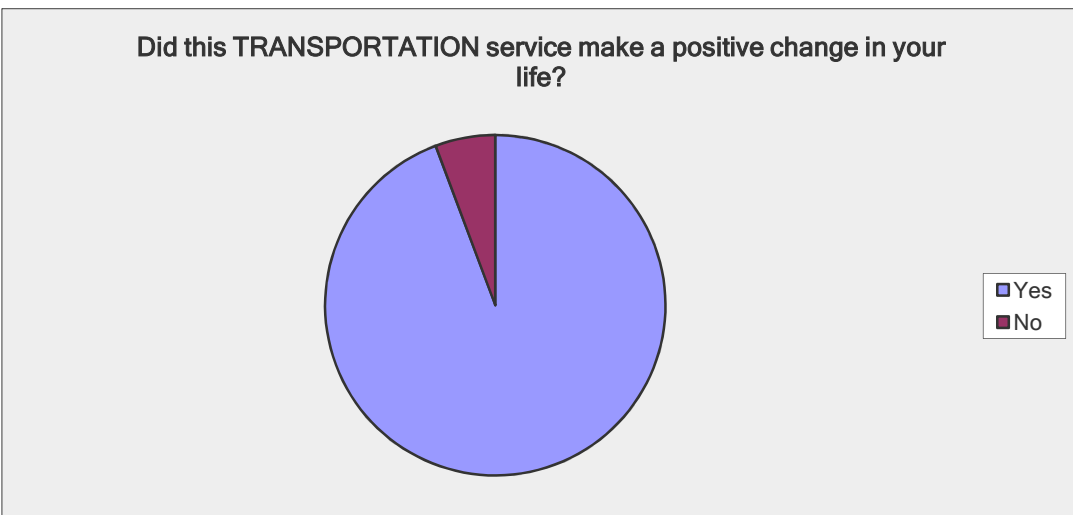
Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	89.8%	508
No	10.2%	58
<i>answered question</i>		566
<i>skipped question</i>		4171



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

Answer Options	Response Percent	Response Count
Yes	94.3%	530
No	5.7%	32
<i>answered question</i>		562
<i>skipped question</i>		4175



Annual IL Outcomes Survey FY15

If Yes, what change did this TRANSPORTATION service make?

answered question 405

skipped question 4332

- 1 I was able to get to the CIL.
- 2 I learned to ride the city bus.
- 3 I can leave the house. My dad works, I have to work and I walk there.
- 4 I am able to get out to run the errands that I would otherwise be unable to do without my transportation through Consumer Directed Services.
- 5 I drive myself most of the time, but when the distance is too far, the bus helps, plus I can ride with others.
- 6 Helped me obtain groceries when I was unable to go get them myself.
- 7 I love riding the bus.
- 8 Helped him to be more organized when he shops by using a list.
- 9 I enjoy riding the bus and attending events.
- 10 I like to ride the bus.
- 11 I was able to attend activities.
- 12 Got me out of the nursing home and on to places I wanted to go.
- 13 Coming to crafts now. Socialization.
- 14 Takes me to the grocery store and to do laundry.
- 15 Drivers are great and personable; very fun. I can get out and enjoy life.
- 16 Has given me independence; my parents are older.
- 17 It is helpful so I can go to grocery store.
- 18 I learned my way around the city by watching as I rode the CIL bus.
- 19 Trips to the grocery store so I can buy food.
- 20 I would not be able to get groceries. I don't like to leave home.
- 21 Independence of being able to use the city bus system.
- 22 Without this, I wouldn't be able to attend anything, group events and board meetings.
- 23 Gets me out a bit more.
- 24 I get bumped sometimes and it makes me mad.
- 25 She stated that this service allows her to meet her appointments without worry.
- 26 OATS and Logisticare.
- 27 Provided medical transportation information- OATS and Logisticare.
- 28 I can always depend on it. I didn't have to worry about getting to the doctor.
- 29 I use 10 hours a month and this helps me a lot.
- 30 I got to go where I wanted to go.
- 31 I was able to make appointments with transportation.
- 32 She stated that this service allows her to meet her appointments to and from the doctor in a timely manner.
- 33 If she did not have this service she would not be able to get her meds, groceries or laundry service.
- 34 I was able to get to appointments and I just loved my driver.
- 35 It allows her to get out more and she does not trust herself to drive. She can go get her things she needs. She is not just confined to her home!
- 36 She stated that she felt more independent by not having to depend on someone to take her shopping.
- 37 She doesn't have transportation and this service helps her to make it to her appointments.
- 38 I do not drive. Never have so this makes it easier to get out for appointments does not have to depend on her family.
- 39 Transportation services through CDS program helps be independent.
- 40 Gave me the ability to do essential shopping and errands.
- 41 He stated that he loves the drivers and appreciates the things they do for him.
- 42 Takes me to doctor appointment 2 hours from my home. I cannot drive.
- 43 Very helpful, she is blind.

Annual IL Outcomes Survey FY15

If Yes, what change did this TRANSPORTATION service make?

answered question 405

skipped question 4332

- 44 Able to attend events. Driver was awesome and very knowledgeable about the area.
- 45 It helps me get to where I need to go. It is more efficient than friends who are sometimes busy and can't take me, or friends that say they can then cancel. I know I can depend on the CIL, their drivers are polite and professional and help me a lot. The price is very reasonable.
- 46 I use a wheelchair and the transportation the CIL provides helps me stay mobile.
- 47 I drive myself now.
- 48 Prompt, friendly, helpful, got to appointments I would have otherwise missed.
- 49 I am very pleased with transportation. They help me get to where I need to go, such as shopping or doctor's appointments and I do not drive.
- 50 I am especially pleased with these services. I do not drive so they help me get to and from appointments, and the drivers help make the ride entertaining and fun. I am extremely pleased.
- 51 Made it possible to get to medical appointments when no one was available to drive me.
- 52 Made it possible for us to get to town when we didn't have any other options.
- 53 Yes, it helps not have to ask family and friends or worry about not going or how to go.
- 54 I needed a lot of physical therapy after breaking my hip, your services made it possible for me to live at home and get them.
- 55 I am now able to take the bus more to assist me with my job and GED classes since obtaining bus passes.
- 56 I lost a leg and cannot drive as much so this helps me get to where I need to be. I am very pleased.
- 57 She uses our transportation for doctor appointments when she doesn't have other transportation.
- 58 The fact that transportation is available is very comforting. We are 91 and are likely to be using this service more and more in the future.
- 59 Given her more independence so she could do her own shopping.
- 60 Services enabled me to get to my Drs. appointment with a lot less pain because I did not have to transfer out of my wheelchair and into a vehicle.
- 61 It allows me to participate in special Olympics activities that I would not have been able to participate in otherwise.
- 62 To Cast N Blast last year. It was nice!. I missed it this year, you had to RSVP and it was full.
- 63 Uses Share A Fare usually.
- 64 Got me to continuing education class.
- 65 It enabled me to attend class and make new friends.
- 66 I am able to get out of the house and make it to all kinds of appointments.
- 67 The transportation services allowed me to go to the support group meetings .
- 68 I am able to keep my old lifestyle and I am not stuck in the house.
- 69 Helped him feel independent, this was his first regular transportation by himself.
- 70 They made sure I got there and back into my home safe and sound.
- 71 I am able to get around and I can keep my life normal.
- 72 It helped get motivated to get up and be able to do something, however the bus system in no longer picking up anyone that can not walk.
- 73 Well I tried, and I had never tried before because I was so scared. It was okay and I tried for my own for the first time.
- 74 Helped her be able to go during the day to get the things she needs and having someone to help her so her husband don't have to take off work to take her.
- 75 Helped me get to my doctor appointments.
- 76 I'm 54 so I don't qualify for a lot of the programs and this company has helped me get to my appointments.
- 77 Helps live independently.
- 78 Makes life easier.