

Independent
Living Centers
Consumer
Satisfaction
Survey
2017

Annual IL Outcomes Survey FY17

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.

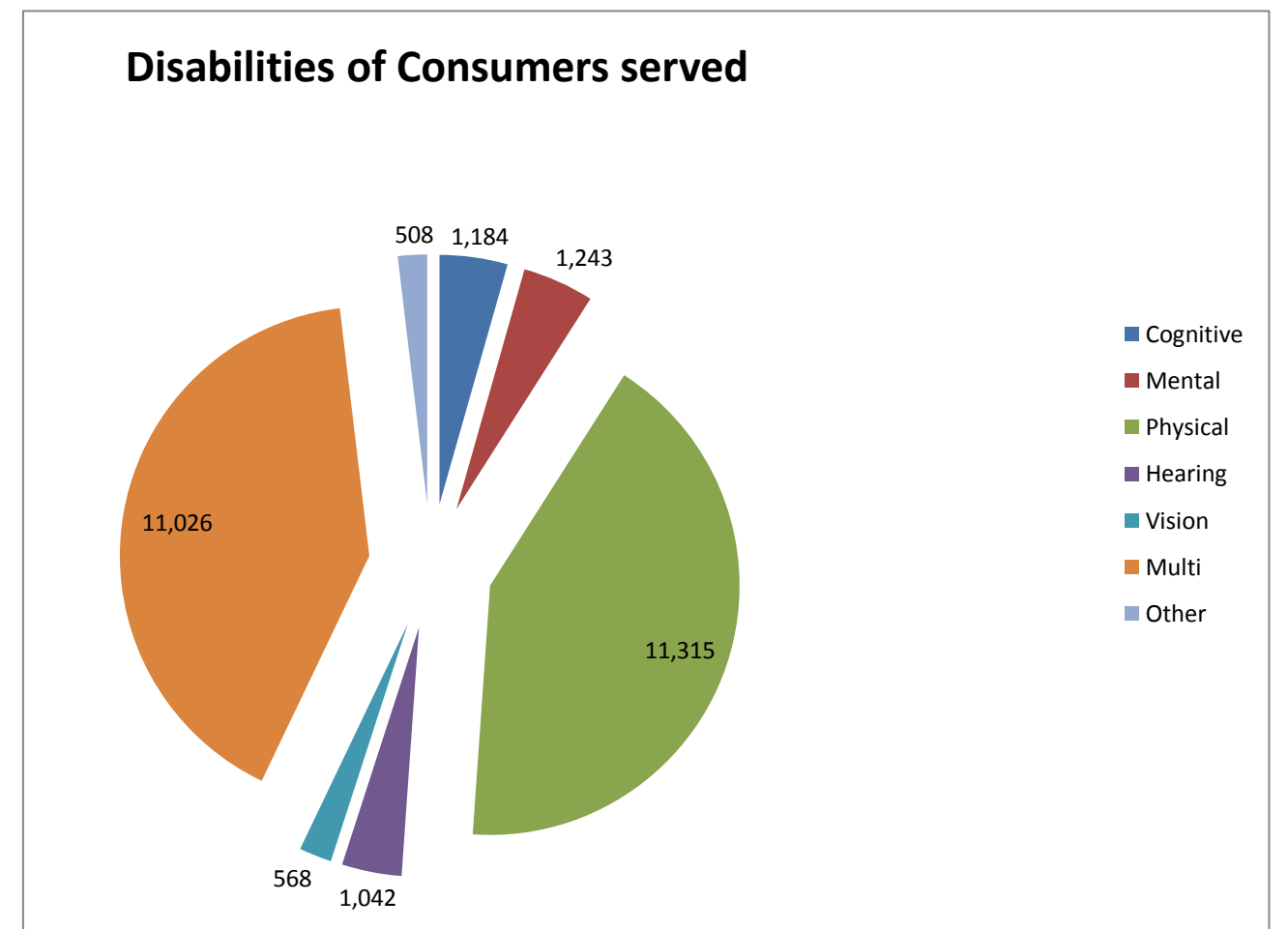
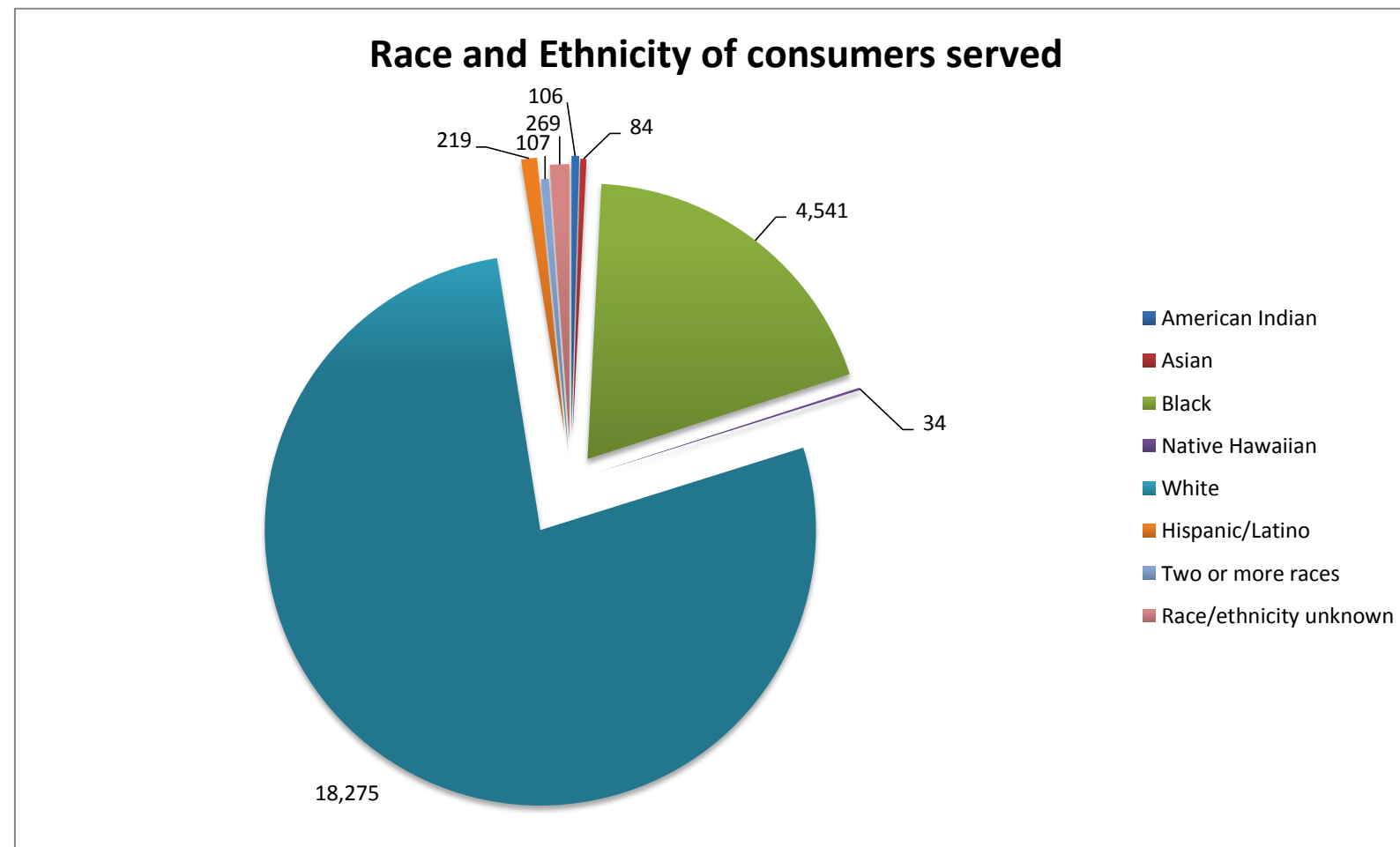
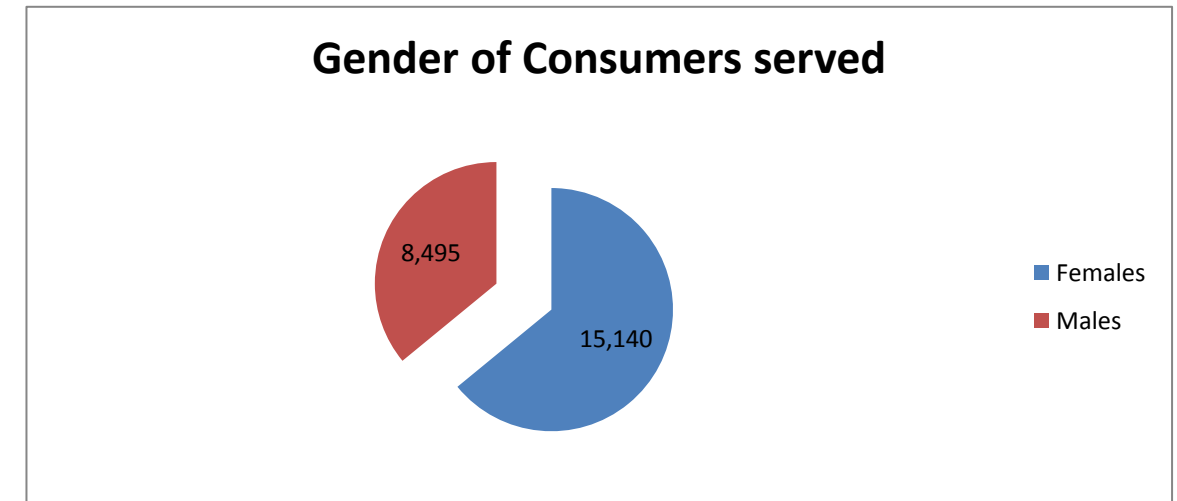
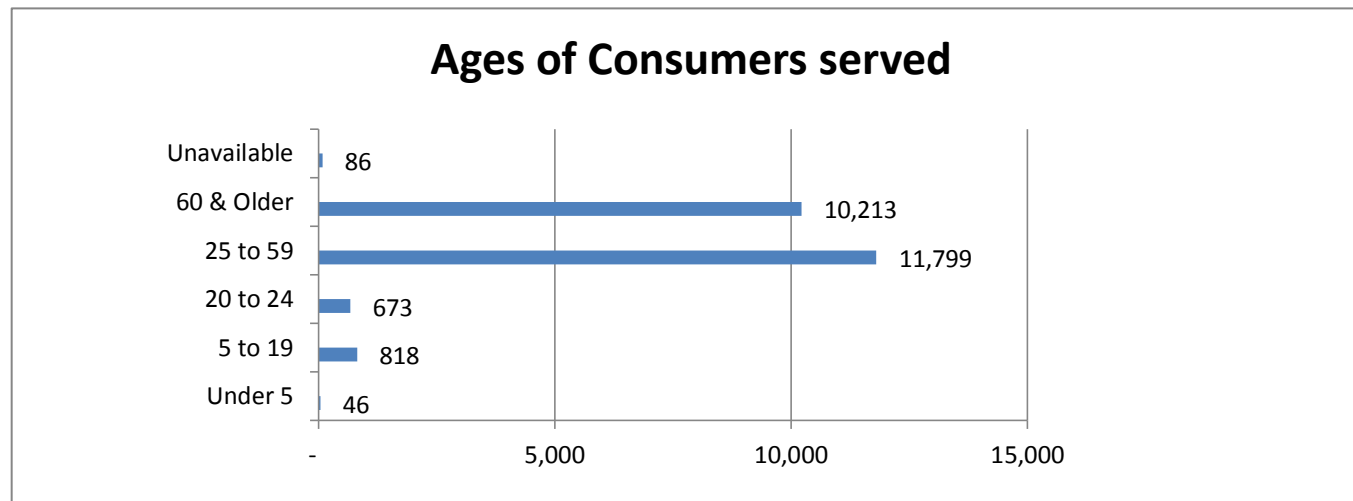
Research Design: The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

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.

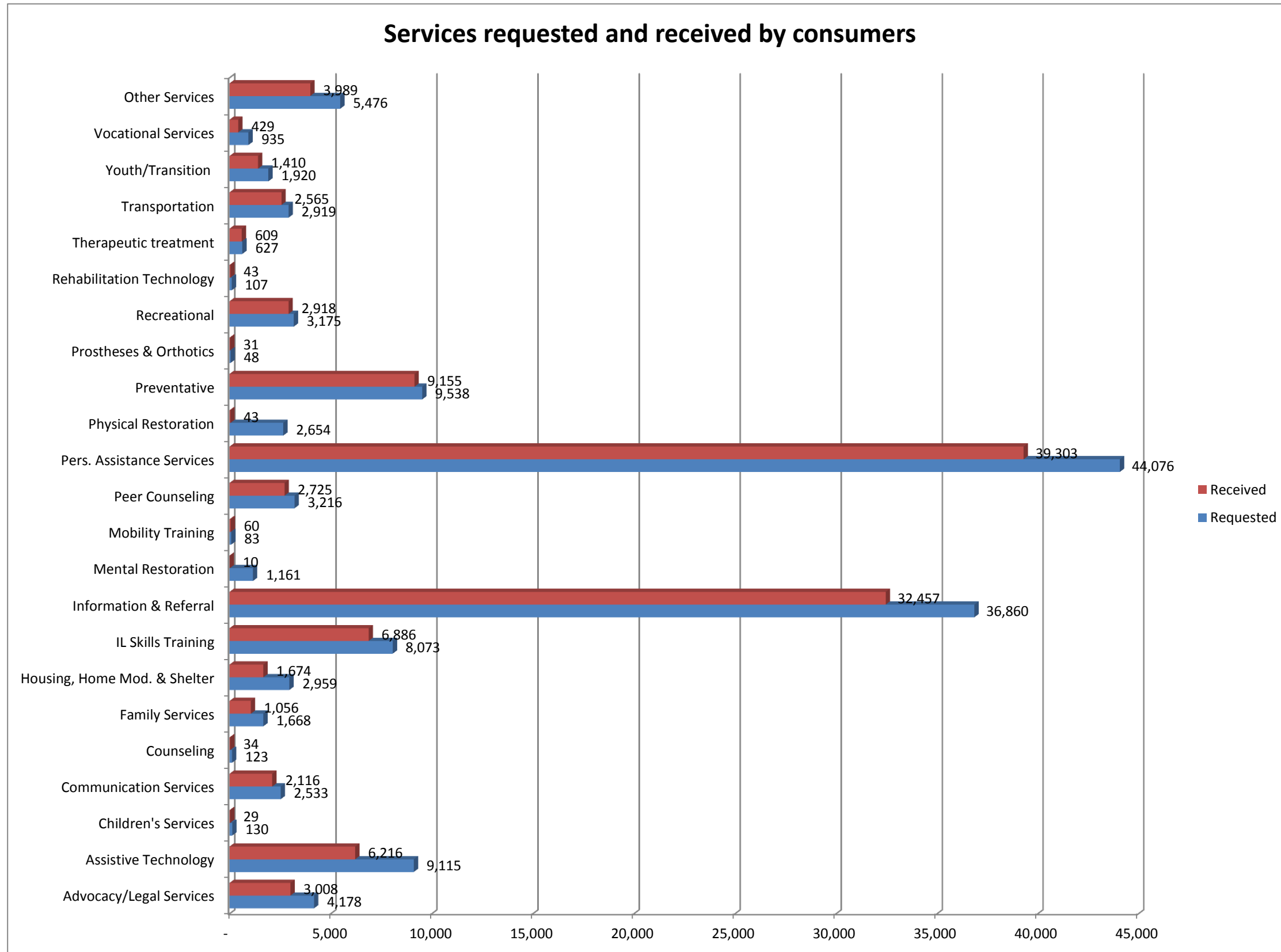
Report Format: Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Office of Adult Learning and Rehabilitation Services within the Department of Elementary and Secondary Education. For 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.

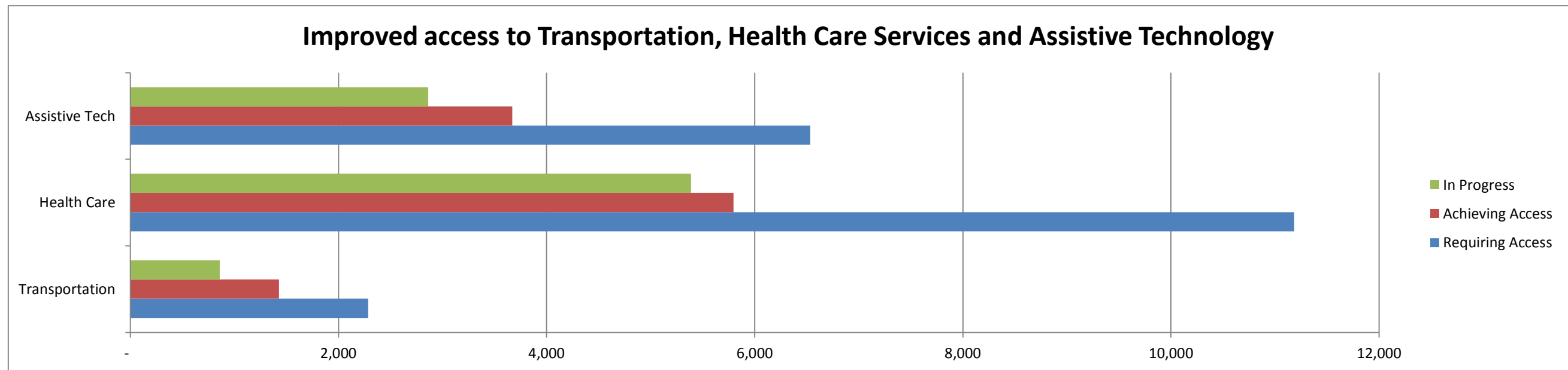
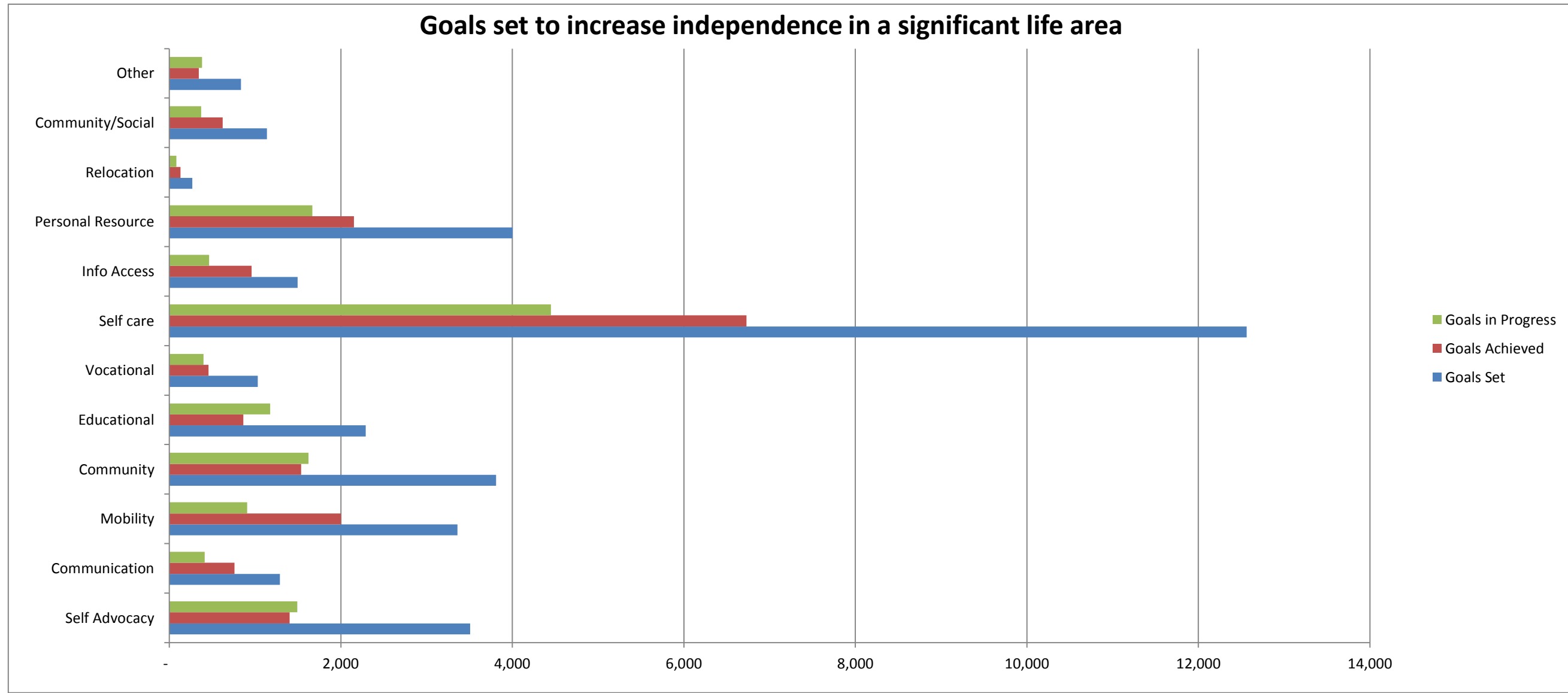
The third page for each service shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer. During the survey, consumers responding "**yes**" to the question: ***Did the service received 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: 23,635



Annual IL Outcomes Survey FY17





Annual IL Outcomes Survey 2017

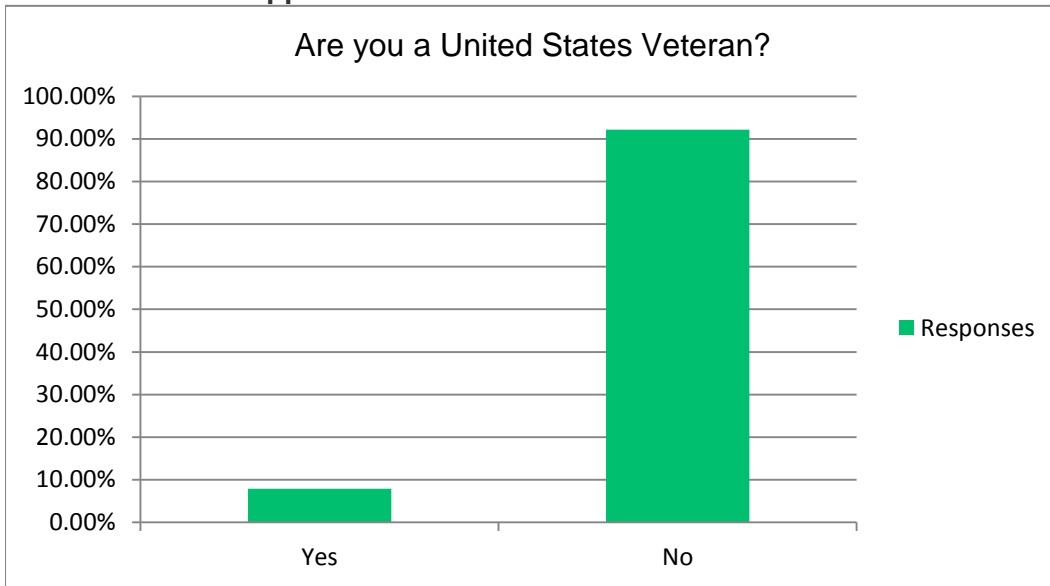
Center Name

| Center Name | Answer Choices | Responses | |
|---|----------------|-----------------|-------------|
| Access II Independent Living Center | | 2.36% | 88 |
| BAILS (Bootheel Area Independent Living Center) | | 3.08% | 115 |
| DCAI (Disabled Citizen Alliance for Independence) | | 8.65% | 323 |
| DCIL (Delta Center for Independent Living) | | 1.77% | 66 |
| DRA (Disability Resource Association) | | 4.29% | 160 |
| HILC (Heartland Independent Living Center) | | 1.02% | 38 |
| ILCSEMO (Independent Living Center of Southeast Missouri) | | 10.13% | 378 |
| ILRC (Independent Living Resource Center) | | 1.85% | 69 |
| LIFE (Living Independently for Everyone) | | 3.56% | 133 |
| MERIL (Midland Empire Resources for Independent Living) | | 3.22% | 120 |
| NEILS (North East Independent Living Services) | | 3.75% | 140 |
| OIL (Ozark Independent Living) | | 0.03% | 1 |
| OMO (On My Own) | | 1.50% | 56 |
| PQ (Paraquad) | | 11.90% | 444 |
| RAIL (Rural Advocates for Independent Living) | | 4.05% | 151 |
| SADI (SEMO Alliance for Disability Independence) | | 1.58% | 59 |
| SCIL (Southwest Center for Independent Living) | | 4.77% | 178 |
| SIL (Services for Independent Living) | | 6.38% | 238 |
| TCIL (Tri-County Center for Independent Living) | | 1.26% | 47 |
| TILC (The Independent Living Center) | | 6.06% | 226 |
| TWP (The Whole Person) | | 13.67% | 510 |
| WILS (West Central Independent Living Services) | | 5.14% | 192 |
| | | Answered | 3732 |
| | | Skipped | 0 |

Annual IL Outcomes Survey 2017

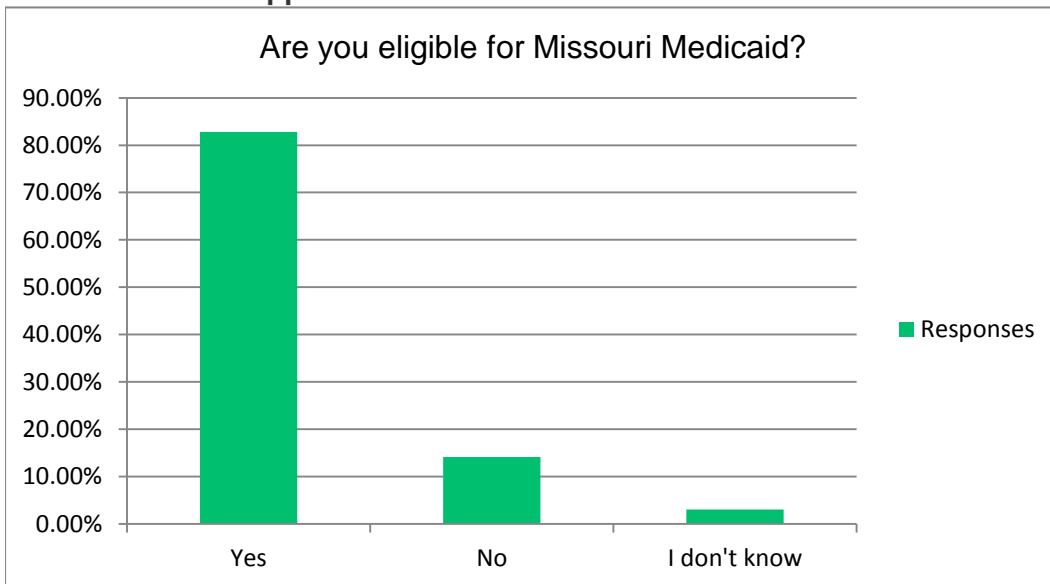
Are you a United States Veteran?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 7.86% | 281 |
| No | 92.14% | 3293 |
| Answered | | 3574 |
| Skipped | | 158 |



Are you eligible for Missouri Medicaid?

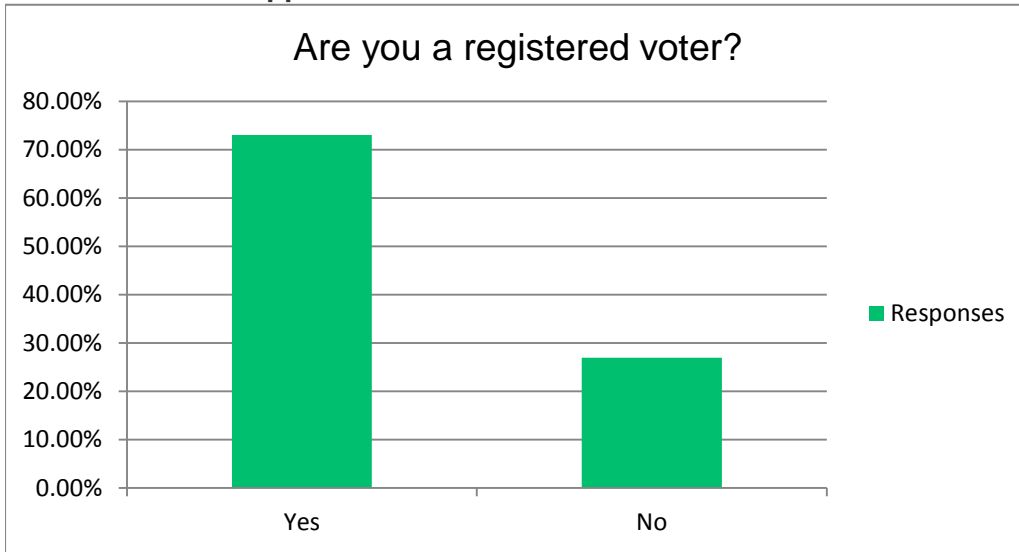
| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 82.82% | 2960 |
| No | 14.13% | 505 |
| I don't know | 3.05% | 109 |
| Answered | | 3574 |
| Skipped | | 158 |



Annual IL Outcomes Survey 2017

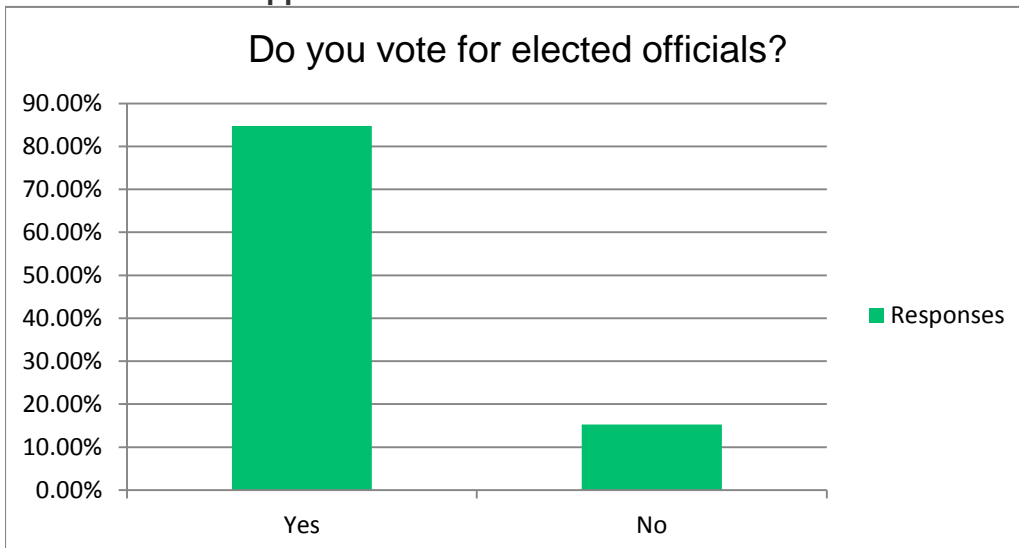
Are you a registered voter?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 73.03% | 2602 |
| No | 26.97% | 961 |
| Answered | | 3563 |
| Skipped | | 169 |



Do you vote for elected officials?

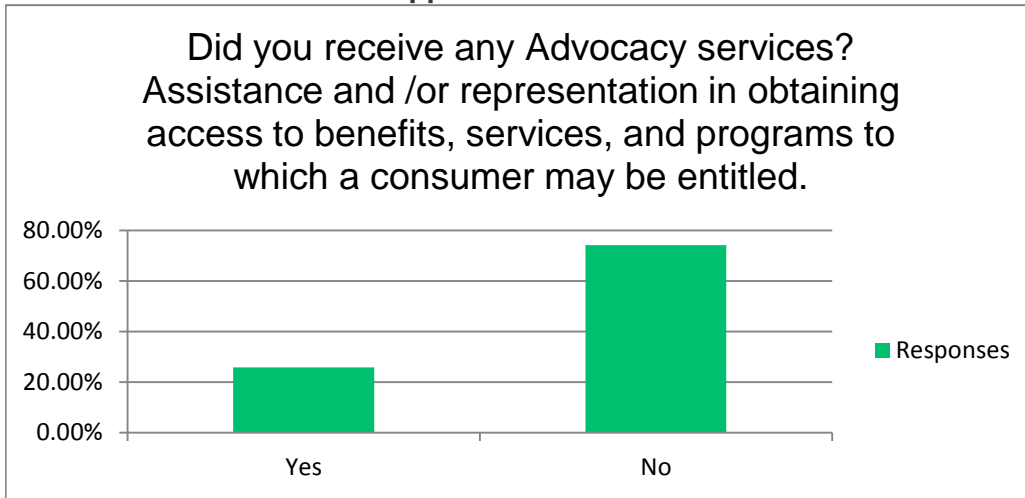
| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 84.73% | 2203 |
| No | 15.27% | 397 |
| Answered | | 2600 |
| Skipped | | 1132 |



Annual IL Outcomes Survey 2017

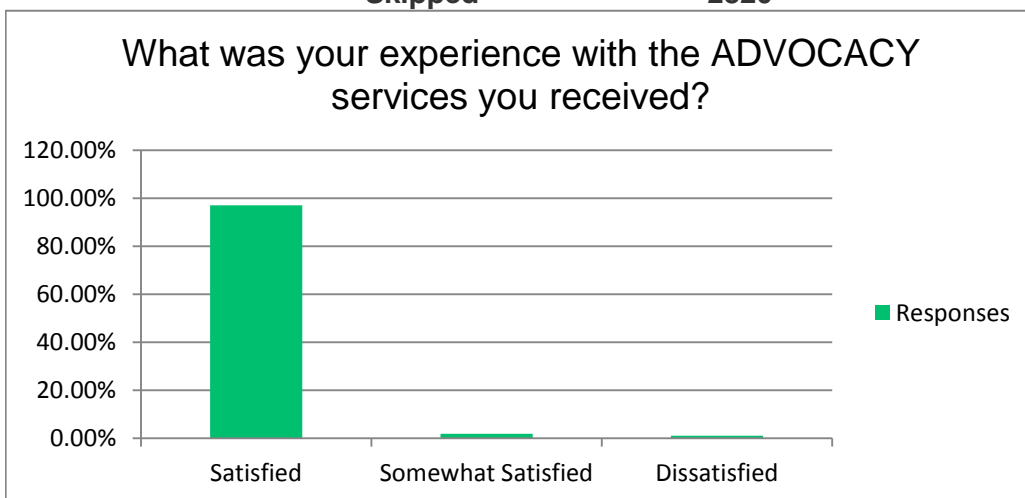
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 25.82% | 912 |
| No | 74.18% | 2620 |
| Answered | | 3532 |
| Skipped | | 200 |



What was your experience with the ADVOCACY services you received?

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 97.04% | 885 |
| Somewhat Satisfied | 1.86% | 17 |
| Dissatisfied | 1.10% | 10 |
| Answered | | 912 |
| Skipped | | 2820 |



Annual IL Outcomes Survey 2017

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

Answered

49

Skipped

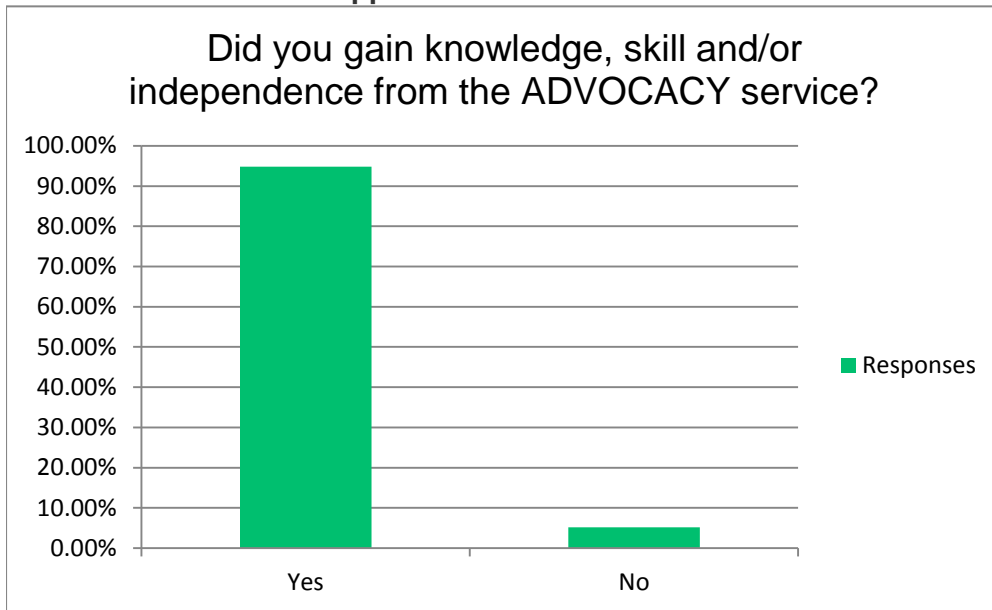
3683

- 1 The process of Medicaid and Social Security could have been easier to understand
- 2 I am upset that the cuts to home care are being made, especially for someone who can't get up and out of bed without someone helping. It sucks being in this bed all the time.
- 3 CDS services is helpful in your home
- 4 Trying to obtain a lift chair
- 5 Wished I could have gotten along with the Division of Aging and able to keep services.
- 6 Satisfied but then wanted to hang on to me for a long time (Family Guidance)
- 7 I have been with the CIL for many many years and they have done me so wrong.
- 8 I applied and didn't get the service
- 9 Got letters, can't read them.
- 10 She is above the income limits. Feels they could have advocated more for her.
- 11 Never knew if people were coming or not
- 12 At that time, she was wanting some helps getting meals on wheels, and she could not get them because they stated that she was not qualified at that time.
- 13 limited time through family helping
- 14 would like to know about more information on housing and jobs
- 15 felt very discouraged about finding somewhere else to move to after it was time to transition back to the
- 16 There is nothing you can do to make this better.
- 17 They were expecting it to be formal and I'm not good at real formal stuff.
- 18 There were no results. In St. Charles, the big problem here is transportation and there is really no good local transportation.

Annual IL Outcomes Survey 2017

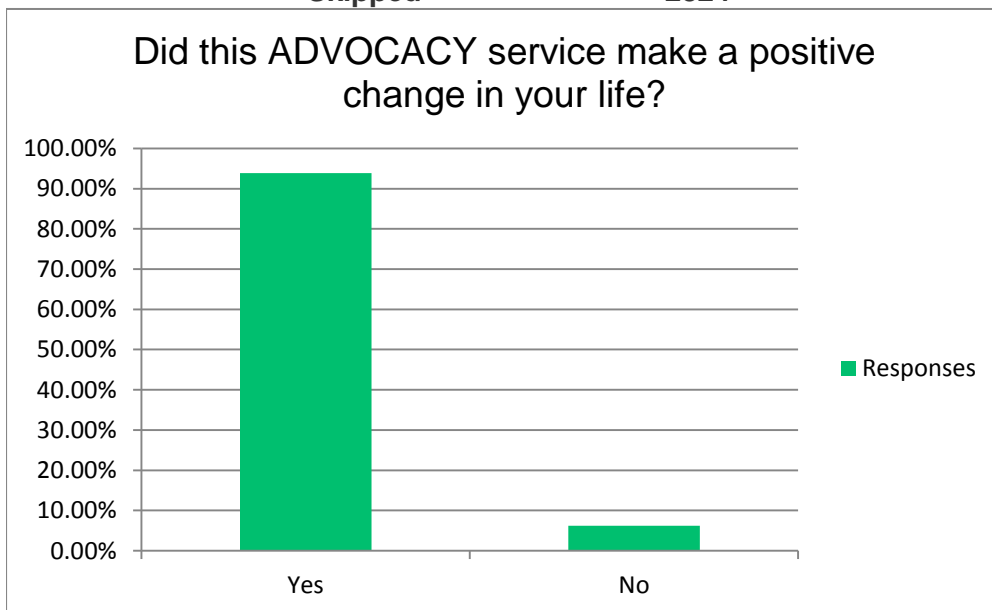
Did you gain knowledge, skill and/or independence from the ADVOCACY service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 94.85% | 865 |
| No | 5.15% | 47 |
| Answered | | 912 |
| Skipped | | 2820 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 93.83% | 852 |
| No | 6.17% | 56 |
| Answered | | 908 |
| Skipped | | 2824 |



Annual IL Outcomes Survey 2017

If Yes, what change did this ADVOCACY service make?

Answered

416

Skipped

3316

- 1 They helped me get a lift chair.
- 2 It helped me access Medicaid
- 3 Because of the services I'm able to stay out of the nursing facility, and support myself, and go to the doctor outside of being in a facility.
- 4 Helped in my transition out of the facility, helped me transfer over my entitlement programs
- 5 I was able to keep insurance
- 6 They fought for me to be able to keep my home care attendant. I was going to lose services because of the change in points, but they helped me keep them.
- 7 It made her think and focus better.
- 8 It helped me get services.
- 9 I learned how to make my voice heard at the capitol
- 10 I received help with filing my MOPTC forms so I can get money back on my taxes.
- 11 The consumer used the advocacy to appeal with not meeting LOC so he re-appealed and got the services back that he needed in the first place
- 12 I have had help with child support being held out in multiply states for same child. I hired a lawyer to get my disability.
- 13 People First made a great change in my life. I learned how to stand up for myself and my rights.
- 14 I learn how to advocate for myself for my hearing
- 15 He stated that the change has been positive because he learned how to advocate for himself.
- 16 She sued the state and (finally) got out of a nursing home
- 17 I now know how to advocate for my self and how to seek out other services I may need.
- 18 We do self advocacy and group advocacy. I learn to advocate to learn how to change what is going on in the world.
- 19 I got help with getting my social security disability.
- 20 A 90% improvement. I have serenity and am now on the right path.
- 21 I would have never gotten my Medicaid active without assistance from the CIL. It's all so confusing.
- 22 I stand up for my own self. I stick up for my own self.
- 23 that's what helped me get a job
- 24 helped understand how to speak for myself
- 25 We did a self portrait and it was nice, you saw the inside of yourself, how do you value yourself.
- 26 They had meetings once a month that they quit doing. I do need their services but I haven't used them for a long time.
- 27 It made me more outgoing, a little more self independent.
- 28 More aware of what is going on in our state legislature.
- 29 Positive because he was able to learn to advocate for himself regarding disability issues.
- 30 Advocacy in helping me to be independent.
- 31 Helped me find the resources I need to survive
- 32 I was able to learn about services that will benefit me
- 33 helped me learn how to reach out for help and be able to be my own voice
- 34 Helped me to make a better decision for home health.
- 35 By helping me talk to DHSS I was able to get help.
- 36 I'm not locked up somewhere.
- 37 Helped me keep my independence
- 38 I have learned how to speak to the Housing Authority on my own and how to contact a floor cleaning company monthly on my own!

Annual IL Outcomes Survey 2017

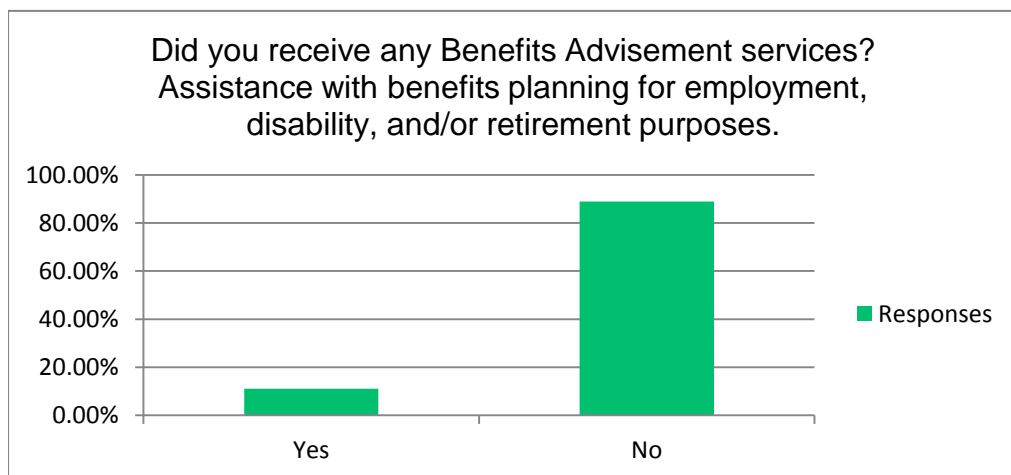
If Yes, what change did this ADVOCACY service make?

- 39 I shouldn't be afraid to stand up for myself. My voice is important to be heard.
- 40 It helped me vote better.
- 41 Advocacy with Linn County DFS office.
- 42 Knowledge
- 43 Socializes and more outspoken
- 44 I have gained knowledge and independence.
- 45 Going to college
- 46 Gave me independence
- 47 I was in a home. so this gave me freedom to live on my own
- 48 I feel more able to manage my affairs.
- 49 I graduated high school!!!
- 50 I have gained knowledge and independence.
- 51 I can do more things on my own.
- 52 I feel more independent.
- 53 Advocacy gave me knowledge and skills.

Annual IL Outcomes Survey 2017

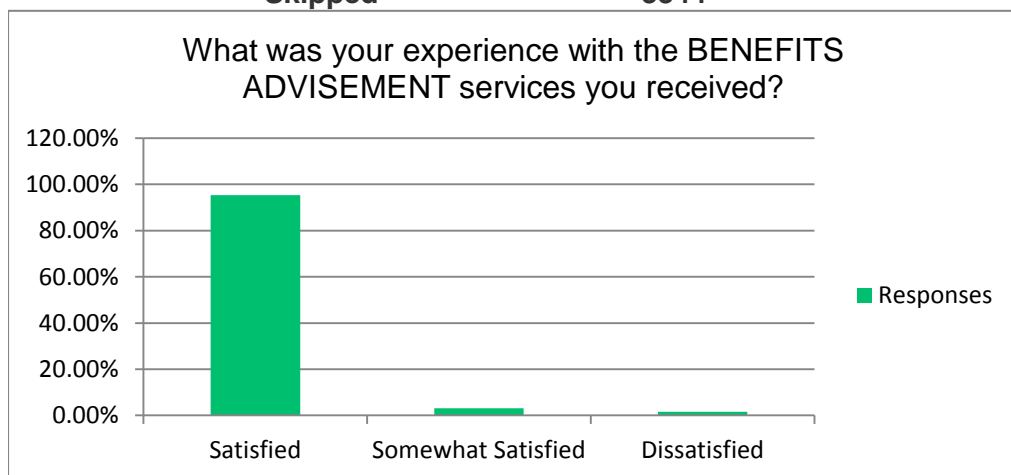
Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 11.09% | 390 |
| No | 88.91% | 3126 |
| Answered | | 3516 |
| Skipped | | 216 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 95.36% | 370 |
| Somewhat Satisfied | 3.09% | 12 |
| Dissatisfied | 1.55% | 6 |
| Answered | | 388 |
| Skipped | | 3344 |



Annual IL Outcomes Survey 2017

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

Answered

16

Skipped

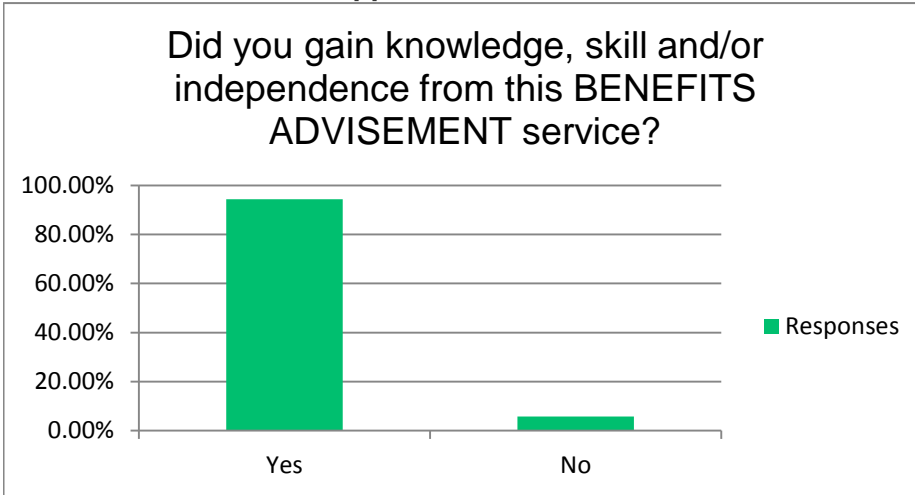
3716

- 1 Needed more follow-up on job employment
- 2 I need a computer to work at home, I didn't get one
- 3 Find someone to come and help me
- 4 I'm still working with voc rehab
- 5 I volunteered for the peer support program, but no one ever called back
- 6 Assist with Groceries
- 7 Could have been more choices
- 8 Wish there would have been more options
- 9 CIL person, didn't respond to the consumer

Annual IL Outcomes Survey 2017

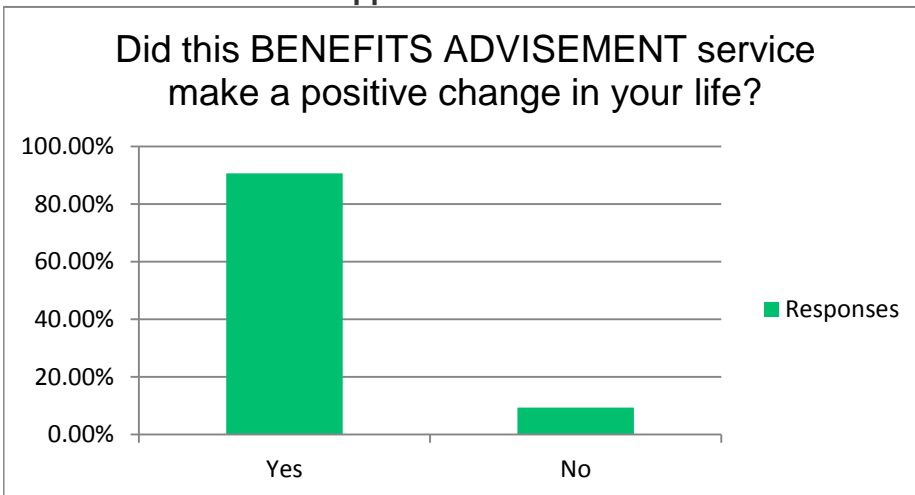
Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 94.33% | 366 |
| No | 5.67% | 22 |
| Answered | | 388 |
| Skipped | | 3344 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 90.65% | 349 |
| No | 9.35% | 36 |
| Answered | | 385 |
| Skipped | | 3347 |



Annual IL Outcomes Survey 2017

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

Answered

187

Skipped

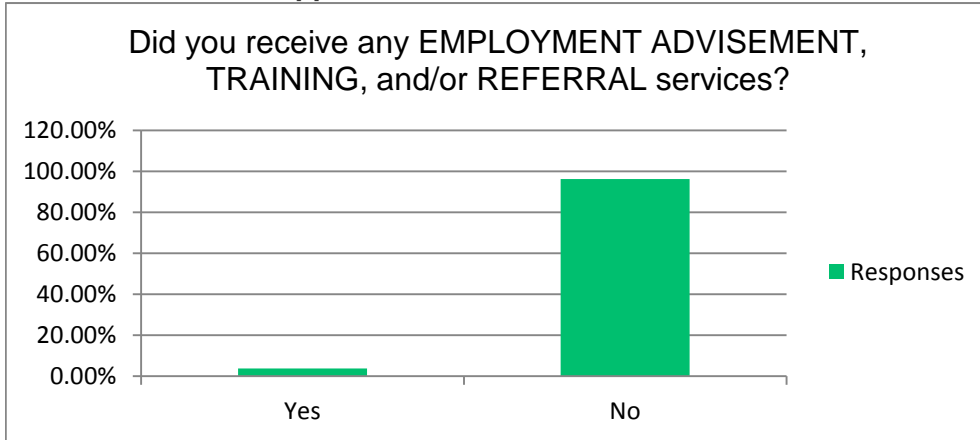
3545

- 1 Assisted in eliminating the hassle of me transferring my benefits alone; Medicaid & SSI.
- 2 They helped me with Medicaid information and information about getting disability.
- 3 Helped me understand what would happen once I was employed
- 4 Consumer said that the CIL helped me keep up with the paperwork and were able to sit and explain it all to me in a way that I can understand.
- 5 It helped me get the services that I need.
- 6 Receiving S.S. benefits
- 7 Information for parents help to obtain their Medicaid
- 8 Allowed me to get out on my own, out of the nursing facility.
- 9 "Taught me how to live on my own and do my books."
- 10 Maintain daily/monthly expenses
- 11 consumer was able to get age 18 redetermination so she could get adult disability with the help of filling out paperwork for social security
- 12 I understand the benefits of working and I understand how to retain my benefits and work part time
- 13 I have decided to work. I am still in the "try volunteer" opportunities to determine where you might like to work.
- 14 I am in my third month of employment!
- 15 I can not work without health care so it is all about not losing my MOHealthNet. I have a degree but not experience. I have CP and am blind
- 16 I am working and keeping my MOHealthNet
- 17 I am still not employed but I do understand earnings limits and know where to call when I get a job so that I can get an updated report when I have real numbers to put in it.
- 18 I was referred to vocational rehabilitation to help me with driving to help me get on at MAG and now I have a job and a purpose.
- 19 I was able to work a full time job
- 20 I am earning money and keeping my benefits.
- 21 Made informed choice about where to work with best accommodations for my Schizophrenia. I am employed now.
- 22 I am now employed full time with accommodations and have private insurance. I have not received social security income for two years, just a nice pay check!
- 23 He provided enough information for client to make informed decisions, sitting down and going through the services available step by step
- 24 Consumer has learned more about what benefits is out in the community
- 25 Helped me get connected with Voc Rehab
- 26 I became aware of my options for my future
- 27 Your services helped me get my income started and do paperwork and speak to people I would never be able to do myself
- 28 I was able to reconcile an issue with Social Security that I had worried with for several years.
- 29 It gives me independence
- 30 I'm not able to communicate with different agencies and you provide someone to help with that

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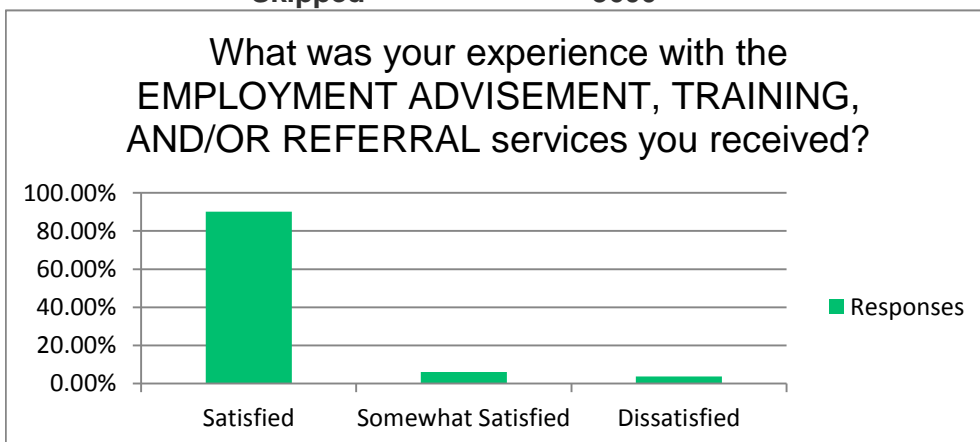
Did you receive any **EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL** services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 3.74% | 131 |
| No | 96.26% | 3373 |
| Answered | | 3504 |
| Skipped | | 228 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 90.15% | 119 |
| Somewhat Satisfied | 6.06% | 8 |
| Dissatisfied | 3.79% | 5 |
| Answered | | 132 |
| Skipped | | 3600 |



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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

14

Skipped

3718

- 1 I was referred to VR
- 2 I couldn't get help from vocational rehabilitation either
- 3 her food stamps went down and rental assistance when down, but she had job satisfaction
- 4 I have not been accepted in VR yet
- 5 Informed them couldn't work out of town but they set him up out of town. Feels like they didn't listen.
- 6 Cant remember
- 7 Couldn't get any help with finding a job. That is the only thing he had to connect with us.
- 8 The lady who worked with me seemed nervous so it made me nervous. It was her first day on the job but if she could be a little more calm it would help.
- 9 They couldn't finish. Had to change to different agency.
- 10 Did not go to place.

Annual IL Outcomes Survey 2017

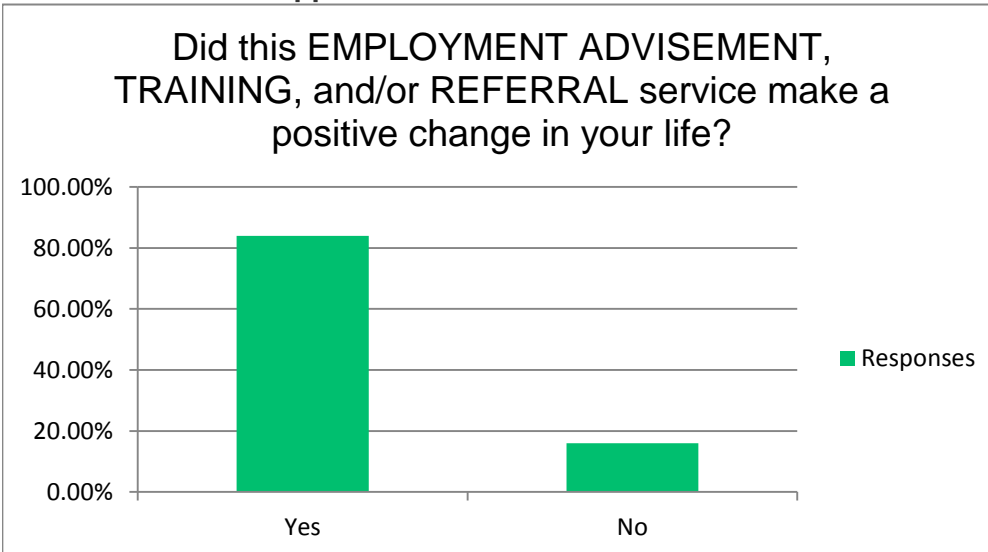
Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 93.18% | 123 |
| No | 6.82% | 9 |
| Answered | | 132 |
| Skipped | | 3600 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 83.97% | 110 |
| No | 16.03% | 21 |
| Answered | | 131 |
| Skipped | | 3601 |



Annual IL Outcomes Survey 2017

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

Answered
Skipped

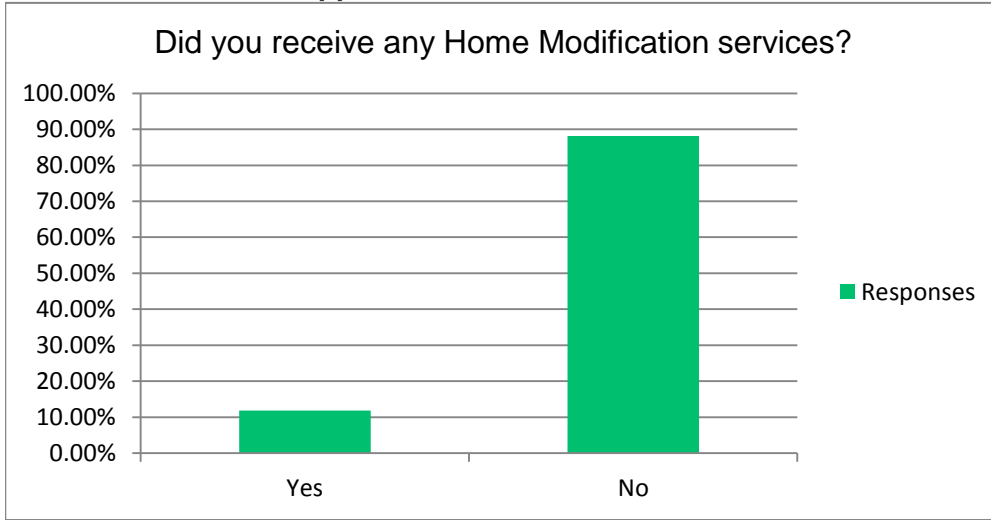
71
3661

- 1 I've gained confidence and have moved forward in my life.
- 2 Helped develop my job skills
- 3 More awareness of what is out there
- 4 I learned what getting a job is all about and how to go through the interview process
- 5 The advise that my ILS has given me has helped me know better how to speak to my supervisor and how to be more responsible in my job duties.
- 6 I have been able to think more clearly and positively on my decisions.
- 7 I worked with VR also. I am not employed yet though
- 8 I have worked with other agencies and disability services at the college. I decided to forgo the 4 year degree to see if I need it to do a job a really like. I am looking for the one I really like now!
- 9 I am taking the Living Well class, I am learning about personal space, respect and how to talk to people.
- 10 I have an entire team working together, VR, SS, the CIL, CRP and RSB. I hope to be employed soon.
- 11 learn how to do a resume, learned about the interview process and how to get a job
- 12 Being informed about potential job opportunities
- 13 I am unable to function since mom died. I worked with MERS, VR. Preferred Family Health, ILCSEMO. I applied for and was accepted into the Missouri Youth Leadership Forum. I learned a lot about myself and my legislators. I also participated in the six week vocational (Pre-Employment Transition Services) opportunity in 2015
- 14 Taught me skills that I would need to help find a job.
- 15 I understand my rights and how to discuss my accommodation needs.
- 16 I am in middle of the process
- 17 It helped me prepare for when I get a real job.
- 18 I learned how to negotiate accommodations and now work
- 19 I worked with VR and a provider but was unable to work because health is too bad at this time
- 20 All those organizations working together keep me working.
- 21 I am now employed full time in a new career
- 22 I learned how to present my self in a job interview and what employers expect of me.
- 23 I am still thinking I can work when my health improves.
- 24 I learned to make an informed decision about working while disabled.
- 25 I understand the interview process for a job and how to apply for a job
- 26 I am starting to feel more sure of myself and more independent.
- 27 It help me understand my employment opportunities and learn how to make plans for my future
- 28 I was a afraid of trying to apply for jobs when it has been several years since I was doing those job duties. I was given a chance to test my working knowledge of current office technologies. I made me much more confident.
- 29 I understand how my skills could transfer to different types of employment
- 30 I want a job and I am working on working on employment skills
- 31 Helped him learn how to manage money and made him happier
- 32 I was able to find a job so I could bring more income into the home and help support my family
- 33 We helped with CPR and first Aide Training which helped her get a pay raise
- 34 Now he wants a full time job, would like to work
- 35 Helped him get a job at Sliced Bread and making more money
- 36 She enjoys being employed

Annual IL Outcomes Survey 2017

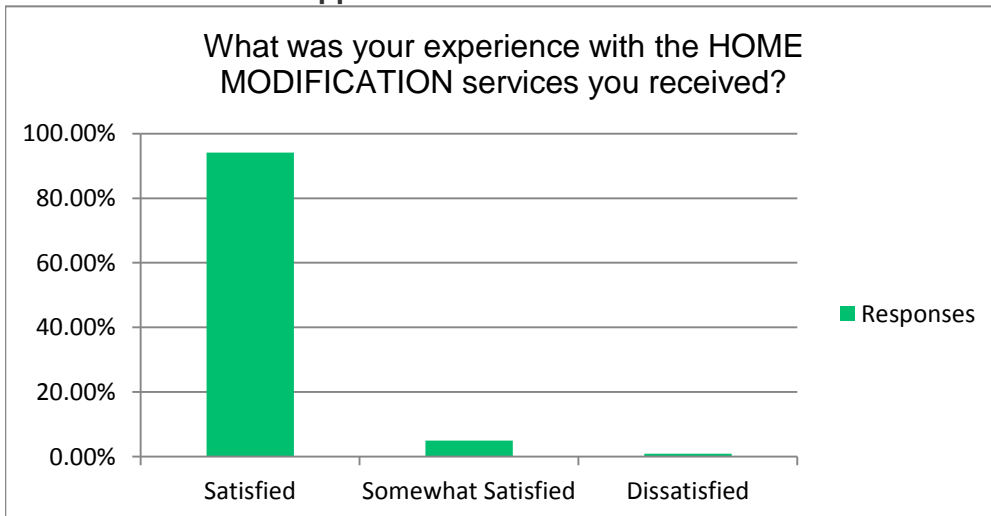
Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 11.89% | 416 |
| No | 88.11% | 3083 |
| Answered | | 3499 |
| Skipped | | 233 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 94.08% | 397 |
| Somewhat Satisfied | 4.98% | 21 |
| Dissatisfied | 0.95% | 4 |
| Answered | | 422 |
| Skipped | | 3310 |



Annual IL Outcomes Survey 2017

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

Answered
Skipped

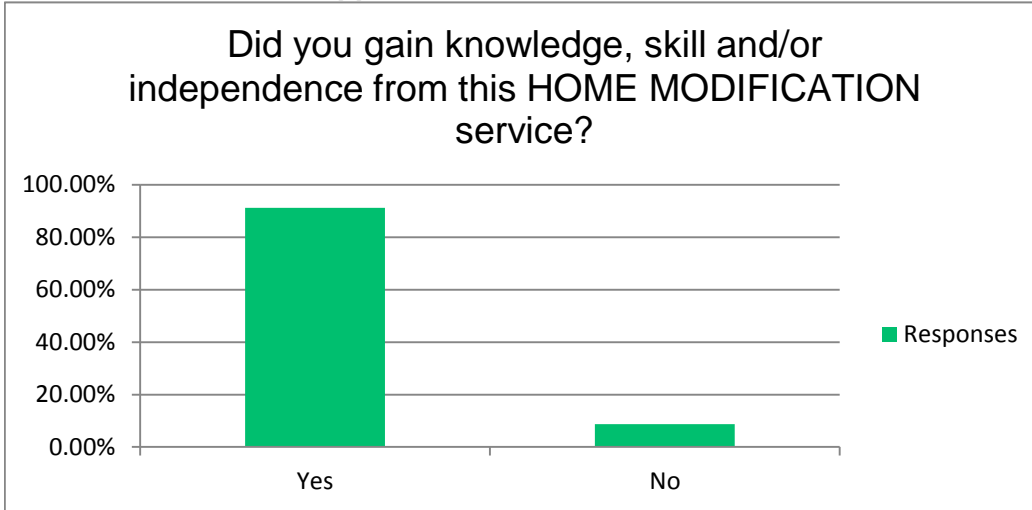
42
3690

- 1 Tub rail was not the kind I wanted.
- 2 Wish the short one was diagonal. But he did a great job.
- 3 Consumer is not happy with how long its taking to hear back to see if she was accepted to get a ramp.
- 4 Only half of the lumber was furnished. It would have been helpful to have it all furnished.
- 5 The only reason that the consumer said she said she was dissatisfied was because she couldn't get a tub rail because of the types that were available wouldn't work for her because of renting and not being able to screw/mount the rails to the tub/wall.
- 6 consumer is only somewhat satisfied because he is still waiting for the ramp app to be accepted
- 7 Put her in a trailer and it was falling apart. She got evicted because she didn't pay rent because the landlord wouldn't fix anything.
- 8 Consumer is somewhat satisfied because he didn't received a ramp from the CIL
- 9 Consumer is somewhat satisfied because he is still on the waiting list to received a ramp
- 10 Consumer was only somewhat satisfied because he couldn't get assistance with a ramp but he did get help with a hand rail
- 11 Consumer applied for a ramp and it was approved with a \$500 donation and haven't heard back anymore about the ramp
- 12 Only somewhat satisfied because the shower transfer bench that she received didn't work out and hasn't had it replaced yet.
- 13 Somewhat satisfied due to receiving a manual operating blood pressure cuff at first. then the consumer received an electronic one and was much more satisfied. the consumer also received a shower transfer bench and seemed to be very satisfied with that.
- 14 Filled out ramp app but still hasn't received one due to budget cuts but he is on the waiting list
- 15 Was dissatisfied because she didn't receive a ramp that she asked for from the CIL
- 16 Consumer wanted a ramp built but with budget cuts the center couldn't fund the ramp that the consumer needed, so the consumer took it upon herself to get funding and her husband would build the ramp for her since she wanted a ramp made of brick because she felt that where she lived that she would get a lot of people coming to her house to try to steal and get drugs
- 17 I didn't qualify for (free) shower chair
- 18 Needs for us to get a big grab bar and we told case manager, she is getting her one.
- 19 The end of my ramp does not have rails all the way to the end, and I'm always worried about falling at the end.
- 20 Client received home modification services. as client stated that hand rails weren't built. that's the only reason for being somewhat satisfied.
- 21 First shower, busted (floor)
- 22 I'm not sure

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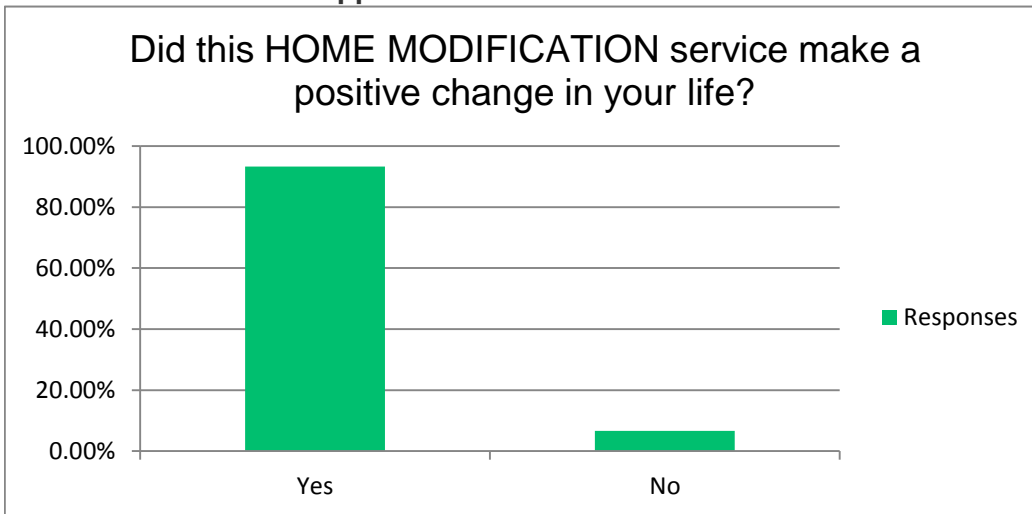
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 91.23% | 385 |
| No | 8.77% | 37 |
| Answered | | 422 |
| Skipped | | 3310 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 93.30% | 390 |
| No | 6.70% | 28 |
| Answered | | 418 |
| Skipped | | 3314 |



Annual IL Outcomes Survey 2017

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

Answered
Skipped

244
3488

- 1 Safety.
- 2 Allowed for more independence and mobility.
- 3 I can take a shower now and got a wheel chair with your help.
- 4 I can be on my own more.
- 5 In can take a shower safely.
- 6 I can get in and out of my home easily now
- 7 It made it very safe for the consumer to get in and out of his house. so he was able to do things with family and friends without the worry of falling down the stairs. consumer now has a ramp
- 8 Consumer said the ramp helped her be able to walk up to her driveway, where she was not able to do that before. She is also able to get to her car and go places because she has the ramp
- 9 To be able to get out of my home
- 10 Helped me live independently after transition from facility.
- 11 Consumer received a grab bar that was installed and helps her from falling
- 12 I could be safe in the bathtub
- 13 I have something to hold on to when I go down the stairs and I won't fall, because the consumer has had both her knees done. "it was a really great process"
- 14 Allowed more independence in the bathroom
- 15 Made it easier to get in and out of my house
- 16 I got a ramp and some steps built that helps me get in and out of my house safer and easier.
- 17 Consumer stated that the shower chair wasn't just enough to help her with showering, so she also received two shower grab bars and she said that helped a lot.
- 18 Helped me stay independent
- 19 The grab bars and the ramp are just wonderful! I am able to get out of the house now.
- 20 Helped feel safe when bathing
- 21 Consumer is able to use the lift chair without having issues getting up, and the raised toilet seat has made a wonderful difference
- 22 Consumer doesn't have to sleep on the floor anymore
- 23 Portable ramp was a big help for me following surgery I had. Made it easier to get in and out of home.
- 24 I cannot get in or out of the house in wheelchair without the ramp.
- 25 I can live in my home.
- 26 It kept me out of a nursing home.
- 27 The shower seat has helped me get in and out the shower.
- 28 It has helped me become more independent.
- 29 The chair helped me get around both in and outside of my house.
- 30 It made it a lot better because I don't fall anymore.
- 31 I didn't have air conditioning and it was hotter than Hades. I couldn't breathe.
- 32 consumer is now able to use the steps with the handrail and doesn't need a ramp
- 33 Put up rails coming up from the sidewalk that made it easier to get to the sidewalk
- 34 I received a grabber to help me pick things up off of the floor and I also got a shower chair. these accommodations have kept me from hurting my self.
- 35 Consumer stated that the tub rail helps with mobility in and out of the shower
- 36 The bed rails help her from rolling out of bed and getting herself hurt
- 37 It helps my allergies because they took dirty, bad carpet off the floor. They painted and made things better.

Annual IL Outcomes Survey 2017

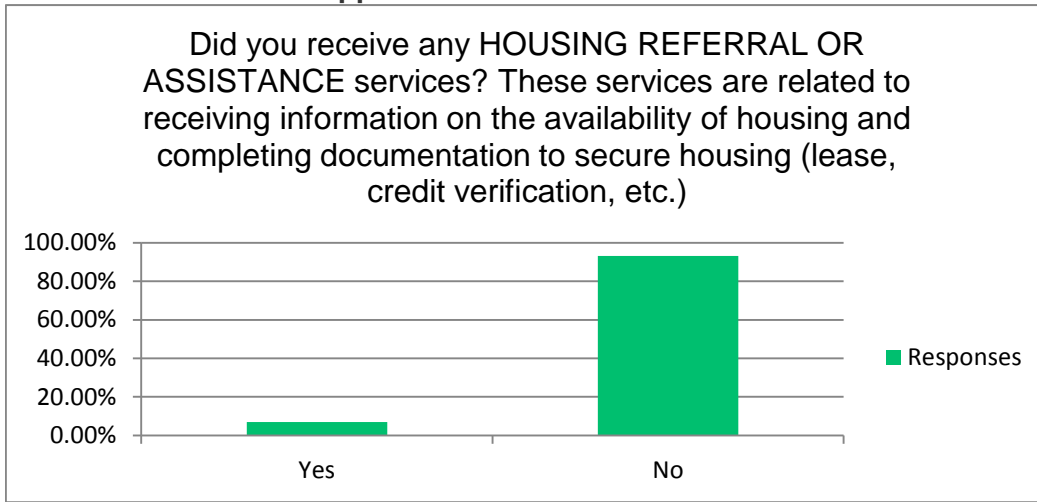
If Yes, what change did this HOME MODIFICATION service make?

- 38 They built a wheelchair ramp, and I got another toilet for my bathroom so I won't feel like I'm falling. They gave me the ADL door knob knobs. I am happy; it allows me to go outside on my own.
- 39 Have necessary equipment now to stay home.
- 40 I attended a Housing Conference with a presentation on Universal Design which opened my eyes to a broader idea of accessibility.
- 41 Consumer stated that the shower chair was very helpful and makes showering much easier and less of a hassle. it also helped give consumer some independence and more privacy in that fashion
- 42 Widened doors.
- 43 I needed information on ideas to make my home accessible and your staff gave me the information I needed to pass on to the VA for a grant.
- 44 I just needed specifications on how to build a ramp correctly and you all were very helpful.
- 45 It helped me get in and out of the house. The ramps are portable & can also be used to help get me in and out of the car.
- 46 I'm able to live more comfortable in my home
- 47 If I have to go to the doctor, I call OATS. Before I had the ramp, I had to take the ambulance; so I'm saving money.
- 48 Walking up the ramp helps a lot with just one leg.
- 49 Independence...I can now cook
- 50 I'm able to get around my home. The wheel chair lift has made it possible to get up the stairs.

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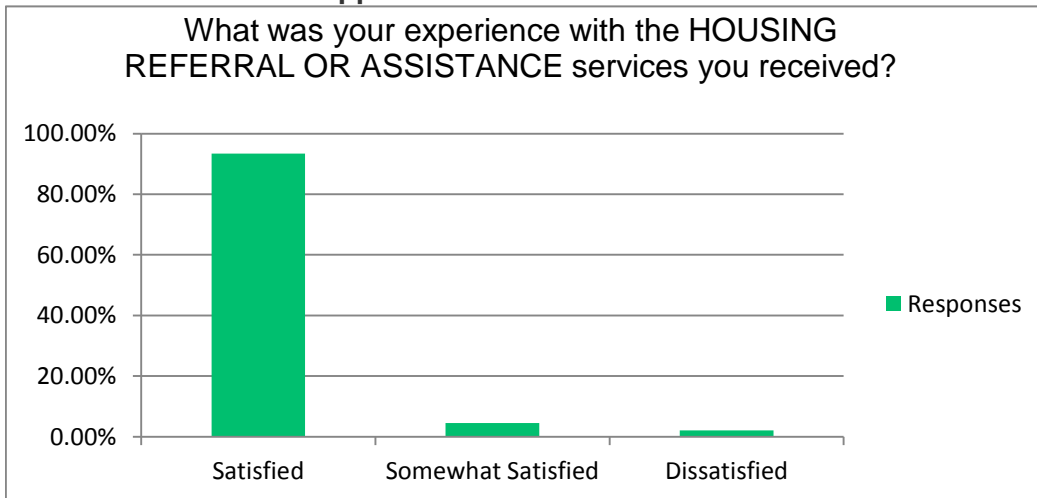
Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 6.90% | 241 |
| No | 93.10% | 3250 |
| Answered | | 3491 |
| Skipped | | 241 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 93.36% | 225 |
| Somewhat Satisfied | 4.56% | 11 |
| Dissatisfied | 2.07% | 5 |
| Answered | | 241 |
| Skipped | | 3491 |



Annual IL Outcomes Survey 2017

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

Answered

26

Skipped

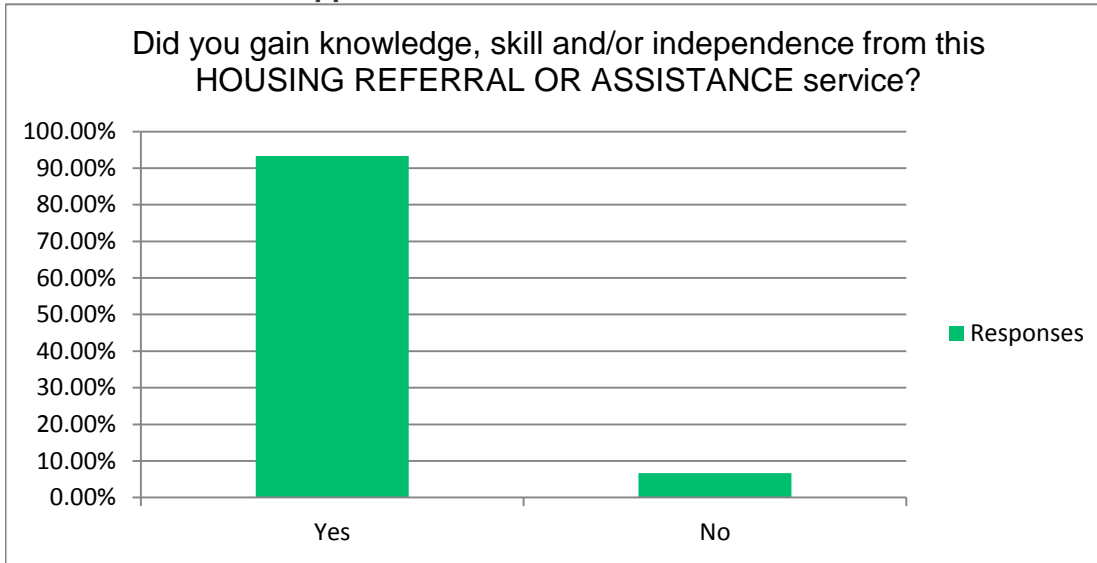
3706

- 1 I've been leaving messages with an employee, but haven't been able to get her to call me back
- 2 I have the information but I have not yet moved
- 3 I haven't used it yet. I can not afford to move.
- 4 Consumer decided to go a different route than initially planned
- 5 There was a problem with payment, but the problem was with the landlord.
- 6 Didn't really help
- 7 Wishes to have a live-in caretaker
- 8 Despite receiving several pages of information, all housing is full. The CIL was amazing and called and checked on me a lot. They did everything in their power to help there just isn't housing.
- 9 Decided not to take advantage of the service, thank goodness it was there
- 10 Didn't like housing coming into home when not there
- 11 Everyone is trying to put me in a senior citizens home and I am not ready to go there yet.
- 12 The CIL personnel didn't get back with the consumer.
- 13 The consumer states that we were helping her and her family obtain housing. After connecting her with the Housing Authority, she was advised that there nothing available for at least 6 months.

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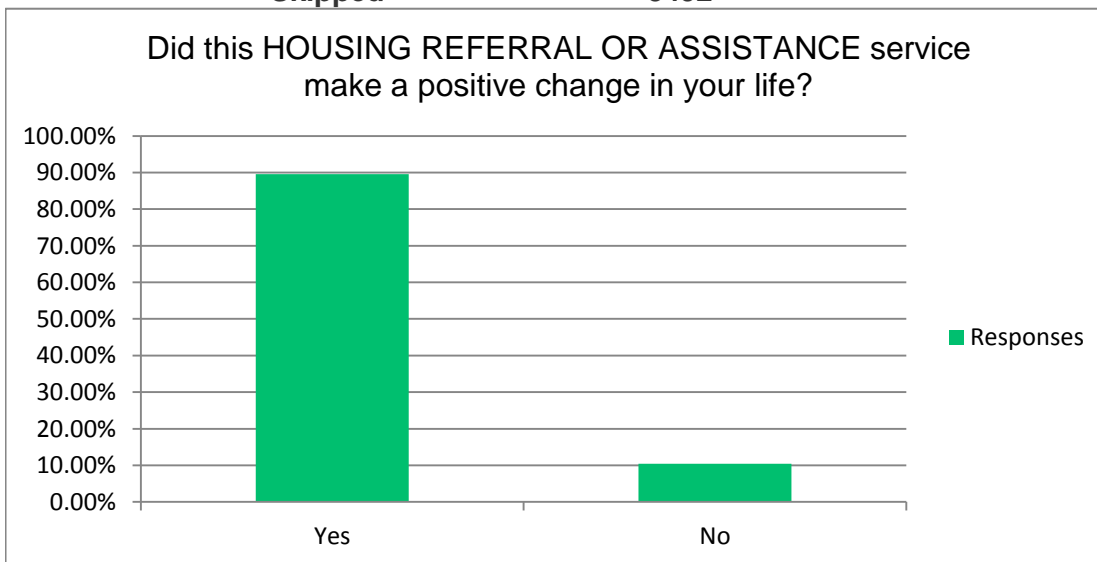
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 93.36% | 225 |
| No | 6.64% | 16 |
| Answered | | 241 |
| Skipped | | 3491 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 89.58% | 215 |
| No | 10.42% | 25 |
| Answered | | 240 |
| Skipped | | 3492 |



Annual IL Outcomes Survey 2017

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

Answered

121

Skipped

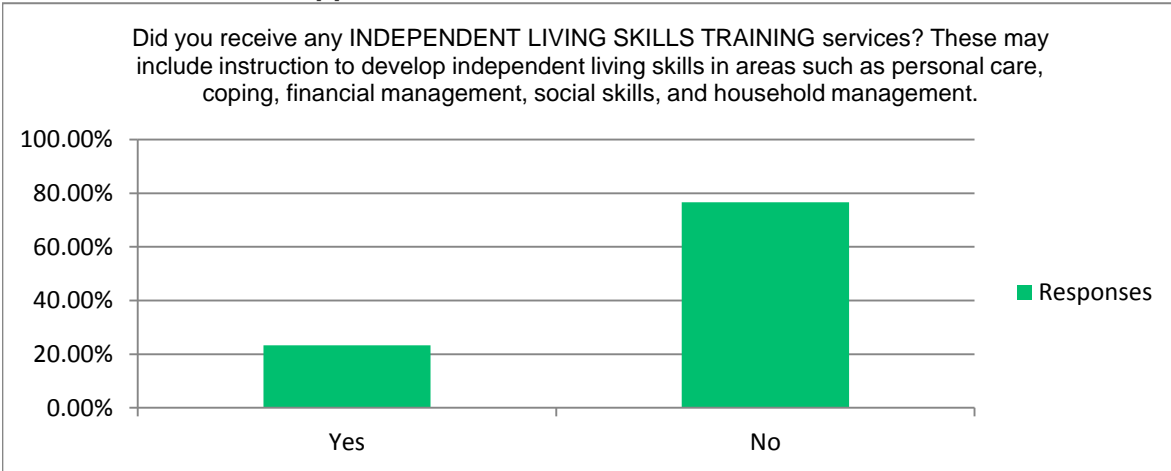
3611

- 1 It helped me get a place to live.
- 2 I was provided a housing packet and able to choose my housing that I wanted to live in upon my transition out of the facility.
- 3 I was able to find other accessible housing
- 4 I got a new apartment.
- 5 Got me out of a nursing home and using a wheelchair for over a year, getting out of a nursing home changed my life
- 6 Has helped providing information
- 7 I now have someone who can walk me through the steps of living independently.
- 8 My specialist sent me a HUD income based housing list. It gave me knowledge of where there was income based housing for people with disabilities, and allow me to know places I could contact.
- 9 It showed me the options to get out on my own, and to be independent again.
- 10 Helped find a good house.
- 11 To be able to afford monthly rent and monthly utilities
- 12 I have the information but I have not yet moved
- 13 Received information that was helpful but have not yet taken action
- 14 Received information on availability of HUD rentals in my area.
- 15 I know now how to speak on my own with the Housing Authority and I also have info on other apartments in the area that my ILS gave me.
- 16 He stated that the service was positive because he was able to obtain information on housing in his area.
- 17 She found a cheaper place and she can pay her bills now
- 18 It helped to have contact during a challenging time. My daughter and I were alone. It helped me stay focused in my housing search. It helped me get on waiting lists.
- 19 Helped me to live on my own and come out of the nursing facility
- 20 Used the money follows the person program
- 21 After several years of sleeping on people's couches, I finally have my own place
- 22 Made consumer aware of what housing is available out in the community
- 23 She was homeless before.
- 24 Help maintain independence
- 25 Found house and furniture.
- 26 With the help from my ILS I am able to stay in my apartment now!
- 27 Helped me get a nice place to live
- 28 I'm blind so paperwork is so hard for me. With your help I was able to sell my home and find a home I could afford
- 29 Better place to live
- 30 Completely changed my way of living.
- 31 I am living in my own home.
- 32 I'm out of the nursing home and living on my own
- 33 I'm not really able to put it into words. I'm free to live on my and make my own choices. Its freedom
- 34 I'm living independently now in my own home
- 35 I was able to get my own house.
- 36 Gave me independence.

Annual IL Outcomes Survey 2017

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 Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 23.36% | 814 |
| No | 76.64% | 2671 |
| Answered | | 3485 |
| Skipped | | 247 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 97.06% | 791 |
| Somewhat Satisfied | 2.33% | 19 |
| Dissatisfied | 0.61% | 5 |
| Answered | | 815 |
| Skipped | | 2917 |



Annual IL Outcomes Survey 2017

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

Answered

34

Skipped

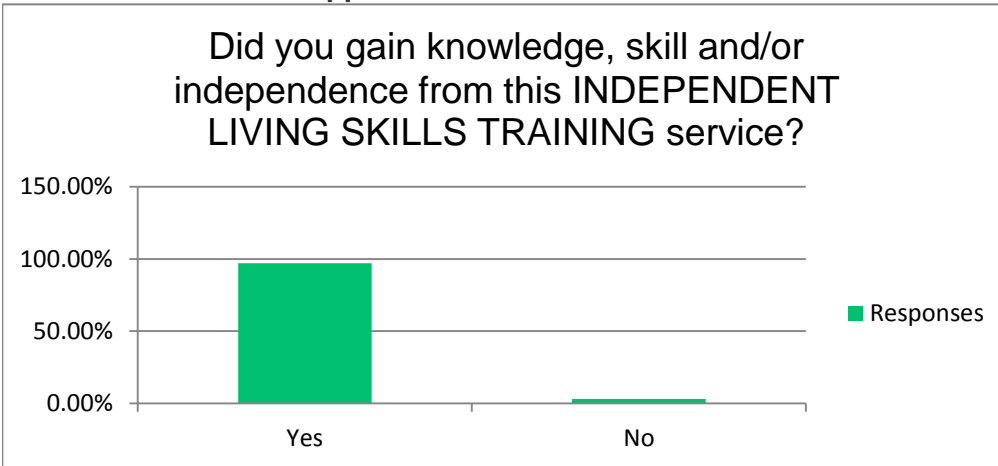
3698

- 1 Please call me for future services.
- 2 It took along time to get the information I needed.
- 3 Consumer was very satisfied with the services themselves but was somewhat dissatisfied with the budget cuts which meant that she can no longer get the socialization and budgeting life skills training that she was working on and slowly getting the hand of figuring it out.
- 4 Consumer was very satisfied with the cooking classes that she was attending until the classes got cancelled because of budget cuts
- 5 If I was able to keep my services going it would have been better.
- 6 I let my case worker know I need a fan, took a long time.
- 7 The participant would like it if the rules could be less repeated would like more classes such as cooking classes more hands on classes. different types of math measurement math would be nice.
- 8 Hearing Supplies she is waiting for someone to get her a alarm clock that shakes her bed to wake her up
- 9 Needs rails for front steps and is still waiting for resources for them.
- 10 Consumer was dissatisfied and mistaken thinking that the CIL services were going to attempt to put her into a nursing facility just like what the state did to her sister, but after PAS and long talks that was all straightened out and consumer wants to re-apply for CDS services
- 11 Consumer says she is dissatisfied because she hasn't gotten the training that she has asked for yet and it's been a little over a month she called last to ask for the training. ILS could improve by making contact sooner than later when consumer asks for training at a specific time.
- 12 Telephony training.

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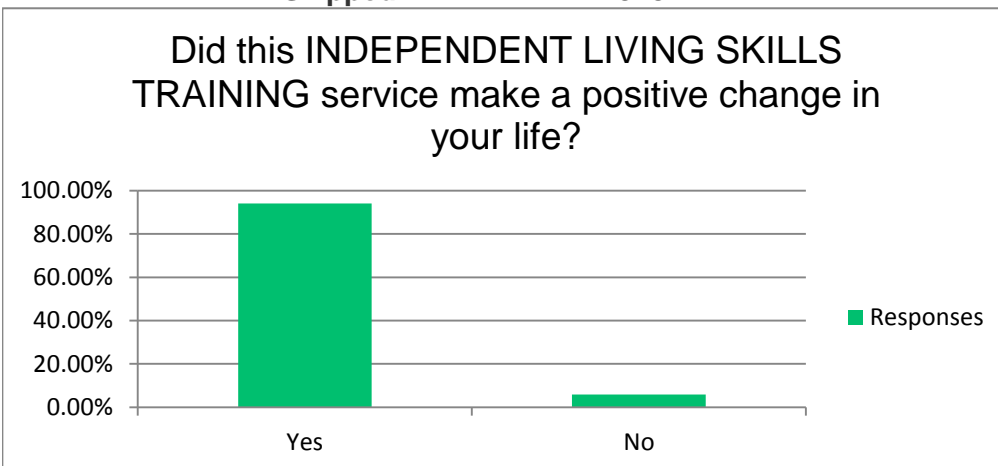
Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 97.06% | 791 |
| No | 2.94% | 24 |
| Answered | | 815 |
| Skipped | | 2917 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 94.10% | 766 |
| No | 5.90% | 48 |
| Answered | | 814 |
| Skipped | | 2918 |



Annual IL Outcomes Survey 2017

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

Answered
Skipped

587
3145

- 1 Gave me resources.
- 2 It proved to me that I can do more than I thought.
- 3 Helped me to remain independent after leaving the facility.
- 4 I can take care of my business.
- 5 I learned how to be an employer, schedule my attendant, train my attendant, and manage my care plan.
- 6 I learned how to manage my own attendants.
- 7 I'm trying to improve my academic skills.
- 8 I do math, reading, and language so I can get better.
- 9 I learned spelling, math, and reading skills. I'm working on my GED so I can later get a job.
- 10 Has helped me remain independent in my home, preventing me from becoming homeless.
- 11 I am finally working towards getting my GED!
- 12 I get help with spelling, reading, math with times and addition. He breaks it down so I can understand it.
- 13 I learned personal care skills and how to manage my services.
- 14 I learned how to manage my services so I can live independently.
- 15 I learned skills that will help me live more independent.
- 16 I was able to go back to college and I am learning how to cook. I've learned how not to procrastinate.
- 17 Household management.
- 18 Helping me to learn the drivers ed book
- 19 It got me connected with people to get my home weatherized.
- 20 I am learning how to cook more things on my own!
- 21 I learned about some services in the community that were available to me that I didn't know about.
- 22 I got a lot of good resources. In the end, I got a place to live.
- 23 The change it made was I never knew I could own my own business, but the CIL taught me how to do that with my CDS.
- 24 It helped with my being more active.
- 25 consumer is able to manage her own money now and is still getting the hang of cooking
- 26 With the IL skills the CIL has been teaching my son, he has gained so much confidence in himself and he feels comfortable being more independent in the community.
- 27 Helped me find resources in the area
- 28 Mom said his reading skills progresses a lot.
- 29 I was able to get my driver's licenses which will allow me to be able to look for work
- 30 ILS is teaching me how to cook and how to use the kitchen equipment and items. I am starting to feel more comfortable in the kitchen now!
- 31 I had training on how to direct my own services and fill out time sheets.
- 32 I do much better with my daily living I think. I learned to vote, make budget, and chore list.
- 33 I learned how to use a transfer bench safely and effectively and I can bathe more independently
- 34 I have a permit to practice driving with an adult in the car. I was unable to complete driving practice to a degree that I can drive independently. I continue to practice some with my family
- 35 I learned about my roles and responsibilities as a peer person
- 36 I am bettering myself. I'm going towards my GED so I can get a better job.
- 37 It improved my ability to do math. I got a job interview this week! I'm so happy!
- 38 She stated positive because she learned about social skills.

Annual IL Outcomes Survey 2017

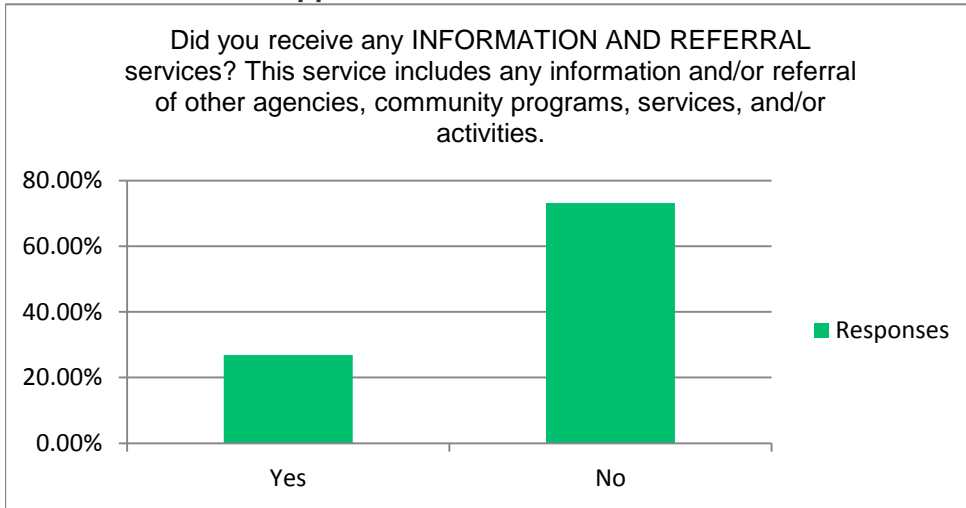
If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

- 39 She stated positive because of the skill she learned for household management.
- 40 Taught me how to maneuver around my house and how to cook
- 41 I received training on how to operate my new house phone and I can actually call my kids now. I could not here them before.
- 42 I received training on how to properly put the shower chair in the shower and how to use the grabber. I feel so much more independent now that I don't have to ask someone to help me get something off the shelf or out of the floor.
- 43 I learned to attend a local junior college. Then I went to a large university
- 44 learned some financial skills
- 45 I am able to pay my bills on time now since Alisha has been helping me with my budget and I also have more money left each month b/c of this and b/c of the care closet program!
- 46 The Skills Training made a positive change in her life. She knows how to use the adaptive equipment she received.
- 47 I know how to cook things now that I didn't before. I'm budgeting my money better than I did in the past.
- 48 Its been a while since I maintained my own finances so the information provided help me do it with ease.
- 49 It has helped me to set a budget and to be careful of my spending.
- 50 This service has brought my daughter so far. She is doing better in school and enjoys the visits with her case manager.
- 51 My daughter is having a great success at reading.
- 52 I understand my work better.

Annual IL Outcomes Survey 2017

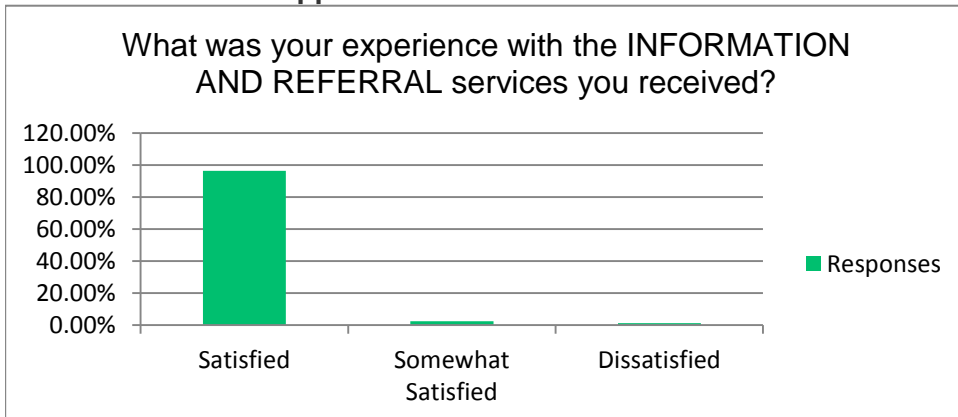
Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 26.85% | 934 |
| No | 73.15% | 2545 |
| Answered | | 3479 |
| Skipped | | 253 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 96.37% | 902 |
| Somewhat Satisfied | 2.46% | 23 |
| Dissatisfied | 1.18% | 11 |
| Answered | | 936 |
| Skipped | | 2796 |



Annual IL Outcomes Survey 2017

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

Answered

51

Skipped

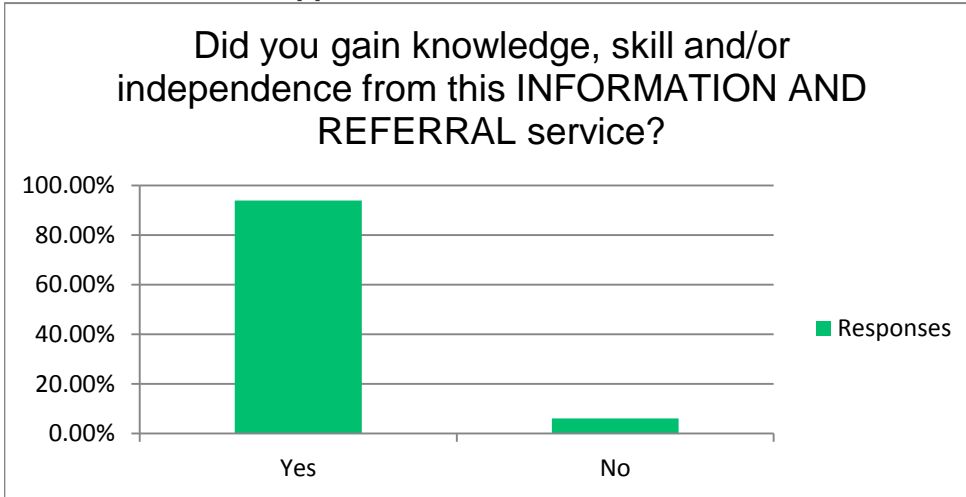
3681

- 1 consumer wanted help with her electric bill and some other bills that she didn't state what they were and she wasn't happy that she was referred to go somewhere to ask for assistance
- 2 Lack of information for the blind community
- 3 CIL's programs changed. She was not able to get equipment repaired anymore.
- 4 She stated that she feels she should have obtained more information than what she received.
- 5 Nothing in Moberly
- 6 Consumer was somewhat satisfied because he wanted to receive a ramp from the CIL. The CIL gave him a loan/grant to fill out to receive a ramp
- 7 Consumer wanted help with bill but the CIL couldn't help provide the funds the consumer needed so gave the consumer information to a couple places that could help her out with the bill
- 8 Consumer received information for dental help and was somewhat satisfied because she couldn't get into the dentist as fast as she wanted
- 9 The guy snapped at me and acted like he didn't care about me. If I mailed something on Monday he wouldn't say he got it until Friday. Sometimes he took a long time to call me back.
- 10 It's challenging to get to the service agencies and coordinate everything
- 11 Requested assistance with getting funding for a ramp, but all referrals given wanted her to pay money
- 12 Consumer was somewhat satisfied because he didn't get the ramp that he wanted due to budget cuts and he understood the situation.
- 13 I was not able to drive to town to participate in arthritis exercise group so didn't help
- 14 I didn't qualify for program
- 15 Can no longer receive services now that she is working.
- 16 Would like to know about any programs that can help him
- 17 Called twice and no one called back
- 18 Consumer was technically satisfied with the information that he received about an issue that arose with his attendant but the consumer still stated that he would rather try another CIL
- 19 Consumer was dissatisfied for the fact that the center couldn't help out with the bills that the consumer wanted help with from the beginning. The consumer was also disappointed and saying that "you guys help everyone else out why can't you help me".
- 20 I have just started services and only met with an IL Specialist one time. I am a little frustrated because the assistance I am trying to apply for is not going anywhere because I do not have Medicaid.
- 21 CIL personnel didn't follow through with the contract.
- 22 Called and asked for info on pedals that clamp on gas/brake pedals for a short person. They didn't know info and didn't offer to find out and call back.
- 23 I've tried for two years to get home delivered incontinence supplies through Medicaid. I've been denied because I am not 21 years old or younger. But I've been told I'm eligible. I am ruining my wheel chair because of incontinence. My ILS has been helping me, and is still trying.

Annual IL Outcomes Survey 2017

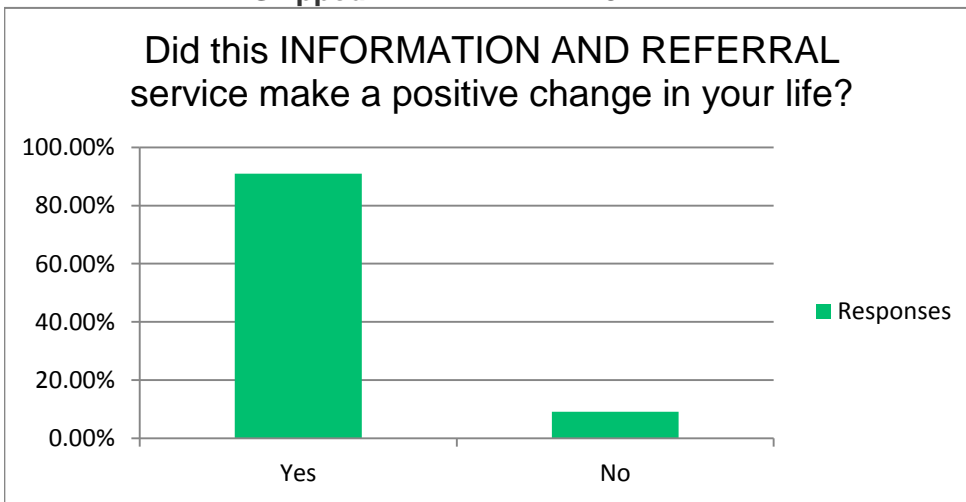
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 93.91% | 879 |
| No | 6.09% | 57 |
| Answered | | 936 |
| Skipped | | 2796 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 90.91% | 850 |
| No | 9.09% | 85 |
| Answered | | 935 |
| Skipped | | 2797 |



Annual IL Outcomes Survey 2017

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

Answered
Skipped

516
3216

- 1 Helped me a lot with getting transportation back and forth from my doctor.
- 2 Helped me find a doctor, food pantries, transportation services, ACT team w/ Burrell
- 3 They gave me information about other services in the community
- 4 Because of the information, I was able to get services.
- 5 I got information about CDS.
- 6 I got information about a lot of services and programs available in my area.
- 7 Helping me remain independent, helping me realize there is help for me.
- 8 It gave me channels to reach out to when I need something. With that information, I can do it on my own.
- 9 They gave me lots of information about incontinence supplies and what all my options were to get them.
- 10 They gave me information on who to call for legal advice.
- 11 I was able to get a counselor and resources for school.
- 12 I am now able to visit a dentist that I can afford
- 13 It helped me find out how to get an amplified phone.
- 14 I receive information on wheelchair accessible transportation options (other than Call A Ride) that were available without needing to schedule days in advance
- 15 Received some information to get me help with purchasing prescription medications.
- 16 Received information on how to obtain a Safe Link phone. Also received information on transportation available in my area.
- 17 Helped me access information that I did not know would be useful to me, and now I use some of the services that were referred to me in the past.
- 18 She found out what was available, got money follows the person, and got out of the nursing home
- 19 Helped me find some things I needed to set my house up.
- 20 I learned about the cds program and the in home program. I also learned about adaptive equipment.
- 21 She stated positive because she learned about services available to her and also about local resources.
- 22 Because of the referral, I was able to get the talking watch I was wanting!
- 23 Positive she stated because she has been able to use the resources she received.
- 24 I received information about services provided by the independent living center. I now know that there is an arthritis program
- 25 Consumer needed info on where to get dental assistance to get dentures and the info that she received helped her get pointed into the right direction
- 26 Me living in the nursing home vs me living on my own again.
- 27 Information was given to me on TAP. A TAP demonstration was completed and I got a phone that I can hear off of.
- 28 I received information about USDA Rural Development for help with my roof and heat repair
- 29 I learned about a grant to make my bathroom accessible thanks to you all for the information
- 30 It was hope. It gave me hope. I tried using the information, but everything was full and there was not enough housing or it was too expensive.
- 31 Just makes her feel like she is not alone, knows that there is a support system there.
- 32 My case manager told me about quite a few services in the area I wasn't aware of.
- 33 Rehab for the Blind services
- 34 Meals on wheels
- 35 I was referred to the right agency that will help me with my employment opportunities
- 36 I was able to vote at home
- 37 It helped me find resources that I didn't know were available

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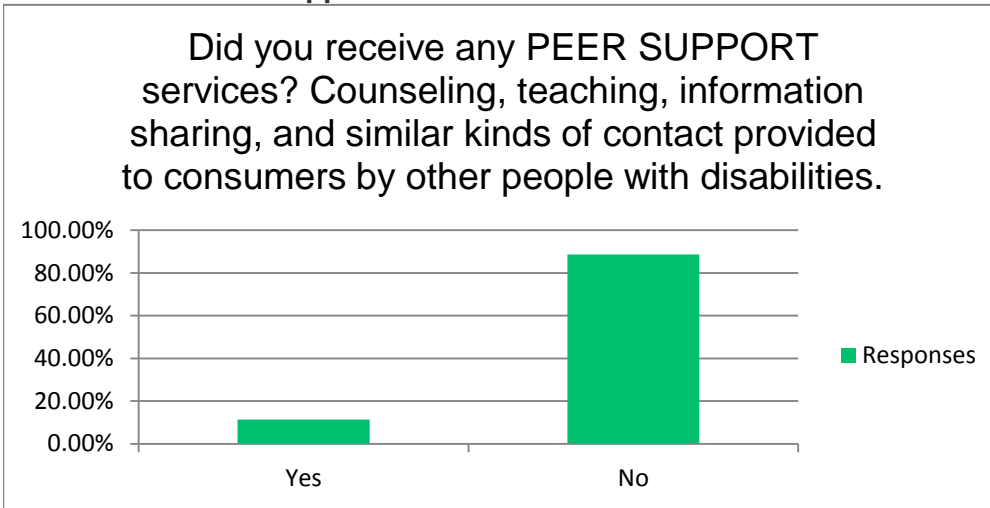
If Yes, what change did this INFORMATION AND REFERRAL service make?

- 38 It has given me more independence.
- 39 Made me more resourceful. I get information and did as much leg work as I can.
- 40 Yes referred to Missouri assistive technology made a big impact in my life.
- 41 Medical Alert
- 42 Received information on community health clinic. Called and got teeth taken care of.
- 43 I was able to find a very good floor cleaning company to come into my home monthly
- 44 I was not interested in the that program but I got to make up my own mind.
- 45 Helped me find other resources to help me stay independent
- 46 I was told about the Midwest Special Needs Trust program and was able to go through them to get something I needed.
- 47 I have become more social and happier
- 48 I lived my life in constant worry. Now I live with less stress
- 49 Helped me find doctors and other health officials to help me
- 50 Helped him transition from a nursing to his own home.
- 51 When I'm not able to find something I call you and you look it up for me. I'm not able to use the internet and it's hard to answer questions sometimes
- 52 I wouldn't have known where to turn without you. You took some of the stress away
- 53 With all that comes with getting older it has been a great service just to know where to go when things get bad. It has relieved the stress
- 54 I called your agency to find help with finding a doctor, food, and eye glasses. I'm able to live a richer life because of you
- 55 Some times I'm not able to make ends meet and your services provide a ride and set me up with local pantries
- 56 It has helped me get information.
- 57 The resources helped because I'm able to stay in my home.
- 58 The gave me knowledge and good resources.
- 59 Gave me more independence
- 60 I became more aware of services.

Annual IL Outcomes Survey 2017

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 Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 11.31% | 393 |
| No | 88.69% | 3082 |
| Answered | | 3475 |
| Skipped | | 257 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 97.46% | 383 |
| Somewhat Satisfied | 1.27% | 5 |
| Dissatisfied | 1.27% | 5 |
| Answered | | 393 |
| Skipped | | 3339 |



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

Answered

22

Skipped

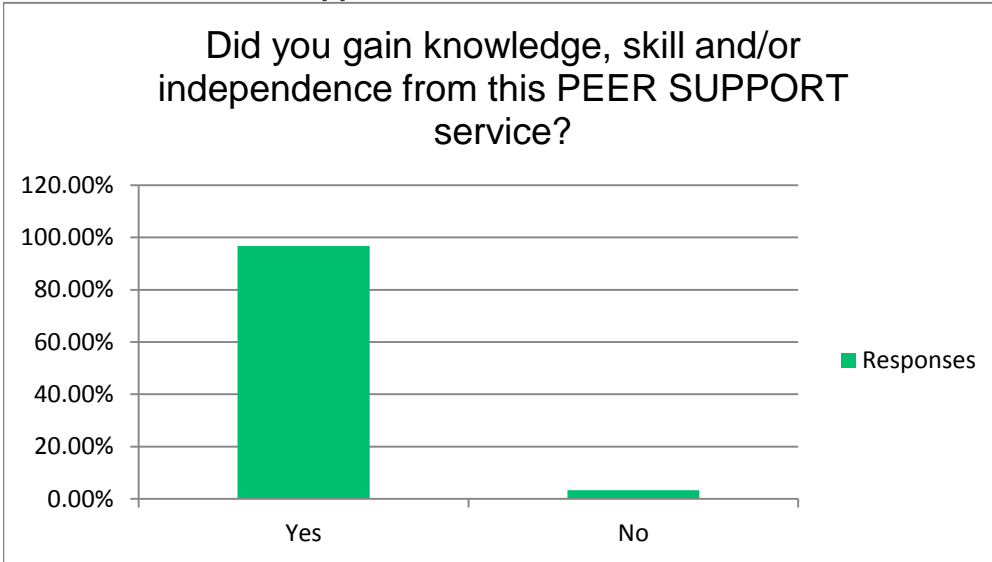
3710

- 1 The first person was ruder than heck, and we had different schedules. The second person would have been great, but her phone didn't work. I am disappointed and really frustrated. The screening needs to be better. I am not dropping the CIL. I just need better luck and to find the right person.
- 2 Couldn't do it
- 3 I think things could be improved on. I'm a little frustrated with how the class is supposed to be. I thought there would be instruction on how to paint, but there is next to no instruction. Just "here's what you need. Have fun." And there is an elderly lady there that takes over. She is very disrespectful. She should be told she is not the instructor.
- 4 Not too much they could have done
- 5 I took the class and was motivated to help and no one called me back
- 6 Been through a lot of staff reduction and loss of funding which has hampered the level of service the CIL can provide me.
- 7 Didn't act on information received
- 8 Family members and friends
- 9 I don't get enough new information, new resources. Too much same old, same old...transportation, services, getting a job.

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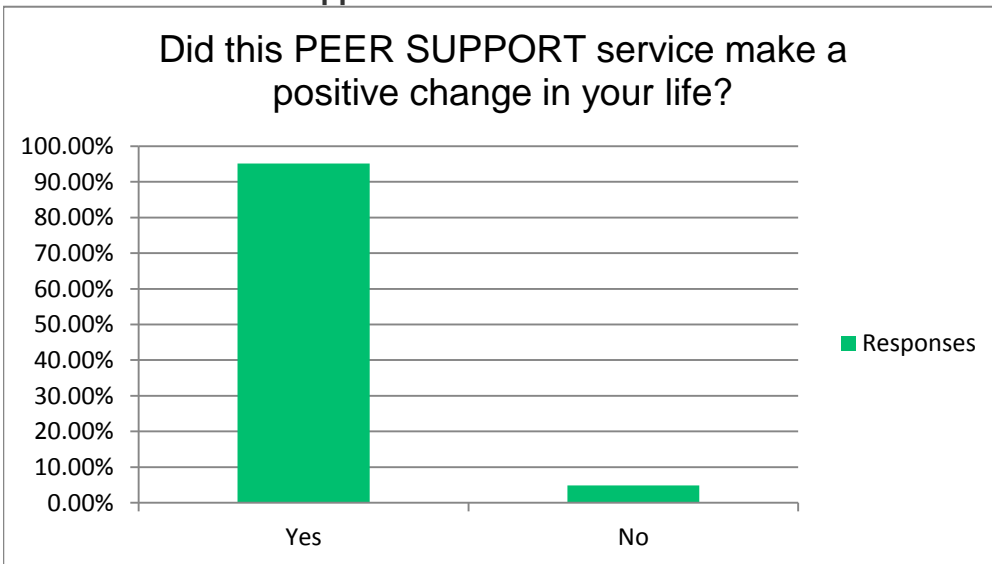
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 96.69% | 380 |
| No | 3.31% | 13 |
| Answered | | 393 |
| Skipped | | 3339 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 95.15% | 373 |
| No | 4.85% | 19 |
| Answered | | 392 |
| Skipped | | 3340 |



Annual IL Outcomes Survey 2017

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

Answered

219

Skipped

3513

- 1 Learning how others handle their disabilities and ways to help with mine.
- 2 I am able to talk to someone at the CIL about things I would rather not talk to my kids about.
- 3 I have someone to talk to at the CIL when I need it.
- 4 I enjoy visiting each month and having someone to talk to.
- 5 I get to talk to her every month and tell her what's going on with me.
- 6 Let me know what to expect when I got out and one of the things that people don't express enough is that the nursing care will not be there at home, you will have to do things yourself and unless you have a live in aide, even things like putting on your socks it's all you, it can be traumatic, the peer support greatly helped me prepare and then I became a peer supporter for others.
- 7 I enjoy having someone to talk to when I need it.
- 8 I enjoy the phone visits and having someone to talk to about my life.
- 9 I always know I have someone to talk to about the good things that happen in my life and the bad things. It's comforting.
- 10 I enjoy just being checked on when I had my knee surgery. It was nice to know that someone cares enough to actually call and talk to me.
- 11 I have someone I feel comfortable talking to
- 12 Consumer said she has gotten some friends from social club
- 13 Being more independent and confident to live on my own. Having someone to relate to.
- 14 It has really helped with Coping skills
- 15 Consumer said that she met some real nice people when she played bingo
- 16 I don't have to take my anxiety meds anymore.
- 17 I finally have someone I can talk to.
- 18 I enjoy visiting with someone and having them listen to what I have to say.
- 19 It helps to be able to network with others
- 20 I am very young to have such bad arthritis, the peer support in the arthritis exercise classes and the group meeting have really changed my life because I do something each day. Something to look forward to.
- 21 Confidence and self advocacy
- 22 I have regained my mobility since starting arthritis exercising and made more friends!
- 23 How to breathe differently
- 24 I was matched to another person with a disability and gained peer support
- 25 the Peer program helped me have a better support network
- 26 When you are disabled you can get emotionally battered and when you can have others to talk to you don't feel so bad.
- 27 She stated that the service has made a positive change in her life.
- 28 I am a part of the arthritis program and it has helped me meet people and learn more about my self and has helped with my depression.
- 29 Helped a lot when daughter passed away
- 30 Allow me to be able to talk with another person with s disability and gain support
- 31 Helped me with loss of parents and through a mental breakdown.
- 32 She stated the service has made such an impact on her life because she has made a friend. They give each other support that she does not get at home.
- 33 I receive peer support when I attend the activities. I have met a lot of new people and this gives me a reason to leave my house.

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

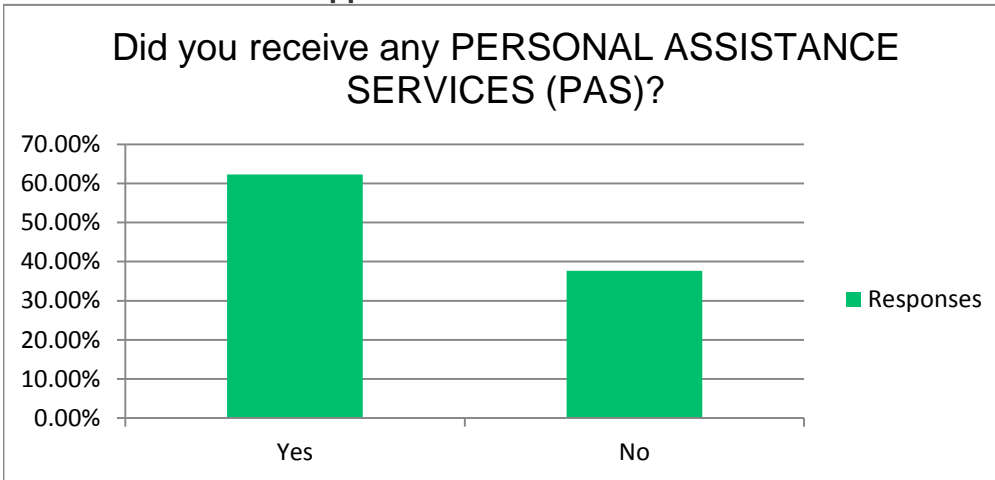
- 34 He stated that this service has made such a great change in his life because he is able to receive and give support.
- 35 I really do enjoy the class. I've learned a lot by watching others.
- 36 It's very nice. We enjoy it. It's good to get out and do stuff. It's good to talk with people and interact.
- 37 Interacting with others is good. It gets me out of the house. It's nice for people. Visiting and getting out are two of the most important things older adults can do.
- 38 We enjoy that so much. They're a good group of people. We enjoy getting out and trying new things.
- 39 I used to be very depressed and it helped me come out of it.
- 40 I love that group. I've met some wonderful people who are supportive. It helps me with my self confidence; and to pursue other activities and try harder.
- 41 Provides me the ability to function as a peer mentor and help others the way my CIL mentor helped me to learn how to live independently
- 42 I receive peer support through attending the activities at the center and have made several friends.
- 43 I have been matched with the same peer for 7 years. All through college he has helped because he was several years ahead of me
- 44 Communication with other people in the same situation gives him hope and encouragement.
- 45 It helps consumer to have someone to talk too when depressed.
- 46 Meet new people
- 47 Got so much help, hearing meeting for deaf. Got someone to help me with anger problem. Was really glad with the assistance given.
- 48 Cooks in the Kitchen has helped with my son's social skills and his independence. It has made him very happy.

- 49 I met my best friend through one of the social groups. I have a happier life
- 50 I love the people that I see and the help I get from them.
- 51 Socializing.
- 52 Helps me with my outlook and life in general
- 53 Keeps me motivated
- 54 Helps to talk to others
- 55 Support
- 56 Love going to the meetings
- 57 Gives me people to talk with.
- 58 Keeping me going
- 59 Independence skills and being positive
- 60 I enjoy the sharing.
- 61 I enjoy the meetings.

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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 Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 62.32% | 2162 |
| No | 37.68% | 1307 |
| Answered | | 3469 |
| Skipped | | 263 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 95.70% | 2068 |
| Somewhat Satisfied | 3.42% | 74 |
| Dissatisfied | 0.88% | 19 |
| Answered | | 2161 |
| Skipped | | 1571 |



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

Answered

140

Skipped

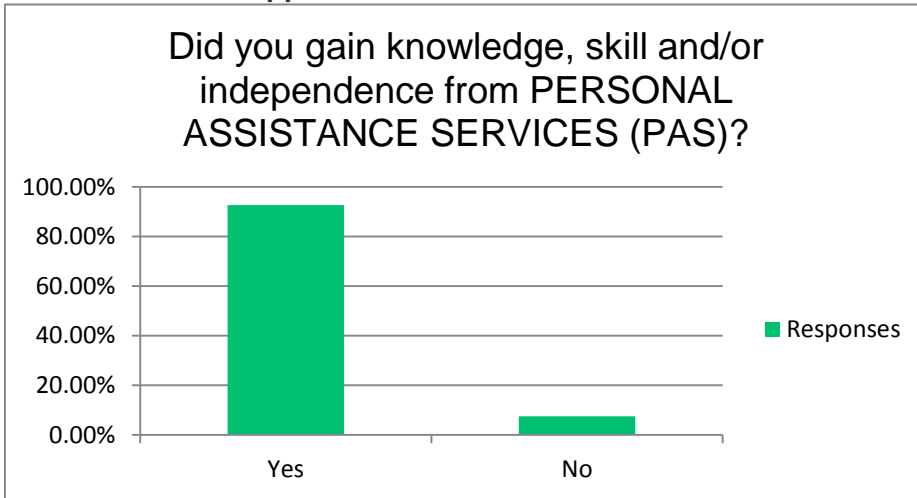
3592

- 1 She said that she lost her Medicaid and thought the CIL could have been more helpful at the time. Losing Medicaid caused her to lose her CDS as well. She said after losing her case manager no one from the CIL called her for six months.
- 2 I struggled finding an attendant who was good.
- 3 Very satisfied with the services I receive but not happy at all that the state cut back the amount of hours I can receive services.
- 4 The participant is disappointed her hours were cut. More time is really needed to get certain tasks done more satisfactorily.
- 5 I think they should do more to help attendants. Attendants a lot of times go above and beyond.
- 6 My hours were cut and I am not happy with that.
- 7 I struggle to find good attendants.
- 8 Communication is bad, the departments don't talk to each other. So, it takes a long time to get answers to questions and payment issues with paying the consumers aid. CDS consumer - stopped services with the CIL in February 2017.
- 9 No one has called me in over a year. My aide did not get a raise and I am changing services because of it.
- 10 Aide liked to sit and watch TV too much.
- 11 It is hard to find attendant who will drive to country home.
- 12 She stated not having to use the phone system.
- 13 They never sent consistent aides. I always got the bottom of the barrel.
- 14 I wish I could get another attendant. No one wants to work weekends, or do the things that I need done.
- 15 Would have been better if I could pay my spend down
- 16 Consumer stated that she is still new to all of this and she hasn't had any issues besides her attendant no having a DL which is a requirement to be an attendant
- 17 Consumer was dissatisfied because she didn't meet the requirements to receive PAS services
- 18 Couldn't keep an attendant
- 19 Need more attendants to choose from.
- 20 I could receive more assistance. I don't get a bath as many times a week as I would like. I don't get as much help as I would need.
- 21 My assistant could take me to the doctor. This new program I am on will not give you rides to the doctor. She would take care of my bills. The attendant had her mind somewhere else some of the times. Her hours were always different and that wasn't so good.
- 22 Needs more time with attendant.
- 23 Aides/attendant not reliable, thought one was stealing pain medication-couldn't prove, was going to fire her next time she came
- 24 the attendants themselves are fine but where the consumer lives its hard to keep attendants and its difficult to fill attendant hours.
- 25 If they show up on time and actually did work consistently.
- 26 Felt as if she kept getting a run around from the CIL in every instance
- 27 The aides don't like to stay & do the work. The company & staff are great.
- 28 Because of legislation that passed, my services got cut. Everything was fine before that.
- 29 It took a long time to find a good person.
- 30 The phone service. Sometimes we have to try two or three times to call in.
- 31 Cuts from the State.
- 32 I thought there was going to be more assistance in the hiring and with the Family Care Safety Registry.
- 33 It's difficult to find the right person who sees this as a job.

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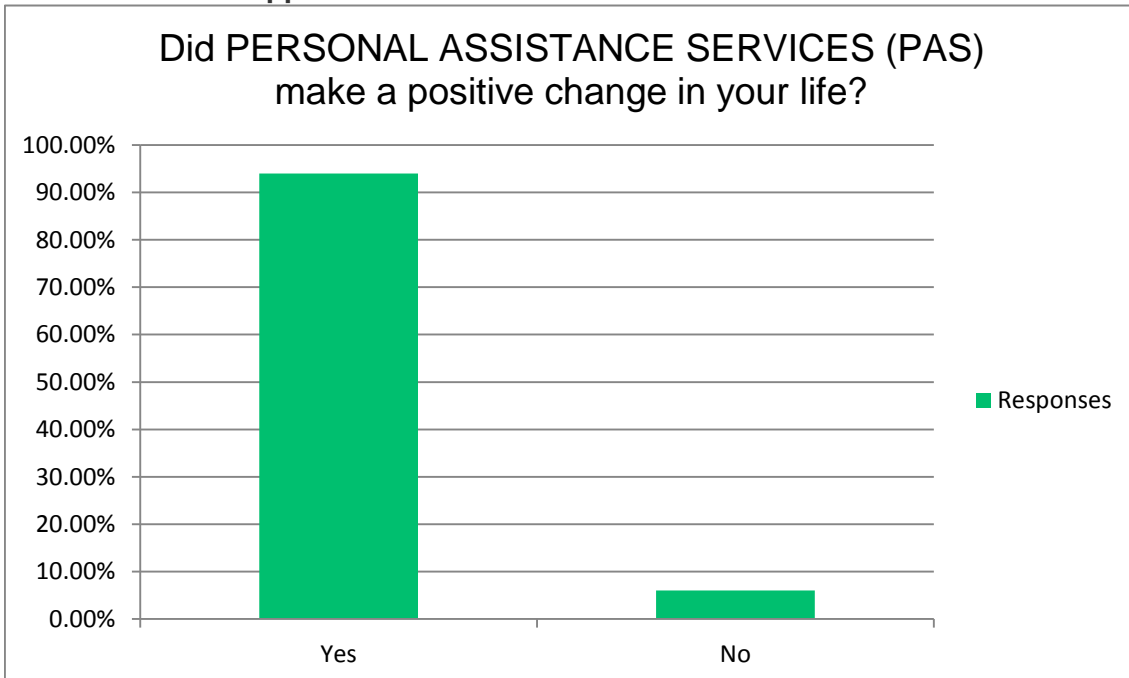
Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 92.60% | 2001 |
| No | 7.40% | 160 |
| Answered | | 2161 |
| Skipped | | 1571 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 94.01% | 2026 |
| No | 5.99% | 129 |
| Answered | | 2155 |
| Skipped | | 1577 |



Annual IL Outcomes Survey 2017

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

Answered

1439

Skipped

2293

- 1 I can stay in my home, I can get around in my home, and I have a nice clean house.
- 2 Let me stay home to be independent.
- 3 I can make the schedule and it keeps me out of the nursing facility.
- 4 My attendant helps me do things I can no longer do for myself.
- 5 I get better help with my services now than with my other provider I had.
- 6 Has helped me get into my own home, and helped me stay there.
- 7 I'm able to have a family member help me in my home.
- 8 I was able to take a shower . She cooked and cleaned my home. It helped me remain in my home.
- 9 I am glad that CDS allows us to choose who we want to help care for us.
- 10 CDS allows me to stay in my own home and live as independently as I can.
- 11 I am happy that I'm able to get help in my own home.
- 12 I like being able to hire who I want.
- 13 I am able to stay in my own home and live a normal life.
- 14 She is able to be active and get out in the community
- 15 Consumer says that it would be very difficult to live on her own if she didn't have the help she does, and she might even be in a nursing home
- 16 I am not allowed to drive. My attendant takes me shopping for groceries. I'm legally blind, so I have trouble seeing how dirty my house is.
- 17 I don't think I'd be able to remain at home.
- 18 my MS is very limiting. my attendant is very helpful. I am able to stay in my home.
- 19 She takes me out at least twice a week to walk in stores, it has helped me lose 90 pounds. If I didn't have an attendant, I would still be in a wheelchair
- 20 I receive help in my home with daily things that make it easier to get around. My assistant helps me schedule appointments and make sure that I am staying on top of housework and other things.
- 21 Taught me how to do things better.
- 22 Attendant helped me do things for myself
- 23 I know my attendant and I trust her to go grocery shopping for me and she helps keep me out of the nursing
- 24 someone helps me dress every day and the nurse keeps my meds straight every week.
- 25 I have an attendant in my home who helps me with daily living. I trust her and glad that I do not have to have a stranger in my home.
- 26 I can maintain my job because I get help getting up every morning and making everyday choices.
- 27 I can get dressed and cleaned every day now
- 28 Aide shops for me and does things I can't do for myself.
- 29 CDS allows me to continue to live independently and direct my care.
- 30 I have a CDS attendant who I know and trust to help me with daily tasks that I can not do by my self and it helps keep me in my own home.
- 31 She stated that the service has made a positive impact on her life because she is still able to live in her home with the assistance she receives in meals being prepared, able to keep doctor visits, housekeeping, and bathing.
- 32 I have someone that I know and trust helping me with toileting cooking cleaning and shopping. I don't have to have a stranger in my home.
- 33 I am still able to manage at home since my spouse died.
- 34 I do not trust easily and because of CDS I have someone in my home that I know and can trust to pick up my groceries and help me with everyday to day tasks. This has helped me stay in my home.

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

- 35 She has trouble getting around and the PAS makes a big difference in keeping her independent. She can do her own personal care, but no longer drives and her attendant goes to the grocery store for her.
- 36 Makes me feel motivated and able to live at home to remain independent somehow.
- 37 I am able to stay in my house after a spinal injury. I as so happy to see curb cuts being installed on my block. I can get around the neighborhood more independently now.
- 38 I am unable to care for myself at this time so I would be unable to stay home without help.
- 39 I like my freedom, no telling where I'd be at without the program, I don't like nursing homes, I volunteered at nursing homes before and I don't like how people are treated
- 40 She stated independence is the change that the service has made in her life. She stated that she get to her doctor appointments now, have her medication set up, and household management.
- 41 Help to do things I wasn't able to do myself.
- 42 I need help doing daily routines that I can no longer do for myself. I can live in my own home with his assistance.
- 43 It keeps me in my home and I don't have to go into a nursing home/facility in order to recover from my surgeries.
- 44 I can now live independently in my own home and I feel safe and comfortable because I know the person.
- 45 I have an attendant who helps me with things that I can not do on my own. I am happy to be living independently.
- 46 I was almost put in a nursing Home but because I have my friend as my attendant and I get to remain in my own home.
- 47 I have an attendant who I know and trust taking care of me so I do not have to end up in a nursing home.
- 48 Allowed me to receive the support needed to work a full time job
- 49 Gives me someone that can come in and help me because I have low vision. So there are a lot of things I need help with.
- 50 I wasn't able to take care of myself before, cook, take my clothes off, go up and down the stairs. It really helped me function with daily life. I wasn't able to do those things previously. It changed my life.
- 51 Quality of life. Makes me happier.
- 52 I just have someone come in and help with dressing and personal care. It is much nicer to actually know the person who is undressing you.
- 53 I am able to live here alone and still have someone come in to help me each day.
- 54 I now have someone that I know and trust using my money to shop for my groceries and help me take showers and use the bath room. even though I still need help I feel more independent now then I did before I had the help.
- 55 They help me where I can move around more and do things. I am eating healthier. The assistant cooks better food for me. I have lost some weight, which is good.
- 56 Without this assistance I would not be able to stay in my home.
- 57 I can know that my services will be carried out by someone I trust
- 58 the program allow me to be more independent in my own home
- 59 It helped me transition out of a nursing home into my own home. I'm working now. I am getting back into the work field through the CIL. When I first got hurt and did rehabilitation, they worked with me at the nursing home and followed me all the way to me getting into my own home.
- 60 My being able to live by myself and my ability to come and go in the community more. Those are wonderful things that I didn't have before. I appreciate the help I get from the CIL. It is wonderful.
- 61 For me being a mobile person and doing things by myself, to needing a lot of help, it made me feel safe to stay at home and not going to a nursing home. It is very helpful.
- 62 By receiving personal assistance services it has helped them stay in their home and not have to go into a nursing home.
- 63 It's nice to have the help to take care of some things that I'm not able to do myself
- 64 Able to stay home

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

- 65 It made her better able to deal with the medical problems she has.
- 66 Makes independent living possible despite bad health
- 67 Improved everyday living
- 68 I know my attended and feel more comfortable with them giving me a bath and helping me with my daily needs.
- 69 I have someone that I know and trust and I don't have to go to the nursing home.
- 70 My attended assists me with my daily living tasks. With out my attendant I would probably be in a nursing home.

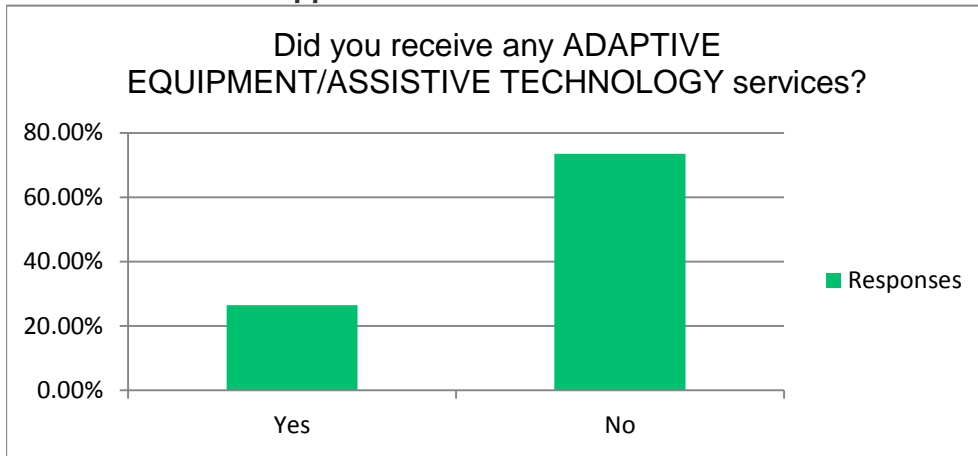
- 71 I love being able to be in my own home
- 72 with this program I am able to choose who I want in my home
- 73 this has made the biggest change in my life I have who I want to help me in my own home
- 74 Taking me to the store is a big help. I can't drive anymore.
- 75 It lets me stay home & not live with my daughter.
- 76 I can be more mobile with assistance and take care of personal needs like a bath.
- 77 Made it easier, especially with laundry and getting out of the bathtub.
- 78 Doing great, I am blind and my aide is a hard worker.
- 79 I can be at home where I want to be. I am too young to be in a nursing home but without the CDS program that may be my only option.
- 80 I live in the country and the person that helps me lives close by. I don't have to worry about her not showing up. Without her help, I could not live alone.
- 81 I have COPD. It's hard for me to do things. She gets things taken care of and helps me tremendously.
- 82 I can't run the sweeper. They help me cook, too. I used to do things myself. Now I can't. It bothers me sometimes. I've had three strokes.
- 83 With limited sight I'm not able to do all the task for each day and with the help I receive it makes my life better.

- 84 Having my surroundings clean and all things out of my path is important to just staying healthy. It has made me healthier
- 85 I have a mechanical heart and lupus. I was not having a way to get to the doctor. I gave up. I only got out of the house once a month. I did without my medications. My doctor ordered restrictions, but I had to do things myself. Now, I can go to the store and get my meds. I have a life now.
- 86 It's helped me be on my own longer. It's helped with laundry and groceries. She's always here when I need her. It's helped me stay at home.
- 87 Things I can't do. She helps me, so I can focus on my child and my health.
- 88 I'm able to get help to do task on my own
- 89 I'm able to stay independent
- 90 It gives me the power to be who I am. I'm free to act myself. I'm adapting to someone helping me. It's freedom. I love it.
- 91 I didn't have to hurt all of the time anymore; trying to do stuff that the attendant does.
- 92 Life was so hard before...it was hard just to take a shower or everyday task. With assistance I accomplish my work and stay clean

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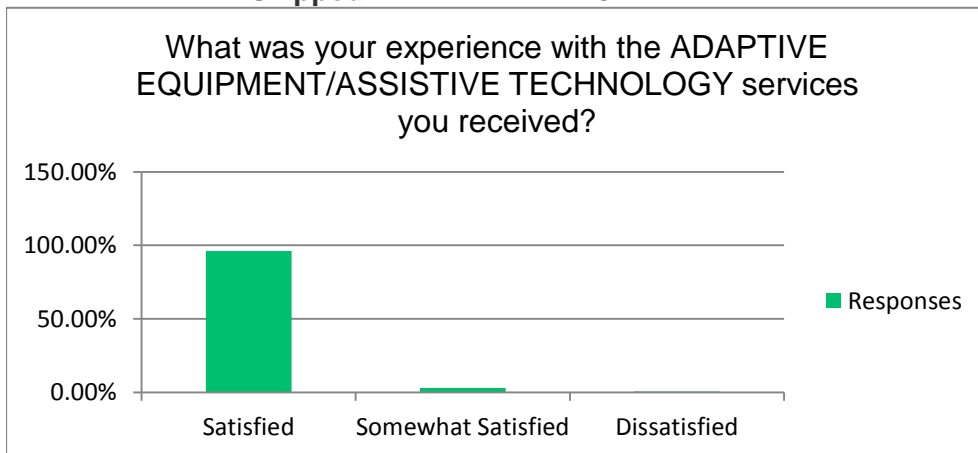
Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 26.50% | 916 |
| No | 73.50% | 2541 |
| Answered | | 3457 |
| Skipped | | 275 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 96.28% | 881 |
| Somewhat Satisfied | 3.06% | 28 |
| Dissatisfied | 0.66% | 6 |
| Answered | | 915 |
| Skipped | | 2817 |



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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

70

Skipped

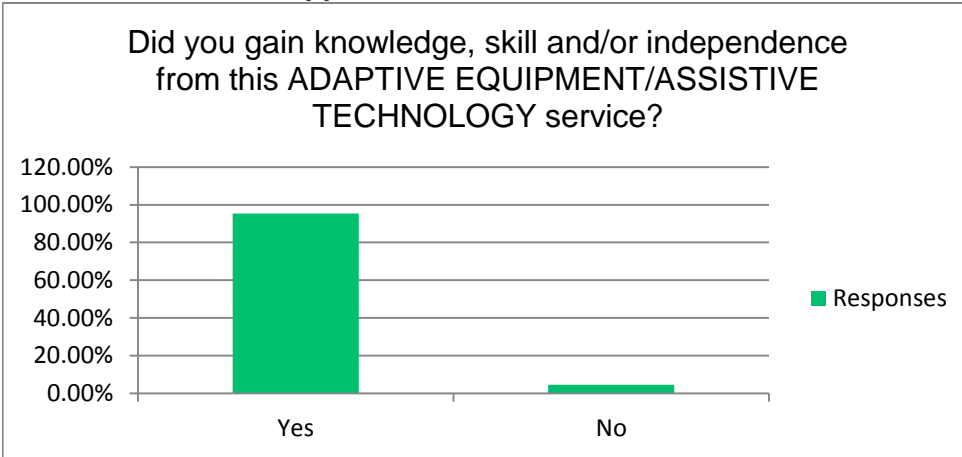
3662

- 1 The phone didn't work that I got, but the phone person brought be a loaner phone until they can get the other one fixed.
- 2 I didn't know how to get the equipment by myself so the service was helpful but I still need help with using the equipment.
- 3 The magnifier allows me to almost read my mail. I have to read one word at a time, so I don't understand what I'm reading. It's easier to have someone read it to me. It helps with short messages.
- 4 Somebody with more knowledge of what needed to go on. I had trouble getting the item because I was on services somewhere else.
- 5 They didn't have any mattress for me so I had to use my old one. I wake up everyday and my back is spasming.
- 6 Consumer was upset that the batteries that he received were dying quickly
- 7 A piece of the cane was missing
- 8 I needed a wider wheelchair than what they provided
- 9 Bed was broken. We got rid of it and felt bad because you worked so hard to help us. My weight may have broken it.
- 10 Was not able to utilize
- 11 It broke shortly soon after.
- 12 Has significant needs and his care is complicated. Transportation is an issue.
- 13 Cane was too old and had to go out and get her own
- 14 Was working well before a leak. CIL is working on a replacement
- 15 Not wild about the batteries. Only guaranteed for a year, don't hold a charge. I had a scooter for 10 years with the
- 16 If CIL could have called and let the participant know ahead of time about the changes
- 17 Having trouble retrieving my messages and would like help figuring out how to fix this problem
- 18 They had a person who was a student, but she worked during her internship. She was rough. I wish they had people who could stay for the whole year. I didn't like the way she talked with me.
- 19 It gets her by but she needs a bathtub - not the CIL's fault
- 20 The shower broke so they bought their own
- 21 Still needs walker
- 22 the talking watch stopped working
- 23 The Gel Pad I received was real hard.
- 24 The wheelchair needed some repair.
- 25 The ramp was not up to code and was deemed dangerous.
- 26 Air conditioner was somewhat dirty when she got it. Had trouble getting her screen back in after the air conditioner was removed.
- 27 Sometimes my body just hurts too much to walk.
- 28 I think they could make changes to the phone. Like putting the braille-like dots on it.
- 29 We could provide more information so consumers know what's out there.
- 30 It just wasn't explained easily. It was difficult to understand so if it had been explained in more simple terms it would help.
- 31 The shower chair wasn't sturdy enough for my weight. I'm waiting for a new one.
- 32 It just wasn't; the phone was too loud. I don't use it. I put my other phone on speaker and that works for me. I am doing fine without it. With this disease, and how I react to different sounds. I hope you never have it. Maybe someday I will use it.
- 33 Cost too much and took too long

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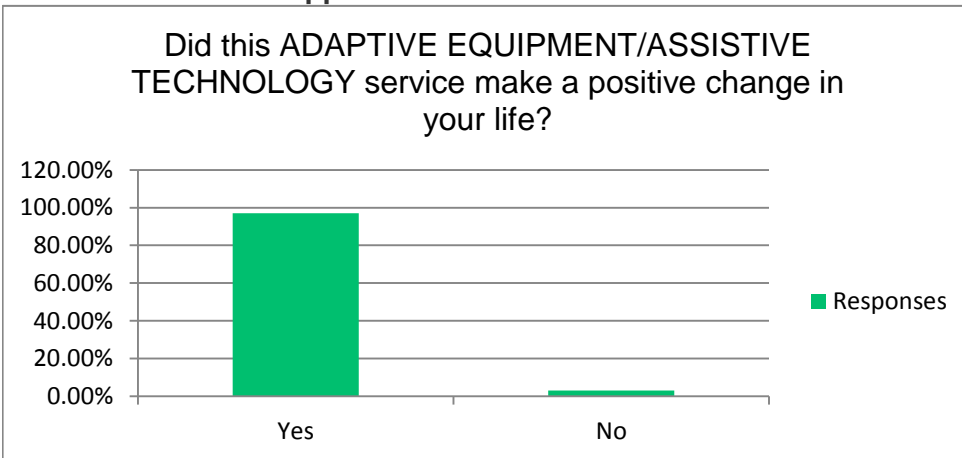
Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 95.41% | 873 |
| No | 4.59% | 42 |
| Answered | | 915 |
| Skipped | | 2817 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 97.05% | 887 |
| No | 2.95% | 27 |
| Answered | | 914 |
| Skipped | | 2818 |



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

Answered

678

Skipped

3054

- 1 With the phone I can hear better and I can see the numbers because they light up. The chair helps me to be able to get up easier.
- 2 Made me able to use the toilet independently.
- 3 The phone still works when my power goes out.
- 4 Allowed for more safety.
- 5 I received shower chair, toilet riser, handheld shower, reacher and it has helped keep me from going back into the facility.
- 6 I am able to move around my house better.
- 7 I am able to just roll into the shower now so it makes it a lot easier.
- 8 I use the walker I got to steady myself so I can move around better.
- 9 I'm able to shower more frequently because of the shower chair I received.
- 10 I got to where I couldn't hear on the phone at all, but with the TAP phone, I can hear again!
- 11 I can now talk with family again!
- 12 New equipment fits my body type better
- 13 It helps me keep control of my blood pressure. I do everyday checks.
- 14 I get weak. I'm on dialysis and I get low blood pressure. With the shower chair, I can sit in the shower. Then I don't have to stand and get low blood pressure.
- 15 The heating pad helps a lot. With the weather change, it helps with pain.
- 16 Enables me to get off of the commode by myself.
- 17 I can actually get in and take a shower without having to be helped or falling in tub.
- 18 consumers leg circulation has improved by receiving a leg circulation machine, and he also received a TAP phone for better readability
- 19 I received a wedge for my bed that helps me sit up in bed easier. I also received some personal and household items that I couldn't afford to buy.
- 20 To help make my home safer I received a smoke detector and a CO2 detector. I also received a BP monitor so I could keep track of my blood pressure. Also received some personal hygiene & cleaning items that I couldn't afford.
- 21 I have a bed that I can sit up in so it helps the sleep apnea. And also the walker when I am up and all twisted I can use the walker until I can move better.
- 22 The equipment helps me with going to the bathroom and bathing.
- 23 I received a blood pressure cuff and a pulse ox device that helps me keep track of my medical condition. I also received some grab bars that help me get up and down safer and easier.
- 24 I was able to get up independently without anyone helping me.
- 25 I am now able to take my showers more safely with the chair and grab bars.
- 26 Helped me communicate better with friends and family
- 27 I can bathe on my own now.
- 28 I don't have to have anyone else help me shower now. I can do it on my own because I can use the shower bench to sit down.
- 29 I use my telephone every day. I can call people and actually hear what they are saying to me.
- 30 My Cap-tel phone let's me communicate better.
- 31 I use my magnifier daily and use it to read the newspaper and bills. It's been very handy to have.
- 32 I received an adaptive firm alarm and door alarm. Because I am deaf, it has helped me feel more safe in my own home.
- 33 The hospital bed and commode I got helped me be able to do more on my own.

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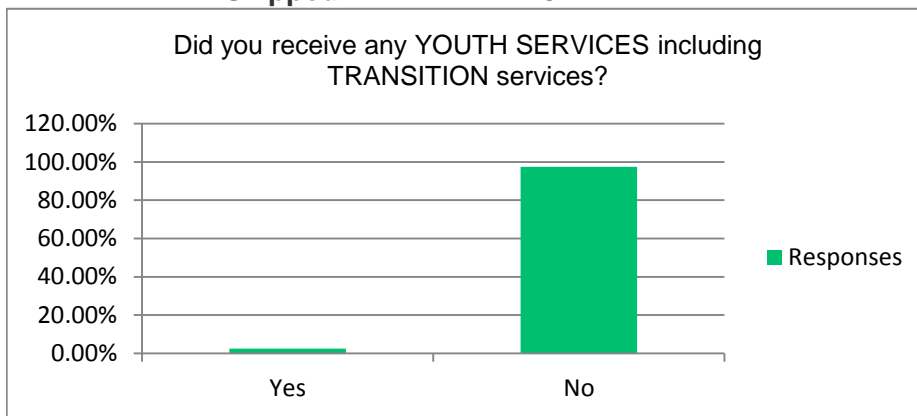
If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

- 34 The trapeze bar helps me raise up and down in bed and the lift chair makes it easier for me to get out of the chair.
- 35 Bed rail makes it easier to get in and out of bed.
- 36 Transfer bench helps me get in and out of tub better because my legs are so short.
- 37 I have an adaptive phone - CapTel keeps my private communication, private
- 38 I got an adaptive phone. legally blind and now I can still communicate with other. keeps me independent
- 39 She stated independence because she can bath safely again with the shower chair.
- 40 Able to be mobile so that I could catch the bus.
- 41 I am able to see what is on the computer now. Software program!
- 42 The keyboard helped. I was shown different keyboard and the one I got made a big improvement.
- 43 I used to fall in the shower. I can't keep my balance. The shower chair keeps me from falling. My gait is off, so the cane helps me stay upright.
- 44 She stated that the service was wonderful because she is able to use the toilet again with independence.
- 45 I can now hear on the telephone so I can have normal conversations.
- 46 Provision of shower chair and smoke/CO2 alarm were very helpful.
- 47 Helps with being able to sit up straight and not fall as often
- 48 The recovery from the surgeries were not as long as I was able to follow the protocol. It helped me gain independence as it helps me move around instead of staying sedentary. It helps me obtain exercise that my doctor wanted me to get.
- 49 Got a wheel chair that helps her get around.
- 50 I received a phone with an amplifier to help me hear better so that way I am able to call my kids.
- 51 She stated that the change was positive because the adaptive equipment has allowed her to have independence again.
- 52 She stated positive because she can use her computer with internet again.
- 53 It helped me better move around and get to and from doctors appointments.
- 54 Helps me to be able to take a shower without assistance.
- 55 Talking clock and talking phone. Know who is calling and what time it is, bigger calendar.
- 56 Speech generating device.
- 57 Talk to text for computer.
- 58 Helps back not hurt so much when taking a shower
- 59 I can have a conversation over the phone now without help
- 60 My doctor wanted me to check my blood pressure three times per day and keep a record of it. I can do that with the blood pressure cuff.
- 61 After knee surgery we loaned her a knee scooter and a shower chair. She stated it made for a much easier recovery and she is so grateful we were there to help her.
- 62 Wheelchair assisted her in getting around her home and doing things she needed to do,
- 63 The shower chair helps me not slip and fall. I can take a good shower.
- 64 The caller ID phone for vision impaired has helped him so much!
- 65 I'm very pleased with the equipment I have received.
- 66 I have gained independence.
- 67 I can do things on my own.
- 68 I don't have to rely on others as much.
- 69 I can safely do more things on my own.
- 70 I'm able to get things on my own.
- 71 I don't fall in the shower.
- 72 I have equipment in my home that helps me be independent.
- 73 I am more independent

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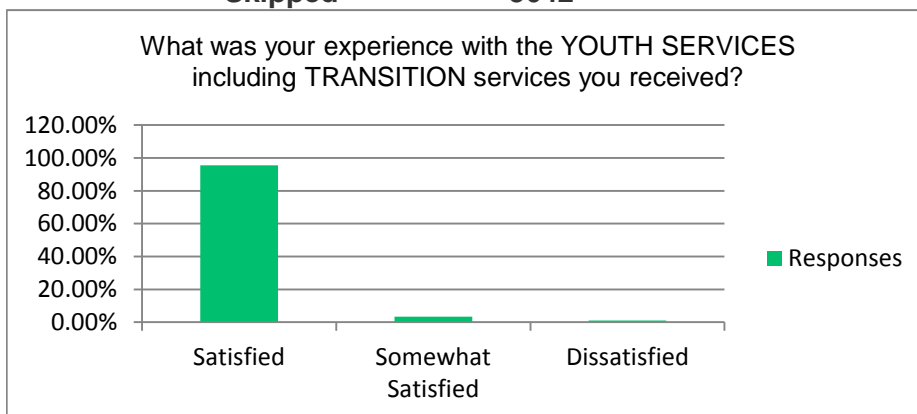
Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career 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 Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 2.49% | 86 |
| No | 97.51% | 3365 |
| Answered | | 3451 |
| Skipped | | 281 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 95.56% | 86 |
| Somewhat Satisfied | 3.33% | 3 |
| Dissatisfied | 1.11% | 1 |
| Answered | | 90 |
| Skipped | | 3642 |



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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

13

Skipped

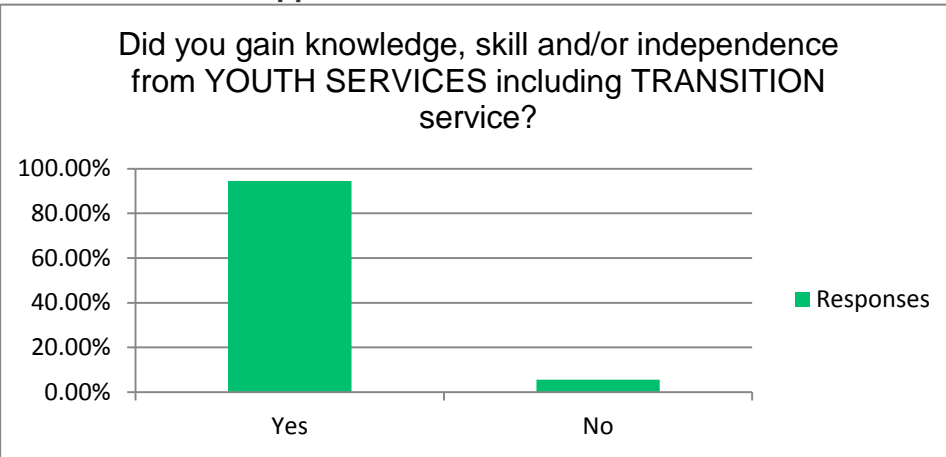
3719

- 1 His mother stated that they did not receive services with the CIL. They inquired about them but decided not to use the services
- 2 I didn't like going
- 3 So many groups

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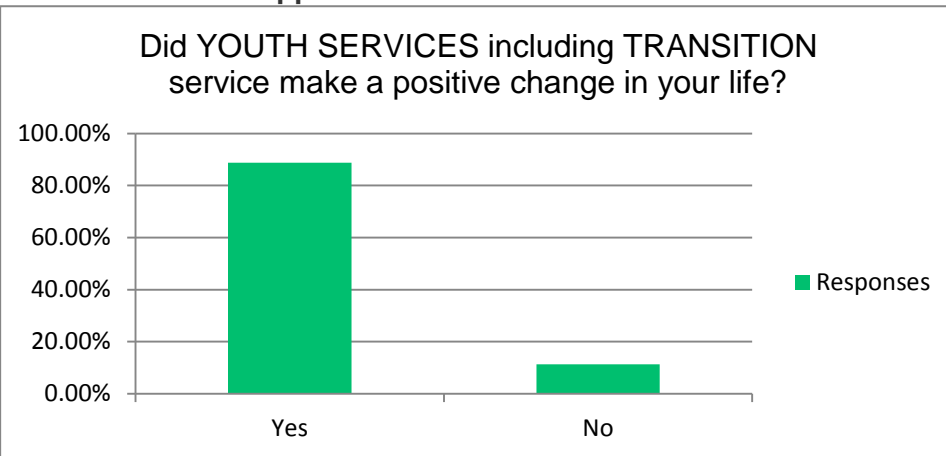
Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 94.44% | 85 |
| No | 5.56% | 5 |
| Answered | | 90 |
| Skipped | | 3642 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 88.76% | 79 |
| No | 11.24% | 10 |
| Answered | | 89 |
| Skipped | | 3643 |



Annual IL Outcomes Survey 2017

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

Answered
Skipped

49
3683

- 1 Helping with social skills and making a positive change in my life
- 2 Awareness of what things need to be done
- 3 Consumer was able to accept the job leads and start working
- 4 Decision making
- 5 Helped to be more independent
- 6 It helped make the last 10 years of transitioning from living with mom to living alone with staff a reality
- 7 I participated in disability mentoring day and pre-employment transition skills in 2016 and 2017. Employed within 6 weeks of high school graduation!
- 8 More independent with driving
- 9 Driving skills
- 10 Learning how to drive so I can get my license and look for work
- 11 I am more confident in the skills I could do before my mom died. Now I am overwhelmed
- 12 Helped me become a better version of myself.
- 13 Since working with his aunt and Jenny his reading has improved.
- 14 Helped with his social skills
- 15 Helping her with her social skills
- 16 Graduated and independent
- 17 I've been learning how to cook, how to clean, how to talk when going to a job interview, I have learned how to keep a schedule on times to be places make sure to shower before going to a job interview, learning how to count money I have been learning how to do alot of thing I couldn't do on my own
- 18 Great for both social and learning through cooks in the kitchen and wii. He cooks at home often now.
- 19 Helped me understand that I can advocate for myself in a job, that I have the right not to be discriminated against, I can get training to have a job
- 20 Very valuable service for some one with disabilities that doesn't have access to services that people without disabilities have access to
- 21 I made it through the first two degrees so far.
- 22 Gained independence
- 23 Do stuff on my own
- 24 Is more mellow
- 25 I completed the driving program while still in school.
- 26 I have a drivers license now
- 27 Independence
- 28 Learning more how to cooperate
- 29 Helped me learn how to cook meals for myself, and I've actually used those skills to make meals for myself.
- 30 Driving Program this will help me with becoming independent
- 31 help to obtain driver's license and be able to look for work
- 32 Driving program with will help me when I need to find a job or just helping my grandparents
- 33 Cooks in the Kitchen really helps with social skills and makes my son very happy. He enjoys that and events like Wii night a lot.
- 34 I am practicing driving now
- 35 My IL Specialist works with me on communicating with other people
- 36 I can cook now and still learning about money
- 37 I am learning to speak for myself and trying to find a job

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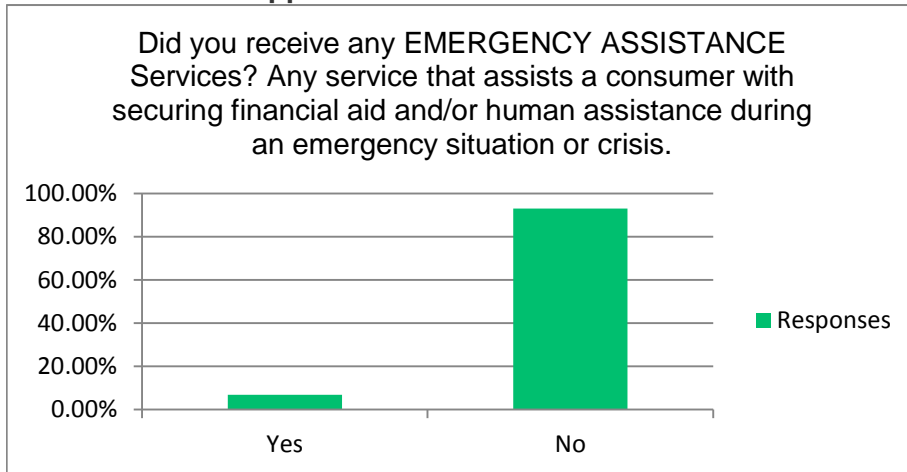
If Yes, what change did YOUTH SERVICES including TRANSITION service make?

- 38 It helped me learn life experience, like cooking and being on my own. It helped a lot.
- 39 MFP transitioning was something that made a positive change in my life.
- 40 I liked it a lot.
- 41 By learning about different things
- 42 Knowledge
- 43 Equipment reacher is super helpful
- 44 It got me ready to go back to school.

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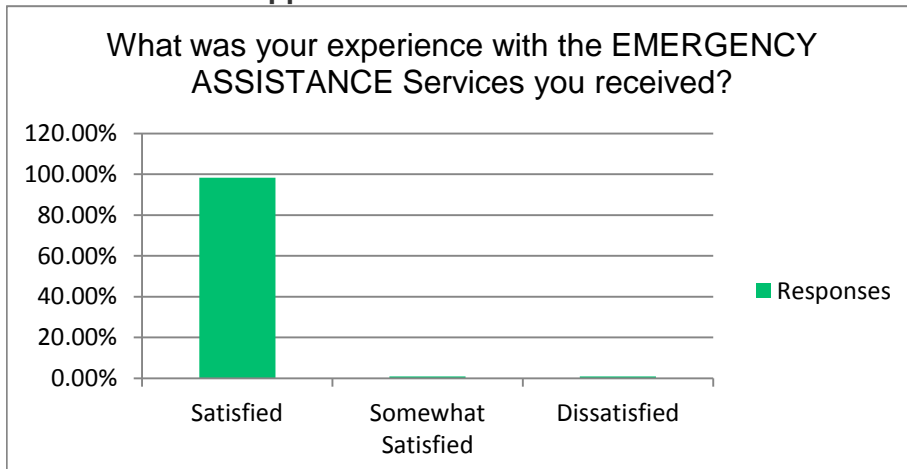
Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 6.87% | 237 |
| No | 93.13% | 3213 |
| Answered | | 3450 |
| Skipped | | 282 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 98.32% | 234 |
| Somewhat Satisfied | 0.84% | 2 |
| Dissatisfied | 0.84% | 2 |
| Answered | | 238 |
| Skipped | | 3494 |



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

Answered

11

Skipped

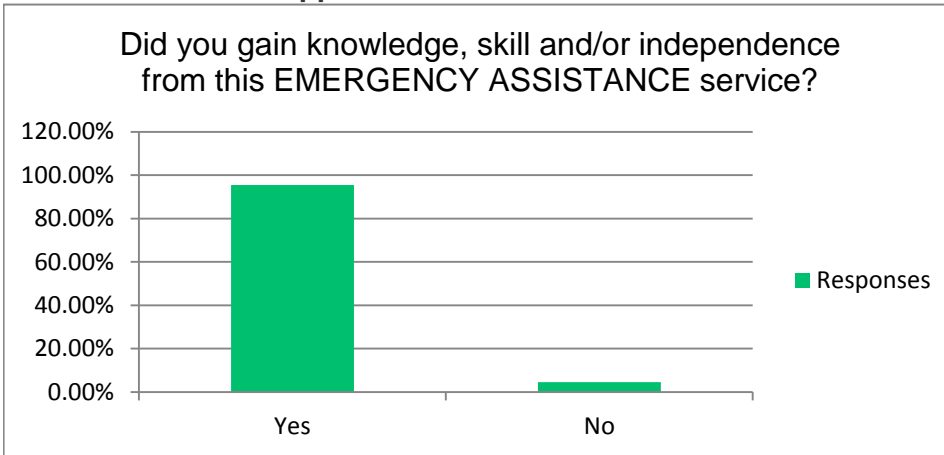
3721

- 1 Red cross stuck us in a horrible hotel after fire and couldn't get help with food
- 2 They pick and choose.

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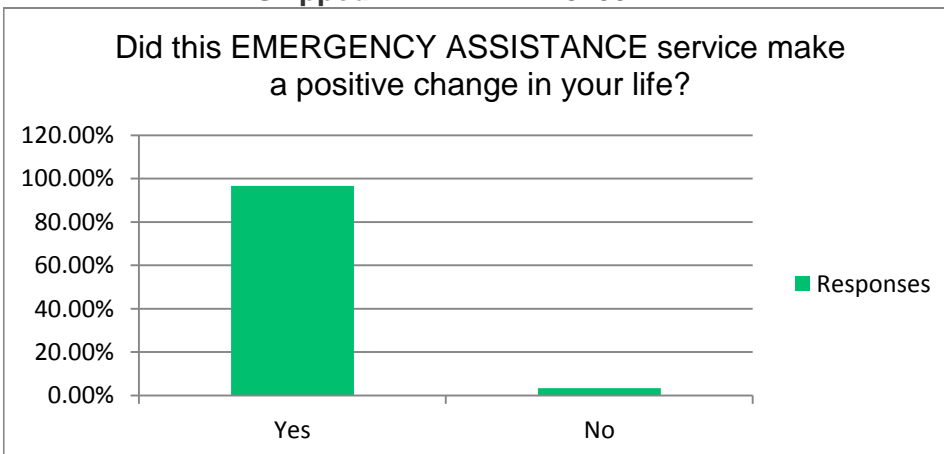
Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 95.38% | 227 |
| No | 4.62% | 11 |
| Answered | | 238 |
| Skipped | | 3494 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 96.62% | 229 |
| No | 3.38% | 8 |
| Answered | | 237 |
| Skipped | | 3495 |



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

Answered
Skipped

174
3558

- 1 It helped me get through a hard time.
- 2 I was able to get help paying my utility bill
- 3 The way I looked at how the emergency personal worked not knowing what is going on with the person and the information they gave to help prevent it from happening again.
- 4 I can't handle the summer heat so I received a window air conditioner to help me stay in my home safely.
- 5 I had some bad teeth that needed to be pulled and I could afford to pay for it.
- 6 It made me think about what I will do in emergency situations
- 7 It helped me get medical care at hospital.
- 8 Consumer was able to obtain a gas card to travel to pick up child from hospital and consumer also received help with getting a new hot water heater since hers recently went out.
- 9 Got me to the ER by unpaid attendant.
- 10 "Got information that I need: For Example, the "vial" that I keep in my refrigerator."
- 11 Keep participant from being overwhelmed.
- 12 I received information on energy assistance
- 13 I have a plan now in the event of an emergency and know that it's might not always be necessary to call 911 depending on the situation at hand.
- 14 It's always nice to review my emergency plan, the more I talk about what I would do in any given disaster situation the more likely I am to remember what was discussed and what I should do.
- 15 I learned some things
- 16 Helped balance money
- 17 gave me all of the resources for emergency assistance
- 18 I had never made out an emergency plan before. My house caught on fire a while back and I lost everything. Making out a plan before that happened was helpful.
- 19 I never thought about making a plan in case of an emergency and now I have one.
- 20 I have a back up plan for emergency situations
- 21 Life is hard some times and with the help of paying a bill once in a while so I can catch up takes some of the stress off my life
- 22 I couldn't afford to make the changes of moving to another home and you helped me financially
- 23 Able to keep the electric on
- 24 There are times I just cant make ends meet and you help me pay my bill. You make my life better
- 25 Helped in my time of need
- 26 Gave me a A/C unit and food from the pantry
- 27 It gave me independence and I'm thankful for the provided food.
- 28 It was definitely helpful when I was in need.
- 29 helped me to find resources to help with quality of life
- 30 they brought me what I needed in a hurry
- 31 Getting needed food
- 32 The heater has helped keep me warm.
- 33 I have trouble breathing when its hot, so the A/C unit has helped me a lot.
- 34 It has helped me stay in my home
- 35 How to maintain my finances
- 36 Less stress on my life knowing there is help out there
- 37 I haven't had to sit in the dark. It has made life a little easier

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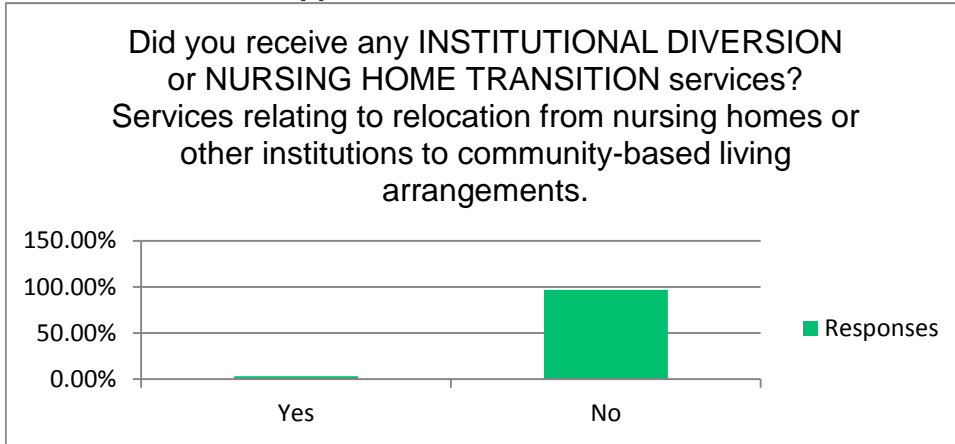
If Yes, what change did this EMERGENCY ASSISTANCE service make?

- 38 I have had health problems and you have paid for my service. I probably would have put it off and ended up in the hospital. I'm healthier today
- 39 You came in and helped me purchase what I needed to make my home livable and You set it up for me. Life is so much better on my own
- 40 I needed home repairs which had to be done for me to live in this house and your agency found the funds to help with my sewer. I'm so thankful, there is no way I could have continued to live here.
- 41 Very helpful when I was in need.

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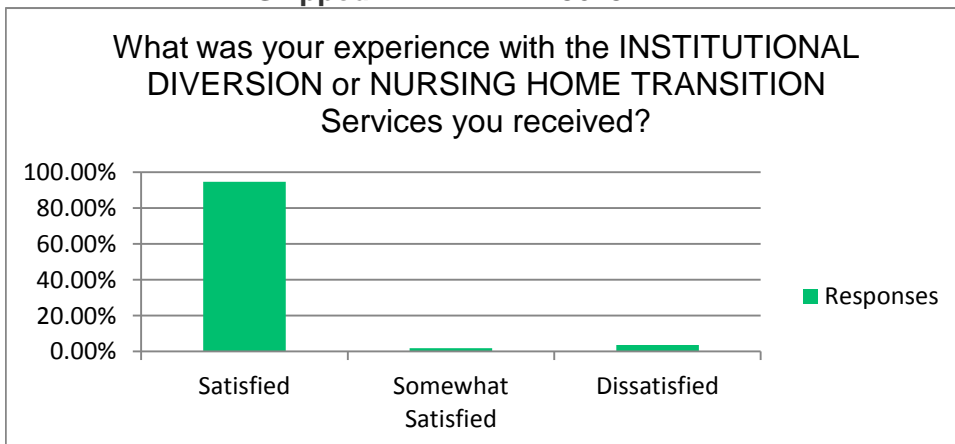
Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 3.10% | 107 |
| No | 96.90% | 3342 |
| Answered | | 3449 |
| Skipped | | 283 |



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

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 94.50% | 103 |
| Somewhat Satisfied | 1.83% | 2 |
| Dissatisfied | 3.67% | 4 |
| Answered | | 109 |
| Skipped | | 3623 |



Annual IL Outcomes Survey 2017

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

Answered

7

Skipped

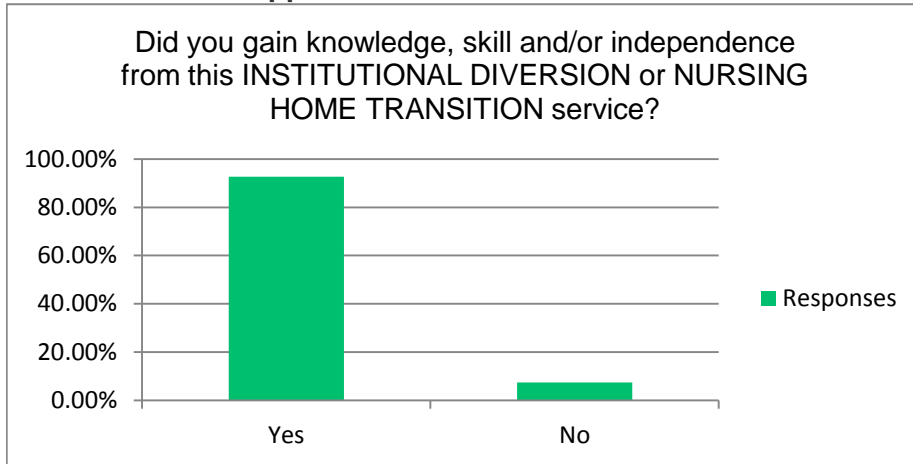
3725

- 1 She wants to transition out of a nursing home. Her daughter is out of town and will be her care giver. She has been denied transition services. Her daughter returns after December 1 and they will try again.
- 2 "Didn't get it on time" They took too long and I didn't get my home.
- 2 Stated former worker did nothing to help.. Thought it might be PD. was very angry talking with me
- 2 Was in nursing home 2012 for 6 months, but wanted help from others
- 2 Wasn't able to get transitioned out of a nursing facility due to not finding a place that is available

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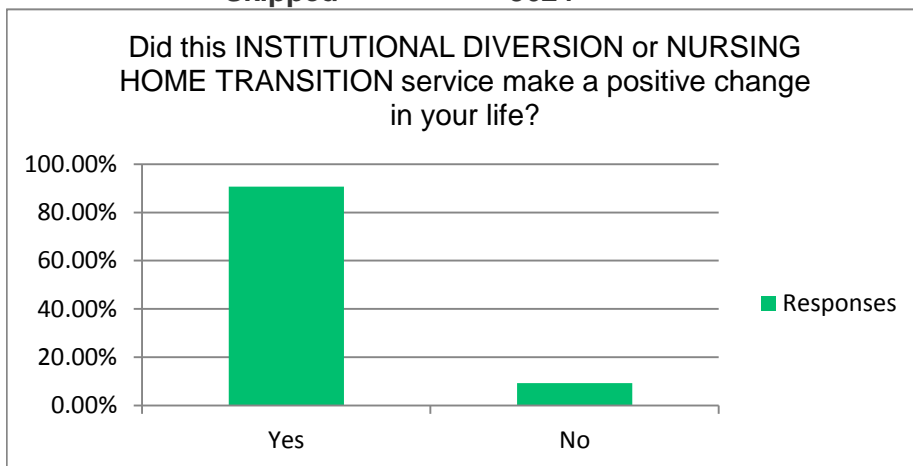
Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 92.66% | 101 |
| No | 7.34% | 8 |
| Answered | | 109 |
| Skipped | | 3623 |



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

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 90.74% | 98 |
| No | 9.26% | 10 |
| Answered | | 108 |
| Skipped | | 3624 |



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

Answered

63

Skipped

3669

- 1 Independence, gave me back my will to live and gave me happiness. I can be on my own again.
- 2 I am able to live independently now, and no longer in a facility due to the supports received from the CIL and the MFP program.
- 3 I got my own car and am doing great.
- 4 Gave me strength and power to do these things on my own, it gave me back my life.
- 5 " I ain't going to no nursing home, It is a death sentence."
- 6 Able to live in my own home
- 7 I could get out of nursing home and return to my home.
- 8 I'm enjoying this. I got out of the mess. I'm free now.
- 9 He stated that because of this service he was able to transition from a nursing home into his own place in the community and he is very thankful.
- 10 She fell and broke her back and ended up in a nursing home. The attention and physical therapy helped her and she was better than she had been in years, and wanted to go home.
- 11 Without the CIL I may have never gotten out of manor care.
- 12 I now have hope that I can live on my own again!
- 14 I can now come and go as I please.
- 15 Freedom
- 16 Helped me live a better life and on my own
- 17 Got me on my own again
- 18 In my own place again
- 19 Helped me get home
- 20 Independence, walking and cooking since I got my apartment. It gave me a bright outlook; I had given up. I couldn't walk and I can now spend time with my grand-kids. Plans to seek services with exercise program at CIL as soon as possible.
- 21 They helped me get my own place, written letters of recommendation and brought me things I needed for my apartment
- 22 It allowed me to interact in the community and take care of my business.
- 23 It helped me out 100%, I was homeless and I got furniture and all the stuff I needed for my house.
- 24 I could get out of nursing home.
- 25 The attendant made it possible to come home.
- 26 Very helpful in moving from a homeless situation to a hotel and then ultimately to her own residence. CIL staff was very supportive and informative about what to do and helping her do it.
- 27 I'm out on my own again, and no longer have to live at the nursing home.
- 28 I can live at home.
- 29 I was able to live on my own and leave nursing home.
- 30 I am much happier now at home.
- 31 I am able to stay at home with my attendant's assistance. I was in nursing home for 3 months. The CIL provided assistance to stay at home.
- 32 Because I didn't belong in a nursing home.
- 33 It helped me to be more of my own person, make my own decisions, to take care of my home. I have been able to get out and about and meet new people. I am doing really well. I am keeping a neat and nice house.
- 34 Living on your own.
- 35 Got him out of a nursing home.
- 36 Living back at home now and not in a manor

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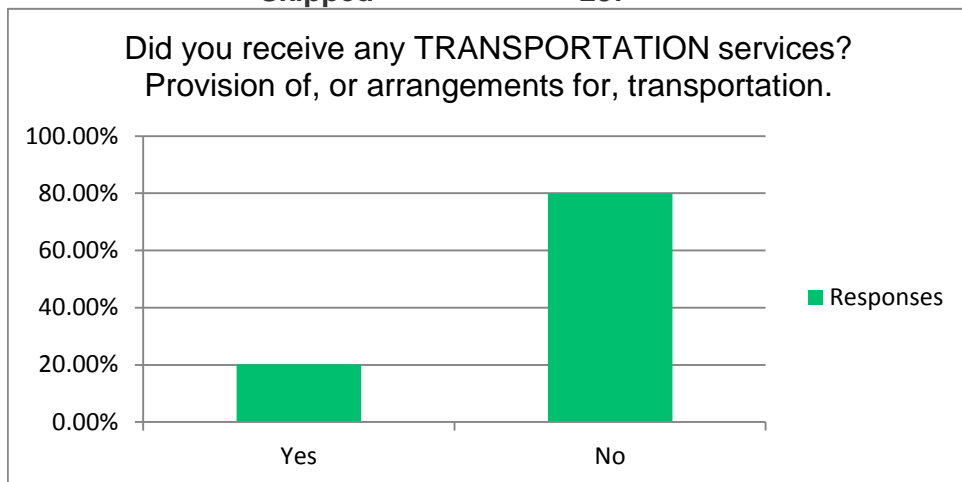
If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

- 37 Able to live independently again
- 38 Able to go from living in a nursing home to living by myself
- 39 Helped get out of nursing home and get back into home. Had a lot support from the CIL.
- 40 I can live out in the community now.
- 41 Allows him to be independent and have his own things around him. He enjoys caring for his flowers and plants.
- 42 Consumer said he was very satisfied with the staff helping him transition back into his own place. She is very nice and we need to keep her on.
- 43 I'm so happy now to have my freedom and live on my own.
- 44 Will get to go home at the end of the month---very happy.
- 45 Be in my own home
- 46 I gained independence
- 47 There for a week...happy to be home
- 48 I am in my own home now.
- 49 Yes I'm in my own home now
- 50 Got me out of nursing home
- 51 I'm much more happy.
- 52 Freedom to live an independent life.
- 53 Freedom!!!
- 54 I have independence now.
- 55 It gave me a new life of independence.

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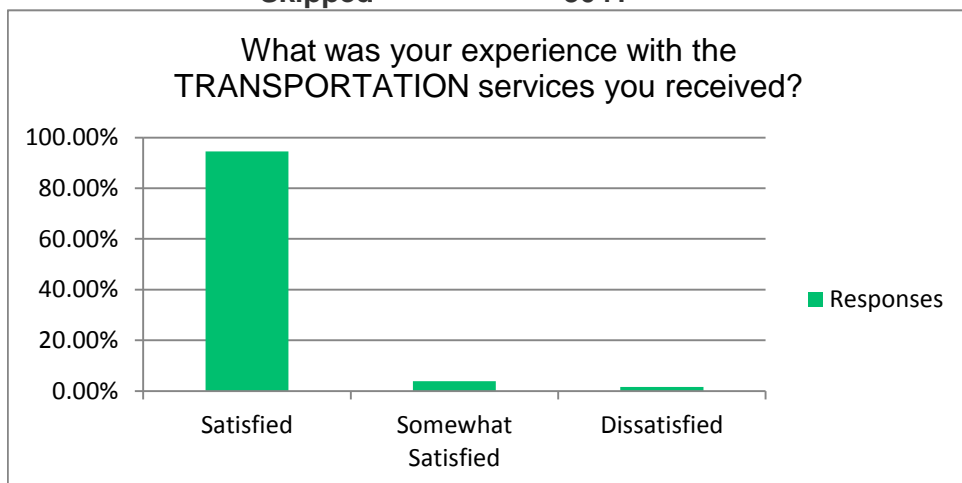
Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

| Answer Choices | Responses | |
|-----------------|-----------|-------------|
| Yes | 20.17% | 695 |
| No | 79.83% | 2750 |
| Answered | | 3445 |
| Skipped | | 287 |



What was your experience with the TRANSPORTATION services you received?

| Answer Choices | Responses | |
|--------------------|-----------|-------------|
| Satisfied | 94.50% | 653 |
| Somewhat Satisfied | 3.91% | 27 |
| Dissatisfied | 1.59% | 11 |
| Answered | | 691 |
| Skipped | | 3041 |



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

Answered
Skipped

63
3669

- 1 Consumer hasn't been accepted into the program yet and feels its taking too long to hear back
- 2 Process is difficult to arrange.
- 3 The van was too difficult to get in and the driver was not polite.
- 4 Upset about needing to call so far in advance.
- 5 Makes a little confusing when you have to set appointment so long ahead of time.
- 6 Transportation services have been taken away from us even though we really need it. My husband and I are both in power chairs so it is very hard for us to get around. He has a bad back, knee and all sorts of stuff but he still has to take me to my appointments and then he still has to go to his own. It is hard on us with all of the traveling while we are disabled, so having the bus around to help just once in a while would make a huge difference for us. The transportation services are great when you can get them, but they seem to be very unavailable more often than not.
- 7 It is a little disorganized, and not enough services.
- 8 If transportation would come on the time they say they will come
- 9 Every time I scheduled, it was so far ahead. It was close to impossible to get a ride.
- 10 The state has cut my transportation time and I need more.
- 11 consumer had transportation but was turning it down
- 12 I just choose not to bother them. I feel like they have a lot of discrepancies and problems with the transportation services. It is a mess.
- 13 Initially he liked it but eventually it became difficult getting rides when and where he needed so he stopped using the service.
- 14 They were on time, but on pickup smaller vehicle was brought that did not accommodate wheelchair so there must have been a communication issue. I suggested they ask everyone when they call if they use a wheelchair. When I called to confirm a ride nobody answered at the front desk
- 15 Would like for Jeff Tran to add more running hours
- 16 Poor services sometimes they pick you up and sometimes they forget about you.
- 17 They took too long.
- 18 Never showed up to transport.
- 19 She's a bigger person and they sent a little car the first couple of times but has been satisfied since. Go through Logisticare
- 20 Consumer no longer is approved for transportation
- 21 Consumer is dissatisfied because she claims she doesn't get enough units of transportation because of where she lives, she feels as if something can be done about it but yet she claims that she doesn't care.
- 22 Unable to get transportation to and from dialysis treatment.
- 23 The woman driving didn't even get out and try to help me at all. She had me walk up myself without helping me. Other than that it was great.
- 24 Misunderstanding on transportation times
- 25 Nothing could have been changed.
- 26 I inquired about these services but was told that I did not qualify for them because I do not receive Medicaid.
- 27 I cannot use my wheelchair and get rides. My case was closed.
- 28 There aren't enough drivers and they end up being late sometimes. It's also very hard to get a driver. But the ones I did have were very nice and I enjoyed them.
- 29 Sometimes it costs more. I can't always get transportation when needed.
- 30 I wish I could get transportation more often. I can't always get rides when I want to.

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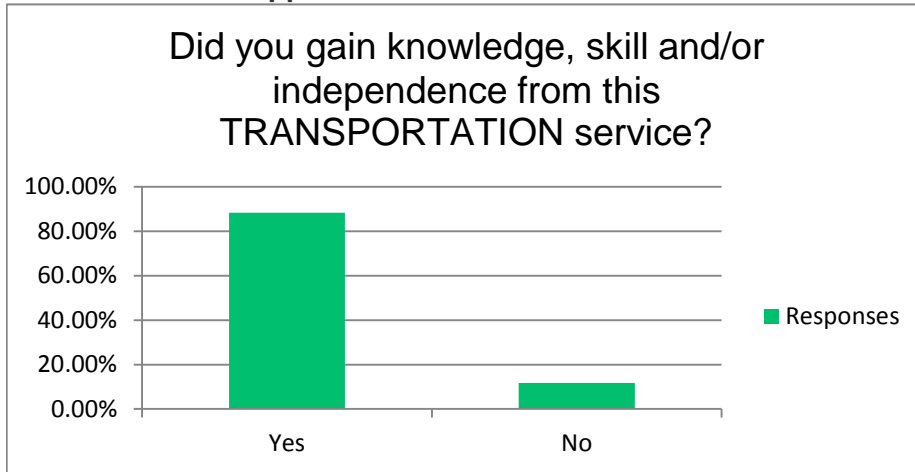
If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

- 31 I'm satisfied with the service, but I can't always get it when I need it because they are so busy.
- 32 It took longer than it should have.
- 33 They fill up quick.

Annual IL Outcomes Survey 2017

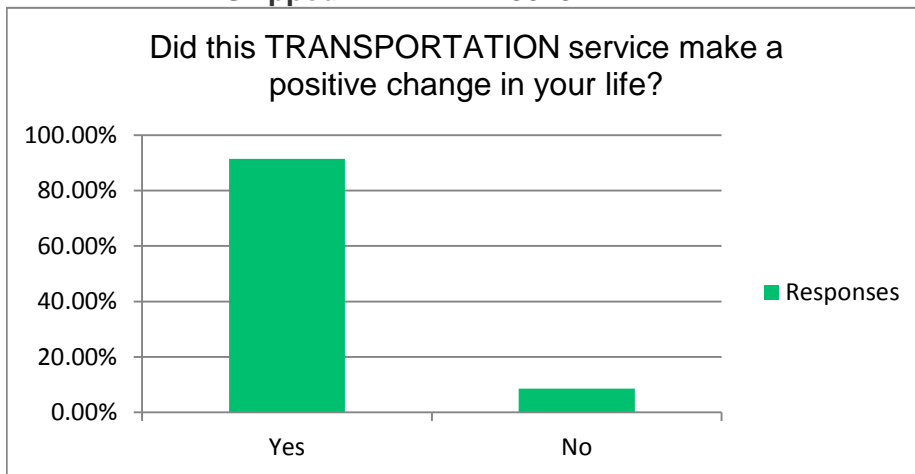
Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

| Answer Choices | Responses | |
|----------------|-----------------|-------------|
| Yes | 88.28% | 610 |
| No | 11.72% | 81 |
| | Answered | 691 |
| | Skipped | 3041 |



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

| Answer Choices | Responses | |
|----------------|-----------------|-------------|
| Yes | 91.44% | 630 |
| No | 8.56% | 59 |
| | Answered | 689 |
| | Skipped | 3043 |



Annual IL Outcomes Survey 2017

If Yes, what change did this TRANSPORTATION service make?

Answered

411

Skipped

3321

- 1 Helped me a lot. Helps me have reliable transportation when I don't have it. It helps me not have to worry.
- 2 I can get out of the house to take care of necessities.
- 3 It helps me a lot. I can get to store and doctor.
- 4 I love the people they are all so great to me. The last service I had helping me with transportation made me wait hours but with you guys I never have to wait, it is awesome.
- 5 Able to do own errands with assistance
- 6 Having transportation from the CIL allowed me to attend Continuing Education classes
- 7 helps me to be able to get the stuff I need to maintain my household
- 8 Made it easier for her to help herself.
- 9 Allowed me to be able to transition from the nursing home and assist in shopping for my needs.
- 10 I can get prescriptions and supplies.
- 11 Since I don't drive any more I rely on help with transportation.
- 12 Helped me get to my appointment on time
- 13 Consumer only needed transportation to and from the pain management center was very pleased with the service.
- 14 Helps a lot especially in the winter time.
- 15 Raises my self esteem - don't have to beg favors.
- 16 Getting to my attorney got me my house.
- 17 I can get groceries and get to doctor.
- 18 Independence
- 19 It helps me be active in the community.
- 20 Positive and helpful environment
- 21 No longer needs to drive but can still go to the store
- 22 I can get to dialysis
- 23 I was given the SMTS schedule which has help me to and from doctors and to different stores without having to depend on any one.
- 24 I can rely on it when parents can't take me to appointments
- 25 I can get to appointments, pharmacy, food banks, store.
- 26 Helps him get to his therapy sessions.
- 27 Helped her become mobile and independent, not have to be stuck at home
- 28 It helps me get to places I couldn't travel to before.
- 29 Would be stranded without it.
- 30 Did not have any in place before. Can now go to the grocery store or to the doctor.
- 31 Yes, but have to call 6 weeks in advance to receives those services.
- 32 Maintain independence
- 33 I was introduced to do the transit bus so I can go to the activities at the independent living center.
- 34 Able to run errands on my own and didn't loose the ability to do that.
- 35 Helps me get my medications and get to my doctors. Makes for a less stressful life
- 36 Enabled the consumer to get out and take care of some of her own business, and gave her more independence.
- 37 Has allowed the consumer the ability to get out and do the things she needs to do, rather than having to rely on others. She feels more independent.
- 38 It helps me stay healthy
- 39 This enabled the consumer to have more independence by doing some of her own errands.

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If Yes, what change did this TRANSPORTATION service make?

- 40 I'm able to get my medications and make it to my doctor's appointments. Life is just so much better
- 41 It helps a lot because area transportation is limited. Plus, they understand disabilities.
- 42 It helps me get to all my doctors. They told me I couldn't drive, so it helps me a lot. What I like is the drivers help you. And they're polite.
- 43 She was provided transportation to one of the parties, since she is in a wheelchair and it was very nice to be able to attend.
- 44 I don't have family and no one to take me to get meds or to my doctors. It just makes life better with your help
- 45 It has taken the stress out of my life
- 46 Enjoy life
- 47 This helped me gain independence.
- 48 I can get a ride when I need it.
- 49 It took the worry and stress out of finding someone to take me to my doctors appointments and get my medications
- 50 I don't have anyone to take me so this is a relief and a burden off my life
- 51 Knowing I have a way to my doctors takes the stress off of me
- 52 Just to know I don't have to beg some one for help if a relief beyond explanation
- 53 I didn't have anyone to take me to the doctor or get groceries before now. I'm just happier because of you all
- 54 My doctor's appointments are so important to my health just to know I have a ride to my next appointment is very comforting.
- 55 I'm able to get to my doctor appointments.
- 56 Makes me more independent