

Subpart IDIV – Consumer Satisfaction

Provide a summary of consumer satisfaction findings. Additional space and/or pages may be added as needed.

Consumer satisfaction survey process ~ Oregon CILs all agreed to use the same survey form to insure a consistent process for consumer input. The SILC and CILs also worked out a process where the CILs provide the envelopes and postage for the survey mailing to their consumers, and the SILC provides envelopes and postage for the consumers to submit their completed surveys, with the surveys being returned to the SILC office directly.

This process reduces the survey costs for CILs ~ with the SILC absorbing part of the envelope and postage costs, and it reduces the CIL workload since SILC staff receives the surveys and compiles the results into statistical and narrative reports. It was also hoped that consumers may feel more comfortable sharing their comments, knowing that their responses were going to an outside agency with responses tallied, compiled, and shared, regardless of whether the input was positive, negative, or neutral.

The compiled narrative and statistical Consumer Satisfaction Survey reports for FY2003/2003 are pasted below.

Combined Consumer Satisfaction Survey Comments FY 2002/03

1. DID THE ASSTANCE/SERVICE YOU RECEIVED HELP YOU?

- VERY helpful for housing!
- Yes I have hope. Attended 8 week course and landlords attended to share their perspectives. Hard to get housing with bad credit, a criminal record, and being on disability but they helped me look for a home.
- Great organization that continues to become more coordinated and productive.
- One of the best things in Medford
- Helped me to get re-focused and off the street; VERY helpful!
- Could coordinate better with other agencies like disability Services
- Staff is very friendly and understanding
- I don't know where I'd be without their support and assistance.
- Staff have been very reassuring to me
- Office could be more organized; I was discouraged from applying for their housing program.
- Very helpful and caring; peer mentor understands my issues with hearing loss
- Everyone who needs help should start here
- I feel very strongly about their services; helped me get thru service processes in a professional manner.
- Everyone was wonderful and helpful
- Everyone is very helpful
- I felt love and accepted which I needed
- Nice to know someone cares
- Very helpful, polite, understanding
- Very big help to me in whatever I needed
- Surprised how fast I got help
- Girls in front are nice and helpful
- Very helpful (2)
- Because of your help, I got SSI
- Detailed info about disability criteria was very much appreciated
- Tutoring very enjoyable and helpful. All staff has been helpful. Thank you.
- Driver very helpful, courteous
- Very accommodating, courteous. Really appreciate their help.

- I call them to attempt to get help and never get it. I am in need of an advocate because of the TBI and health issues I have. No one is willing to help unless an answer is visible so they just don't or can't try. But they are cheery.
- It was fine until my worker was let go for lack of funds or work overload that his boss says don't take any more clients.
- Always helpful
- Saved my life
- Disappointed ~ I really needed help and didn't get time or help I needed
- Yes, I wouldn't change a thing
- Made a good effort to show me what aids were available
- Great! Good job!
- Helped me do one of my goals
- Very helpful
- They did not help like they said they were going to
- This program was not helpful to me or my wife when we watched a friend's bird and they had a fit about it. I did not like the way we were treated. I called the office and told them not to come near my house or I will call the police for trespassing; they lied to us.
- She was wonderful!
- Super assistance!
- I would highly recommend to anyone; helped me to get to the source of my problem
- The women's group is a mainstay for mental health, thus we don't need do counseling. Director's encouragement and feedback has been helpful.
- They went out of their way to help me with what I needed
- Very good!
- Anything I asked for help with, they helped
- Outstanding! I was in dire need of dental/medical attention and they didn't hesitate to help me; I am thankful for all they do for me and many others in need.
- Helped me out of some bad situations
- Good assistance
- They helped me when they saw I was trying to help myself and needed help
- Helped me find a caregiver/housekeeper; people reached out to help me.
- No help at all ~ the lady said they could only give info to help me find a job
- Some assistance is brain-storming and little help beyond that; hoping VR will prove more helpful
- They have a very good instructor
- I could not cope with the mountain of paperwork needed to get financial help. Without them I would still be spending my weeks trying.
- Friendly voice to talk to, especially when I really needed help.
- For the first time, someone listened to me and gave me direction in my skills; I now feel confident about possibly working part time.
- Their help prompted VR to move in my case

2. DID THE SERVICES YOU RECEIVE HELP YOU MAINTAIN OR INCREASE YOUR ABILITY TO PERFORM DAILY ACTIVITIES AND/OR FUNCTION MORE INDEPENDENTLY?

- I came early, years ago, and they did not have a sense of systems and priorities. Now they flow very well.
- I LOVE them!
- It is wonderful
- My 30 year old niece is now living on her own for the first time in her life.
- They helped me a lot; VERY helpful and caring people.
- Great personal service
- Helped me to connect to people who had the same problems I have
- Helped me hear in WROW meetings
- My PASS plan will help me start my own art business, be assisted with finances, and help SS get me a new camcorder.

- Attended Jobs Club workshop for 4 weeks and received help with my resume and practiced my cover letter writing skills.
- Helped me feel better about myself and learn things; I feel very lucky to have more to do. I don't care about bowling and library but glad I went even though I don't see.
- Helped me move into an apartment
- Helped with riding bus and making bus changes and computer and phone skills
- Yes, learned bus transportation
- I enjoy just coming in to listen
- Helped me understand things, find more approval, and make friends
- Helped me to be faster
- Transportation really helps independence (2)
- Increased self-confidence to achieve some of life's daily living obstacles
- Very helpful with information to help with the disability application process
- Since I can't drive, the transportation services take me to my doctor and shopping and to pay bills, getting me out of my house and taking care of business!
- Appreciate transportation very much!
- If it wasn't for them I wouldn't have a care provider today. So helpful!
- Thanks! You are the greatest!
- Worked very well, very good job!
- My father could not walk without a walker or get to the doctor independently; we got rides and a walker!
- Tried to commit suicide; too easy
- Gave me names of churches and said goodbye
- Not at all
- Got me a job
- Helped me improve my technical training skills
- Need to have only \$2000 or less for housing; may have other ideas; got housing help and job info and may soon have a part time job.
- Audio tape for reading
- I could not have done it without them; helped me to understand more about my epilepsy. Thank you! The person I work with is caring, understanding, helpful, sweet, respectful, trustful, and a good friend who is there for clients.
- I could function again!
- Allowed me to maintain my dignity while they helped me; peer counselors understand need help and services
- I may not have made it if I had not called them. I needed a clean safe place to live and they helped me with my many needs plus they are fun. Healthy lifestyle needs were met too.
- No, but not your fault ~ I didn't apply myself
- My ability to live with others with disabilities was helped
- I have appreciated all the voter materials and other transcribed info on tape and Braille.
- Gave me what I needed most ~ a unique group of supportive people to hang with, an outlet for my creative talents, and a job to help me pay bills that were overwhelming me. Plus a peer to sort things out with.
- Good for networking and socializing with others; good for finding out what's going on locally, state, and national
- I was able to get the meds I needed
- Through some jobs, I was able to get further because of their help
- Benefiting greatly with their help and the great people there everyday!
- Did not understand the nature of my disability; no real fault of theirs because congenital bone disease is not visually obvious.
- The computer helped me find health info that helped me cope with my disabilities.
- Helped me to get Section 8 housing and leave assisted living and gain the independence of having a rental house of my own.
- I did Brain Train and learned more about my brain injury

- I got a hearing aid and new glasses

3. WERE THE SERVICES PROVIDED IN A TIMELY MANNER?

- I did not request one, but was assigned a peer mentor and it was very helpful
- Great job, very good help
- Helped next day with rent costs!
- Problem with getting calls returned; went into office and basically was ignored.
- Very busy, dealing with a lot of people and they manage well and do the best I've seen.
- They always get me to work on time
- Called to book a ride for a doctor visit a week ahead of time. Our call was not returned so we checked back in a few days and learned they were booked and could not take us. Used to be able to book rides with 48 hours notice; left in a bind for an important doctor visit but learned they were providing transportation for others for entertainment when I desperately need medical transportation. Can't medical appointments have priority over entertainment? Buses can take people to entertainment things.
- Had some difficulty with the rides; person who booked the ride often wasn't the one answering the phone and it took 2 days or so to get a call back.
- Always on time
- I don't like that you need to call over a month in advance for a ride
- Very nice
- Wish I didn't need to make ride appointments so far in advance
- Can't count on them every day – hit and miss service; had to go to a tax service
- There were times they couldn't help even after giving them notice; they were already booked up regarding time
- New driver not familiar with area
- Very disappointed
- Sometimes it took a while but they always got back to me
- They were the 12th agency we contacted and they responded immediately ~ no waiting!
- When and if they were available
- Very timely!
- Yes, and all turned out well

4. DID YOU CONSIDER STAFF AND VOLUNTEERS TO BE PROFESSIONAL AND KNOWLEDGEABLE?

- Has someone to handle each thing and they provide help for a lot of different things.
- Always professional
- They are very nice.
- Some staff have been very helpful when I could get others to stop interrupting
- Getting to talk alone is always extremely difficult.
- Big help and a good advocate.
- All good people
- They are wonderful and sweet
- Informative and helpful
- Most staff are professional and helpful; one is learning but can be way off base in comments, attitudes and concepts and one staff person has a hard time communicating.
- Both staff people I dealt with were helpful to me.
- They always care about my needs and concerns, just like my immediate family does
- If they didn't know the answers, they found them; honest and helpful.
- Aware of most needs of disabled people

- I am impressed with this organization. I met some very special people that are ready to help anyone in need. I felt total acceptance by everyone involved. Thank you for your help and attention!
- Staff is very efficient, kind, helpful and nice
- Yes, and they ask a lot of good questions
- You have a great teacher!
- Very helpful and always there for you
- Very helpful and professional
- Great
- Always friendly and nice and take me where I need to go!
- Very nice
- Very beneficial and helpful to our community
- Driver kept bringing up that they usually charge \$13 per transaction that makes me feel uncomfortable since I am on limited income and don't have funds to pay for this. I haven't used them since. Office staff has always been professional and nice.
- No one understands my inabilities or they are above caring about me or below the capability to help me at all. They all wish to think that being positive and cheery and taking my name and number has provided enough help for me so I can "just be happy now".
- Empathetic!
- Our person is knowledgeable and helps us get speakers and fill out forms and lets us know of pertinent info and answers questions
- Great and does a lot of our things for us
- Had to ask other staff for the info I needed
- I know they could help me but they didn't want to take the time or effort
- Always able to see me and help or point me in the right direction
- If they don't know the answer, they are always willing to research and let me know the results
- Excellent ~ warm and professional
- Very nice people
- I have taken a few of your classes and teachers have been very professional and caring; I am very impressed and hope they continue doing their good work; I have loved being involved and it would be a tragedy if they were to shut down; I hope that never happens. I appreciate all the help my advocate has done for me. Looking forward to working with her more as I progress in meeting my full potential.
- A little strong-minded/pushy but it was meant with my best interests; appreciated that so much time was spent on me
- The person I worked with has been outstanding, diligent, knowledgeable, intuitive, and straight-talking. I trust her! She is a solid base of info, encouragement, and friendship.
- They are top-notch!
- Overall, staff is compassionate, helpful, and empathetic. An awesome agency!
- Sometimes emotional support is lacking for older living situations
- Sometimes they answer "I don't know" instead of trying to find out or pointing you in a different direction, which would be more helpful. Acoustics not good ~ very little privacy.
- Usually staff is not aware or knowledgeable and they offer no information about finding out or attempting to.
- I especially appreciate the staff, for they are open, frank, honest, and knowledgeable of local services for the disabled.
- They do a good job; staff is very dedicated and hard-working. Keep up the good work ~ we need you in our community!
- Wonderful job with their programs!

- Very knowledgeable about computers and very professional with computer teaching. Helpful with suggestions on how I could use my computer knowledge and teach people how to use a computer at home.
- My social worker was to help me transition to a private residence. I had to pull a hissy fit to get assistance but their help was good.
- Extremely knowledgeable help. Never ending and always prompt and encouraging.
- Workers' support was absolutely wonderful ~ unexplainable in words! Everything I needed and more!
- Everything they have done is great!

5. WERE YOU TREATED WITH COURTESY AND RESPECT?

- Always
- They are all very nice, helpful, and they care
- Busy but when they are helping you they have a great manner and staff humor is very funny.
- No one is ever inconsiderate or rude and they try to be as helpful as possible.
- Interrupted constantly (2)
- Always except from one staff person.
- I feel comfortable like they are my friends
- I've been treated very nicely; just being able to talk about my life with someone has been helpful.
- I was treated with the utmost respect
- Always treated as part of their family. Everyone helpful and nice.
- Very pleasant
- Easy to talk to
- Very sympathetic and understanding
- Very pleasant
- They do not like pets; they complained all the time!
- Sometimes the secretary was cold and distant and I felt spoken down to and even ignored; everyone else is great!
- Front desk person has been abrupt at times and almost rude. I felt I was interrupting when I needed help. Being hung up on when calls are transferred is frustrating. Re-training may be needed, maybe saying "one moment please, I will transfer your call". That would be helpful because I'd know the next step. Being a person with a head injury slows my steps down and I forget what's next. Staff, especially the front person sets the tone and information source for our ability to receive services, sometimes I don't know the questions to ask. A knowledgeable more relaxed staff person provides a safer place to speak from ~ feeling rushed jams up the circuits.
- The receptionist likes all of her other titles better than she likes being a receptionist. Bad customer relations. My desire to give financially is less because of how I was treated. I try to avoid speaking with her.
- Most always folks were courteous and respectful. One staff member's abrupt style was difficult at first but eventually we spoke and worked it out. For a while it was difficult and I almost gave up.
- They treat you as an equal and don't make you feel uncomfortable or less of a person because of your situation.
- As a blind person, I really appreciated being greeted and welcomed and helped to find my way around
- Much more than any other entity I have ever worked with!
- I was always treated with dignity and respect
- Everyone was courteous and respectful

6. WOULD YOU REFER OTHERS TO THIS CIL?

- I would tell them to have plenty of time for waiting. (2)
- Need a new Director (2) ~ Director is not comfortable with hard core people
- I have always appreciated your help and consider you a trustworthy organization

- I tell people all the time
- Always!
- I found them most helpful, understanding, and empathetic. They are wonderful.
- At the drop of a hat!

ARE THERE OTHER SERVICES THAT YOU WOULD LIKE THEM TO OFFER?

General

- They offer a lot
- They help a big part of my county
- Food, commodities
- More blind services ~ Blind consumer has mobility problems because of diabetes and kidney failure; OCB not strong in this area and most blind peers are much older
- Library and large print books and magazines is a need other than the county library; maybe a donation system?
- More hands-on help with issues
- More deaf related services, but maybe deafness isn't seen as a disability?
- Classes and support groups meet regularly but December was a blank; need support extra during stressful holiday seasons; need to plan for client needs, not agency holiday needs.
- Education on medicines
- Youth-oriented services
- Senior-oriented services
- Facility for laundry and showers
- More networking and resources
- Separate local phone for people, no long distance unless an 800# or staff-approved
- More help to people who are not on VR or other programs
- More info about their services
- Coordinating between SDS at Gold Beach
- More knowledge concerning discrimination would be helpful

SSI/SSDI

- Workshops to learn how to get through the disability application process; more housing; talking to applicants to come up with ideas; help to better complete paperwork.
- More SSI assistance
- Help me obtain my retroactive childhood SSI owed to me by SSI

Advocacy

- Advocacy for people with TBI
- I respectfully request any and all info to make our medical community aware of the need for a LIFT to assist people like myself ~ unable to bear weight on my legs. This eliminates us being able to have pap tests, breast exams, certain xrays, colonoscopy, etc. I would be happy to help with this.

Housing

- Build your own government housing with grants, have subsidized housing in Medford
- Temporary housing for the homeless
- More help for the homeless
- Help with rent
- More rent assistance; money
- Temporary lodging

Personal care

- Home care
- Someone to help me with my house

- Attendant care services for someone living on their own with quadriplegia
- Caregiver registry

Finances

- How to budget expenses
- Money skills; making change
- Payee services

Support groups

- More support groups (2)
- Stroke support group
- Computer help support group

Social activities

- Maybe activities for the disabled
- Day program for handicapped people
- Wide variety of recreation, especially outdoors
- Cards and crafts
- Concert
- Being disabled means being poor and put off from culture; could get group to provide free or discounted tickets to cultural events like the symphony, ballet, opera, live theater, etc.
- Free computer and crochet classes
- Recreation for learning disabled
- Beading and more art classes

Employment

- Help for disabled people ~ peer mentors for job assistance
- More thorough job recruiting services
- PASS plan assistance to help with VR and IL planning and skills.
- Job placement services (2)
- VR
- Helping TBI people find a job that we can do and stick with for years
- Job placement, job coaching

Health/exercise

- Breaking Barriers, Healthy Lifestyles, self enrichment and positive enrichment classes
- Anger management
- Exercise classes; assistance to be able to go to gym
- Shyness and spiritual growth classes
- More yoga classes
- Better counseling on suicide problems
- Depression and how to live with it

Training

- Training videos/training
- Volunteer training
- Work training program and some housing
- Computer training
- ASL classes

Transportation

- Free transportation
- Transportation
- Transportation to get to group
- More transportation, especially with lack of bus services

- Transportation to AA/VA meetings and social activities
- More medical transportation
- Seems they don't have enough personnel or vehicles available to drive someone further, like Ashland.
- Transportation to meetings

CIL support

- Please continue to provide support for this CIL. As an IL skills instructor for high school students, I have experienced the vital need for programs and services for special needs members of our communities
- More help with IL, not paid by VR but with IL money!
- More help for them ~ they have an extremely heavy workload at the CIL!
- Wish they had more volunteers
- Would like to develop more grants to help the CIL

8. IF YOU NEEDED ASSISTANCE AGAIN, WOULD YOU COME TO THE CIL?

- Tremendous addition and asset to our community. Highly visible and taking on the right projects. Thanks to them!
- If desperate; wouldn't you also try to grab a branch on your way down even though it doesn't hold you?
- Not for rides
- Anyone who has experienced their honest caring that I found would not hesitate to come back.