

WHO ARE WE?

The Statewide Independent Living Council (SILC) works with the Centers for Independent Living (WVCILs) and the Division of Rehabilitation Services (DRS) in West Virginia to make sure the services you need are available to you. The Governor appointed the Council members to monitor and evaluate the quality of independent living services provided by DRS and CIL grants. The SILC gives them input about consumer needs and how they can improve their services.

Your answers to this survey are confidential and will be used to help us as we advocate for better services for West Virginians with disabilities.

WHAT DO WE NEED FROM YOU?

Please fill out this short survey completely and tell us about your experience with a CIL. If you receive more than one survey, please fill out and return only one. Refold and tape the survey shut so the postage paid area is on the outside.

Again, **we promise that all answers will be confidential.** If you have questions or need assistance filling out this form, please call

WVSILC
1-855-855-9743

THANK YOU!

Optional Information

My disability is: _____

I am living where I want to live.

Yes

No

This survey was completed by:

Consumer/participant

Parent/guardian

Other

I was born in the year _____

My race or ethnicity is:

(check all that apply)

Hispanic

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Pacific

Islander

White

Status _____
Program _____
County _____

***IS INDEPENDENT LIVING
WORKING FOR YOU?***

**CONSUMER
SATISFACTION
CARD**

Provided by:

**WV Statewide Independent Living
Council &
WV Centers for Independent Living**

Measuring your satisfaction with the
services provided to you by the WV
Centers for Independent Living

Please tell us how the CIL worked with you. Your answers will NOT be shared with CIL staff members.

Rate how strongly you agree or disagree with the following statements.

N A	1	2	3	4	5	1=Strongly Agree, 2= Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree, NA=Does not apply to me
						1. My questions were answered clearly by the CIL staff.
						2. The CIL staff members were good listeners. They understood my needs.
						3. The information was given in a way that I could understand.
						4. I chose my own independent living goal(s).
						5. I chose the service(s) I needed to meet my goal(s).
						6. The staff stayed in contact with me so I knew what was happening with my services.
						7. The services I got helped me to be more independent.
						8. The CIL staff told me about job opportunities or independent living resources.
						9. The CIL staff treated me with courtesy and respect.
						10. I would recommend this CIL to my friends and family.
						11. (If you went to the CIL office) The CIL office was accessible.
						12. Overall, the CIL staff members are excellent.
						13. Overall, the services I received from the CIL were excellent.

14. Even though I may not have exercised each of these rights, when I first met with the CIL staff they told me that I have the right to: (write: Y – yes, N – no, DR – don't remember)

Appeal any decision about eligibility	Appeal decisions about services
Choose my IL goal(s)	Choose how services were provided
Help develop my IL plan or to have services without a plan	Contact Client Assistance Program (CAP), if needed
Know about available services	Choose who provided my services
Request another CIL staff person, if needed	

15. Did the CIL services help to make your life different? ___ Yes ___ No ___ I Don't Know

If the services made a difference, please tell us how.

16. Please check each service you received.	<input checked="" type="checkbox"/>
a. If I had a problem, they stood up for me or helped me stand up for myself.	
b. The CIL staff put me in touch with other agencies or people who could help me.	
c. I received items that help me do things I need to do (talking watch, hearing aid).	
d. They helped me find another person with a disability that I could talk to.	
e. They gave me information about how to take better care of myself.	
f. They taught me how to make choices that improve how I live.	
g. They taught me new skills that I wanted to learn.	
h. They helped to see if changes to my home, truck, car, or van could make my life easier.	
i. They helped to make my surroundings more accessible (ramps, lifts, hand rails).	
j. They helped me find a place to live.	
k. They helped me get transportation to the places I needed to go.	

17. What other services would you like the CIL to offer?

18. What could we do better?