

**Virginia Department of Rehabilitative Services**

# **Centers for Independent Living Consumer Satisfaction Survey**

**Presented by:**

**Commissioner James A Rothrock**

**October 8, 2008**



# Background

In 2007 the Disability Commission directed the Department of Rehabilitative Services to conduct a consumer satisfaction survey of Virginia's sixteen Centers for Independent Living (CILs).

CILs are non-residential places of action and coalition where persons with disabilities learn empowerment and develop the skills necessary to make lifestyle choices.

# What do CILs Do?

CILs provide services and advocacy to promote the leadership, independence and productivity of people with disabilities.

The Four Core services are:

1. Peer Counseling
2. Independent Living Skills Training
3. Advocacy
4. Information and Referral

- Centers also provide Systems Advocacy which results in community change

# Methodology

The 2007 Center for Independent Living Survey was mailed to 10,496 consumers between the period of September 2007 and January 2008.

18% of the consumers completed the survey.

- 64% of those answering the Survey were self responders.
- 29% were proxies completing the Survey on behalf of the consumer.
- 7% did not provide information on who completed the Survey.

The results discussed in the report are based on those who answered the survey on their own.

**Positive responses to the six satisfaction questions ranged from 84% to 90%.**

***“ The people at the Center have been wonderful and helpful to me. I have multiple disabilities, but I am still independent. I expect I will have more issues coming.”***

**consumer quote**

# Findings :

- ✓ 84% of respondents said that they were very or somewhat satisfied with their experience at the CIL.
- ✓ 90% of respondents said that they would refer a friend to the CIL.
- ✓ 86% gave high marks to staff in their efforts in helping them in reach their goals.

- ✓ 69% of consumers surveyed indicated that they decided on the services that they needed to reach their Independent Living goals on their own, or with the help of staff.
- ✓ Satisfaction with the four core services ranged from 88% to 90%.

- ✓ Information and Referral was the most frequently reported core service used at Virginia CILs - 72%
- ✓ As a point of reference, this service was also reported as the most frequently used in a National survey conducted seven years ago.
- ✓ Consumers also recognized the efforts of Virginia CILs to assist them with living in community based living arrangements.

- ✓ 98 consumers indicated a goal to move out of a nursing home or institution.
  - ◆ 53% said the CIL assisted them in reaching that goal.
- ✓ Of the 159 consumers who indicated that they were at risk of being placed in a nursing home or institution, 64% said that the CIL helped them to remain in a community-based living arrangement.

# Summary

Ratings received on the various survey measures suggest the consumers were satisfied with the CIL experience.

Additionally, survey results suggest that Virginia's Centers for Independent Living are doing an effective job of assisting people to live in the community.

*“ They offered me many opportunities to speak up for myself and other persons with disabilities. They are doing an excellent job.”*

**consumer quote**

The full Center for Independent Living Consumer Satisfaction Report can be found at [www.vadrs.org](http://www.vadrs.org)

The Virginia Department of Rehabilitative Services would like to thank the Virginia Association of Centers for Independent Living (VACIL) for their advice and cooperation in developing the survey instrument. They are to be congratulated on providing good consumer and community services.