# Analysis of FY2019-2020 California ILC Consumer Satisfaction Surveys

# Goal: Collect information useful to the SILC in planning the next State Plan for Independent Living (SPIL)

All 28 of California’s Independent Living Centers (ILCs) were forced to address Coronavirus-19 Pandemic regulations that were in effect throughout the state for most of 2020. ILCs modified their processes and continue to accommodate the needs of their local community by providing services virtually, often via email, teleconference, Zoom, phone, or outdoor appointments. This complicated survey distribution and collection for the year.

Twelve (12) ILCs, or 42%, submitted data to the SILC. Methodology for survey distribution and data collection varied by ILC. There was a wide range in the number of consumers served and how many consumers from each ILC submitted a completed satisfaction survey.

Most ILCs use an official written survey sent to consumers at or near the conclusion of services; some are available electronically while others are sent via United States Postal Service. The Rehabilitation Act describes consumer satisfaction surveys and the responsibility of ILCs to collect data. The Act does not specify how they do so. They are not required to share this data with the SILC but have done so in the spirit of collaboration within the network.

Consumers were asked about the types of services they received from the ILC, satisfaction with those services, if the service made a change in their independence, if they benefited from the services received, and if they were the driver of their independent living plan. ILCs can ask any questions they like; there is no standard requirement. Many ILCs offered the opportunity for the consumer to add statements attesting to the quality of the services received or alternatively to make suggestions on service improvements. ILCs often asked about outcomes for services that are in addition to the core services.

In general, consumers across the state report that they felt their concerns were addressed, that they would recommend IL services to others, and that they had improvement in life as a result of ILC services.

Of the 12 ILCs participating, the results of 1222 satisfaction surveys were submitted, representing approximately 6% of the 20735\* consumers served by CA’s 28 ILCs over the past year (\*per the Department of Rehabilitation California Independent Living Report or “DOR CILR Report”).

An analysis of the data from the submitted consumer satisfaction records revealed the following findings:

* 87% of respondents (1067/1222) overall were very satisfied or satisfied with the services they received.
* 85% of respondents (1044/1222) overall felt they benefitted from the services they received, and felt their quality of life or independence increased.
* Only .008% of respondents (10/1222) stated they were not satisfied with services.
* Only .03% (37/1222) of respondents stated that they did not benefit from services.

Several ILCs used the consumer satisfaction survey as an opportunity to gather information about services consumers would like to see offered in the future. Analysis of the data submitted by the ILCs indicates the top 5 areas of interest for consumers in the state are:

1. Additional access to qualified personal care assistants/navigation of IHSS system;
2. Access to affordable, accessible housing;
3. Access to financial benefits and assistance with benefits counseling;
4. Accessible, affordable transportation; and
5. Addressing food insecurity and/or providing financial assistance for general living expenses.

# Recommendations:

* Continue to support ILCs as they navigate the COVID-19 pandemic and the variety of new funding opportunities they have.
* Include goals in next SPIL to address consumer identified areas of unmet need.
* Look at current SPIL to determine what flexibility we have with goals as written, and whether any of the consumer identified needs can be met utilizing funds remaining from last year’s grant.
* Discuss with network partners the development of statewide consumer satisfaction survey and/or develop standard questions that ILCs can include in their annual survey which would allow SILC staff to do a complete analysis of data from all 28 ILCs to share with the network.