

Needs Assessment/Consumer Satisfaction Survey

Introduction:

An instrument to assess consumer needs and satisfaction was developed by the Florida Independent Living Council with the cooperation and input from CILs within the State of Florida. This procedure started in 2003. Objective 3-3B in the State Plan for Independent Living, Fiscal Years 2004-2007, states, "Conduct a Needs Assessment/Consumer Satisfaction Survey and/or cost benefit analysis to assure that independent living services are being provided to unserved and underserved populations". A total of 959 surveys were sent to the CILs, of which 126 were returned to the FILC office, a 13% return rate. One survey was thrown out as no questions were answered by the individual.

Procedure:

In May 2006, the Needs Assessment/Consumer Satisfaction Survey was sent out to the Florida's CILs, with instructions that the CILs randomly distribute the surveys to 5 % of their active clients. The surveys were to be mailed back to FILC by CIL clients. Analysis of data are reported and discussed below.

Results of Satisfaction Survey:

The following questions were answered YES or NO, with YES being considered meeting the standard. Percentages of YES are reported in the right hand column.

	Percentage Yes
Since working with the CIL, are you more independent?	90 %
Are you able to make your <u>own</u> choices about the goals you are working on?	88 %
Are you happy with your goals?	90 %

Have you made progress toward your goals?	84 %
Have you completed any goals?	80 %
Does the CIL provide services that help you complete your goals?	88 %
Does the staff offer suggestions or make referrals to other community services?	83 %
Do the referrals to other community services meet your needs?	77 %
Does the CIL follow-up with you about those community services?	81 %
Is the information given to you in a way you can understand?	94 %
If you have a problem with accessibility in the community, does the CIL staff help you?	87 %
Does the staff treat you with respect?	95 %
Is the CIL building accessible?	92 %

The following services were rated by the consumer as Great, Average, or Poor. The numbers 2, 1, and 0 were respectively assigned to Great, Average, and Poor. The responses were numerically summed across all consumers and a Mean computed. The numerically higher the Mean, the higher the satisfaction for the listed CIL service.

Rate each of the following services you received from the CIL.

	Mean
Employment Assistance	1.4
Housing Assistance	1.4
Transportation	1.6
Equipment	1.6
Advocacy, Disability Rights Issues	1.7
Independent Living Skills Workshops	1.6
Equipment	1.6
Support Groups	1.6
Peer Counseling/Mentoring	1.7

Results of Needs Assessment Survey:
 Clients were asked the following:

Please check below the community issues you think your CIL should be working on:

In the right hand column is the number of CIL clients who responded positively to the above question.

	Responding as an issue	%
Accessibility	40	32
Education	48	39
Employment	45	36
Health Care	51	40
Home attendant care	45	36
Housing	47	37
Transportation	50	39
Voting Access	25	20

Clients were asked the following:

Please check below the programs you think should be expanded or started at your CIL:

	Responding as an issue	%
Disability Rights Classes	49	39
Disability Rights Advocacy	47	37
Assistive Technology	35	27
Equipment Loan	32	25
Employment Assistance	37	29
Housing Assistance	46	37
Assistance in hiring an attendant	39	31
Independent living skills classes	37	29
Social activities	41	33
Support Groups	39	31
Peer counseling/mentoring	30	24

Discussion:

The results of the Consumer Satisfaction Survey reflects that CIL consumers perceive CILs as positive in developing and attaining goals to increase independence. CILs were seen as directly providing services and making referrals to community services that were perceived positively by the consumers. Consumers perceived they were respectfully treated by CIL staff. Consumers overall satisfaction with CIL services were positive.

The data did not suggest any strong concerns regarding CIL services, but generally just a continued emphasis on all services.

The results of the Needs Assessment reflect that consumers wanted an expansion of services (20% to 39%). The data did not suggest any strong concerns regarding CIL services, but generally just a continued emphasis on all services. Voting access was listed as the issue needing less community attention. This may be due to

Florida's recent emphasis on voting reform, which was a major area of work for FILC.

Demographics:

<u>Disability</u>	Number	%
Developmental (cognitive)	13	10
Mental health (emotional)	24	19
Physical	38	30
Hearing impaired or deaf	12	10
Visually impaired or blind	9	07
Multiple	28	22

<u>Gender</u>	Number	%
Male	43	34
Female	66	52

<u>Age</u>	Number	%
0 to 5 years	0	0
6 to 17 years	1	0
18 to 22 years	8	6
23 to 64 years	88	70
65 + years	15	12

<u>Ethnicity</u>	Number	%
Hispanic or Latino	14	11
Not Hispanic or Latino	78	62

<u>Race</u>	Number	%
American Indian or Alaskan Native	4	3
Asian	4	3
Black or African-American	26	21
Hispanic or Latino	10	8
Native Hawaiian or other Pacific Islander	0	0
White	62	49

Review of the demographics show that few individual's of retirement age were sampled. Even fewer under the age of 22 years were sampled. More women than men were sampled. The data is highly suggestive that (1) CILs have few clients over the age of 65 and under the age of 22, or (2) randomization was not achieved.

Data suggests that CILs should become more involved with school and elderly services such as local Council on Aging and Meals on Wheels.