**FY22 Consumer Satisfaction Plan Results**

**Background:**

The Texas State Independent Living Council will use a three-tiered approach in providing evaluation and analysis of the State Plan for Independent Living:

**Progress on Objectives Plan:** The evaluation of the progress on objectives of the State Plan will be performed by the Texas State Independent Living Council on a semi-annual basis with the following two reporting periods: October – March and April through September.

**Implementation Plan:** The evaluation of the implementation of the State Plan will be performed by the Texas State Independent Living Council staff and reported to the Texas State Independent Living Council and Centers for Independent Living on an annual basis. Evaluation findings of the annual report will be used to discuss needed improvements, revisions, or changes to the State Plan. Information and data on participation, resources, and activities underway will be collected from State Plan for Independent Living partners in the Independent Living Network.

**Consumer Satisfaction Plan:** Consumer satisfaction measures input from consumers about benefits received from provider services. The evaluation of consumer satisfaction on a statewide basis will be conducted by the Texas State Independent Living Council annually based on evaluations conducted by the Center for Independent Living Network. The Texas State Independent Living Council and the Texas Health and Human Services Commission, as the Designated State Entity, have worked with the Centers for Independent Living to include a standard set of questions within their own consumer satisfaction tools to 20 ensure continuity of data across the Network for this purpose. At a minimum, the Texas Health and Human Services Commission, through its Standards for Independent Living Providers (Section 1.28.3), requires the following: “Each provider may develop its own survey instrument and procedure. However, at a minimum, the survey instrument must use a Likert scale and include the following statements:

• I was treated in a friendly, caring and respectful manner by the staff of [insert provider name].

• Services were provided in a timely manner.

• The services met my needs.

• I was satisfied with the services provided.

The Likert Scale must include: (1 Strongly disagree, 2 Disagree, 3 Neither agree or disagree, 4 Agree, and 5 Strongly agree). All consumers, both successful and unsuccessful, must be given the opportunity to respond. The provider must calculate an average consumer rating on the Likert scale for each of the four required statements. The data regarding consumer satisfaction will be reported from Texas Centers for Independent Living to the Texas State Independent Living Council and the Designated State Entity. The Texas SILC will develop a summary of findings and conclusions and share them with the Texas Independent Living Network, Designated State Entity, and the public for view by posting the information on the Texas State Independent Living Council website: www.txsilc.org. The findings will be used to make recommendations for service delivery improvements.

**FY22 Consumer Satisfaction Summary of Findings:**

There were eight survey questions Texas SILC staff requested from the 27 Centers from Independent Living regarding consumer satisfaction on FY22. The following are the questions and the number of consumers who reported in accordance to the Likert scale. There were a minimum total of 441 consumers who responded to the anonymous survey.

**Question 1: I have been treated in a friendly, caring, and respectful manner by the Center’s staff.**

Strongly Agree: 264 (59.86% of respondents)

Agree: 158 (35.83% of respondents)

Neutral: 17 (3.85% of respondents)

Disagree: 2 (less than 1% of respondents)

Strongly Disagree: 0

**Question 2: The Center’s staff responds to me/ provides services in a timely manner.**

Strongly Agree: 341 (77.32% of respondents)

Agree: 83 (18.82% of respondents)

Neutral: 15 (3.40% of respondents)

Disagree: 2 (less than 1% of respondents)

Strongly Disagree: 0

**Question 3: The Center’s services are meeting and/or have met my needs?**

Strongly Agree: 331 (75.06% of respondents)

Agree: 81 (18.37% of respondents)

Neutral: 17 (3.85% of respondents)

Disagree: 12 (2.72% of respondents)

Strongly Disagree: 0

**Question 4: I am satisfied with the services provided by the Center and staff.**

Strongly Agree: 324 (73.47% of respondents)

Agree: 99 (22.45% of respondents)

Neutral: 11 (2.49% of respondents)

Disagree: 5 (1.13% of respondents)

Strongly Disagree: 2 (less than 1% of respondents)

**Question 5: The Center’s services and staff provide me with information to help me make informed choices.**

Strongly Agree: 357 (81.69% of respondents)

Agree: 72 (16.48% of respondents)

Neutral: 7 (1.60% of respondents)

Disagree: 0

Strongly Disagree: 1 (less than 1% of respondents)

**Question 6: The Center’s staff encouraged me to make decisions so that I may live more independently.**

Strongly Agree: 394 (90.16% of respondents)

Agree: 40 (9.15% of respondents)

Neutral: 3 (less than 1% of respondents)

Disagree: 0

Strongly Disagree: 0

**Question 7: How would you rate the overall experience with the Center?**

Excellent: 1 (50% of respondents)

Good: 1 (50% of respondents)

Fair: 0

Poor: 0

**Question 8: Open ended-- If you need to expand on or clarify any of the data you provided above, please use the comment box below**.

1. One center indicated they could not report due to not using the same survey tool.
2. One center advised they did not have question 7 on their survey. The center advised they would add question 7 to their survey. This center advised they had a significant decrease due to COVID.
3. A Center reported that direct consumer services had been nearly non-existent due to the COVID pandemic, and the offices being closed. Consumers with limited computer skills found the virtual format challenging. This resulted in lower participation of consumers and satisfaction of events.
4. One center described how they make extra effort to ensure they serve their population of individuals with disabilities in a respectful, courteous, and informing manner. They raise the bar to ensure that consumers are making informed choices and living as independently as possible.