

Virginia Centers for Independent Living The 2001 Consumer Satisfaction Survey Results

Executive Summary



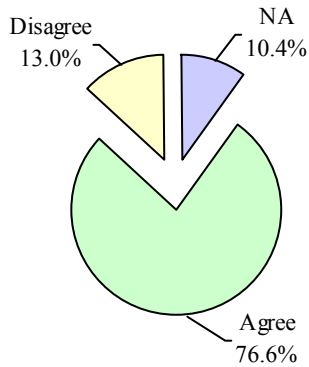
A statewide Virginia Centers for Independent Living (CILs) Consumer Satisfaction Survey was conducted at the end of calendar year 2001. This was the first statewide assessment of CIL consumer satisfaction conducted in Virginia. The goals of the study were to obtain information about consumer satisfaction with the four core CIL services and determine whether consumers feel they are better off in terms of independence, knowledge of rights and quality of life. The survey targeted consumers who were receiving services at the time of the survey.

**James A. Rothrock, M.S., L.P.C.
Commissioner**

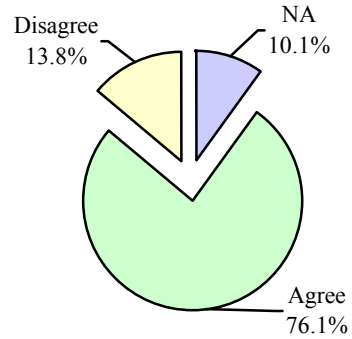
May 2002

Satisfaction with Core CIL Services

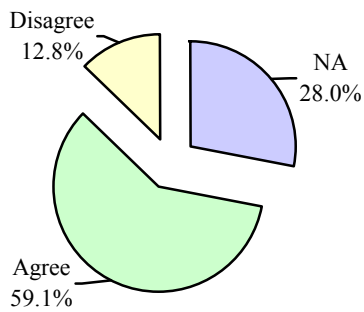
Overall, I'm satisfied with the Advocacy services I get from the CIL.
N = 986



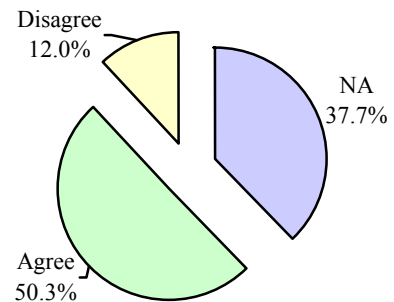
Overall, I'm satisfied with the Information and Referral services I get from the CIL.
N = 1,002



Overall, I'm satisfied with the Peer Counseling services I get from the CIL.
N = 981



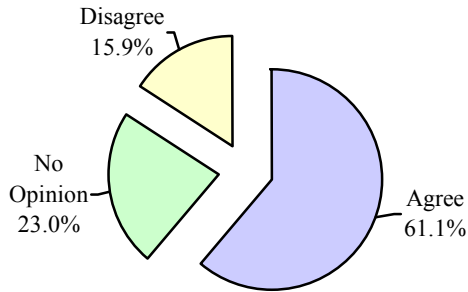
Overall, I'm satisfied with the Independent Living Skills Training services I get from the CIL.
N = 976



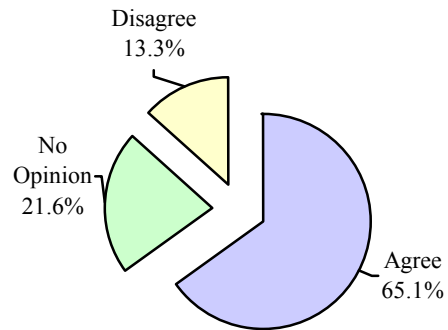
The 2001 Virginia Centers for Independent Living Consumer Satisfaction Survey was sponsored and funded by the Virginia Department of Rehabilitative Services, Community Based Services Division, Independent Living Program. The study was conducted as a mail survey with the assistance of the 16 Centers for Independent Living. Detailed results of this satisfaction survey can be found in the Statewide Summary Report and the CIL Comparison Report.

Impact of CIL Service on Consumer Quality of Life

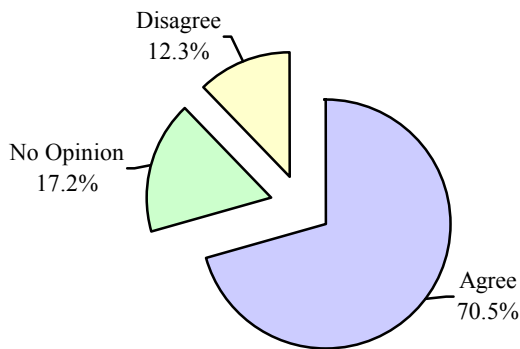
I am more independent now than when I first contacted the CIL.
N = 961



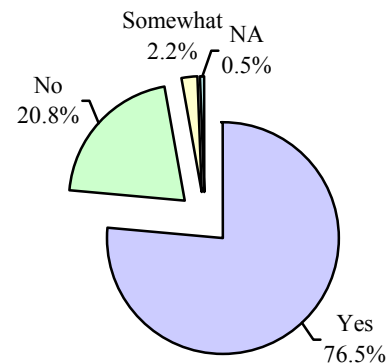
I know more about my rights now than when I first contacted the CIL.
N = 980



The CIL had a positive impact on the quality of life within my own home and/or community.
N = 982



Did the CIL meet your accessibility requirement(s)?
N = 923



Persons with disabilities responding to the first Virginia Centers for Independent Living (CILs) consumer satisfaction survey, self-identified as having multiple (44.6%), physical (33.5%), mental/emotional (6.8%), sensory (4.7%), or cognitive (3.7%) disabilities¹. In general, respondents either lived independently (45.9%) or with family/friends (40.2%). Most were Caucasian (64.4%) and 61.0% were female. The majority (52.9%) of respondents were between the ages of 23 and 54.

¹ 6.8% of consumers elected not to specify a disability.

Department of Rehabilitative Services Mission

In partnership with people with disabilities and their families, the Virginia Department of Rehabilitative Services collaborates with the public and private sectors to provide and advocate for the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society.

Contact Information

We welcome your comments and questions. Please contact:

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Web address:
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Community Based Services Division Mission

The vision of the Community Based Services Division is respectfully creating real life solutions for accessing independence.

Part of the Division's vision is accomplished through the Centers for Independent Living (CILs). These centers are non-residential centers where people with disabilities learn empowerment and develop skills for living and growing independently. Core services are provided to individuals with significant disabilities as well as the local community at large.² There are sixteen centers located in Norfolk, Hampton, the Eastern Shore, Richmond, Fredericksburg, Arlington, Manassas, Charlottesville, Winchester, Danville, Roanoke, Lynchburg, Abingdon, Grundy, Harrisonburg and Big Stone Gap.

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²Core Services: Individual and Systems Change Advocacy, Information & Referral, Peer Counseling, and Independent Living skills Training