



Living Independently for Today & Tomorrow  
1241 Crawford Drive, Billings, MT 59102 • (406) 259-5181  
119 South Kendrick • P.O. Box 1387 Glendive, MT 59330 • (406) 948-8500  
<http://www.liftt.org>

# **LIFTT Progress Report to the Statewide Independent Living Council (SILC)**

*Meeting Date: May 21, 2025*

## **Consumer Satisfaction Survey**

At LIFTT, we strongly support the SPIL's goal of advancing meaningful consumer feedback across Montana's Centers for Independent Living (CILs).

## **Timely Collection**

We administer the Consumer Satisfaction Survey (CSS) immediately after services are delivered and before closing the consumer's file. This ensures feedback is tied directly to the consumer's most recent experience.

## **How We Use It**

The surveys are shared with SILC via email and internally used for quality control, communication, and service enhancement.

## **Purpose and Impact**

We say "feedback and/or concerns" because we honor both praise and critique. We can't meet every need every time, but we listen, respond, and improve. Often, these conversations become success stories, demonstrating our real-world impact.



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## **Services and Consumer Data (CIL Suite Reports – FY24 vs. FY25)**

### **Peer Counseling**

- a. FY24: 156 consumers
- b. FY25: 517 consumers (↑**231.4%**)

### **Independent Living & Life Skills Training**

- a. FY24: 98 consumers
- b. FY25: 207 consumers (↑**111.2%**)

### **Information & Referral**

- a. FY24: 519 consumers
- b. FY25: 556 consumers (↑**7.1%**)

### **Advocacy/Legal Services**

- a. FY24: 91 consumers
- b. FY25: 423 consumers (↑**365.9%**)

### **Active Consumer Service Records (CSRs)**

- a. FY24 (April 30): 157
- b. FY25 (April 30): 286 (↑**82.2%**)

### **Service Units Delivered**

- a. FY24: 1,437



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**b. FY25: 2,543 (↑77%)**

*(Service units = distinct service interactions documented in CIL Suite)*

## **Goals Achieved in Significant Life Areas**

**a. FY24: 743 total goals achieved across 11 domains**

**b. FY25: 1,308 goals achieved (↑76%)**

**i. Self-Advocacy: 570 goals**

**ii. Self-Care: 406 goals**

## **Improved Access Achievements (FY25)**

**a. Health Care Access: 189 consumers**

**b. Transportation Access: 10 consumers**

**c. Assistive Technology: 12 consumers**

## **Demographic Highlights**

### **Consumers Age 60 and Older**

**a. FY24: 180**

**b. FY25: 220 (↑22.2%)**

### **Consumers with Multiple Disabilities**

**a. FY24: 342**

**b. FY25: 506 (↑47.9%)**

### **Counties with Most Engagement (FY25)**

**a. Yellowstone: 315**

**b. Dawson: 155**



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c. Custer: 45

d. Richland: 31

*These counties represent LIFTT's core engagement zones, highlighting our expanding presence across rural Montana.*

## Closing Remarks

None of this would be possible without the extraordinary efforts of LIFTT's team. Across programs and departments, our staff bring passion, creativity, and a deep commitment to the independent living philosophy. We have grown not only in numbers, but in mission impact and community connection.

Your work matters, your passion is felt, and your impact shapes the future of independent living in Montana.

### Submitted by

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May 21, 2025