

# **IMPROVEMENT TEAM REPORT CARD**

**1. How satisfied are you with the number of places you go like going to the grocery store, shopping, movies etc?**

<b>Not Satisfied</b>	<b>Somewhat dissatisfied</b>	<b>In Between</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
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**2. How satisfied are you with your staff, personal assistants or attendants?**

<b>Not Satisfied</b>	<b>Somewhat dissatisfied</b>	<b>In Between</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
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**3. How satisfied are you with being able to make choices?**

<b>Not Satisfied</b>	<b>Somewhat dissatisfied</b>	<b>In Between</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
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**4. How satisfied are you with getting help with your appointments?**

<b>Not Satisfied</b>	<b>Somewhat dissatisfied</b>	<b>In Between</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
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**5. How satisfied are you with getting help with your medications?**

<b>Not Satisfied</b>	<b>Somewhat dissatisfied</b>	<b>In Between</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
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**6. How easy is it for you to get help from your staff, personal assistants or attendants?**

<b>Not easy</b>	<b>A little easy</b>	<b>In Between</b>	<b>Somewhat easy</b>	<b>Very easy</b>	<b>Don't know</b>
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**7. How comfortable are you with the trusting relationship you have with your staff, personal assistants or attendants?**

<b>Not at all comfortable</b>	<b>A little comfortable</b>	<b>In Between</b>	<b>A lot comfortable</b>	<b>Very comfortable</b>	<b>Don't know</b>
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**8. How much does VIA feel like a family?**

<b>Not at all</b>	<b>A little</b>	<b>In Between</b>	<b>A lot</b>	<b>Very much</b>	<b>Don't know</b>
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**9. How easy is it for you to get help from VIA?**

<b>Not easy</b>	<b>A little easy</b>	<b>In Between</b>	<b>Somewhat easy</b>	<b>Very easy</b>	<b>Don't know</b>
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**10. How much does it feel like VIA includes people from all walks of life together (enhancing cultural diversity)?**

<b>Not at all</b>	<b>A little</b>	<b>In Between</b>	<b>Very much</b>	<b>Extremely</b>	<b>Don't know</b>
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**11. How safe do you feel in your home?**

<b>Not at all</b>	<b>A little</b>	<b>In Between</b>	<b>Very much</b>	<b>Extremely</b>	<b>Don't know</b>
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**12. How safe do you feel in your community?**

<b>Not at all</b>	<b>A little</b>	<b>In Between</b>	<b>Very much</b>	<b>Extremely</b>	<b>Don't know</b>
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**13. What else do you want to tell us?**

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**14. Are there any other important questions you want us to ask?**

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**Report Card developed on April 19, 2009 by the VIA Improvement Team: Jean Searle, Michelle Thompson, Virginia Nurthern, Steve Dorsey, Betty Potts, Stephen Stencler and Robert Bilbrough.**