
Do You Have Quality Services?

Provider Name: _____

Check if your answer is "Yes."

- _____ 1) Do you feel you are treated with courtesy, respect, and enthusiasm?
- _____ 2) Do staff members ask you what you want?
- _____ 3) Do staff members make it easy for you to work with them?
- _____ 4) Do people try to help even if it is not their department?
- _____ 5) Can you get help in time to avoid a crisis?
- _____ 6) Do you feel that you can rely on your services and providers?
- _____ 7) Is there a complaint system, and is it easy to use?
- _____ 8) Are you asked whether your supports are working okay?
- _____ 9) Are you asked if your needs are changing?
- _____ 10) Is the information you need easy to find and understand?
- _____ 11) Is it easy to tell if you're eligible for service?
- _____ 12) Can you get help if you need it while you're on a waiting list for a service?
- _____ 13) Is it easy to change your services?
- _____ 14) Can you choose how you get your services?
- _____ 15) Can you turn down services you don't value ?
- _____ 16) Do organizations that serve you tell you their service standards in writing?
- _____ 17) Can you get information and data to help you compare services?
- _____ 18) Would you choose these services or supports for yourself?
- _____ 19) Is alternative dispute resolution such as mediation available to you?
- _____ 20) Do you know who to call if you suspect abuse or neglect?

"Yes" answers show commitment to quality. As service quality improves, your total number of "yes" answers will increase.

This checklist might not include some of the things that are important to you. Likewise, some of these questions may not be important to you at all. Think about what is important to you, and make a list of these things.