

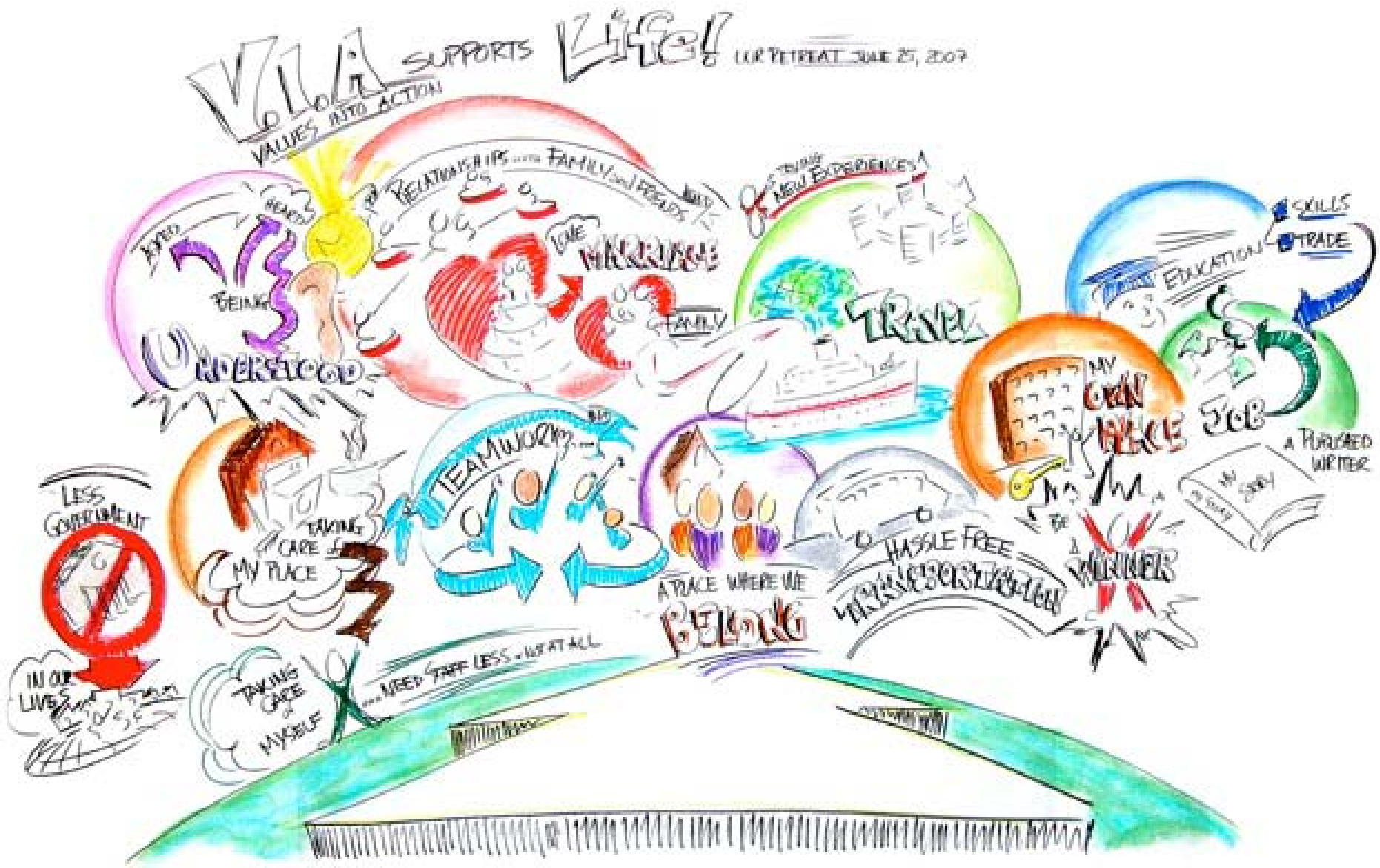


v a l u e s *i n t o* a c t i o n

## Report Card

An evaluation of the agency by the people being served

# Welcome



# The Beginning

- The idea.
  - It was Jean's idea for VIA to evaluate attendants.
  - The consumers should evaluate their attendants.
  - The results should be like a Report Card from school.
  - Everyone knows what a Report Card is.



# Why do the Report Card?

- Was part of this from the beginning.
- Was excited about the report card.
- Has been with the agency for five years, and loves it.
- Feels the agency can still learn.
- It's important to tell staff how well they are doing.
- Hopes it will make support better.



# Coordination

- Origin of the report card
  - How services were rated
  - What was important
- Developing the questions
  - Refinement process
- Role as a team coordinator
  - Helping staff navigate the process



## **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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# What does Quality Mean?



# Some surprising “Report Cards”

## **McDonalds**

1. Cleanliness
2. Speed
3. Consistency of food
4. Quality of food

## **US Post Office**

1. Waiting in line
2. Cost
3. Speed of delivery
4. Reliability 98.9%



# The Most Critical Part: Determining what matters to the people served





<p><b>Gino</b> -Staff -Help banking</p>	<p>-Calm -Heart -Daughter-help -Get more than give</p>	<p>-Job -People -Camaraderie</p>
<p>-Call anytime want -Never say no hearts open compassion -Accept me for who I am</p>	<p>-Staff help -Out shopping -Help with boyfriend passed away</p>	<p>-Living on own -Help groceries -Apt with more light- house plants</p>
<p>-Help pick foods -Staff like -Work VIA</p>	<p>-Love apartment -Team leader</p>	<p>-Getting people</p>
<p>-Staff help -Take me places -Meeting-talk</p>	<p>-Office space -Today -People</p>	<p>-People -Job -Talk retreats</p>

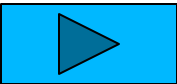
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MOST IMPORTANT

1. Go planes
2. ~~stress~~ \*
3. Appointments
4. Appointments
5. Medications get from CVS
- 6.

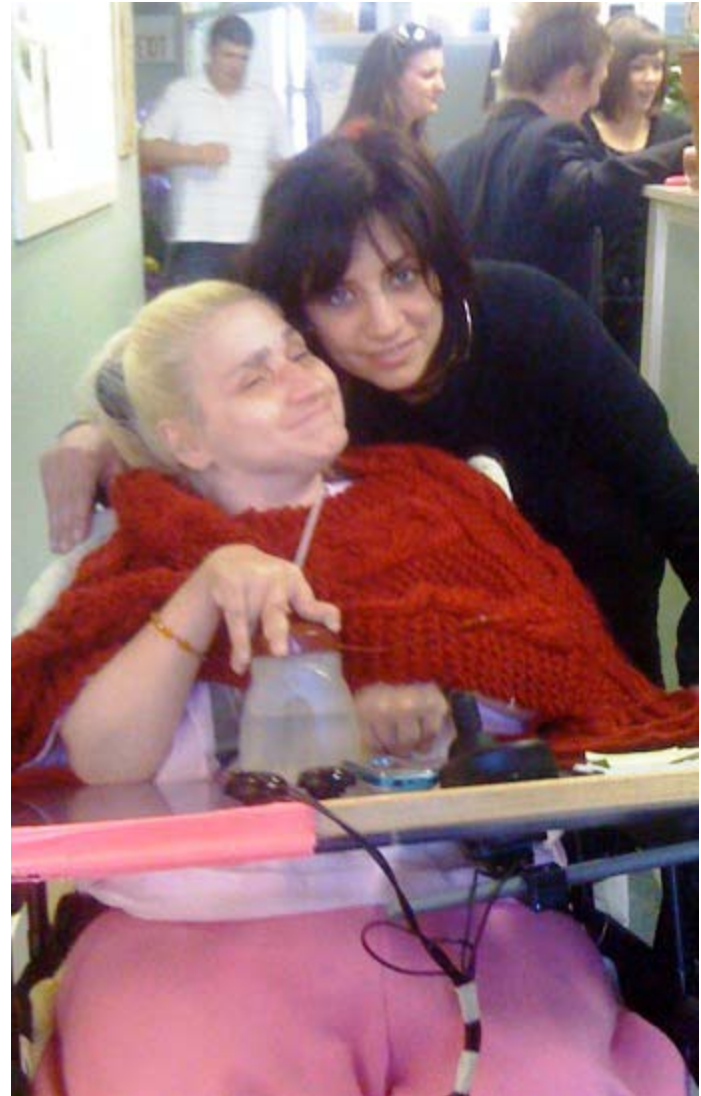
# The Critical Steps

1. The people served develop the questions.
2. Ask questions about the things that matter most to you?
3. Team field tests the survey
4. Conduct the survey with everybody
5. Analysis and Results
6. Changes to the agency



# Direction

- Role as the Executive Director during the Report Card.
- Process/Hurdles of the survey administration.
- Surprises during evaluation administration.
- Questions were surprising, many were unexpected.

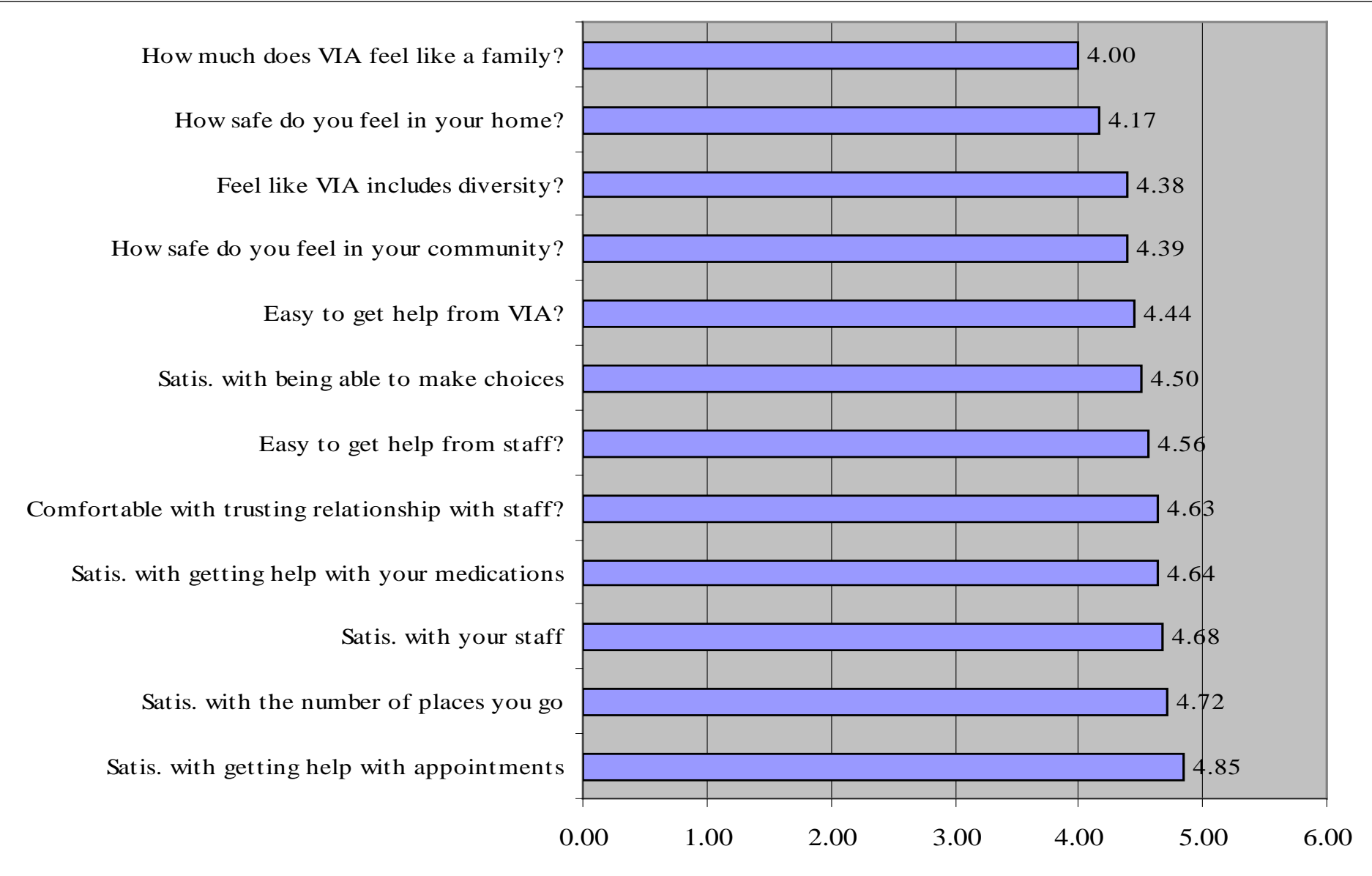


# Measurement

- Analysis
- Surprises



# Results





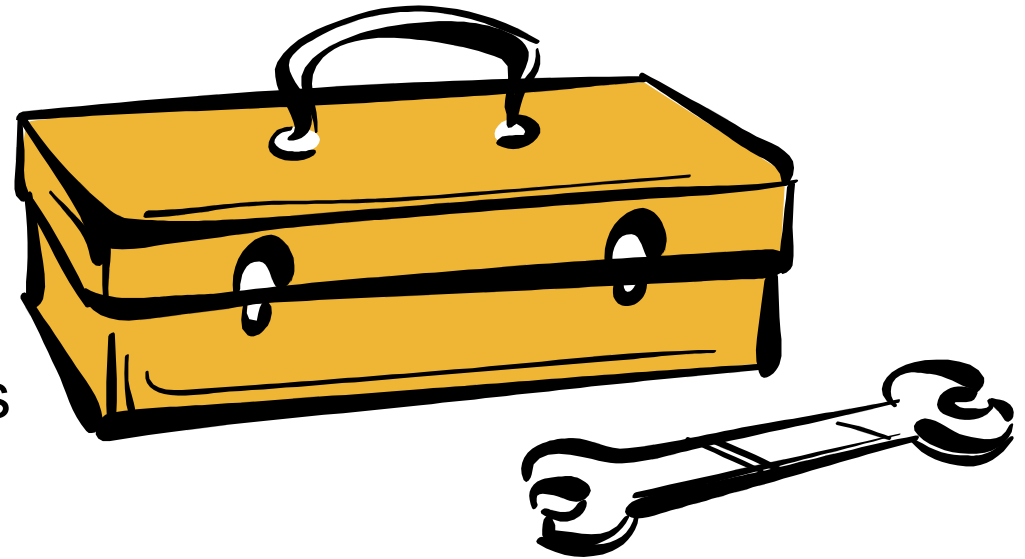
# Perspective

- Unique perspective
  - Analysis
  - Direct Support
- Full Disclosure
- Analysis requires detachment
- The Report Card shows how I can improve



# Outcomes Toolkit

- Huge Success
- Easy to replicate
- We will provide a simple Toolkit for any agency
  - Description of process
  - Sample survey instrument
  - Excel template for analysis





v a l u e s *i n t o* a c t i o n

Thank You For Coming