



## SATISFACTION SURVEY

(Based on the services you receive from MILS)

SURVEY COMPLETED BY: \_\_\_\_\_

*You may remain anonymous.*

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

*Please circle the word for each of the following statements:*

*Strongly Agree – Agree – Undecided / Neutral - Disagree - Strongly Disagree*

**1. My staff is trained and competent to provide supports for me.**

*Strongly Agree – Agree – Undecided / Neutral - Disagree - Strongly Disagree*

*What does your staff do well?*

*What can your staff do better?*

**2. My staff and MILS office personnel help me to complete the tasks that I'm working on.**

*Strongly Agree – Agree – Undecided / Neutral - Disagree - Strongly Disagree*

*What do we do well?*

*What can we do better?*

**3. My staff and MILS office personnel treat me with respect and understanding.**

*Strongly Agree – Agree – Undecided / Neutral - Disagree - Strongly Disagree*

*What do we do well?*

*What can we do better?*

**4. My staff and office personnel advocate for my rights and ensure they complete their responsibilities?**

*Strongly Agree – Agree – Undecided / Neutral - Disagree - Strongly Disagree*

*What do we do well?*

*What can we do better?*

**5. MILS offers a variety of activities and goals that help me move toward living independently?**

*Strongly Agree – Agree – Undecided / Neutral - Disagree - Strongly Disagree*

*What programs or activities are helping?*

*Is there anything we could offer to help you toward your goal of independence?*

**6. Do you feel safe with MILS COVID-19 policies and procedures? YES NO UNSURE**

*Additional Comments on MILS COVID-19 Policies and Procedures?*

***Additional Comments on services your receiving at MILS?***

Thank you for completing this survey! We will utilize your input to better serve you, and the other individuals we serve. Please return this survey by mail, fax, or dropping off at the office.

**Midwest Independent Living Services**

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