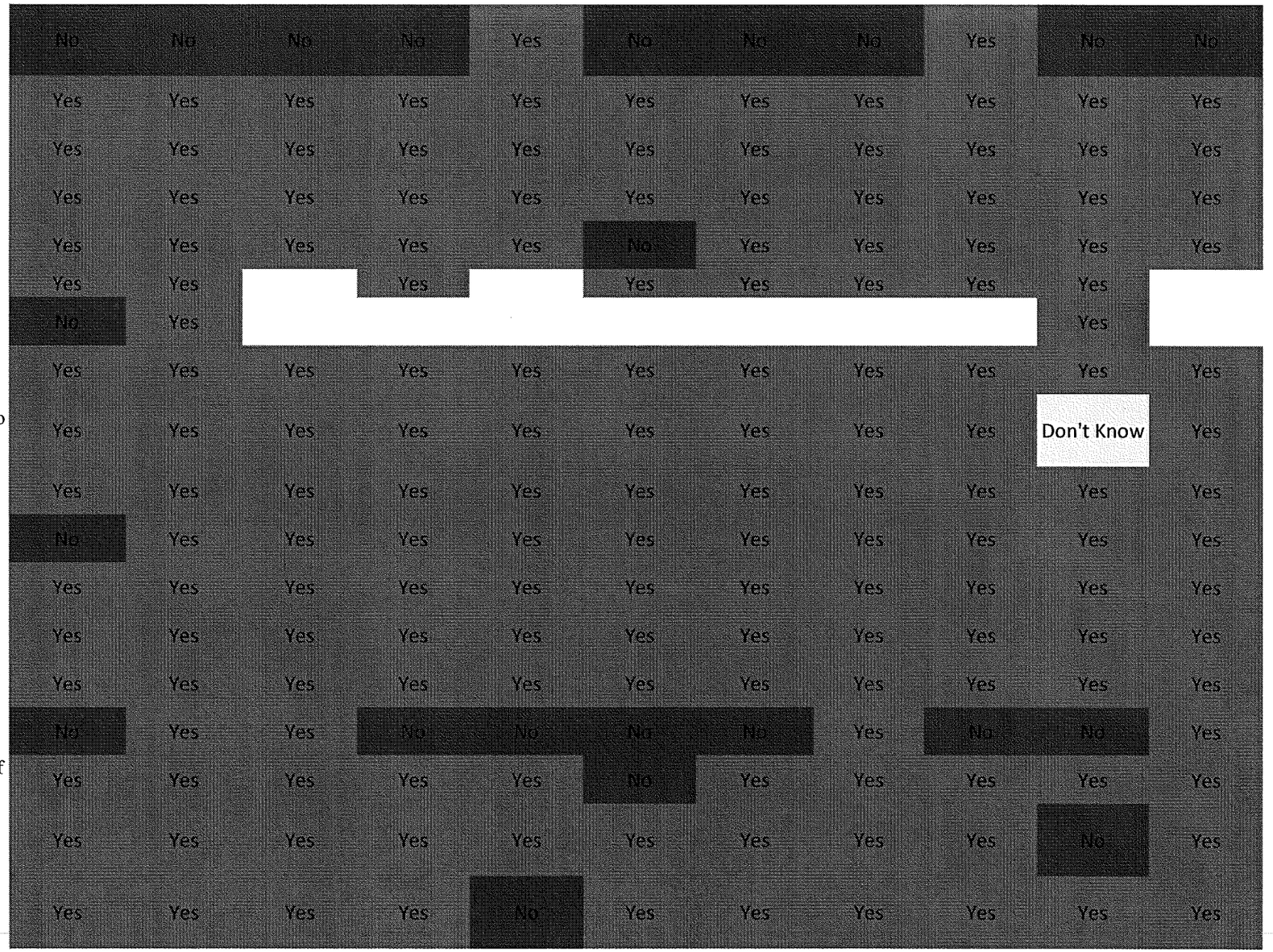
Readiness Component	AAA 1	AAA 2	AAA 3	AAA 4	AAA 5	AAA 6	AAA 7	AAA 8	AAA 9	AAA 10	AAA 11
The organization's mission statement was developed in collaboration with representatives from the population it serves and other stakeholders.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's mission and vision relate closely to the federal vision for ADRCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
This organization has a chart showing the organizational structure, staff positions and lines of authority in the organization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has a director that meets established minimum qualifications	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's director has the authority to directly manage all staff in this organization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's director has the authority to directly manage subcontractors	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has a governing body with by-laws and other governing documents in place	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has an advisory body	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The advisory body meets regularly, is active and consistently engaged	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
There is a system in place for regularly recruiting new members for the advisory body and replacing inactive members	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has an advisory body with significant consumer representation	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has formal budget development process	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has established fiscal accountability procedures	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has developed formal strategies for achieving long-term sustainability of the program	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's operating funds come from diverse and varied sources	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Rate the level of experience the organization's staff have in serving older adults	Significant	Significant	Significant	Significant	Significant	Significant	Significant	Significant	Significant	Significant	Significant
Rate the level of experience of the organization's staff in serving people with dementia.	Moderate	Significant	Significant	Significant	Moderate	Significant	Significant	Moderate	Significant	Significant	Significant

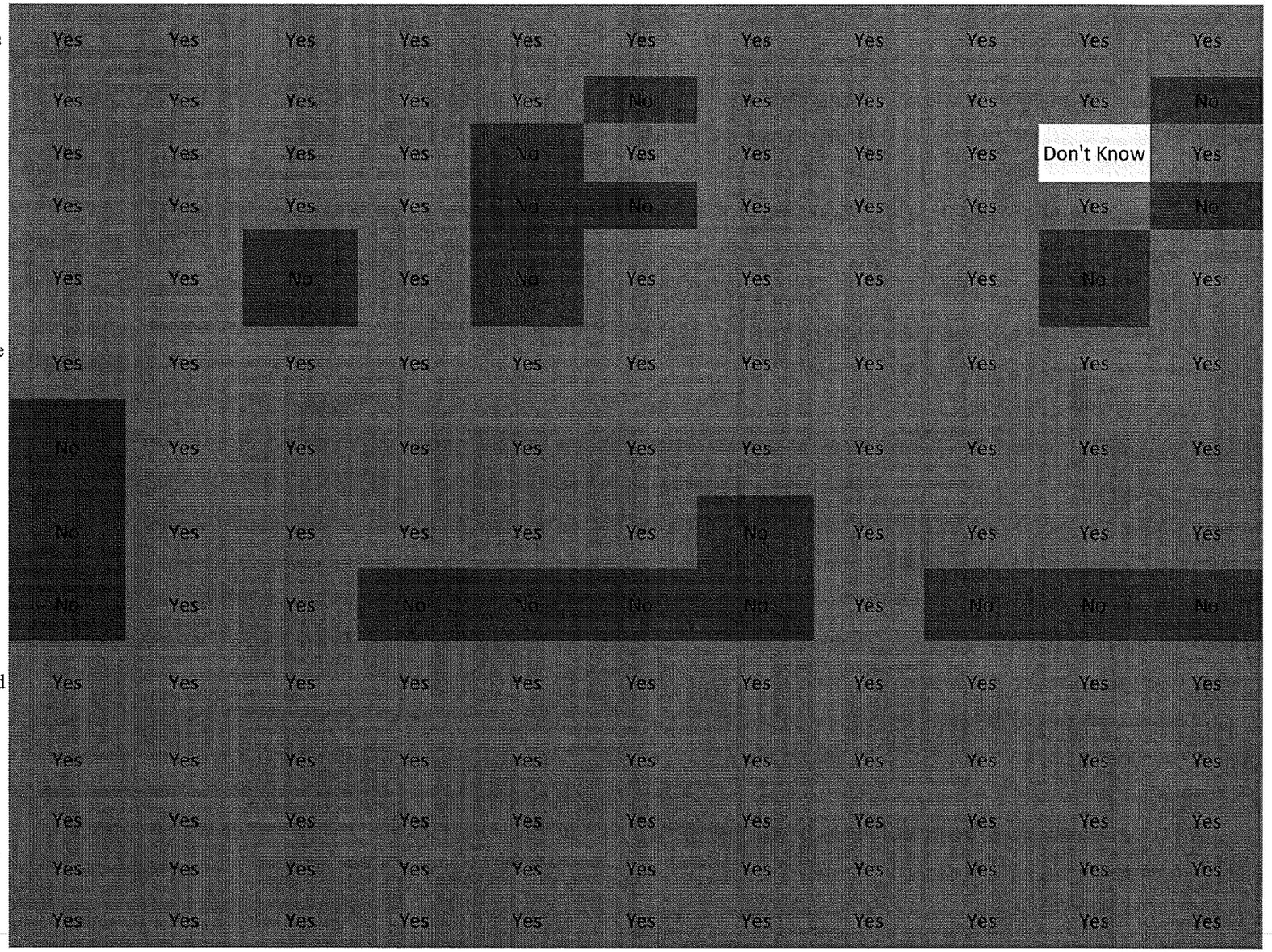
Rate the level of experience of the organization's staff in serving people of all ages with physical disabilities.	Significant	Significant	Significant	Significant	Significant	Moderate	Significant	Moderate	Significant	Significant	Significant
Rate the level of experience of the organization's staff in serving people of all ages with intellectual and developmental disabilities.	Limited	Moderate	Moderate	Moderate	Moderate	Limited	Moderate	Moderate	Moderate	Significant	Moderate
Rate the level of experience of the organization's staff in serving people of all ages with mental illness and/or substance use disorders.	Limited	Limited	Moderate	Limited	Moderate	Limited	Limited	Moderate	Limited	Moderate	Limited
Rate the level of experience of the organization's staff in serving Veterans	Moderate	Moderate	Significant	Moderate	Moderate	Moderate	Moderate	Significant	Significant	Moderate	Limited
Rate the level of experience of the organization's staff in serving caregivers	Moderate	Significant	Significant	Significant	Moderate	Significant	Significant	Significant	Significant	Significant	Moderate
Rate the level of experience of the organization's staff in serving different ethnic and cultural groups in the community.	Moderate	Significant	Moderate	Limited	Significant	Limited	Moderate	Moderate	Significant	Moderate	Limited
Written Job descriptions have been developed for all staff positions that describe roles, responsibilities and minimum qualifications to perform core-job duties	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
There are procedures for determining the adequacy of the number of staff to perform core duties of the organization	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Policies and procedures are in place regarding new staff training	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Policies and procedures are in place regarding ongoing staff training	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Policies and procedures are in place to provide ongoing staff training with regard to serving older adults	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Policies and procedures are in place to provide ongoing staff training with regard to serving people under age 60 with disabilities	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Policies and procedures are in place to facilitate regular cross training of the staff within the organization, as appropriate	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes


Policies and procedures are in place to facilitate regular cross training staff with staff of partnering organizations
No No No No Yes No No No Yes No No
Consumers access services at the organization In Person
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Consumers access services at the organization By Telephone
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Consumers access services at the organization By Email
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Consumers access services at the organizationThrough a website
Yes Yes Yes Yes Yes No Yes Yes Yes Yes Yes
Consumers access services at the organization Other
Yes Yes Yes Yes Yes Yes Yes Yes
Consumers access services at the organization - Don't know
No Yes Yes
The organization's physical sites are well marked and clearly identifiable
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Offices are located in places convenient and accessible to all people in the organization's service area
Yes Yes Yes Yes Yes Yes Yes Yes Yes Don't Know Yes
Services are provided in environments that ensure confidentiality
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
The organization has a physically accessible space to meet with all potential service populations
No Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
The organization routinely conducts home visits for clients needing extra assistance
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
The organizations main offices and satellite offices maintain regular-business hours
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Telephone services are available during regular-business hours
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Telephone services are available on weekends and after regular business hours
No Yes Yes No No No No Yes No No Yes
Telephone services are accessible to people who are deaf or hard of hearing
Yes Yes Yes Yes Yes No Yes Yes Yes Yes Yes
An answering service or automated phone attendant service answers calls after hours and when staff are not available
Yes Yes Yes Yes Yes Yes Yes Yes Yes No Yes
Messages left in automated answering systems are answered in a timely manner and no later than the next business day
Yes Yes Yes Yes No Yes Yes Yes Yes Yes Yes

If needed, staff can transfer calls to other organizations so that callers do not have to hang up and make another phone call	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
All telephone contacts are documented and recorded to support reporting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Contact information is collected from callers, as appropriate, to support monitoring and provision of follow-up services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has a website with up-to-date information about the organization, directions, hours-of-operation, contact information and services that are available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Website "visits" and "hits" are tracked and monitored	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The information on the website is accessible to ethnic and linguistically diverse populations	Yes	No	No	No	Yes	No	Yes	No	Yes	No	No
The website has been tested and verified as universally accessible for people with a range of physical and intellectual disabilities.	Yes	No	No	No	Yes	Yes	No	No	Yes	No	No
The organization's website has a searchable database of resources and services for all target populations in the service area	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No
All listings in the resource database included on the website are updated on a regular basis	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Website users can access decision-support tools to help them identify needs and appropriate services and supports	No	No	No	No	No	No	No	Yes	Yes	No	No
The organization provides Information & Referral/Assistance for older adults and their families about senior services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization provides Information & Referral/Assistance for people with disabilities of all ages and their families about disability services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization maintains and uses a resource database that contains comprehensive information regarding long-term care and related services (such as housing, transportation, employment)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization maintains its resource database electronically This question may apply to a local or statewide system	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Information in the resource database is organized according to an established classification system This question may apply to a local or statewide system	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
There are procedures for updating and revising information in the resource database on a regular basis This question may apply to a local or statewide system	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The resource database includes service and resources for consumers who can pay privately for services This question may apply to a local or statewide system	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Referrals are made in an objective way that maximizes consumer choice	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Information about referrals made to other organizations or service providers is recorded electronically	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Recorded referral information is used to assess the effectiveness and objectivity of the organization's referral policies	Yes	No	No	Yes	Yes	No	Yes	Yes	No	Yes
One or more Information and Referral/Assistance specialists in the organization is certified by the Alliance of Information and Referral Systems (AIRS)	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No
The organization has developed written procedures describing how and under what circumstances referrals will be made to and received from at least one key partnering organization	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
The organization has written procedures concerning the processes for receiving and referring callers to crisis intervention services during and after regular-business hours	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
The organization has written procedures concerning the processes for receiving and referring callers to crisis intervention services during and after regular business hours	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
The organization provides Adult Protective Services (APS) or has a formal partnership agreement/referral protocol in place with APS.	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

The organization has established partnerships and referral protocols with other local and statewide I&R/A providers	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	No
This organization assists individuals with making decisions about long-term care	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
This organization provides options counseling to consumers about long-term care supports and services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Staff are specifically trained to provide options counseling	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, During initial I&R call or appointment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, When support with long-term care decision-making is requested	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, When consumers are referred for long-term care services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, When assessment is made for programmatic eligibility	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, After an application for a public long term care program has been initiated	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, As part of a pre-admission screening process	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consumers are provided with options counseling, Provided through SHIP counseling	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Options counselors explore the full range of community living programs and services offered locally and/or statewide	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Options counselors explore both public and private service and support alternatives	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Options counselors use a person-centered approach that seeks to maximize individual choice and control	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Options counselors help individuals develop an action plan including immediate next steps and longer term plans	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No


Options counselors help individuals connect with urgently needed services (public or private) as quickly as possible
Options counselors provide continuing or follow-up services for consumers as appropriate
This organization can record the number of people who receive options counseling for reporting
Follow-up is conducted with some or all individuals to determine the outcomes of options counseling
There are procedures in place for identifying consumers who would benefit from planning for future LTC needs and standards for providing such assistance
Staff know where to refer someone looking for assistance with transitioning out of a nursing or other institution
The organization assists individuals to move out of nursing homes and institutional settings, through provision of options counseling and/or transition coordination
Hospital discharge planners routinely refer individuals who are about to be discharged to the organization for additional assistance
The organization administers an evidence-based care transitions program in partnership with at least one hospital
The organization provides information about federal and state-funded long term care programs including Medicaid services and HCBS waiver services
The organization provides information about other publicly-funded programs (such as housing transportation, TANF, health care, food stamps)
Staff know where to refer individuals so that they can access all types of public-sector services
The organization provides information about private-pay programs and services
Staff know where to refer individuals so that they can access private-pay programs and services
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes No Yes Yes Yes Yes No
Yes Yes Yes Yes No Yes Yes Yes Yes Don't Know Yes
Yes Yes Yes Yes No No Yes Yes Yes Yes No
Yes Yes No Yes No Yes Yes Yes Yes No Yes
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
No Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
No Yes Yes Yes Yes Yes No Yes Yes Yes Yes
No Yes Yes No No No No Yes No No No
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes

The organization provides information about federal and state-funded long term care programs including Medicaid services and HCBS waiver services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization provides information about other publicly-funded programs (such as housing, transportation, TANF, health care, food stamps)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Staff know where to refer individuals in order to access all types of public-sector services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization provides information about private-pay programs and services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Staff know where to refer individuals in order to access private-pay programs and services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Staff conduct an initial screening with consumers to determine their potential needs and/or to establish whether a full level of care (LOC) assessment should be conducted	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's staff conduct the pre-admission screen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's staff perform the level of care assessments that determine functional/clinical eligibility for Medicaid and other publicly funded programs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization's staff refer individuals who inquire about public programs to another entity to initiate financial application	yes			yes	No			Yes		depends	
The organization's staff routinely collect preliminary financial information from individuals to determine if completing a full application is appropriate	yes	yes	Yes	tes	Yes			Yes		Yes	
The organization's staff assist clients with completing financial applications (e.g. answers questions, helps gather documentation)	yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Select the statement that best describes the ability of the organization to track where consumers are in the financial eligibility determination process:										Have acces to WebInterchange	
The organization does not track where consumers are in the process of eligibility determination	no				No					FALSE	

This organization's staff calls the entity that determines eligibility and inquires about eligibility status on behalf of consumers, upon request	yes	Yes	Yes		Yes	Yes	Yes			Yes	Yes
This organization routinely inquires OR is routinely informed about the eligibility status of consumers	yes	yes	Yes	yes	Yes			Yes		Yes	Yes
Staff from this organization can access eligibility status information electronically (e.g. through shared management information system)	yes	yes	Yes	Yes	Yes			Yes	Yes	Yes	
This organization is the entity that determines an individual's financial eligibility OR staff from the organization that determines financial eligibility are co-located with this organization full or part-time	no			yes	No			No		No	
The organization has a formal outreach/marketing plan	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Don't Know	Yes
Outreach and marketing initiatives include diverse strategies such as written materials, presentations, participation in health fairs, etc.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization devotes resources and staff for achieving outreach and marketing objectives	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outreach and marketing initiatives are tailored, as appropriate, for ethnically and culturally diverse populations and different target populations	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes
The organization partners or coordinates with other organizations in its outreach and marketing activities	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The outreach/marketing plan promotes the organization as a trusted place where people can obtain comprehensive information and assistance about long-term care	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization proactively reaches out to and provides information to providers along the critical pathways to long term care, including hospitals, nursing facilities, rehabilitation facilities, assisted living providers, home health agencies and physicians	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
The organization regularly assesses the effectiveness of its outreach and marketing activities at improving visibility among target populations, using the information to adjust marketing strategies	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No

Assessment information is used to improve visibility and expand awareness of the organization and its services	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No
The organization has specific marketing strategies targeted to individuals with private resources	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Don't Know	No
The organization has adequate computer hardware and the use of necessary management information systems to support its business functions	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has the appropriate management information systems and/or software to enable staff to enter, update and maintain electronic information about contacts, consumers, resources and services	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization uses software that enables staff to track consumers over time (after a referral is made or eligibility determined)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
The organization has written policies concerning the collection, analysis and reporting of consumer and service data	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Staff receive ongoing training in the use of the software they use in their jobs (e.g. as software functions or procedures change or updates are made)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The database system checks for missing, inaccurate or incomplete consumer and service data	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes
Staff have access to IT support and assistance to ensure efficient operations at all times	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has formal policies regarding data security and confidentiality	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Data collection, sharing and storage procedures are compliant with the Health Insurance Portability and Accountability Act (as appropriate)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Data collection, sharing and storage procedures comply with relevant state laws and regulations	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Electronic records are backed up regularly and appropriately	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Electronic copies of consumer records are stored off-site	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Formal data sharing agreements have been developed with key partnering organization	Yes	Yes	Yes	No	No	No	No	Yes	Yes	Yes	No

The IT/ MIS system accommodates routine electronic transfer of information to and from partnering organizations

The organization has a formal partnership (characterized by an MOU, contract, or written agreement/protocol) with at least one other organization in the community that serves older adults

The organization has a formal partnership (characterized by an MOU, contract, or written agreement/protocol) with at least one other organization in the community that serves people with disabilities

The organization has a formal partnership (characterized by an MOU, contract, or written agreement/protocol) with either the State Medicaid Agency or a Local Medicaid Agency (Note: Answer yes, if you organization is a State or Local Medicaid agency.

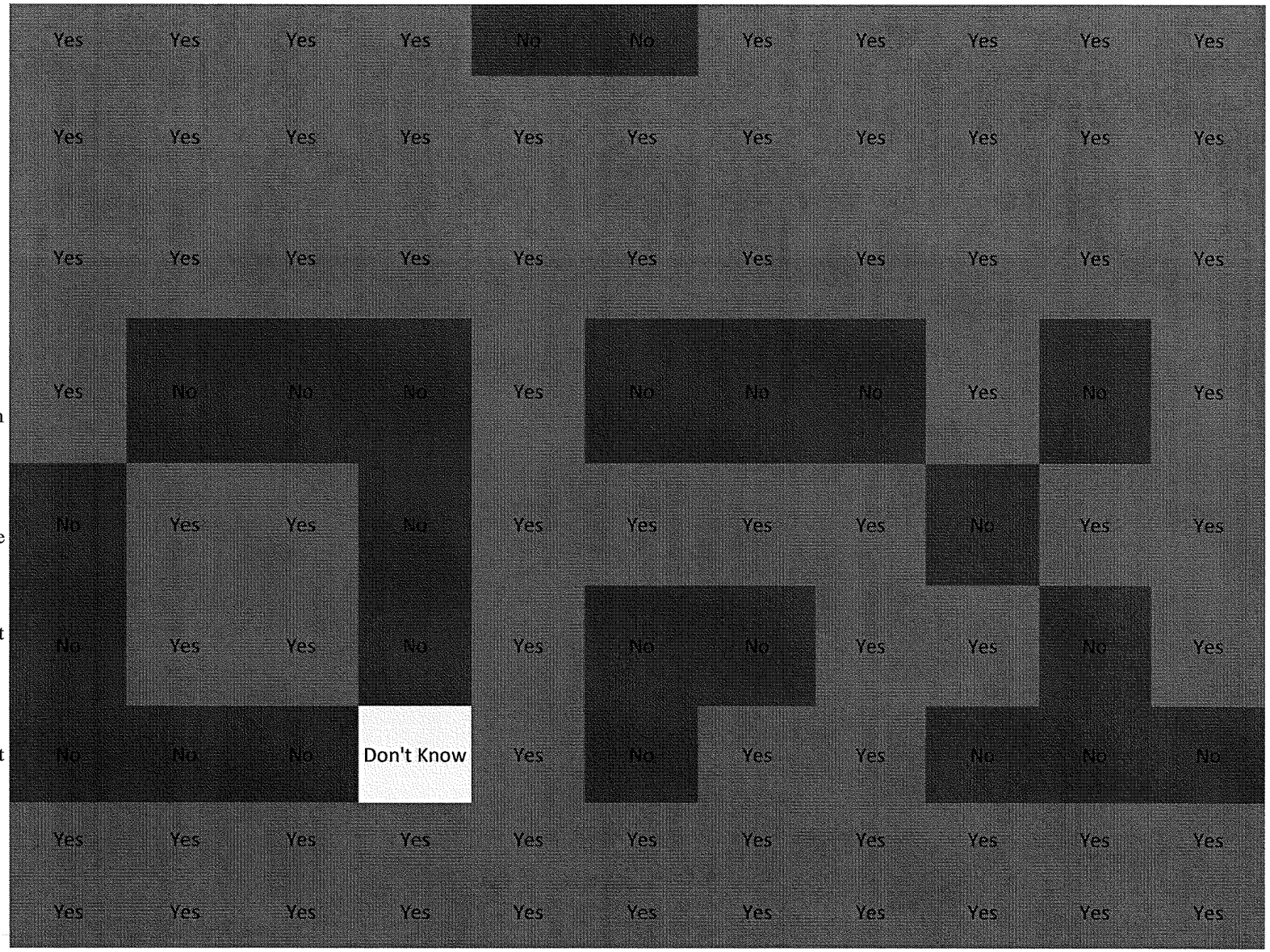
The organization has formal partnerships (characterized by an MOU, contract, or written agreement) with at least one private sector entity in the community such as a large area employer business, or foundation

The organization has a formal partnership (characterized by an MOU, contract, or other written agreement) with at least one hospital related to providing care transitions or assistance with discharge

The organization has a formal partnership (characterized by an MOU, contract, or other written agreement) with at least one Veteran services provider or organization

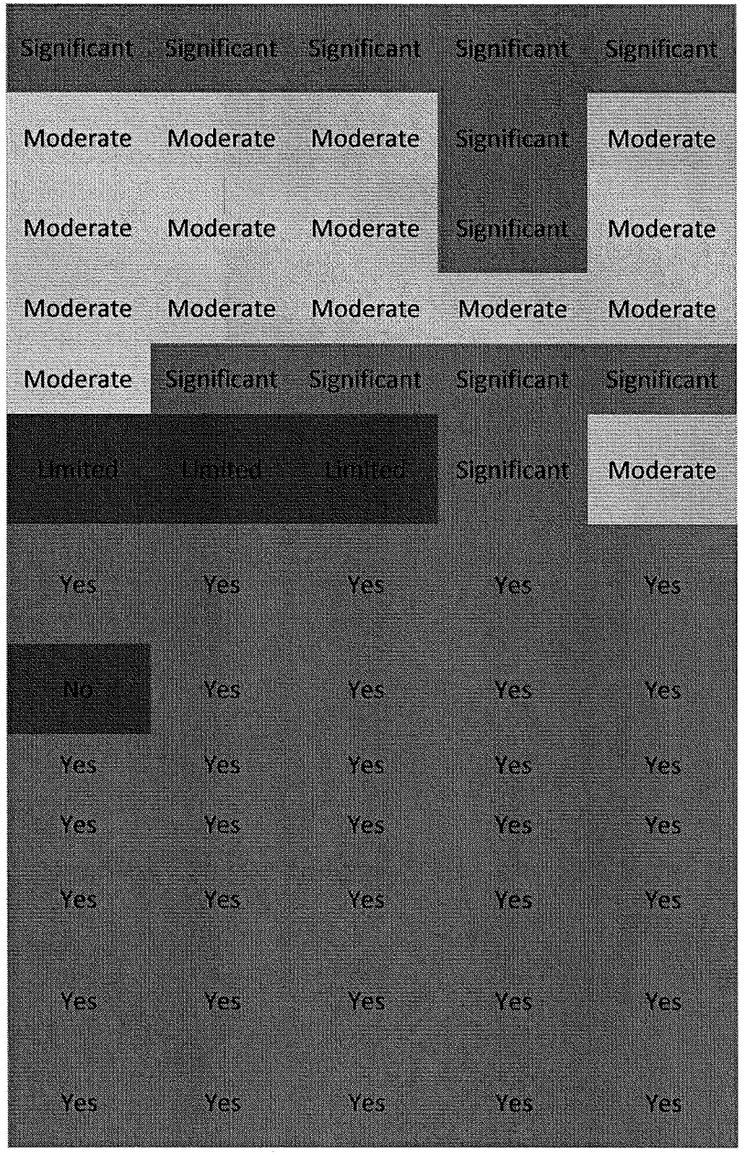
Representatives of key partnering agencies are involved in Strategic Planning in partnership with this organization

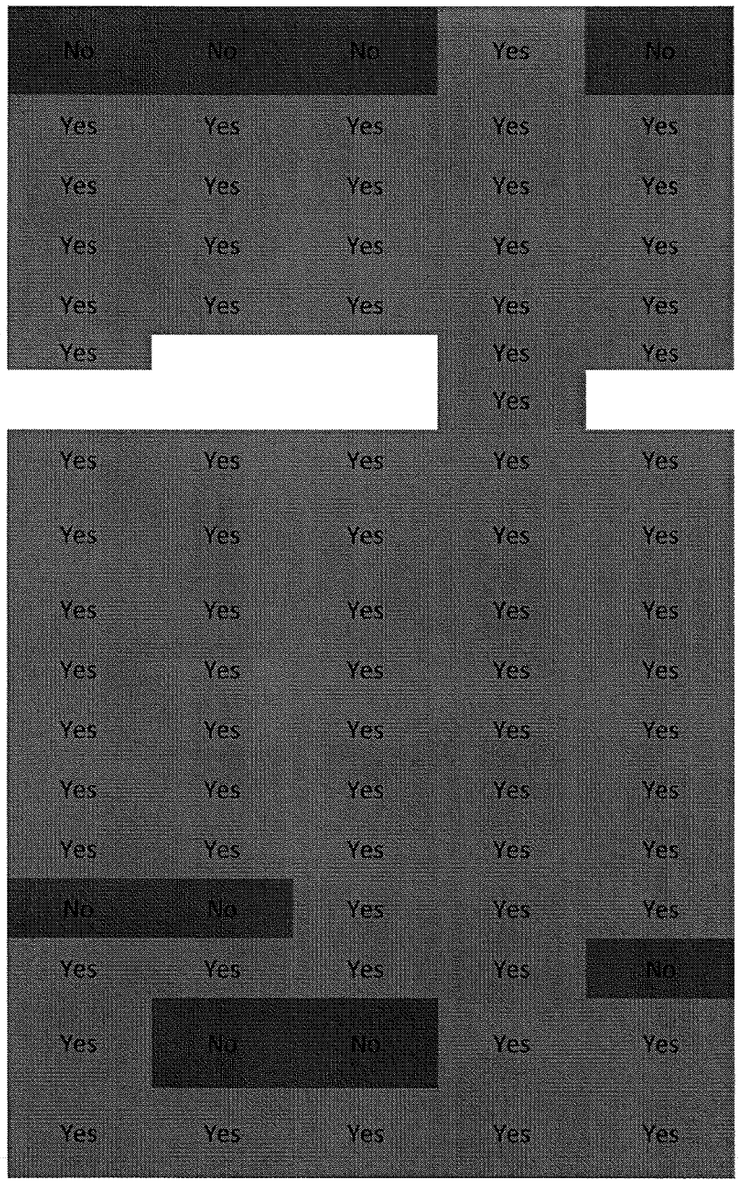
Representatives of key partnering agencies are involved in Service on Advisory Body in partnership with this organization

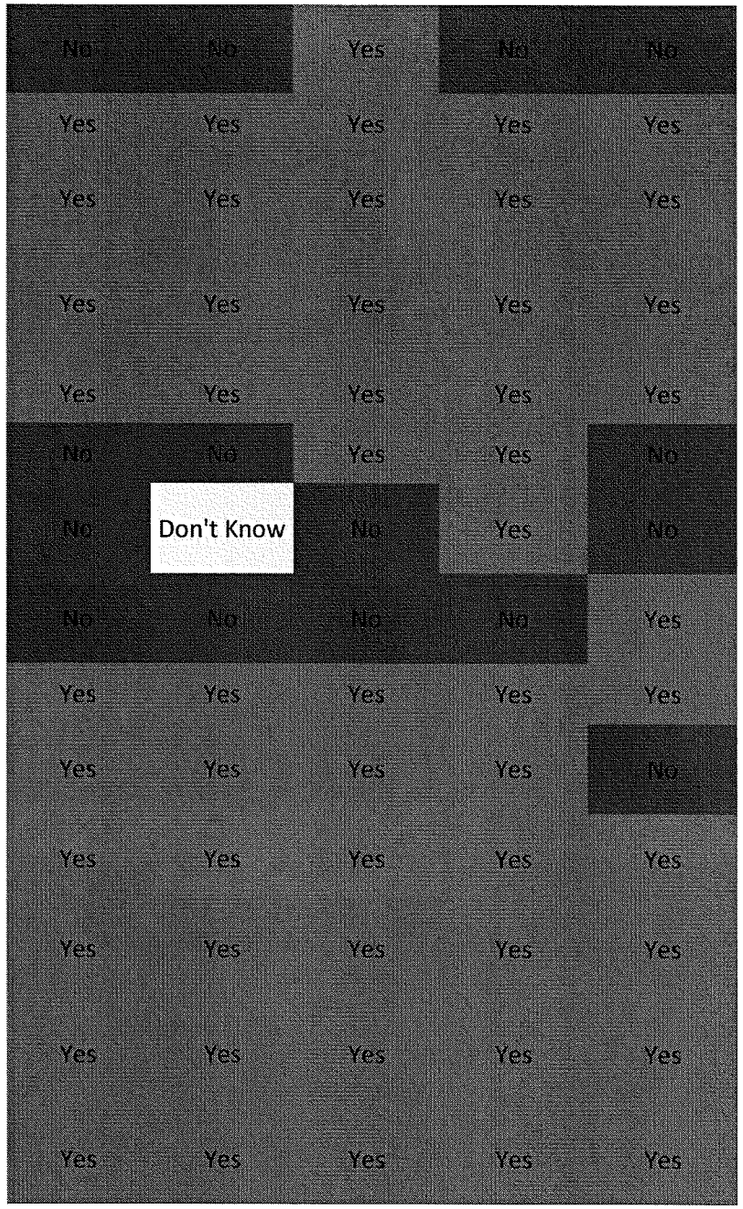


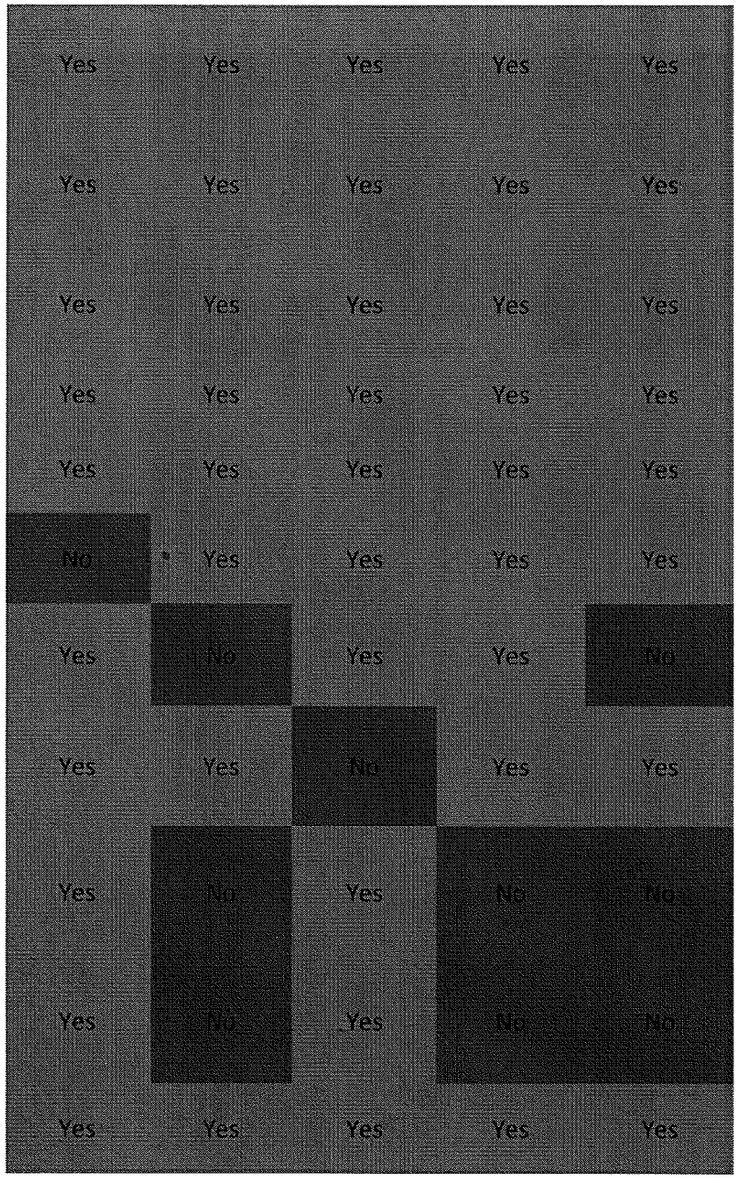
Representatives of key partnering agencies are involved in Advocacy in partnership with this organization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Representatives of key partnering agencies are involved in Marketing, Outreach, public education in partnership with this organization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Representatives of key partnering agencies are involved in Staff training in partnership with this organization	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Representatives of key partnering agencies are involved in Service provision in partnership with this organization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has a formal strategy for recruiting and developing partners to ensure representation of diverse populations served by the organization	No	No	No	No	No	Yes	Yes	Yes	Yes	No	No
The organization has a formal plan for evaluating and monitoring services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization routinely collects feedback from all of the populations served by the program	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization routinely analyzes data regarding use of the agency's services and resources by consumers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
There are procedures in place for using consumer satisfaction data to address problems that may be identified with the program or services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization has a process for using evaluation data to improve operations and services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The organization produces reports and shares information with stakeholders, partners and consumers about its activities and outcomes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

AAA 12	AAA 13	AAA 14	AAA 15	AAA 16
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Significant	Significant	Significant	Significant	Significant
Significant	Significant	Significant	Significant	Moderate

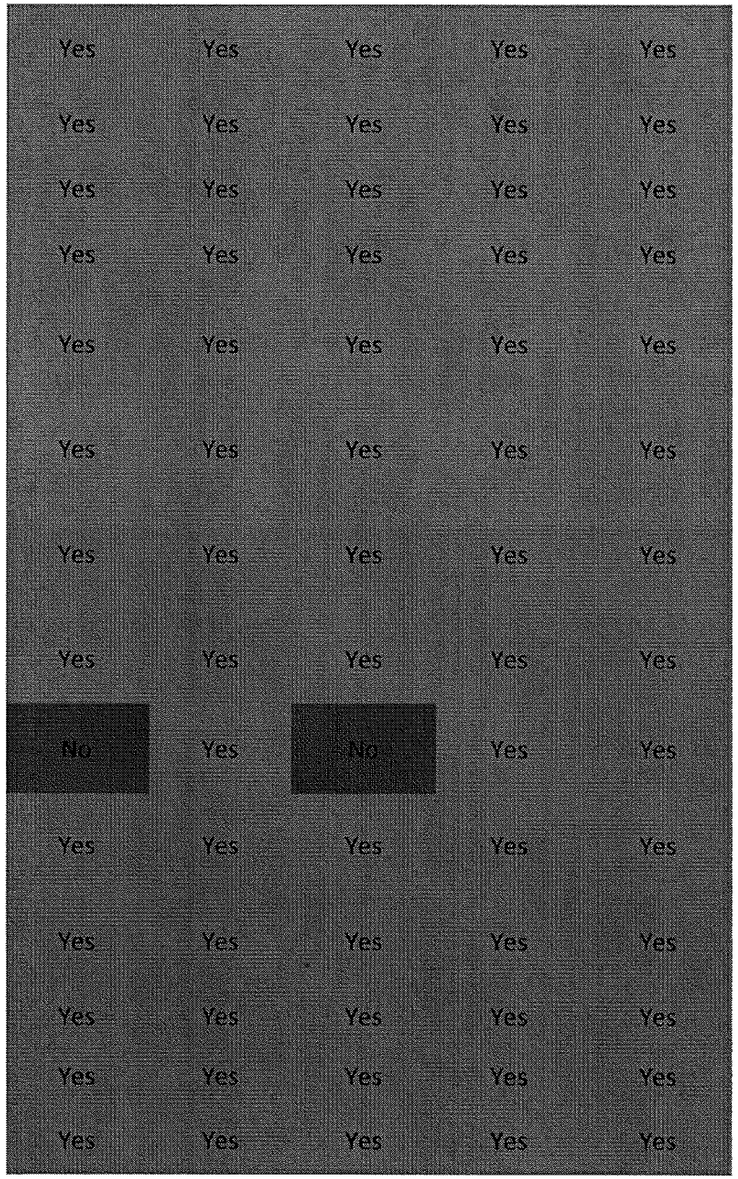

Significant Significant Significant Significant Significant
Moderate Moderate Moderate Significant Moderate
Moderate Moderate Moderate Significant Moderate
Moderate Moderate Moderate Moderate Moderate
Moderate Significant Significant Significant Significant
Limited Limited Limited Significant Moderate
Yes Yes Yes Yes Yes
No Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes


No No No Yes No
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes
Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
No No Yes Yes Yes
Yes Yes Yes Yes No
Yes No No Yes Yes
Yes Yes Yes Yes Yes


No No Yes No No
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
No No Yes Yes No
No Don't Know No Yes No
No No No No Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes No
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes

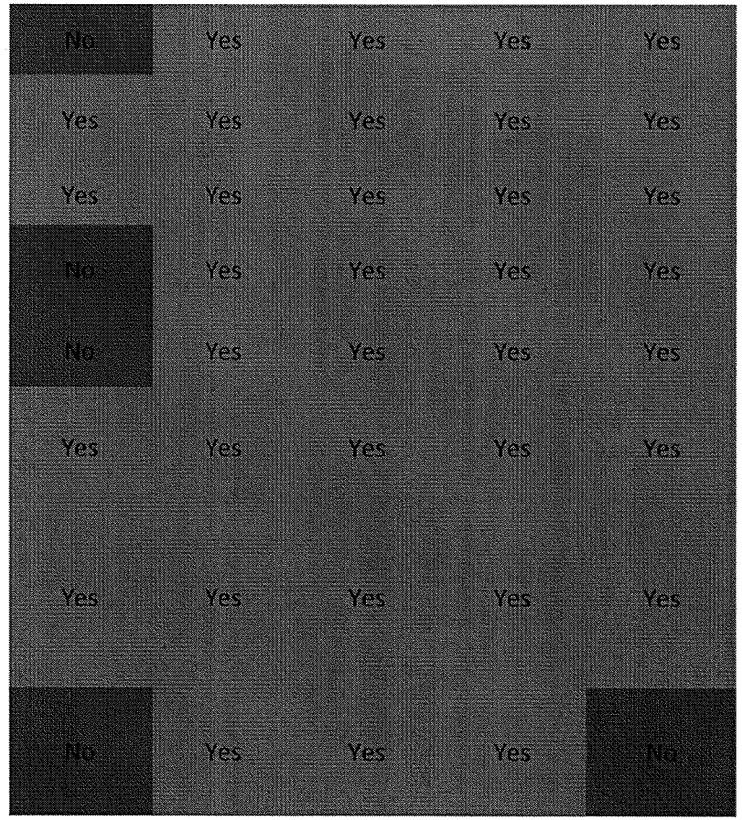

Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
No Yes Yes Yes Yes
Yes No Yes Yes No
Yes Yes No Yes Yes
Yes No Yes No No
Yes No Yes No No
Yes Yes Yes Yes Yes

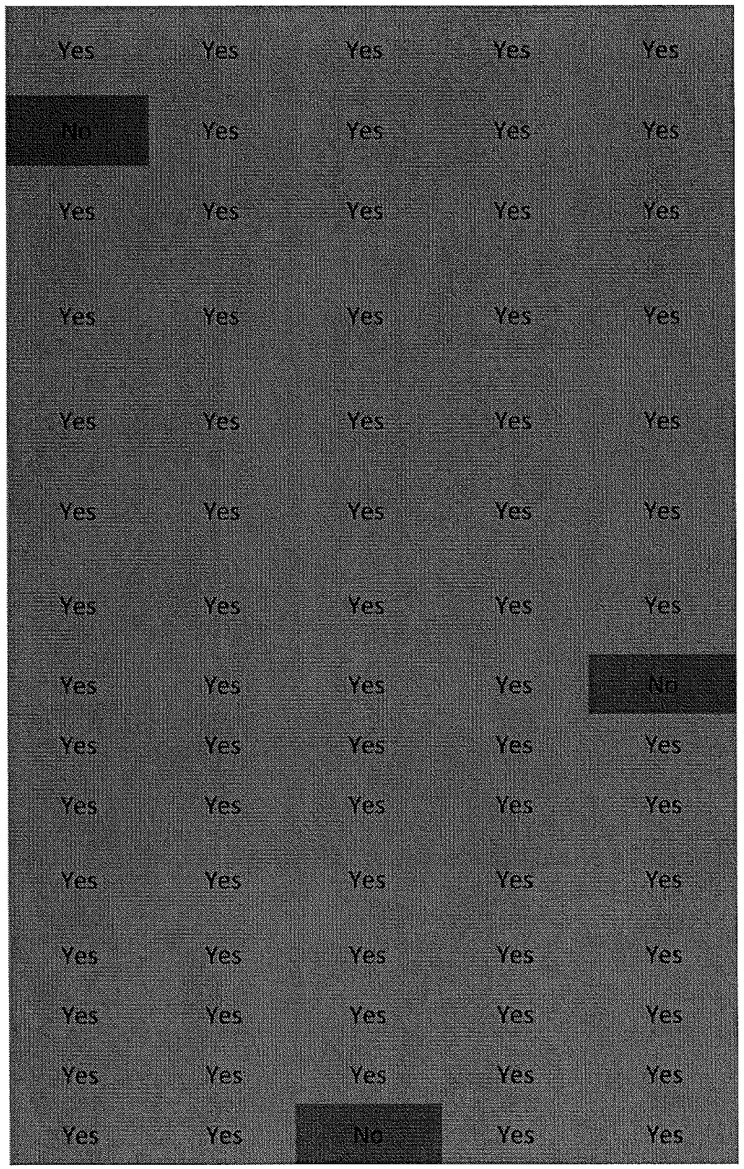
Yes	Yes	Yes	Yes	No
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes

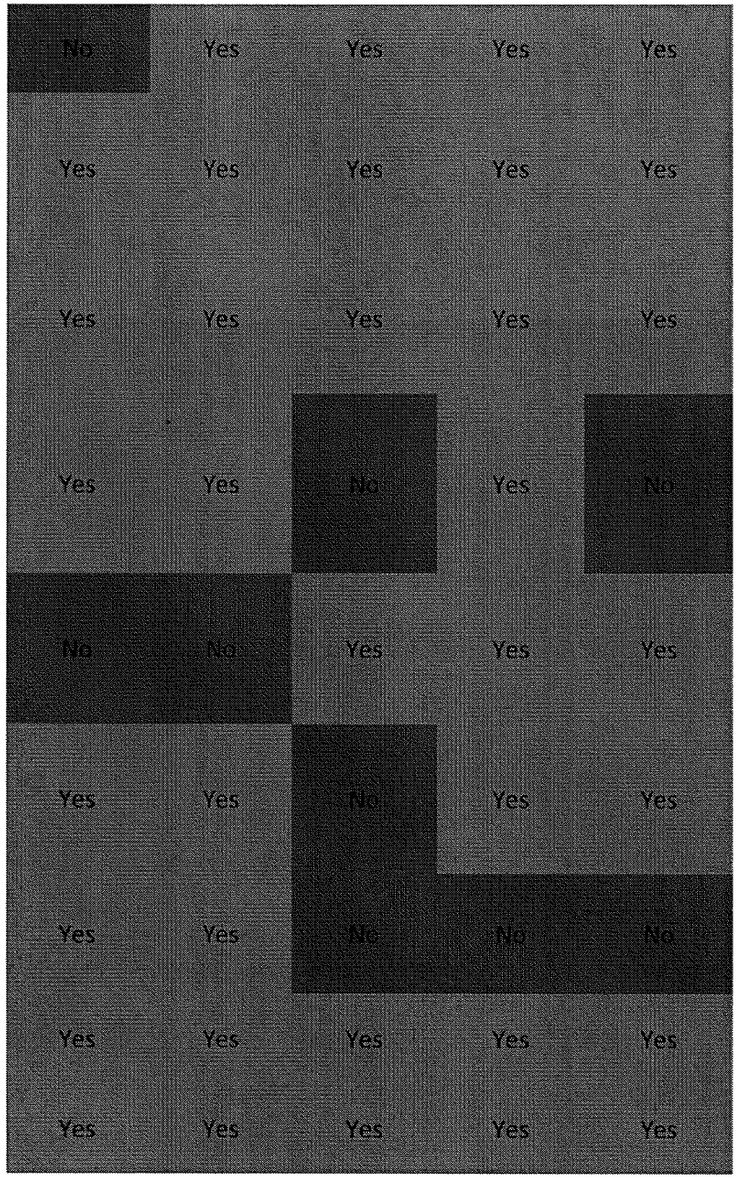

Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
No Yes No Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes

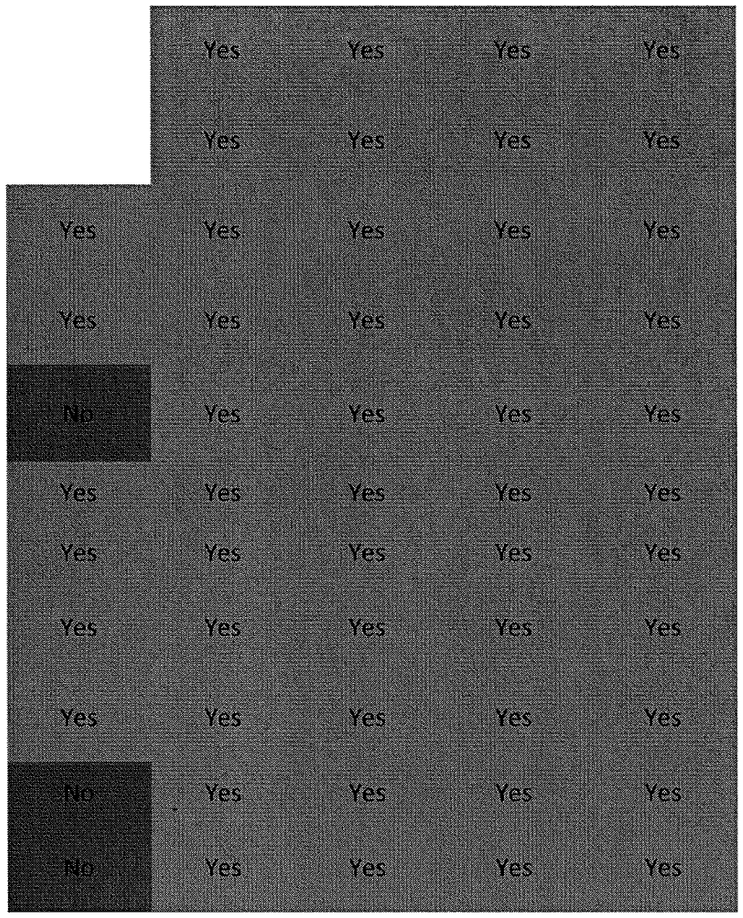
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes		Yes	
Yes	Yes		Yes	
Yes	Yes	Yes	Yes	Yes
			N/A	
			No	

Yes			Yes	Yes
	Yes		Yes	Yes
Yes	Yes	Yes	Yes	Yes
No			N/A	Yes




Yes Yes Yes Yes Yes
No Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes No
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes No Yes Yes


No Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes No Yes No
No No Yes Yes Yes
Yes Yes No Yes Yes
Yes Yes No No No
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes


Yes Yes Yes Yes
Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
No Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
Yes Yes Yes Yes Yes
No Yes Yes Yes Yes
No Yes Yes Yes Yes