Agency Rating Scale

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
Poor	Needs Improvement	Meets Expectations	Exceeds Expectations	Excellent

1. Transparency of information (website, flyers, annual reports)   1   2   3   4   5
2. Size of agency/ability to serve   1   2   3   4   5
3. Reviews from members/family members (google, yelp)   1   2   3   4   5
4. Reviews from employees (Glassdoor)   1   2   3   4   5
5. Activities/services offered   1   2   3   4   5
6. Qualifications and training requirements of staff/volunteers   1   2   3   4   5
7. Agency policies and procedures   1   2   3   4   5
8. Access to certification review   1   2   3   4   5
9. Appearance is clean/safe neighborhood   1   2   3   4   5
10. Sensory friendly: lighting, odors, noises   1   2   3   4   5
11. Rate of staff turnover   1   2   3   4   5
12. Rate of member turnover   1   2   3   4   5
13. Knowledgeable staff re: services, policies   1   2   3   4   5
14. Timely responsiveness to calls/emails   1   2   3   4   5
15. Demeanor of staff/members when in person   1   2   3   4   5
16. Financial standing/990   1   2   3   4   5

Totals…………………………………………………………………… | | | | |

Score: _____

Score Key:

0-16: Poor

17-32: Needs Improvement

33-48: Meets expectations

49-63: Exceeds Expectations

64-80: Excellent

Notes: