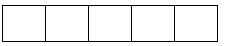


| Agency Rating Scale | | | | | | | | |
|---|------------------------------|-------------------------------|------------------|-----------------|---|---------|-----------------|--|
| | 2 | 3 | 4 | $\overline{\ }$ | ~ | 5 | $\overline{\ }$ | |
| Poor | Needs Improvement | Meets Expectations | Excee Expecta | | | Excelle | nt | |
| 1. Transpare | ncy of information (webs | ite, flyers, annual reports)_ | 1 | 2 | 3 | 4 | <u>5</u> | |
| 2. Size of ag | ency/ability to serve | | 1 | 2 | 3 | 4 | 5 | |
| 3. Reviews f | from members/family men | mbers (google, yelp) | 1 | 2 | 3 | 4 | 5 | |
| 4. Reviews f | from employees (Glassdoo | or) | 1 | 2 | 3 | 4 | 5 | |
| 5. Activities, | /services offered | | 1 | 2 | 3 | 4 | 5 | |
| 6. Qualificat | ions and training requirer | nents of staff/volunteers | 1 | 2 | 3 | 4 | 5 | |
| 7. Agency p | olicies and procedures | | 1 | 2 | 3 | 4 | 5 | |
| 8. Access to | certification review | | 1 | 2 | 3 | 4 | 5 | |
| 9. Appearant | ce is clean/safe neighborh | lood | 1 | 2 | 3 | 4 | 5 | |
| 10. Sensory friendly: lighting, odors, noises | | | 1 | 2 | 3 | 4 | 5 | |
| 11. Rate of sta | aff turnover | | 1 | 2 | 3 | 4 | 5 | |
| 12. Rate of m | ember turnover | | 1 | 2 | 3 | 4 | 5 | |
| 13. Knowledg | geable staff re: services, p | olicies | 1 | 2 | 3 | 4 | 5 | |
| 14. Timely re | sponsiveness to calls/ema | ils | 1 | 2 | 3 | 4 | 5 | |
| 15. Demeanor | r of staff/members when i | n person | 1 | 2 | 3 | 4 | 5 | |
| 16. Financial | standing/990 | | 1 | 2 | 3 | 4 | 5 | |

| Tetels | |
|--------|--|
| Totals | |



Score: _____

Score Key:

0-16: Poor

- 17-32: Needs Improvement
- **33-48: Meets expectations**
- 49-63: Exceeds Expectations

64-80: Excellent

| Notes: | |
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