DOCUMENTING SERVICE DELIVERY: Planning

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| **Organization Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **Program Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Notes:** |

**1. What program documents should you review?**

**2. What program observations should you conduct? (Be sure to specify, how many, how often, and possible dates).**

**3. Who must you talk to about program implementation? What will you ask? (Fill in the following chart)**

| **WHO MUST YOU TALK TO?** | **WHAT SHOULD YOU ASK?** |
| --- | --- |
|  | **Who are the target participants?** |
|  | **How are participants recruited for this program?** |
|  | **Is program retention sufficient? How is retention defined? If there are problems holding participants, what is done?** |
|  | **How are services delivered?** |
|  | **How is information tracking handled for this program? What’s available?** |
|  | **OTHER** |

**4. Are there any other data you should review?**