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| **Section 9 – Customer Needs Assessment Analysis and Plan** |

Complete NV Intake Assessment Results Worksheet and copy and paste it below. Highlight the top 3 needs based on the total number of people who remain In-crisis or Vulnerable. Use the column labeled *Highest Needs (Sum of 1 & 2)* to identify the Assessment Scales that have the highest needs.

Paste the NV Intake Assessment Results Worksheet here:

**First Highest Need** (Enter the name of the NV Assessment Scale):

*Describe the service interventions that the agency currently using to meet this need?*

1. *List the services that the agency currently provides to address this need. (Refer to agency data model.) If none, indicate none.*

1. *List the most common one-way referrals that are provided.*
2. *Describe any community engagement activities that the agency is currently involved in to address this need.*
3. *Describe any agency capacity building activities that the agency is involved in to improve the agency’s ability to address this need.*

*Are there adjustments that* ***can be made*** *to improve results?*

1. *What other resources are available in the community to address this need? What is the level of adequacy of these resources – high, medium or low? Please explain.*
2. *If the level of adequacy is medium or low, what can the agency do through collaborative efforts, to improve the community response? Provide a specific list of activities and a timeline that the agency will engage in during SFY 2017?*
3. *What service adjustments/enhancements will the agency implement in SFY 2017 to improve reduce the level of need? Provide a specific list of enhancements and a timeline that the agency will engage in during SFY 2017. If the agency is unable to make any enhancements, explain the barriers that are preventing this from happening.*

**Second Highest Need** (Enter the name of the NV Assessment Scale):

*Describe the service interventions that the agency currently using to meet this need?*

1. *List the services that the agency currently provides to address this need. (Refer to agency data model.) If none, indicate none.*

1. *List the most common one-way referrals that are provided.*
2. *Describe any community engagement activities that the agency is currently involved in to address this need.*
3. *Describe any agency capacity building activities that the agency is involved in to improve the agency’s ability to address this need.*

*Are there adjustments that* ***can be made*** *to improve results?*

1. *What other resources are available in the community to address this need? What is the level of adequacy of these resources – high, medium or low? Please explain.*
2. *If the level of adequacy is medium or low, what can the agency do through collaborative efforts, to improve the community response? Provide a specific list of activities and a timeline that the agency will engage in during SFY 2017?*
3. *What service adjustments/enhancements will the agency implement in SFY 2017 to improve reduce the level of need? Provide a specific list of enhancements and a timeline that the agency will engage in during SFY 2017. If the agency is unable to make any enhancements, explain the barriers that are preventing this from happening.*

**Third Highest Need** (Enter the name of the NV Assessment Scale):

*Describe the service interventions that the agency currently using to meet this need?*

1. *List the services that the agency currently provides to address this need. (Refer to agency data model.) If none, indicate none.*

1. *List the most common one-way referrals that are provided.*
2. *Describe any community engagement activities that the agency is currently involved in to address this need.*
3. *Describe any agency capacity building activities that the agency is involved in to improve the agency’s ability to address this need.*

*Are there adjustments that* ***can be made*** *to improve results?*

1. *What other resources are available in the community to address this need? What is the level of adequacy of these resources – high, medium or low? Please explain.*
2. *If the level of adequacy is medium or low, what can the agency do through collaborative efforts, to improve the community response? Provide a specific list of activities and a timeline that the agency will engage in during SFY 2017?*
3. *What service adjustments/enhancements will the agency implement in SFY 2017 to improve reduce the level of need? Provide a specific list of enhancements and a timeline that the agency will engage in during SFY 2017. If the agency is unable to make any enhancements, explain the barriers that are preventing this from happening.*