**Appendix A-1 Deliverables Schedule**

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| Director Survey |
| Director Survey Pre-testing  | 08/2015 |
| Director Survey Invitation E-mail from SBA | 10/30/2015 |
| Director Survey Reminder E-mail 1  | 11/20/2015 |
| Director Survey Reminder E-mail 2 | 11/27/2015 |
| Director Survey Reminder E-mail 3 | 12/02/2015 |
| Director Survey Deadline  | 12/04/2015 |
| Client Outcome Survey |
| Client Survey Pre-testing  | 08/2015 |
| Announcement of client survey to VBOC directors (from SBA) | 9/30/2015 |
| Announcement of client survey to clients (from VBOC directors) | 10/15/2015 |
| Client Survey Invitation E-mail from Optimal | 10/30/2015 |
| Client Survey Reminder E-mail 1  | 11/20/2015 |
| Client Survey Reminder E-mail 2 | 11/27/2015 |
| Client Survey Reminder E-mail 3 | 12/02/2015 |
| Client Survey Deadline  | 12/04/2015 |
| Site Visit |
| Site Visit 1 Introduction E-mail from SBA | 11/02/2015 |
| Site Visit 1 Scheduling and Consent Form E-mail from Optimal | 11/09/2015 |
| Site Visit 1  | 12/07/2015–12/08/2015 |
| Site Visit 1 Thank You E-mail  | 12/09/2015 |
| Site Visit 2 Introduction E-mail from SBA  | 11/02/2015 |
| Site Visit 2 Scheduling and Consent Form E-mail from Optimal | 11/09/2015 |
| Site Visit 2  | 12/07/2015–12/08/2015 |
| Site Visit 2 Thank You E-mail | 12/09/2015 |
| Site Visit 3 Introduction E-mail from SBA  | 11/02/2015 |
| Site Visit 3 Scheduling and Consent Form E-mail from Optimal | 11/09/2015 |
| Site Visit 3  | 12/14/2015–12/15/2015  |
| Site Visit 3 Thank You E-mail | 12/16/2015 |
| Site Visit 4 Introduction E-mail from SBA  | 11/02/2015 |
| Site Visit 4 Scheduling and Consent Form E-mail from Optimal  | 11/09/2015 |
| Site Visit 4  | 12/14/2015–12/15/2015  |
| Site Visit 4 Thank You E-mail | 12/16/2015 |
| Director Interview |
| Director Interview 1 Consent Form  | 11/09/2015 |
| Director Interview 1  | 12/07/2015–12/08/2015 |
| Director Interview 2 Consent Form  | 11/09/2015 |
| Director Interview 2 | 12/07/2015–12/08/2015 |
| Director Interview 3 Consent Form  | 11/09/2015 |
| Director Interview 3 | 12/14/2015–12/15/2015 |
| Director Interview 4 Consent Form  | 11/09/2015 |
| Director Interview 4  | 12/14/2015–12/15/2015 |
| Staff Interview |
| Site Visit 1 Staff Interview Consent Forms (4) | 11/09/2015 |
| Site Visit 1 Staff Interviews (4) | 12/07/2015–12/08/2015 |
| Site Visit 2 Staff Interview Consent Forms (4) | 11/09/2015 |
| Site Visit 2 Staff Interviews (4) | 12/07/2015–12/08/2015 |
| Site Visit 3 Staff Interview Consent Forms (4) | 11/09/2015 |
| Site Visit 3 Staff Interviews (4) | 12/14/2015–12/15/2015 |
| Site Visit 4 Staff Interview Consent Forms (4) | 11/09/2015 |
| Site Visit 4 Staff Interviews (4) | 12/14/2015–12/15/2015 |
| Client Interview |
| Site 1 Client Interview Consent Form to directors | 11/09/2015 |
| Site 1 Client Interview – E-mail/phone to schedule interview and consent forms to clients (4) | 11/12/2015 |
| Site 1 Client Interviews (4) | 12/07/2015–12/08/2015 |
| Site 2 Client Interview Consent Form to directors  | 11/09/2015 |
| Site 2 Client Interview – E-mail/phone to schedule interview and consent forms to clients (4) | 11/12/2015 |
| Site 2 Client Interviews (4) | 12/07/2015–12/08/2015 |
| Site 3 Client Interview Consent Form to directors  | 11/09/2015 |
| Site 3 Client Interview – E-mail/phone to schedule interview to clients (4) | 11/12/2015 |
| Site 3 Client Interviews (4) | 12/14/2015–12/15/2015 |
| Site 4 Client Interview Consent Form to directors  | 11/09/2015 |
| Site 4 Client Interview – E-mail/phone to schedule interview to clients (4) | 11/12/2015 |
| Site 4 Client Interviews (4) | 12/14/2015–12/15/2015 |