

Appendix A-1 Deliverables Schedule

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