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1. **Gap Analysis – desired state versus current state using quantitative and qualitative data**
   a. Normative need – expert opinion or research (best practices, patterns, etc.)
      i. List any needs identified by experts or research.

Research-based needs:	
Expert-based needs:	

      ii. Enter 1 to 3 items from National CLAS standards checklist that were marked "Planning to Implement" that you could work on this year:

CLAS Checklist item:	
CLAS Checklist item:	
CLAS Checklist item:	

   b. Comparative need (comparing between one group and another). Population data. Circle if high compared to other communities and underline if low.

City/Community	Total Pop	Black % and #	Latino % and #	White % and #	Asian % and #	Am Indian / Alaska Native % and #	Native Hawaiian / Other Pac Islander % and #	% Households LEP	Foreign Born Residents % and #	Deaths from OD /100,0000	% Adult Marijuana Use	Alcohol Outlets / 10,000

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c. Expressed need (behaviors indicate needs: community observation, service utilization, service requests) related to CLAS:

Common CLAS service requests:	
Community observation:	
Overloaded CLAS services:	

d. Felt need (community tells you needs: input from focus groups, community meetings, etc.). List any priorities for improving CLAS that you have heard from community members:

Community priority:	
Community priority:	
Community priority:	

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2. Develop a SMART Aim

State a brief general summary of what you want to accomplish –what <u>area</u> of CLAS identified from the GAP analysis above are you trying to improve and in general terms state the *improvement* (e.g., *increase <u>access</u> to services for deaf and hearing impaired*):	
Develop a SMART aim (specific, measurable, actionable, realistic, time specific)	Reduce/Increase (choose one) by (amount or %) From (baseline) To (goal) by (completion date)
List what data can you look at (indicator) to determine how you are doing towards meeting your aim	

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3. **Identify key activities for achieving aim**
   List logical action steps tied to aim – if you do them, they should help you achieve your aim.
   Then add who is responsible and due date.
   List some potential challenges and ways of addressing them. Good to think this through so that your plan is realistic and not just a dream (e.g., hiring bilingual counselors might not be possible, so if can't hire then maybe will recruit interns, use interpreters, etc.).
   List any resources needed.
   List how you will know if the action was successful or not.

Action Steps	Person(s) Responsible	Due Date	Potential Challenges & How You Will Respond	What Resources & Support Will Be Needed?	How will You Measure Success?