

TAC Client Satisfaction Survey

Name of Technical Assistance Center: **Continuum Development Services**

During what years did you work with this TAC? **2008-2011**

Indicate the areas in which you have utilized this TAC's services:

Market Feasibility	yes
Application Development	no
Start-up	yes
Operations	yes
Expansion	yes

Would you recommend this TAC to other organizations for assistance with PACE start-up?

Yes

Would you recommend this TAC to other organizations for assistance with PACE operational issues?

Yes

Would you recommend this TAC to other organizations for assistance with PACE expansion?

Yes

On a scale of 1-5 (with 1 being the lowest score and 5 the highest), rate the following:

Knowledge of PACE start-up issues:	5
Knowledge of PACE operational issues:	5
Knowledge of PACE expansion issues:	5
Responsiveness:	3
Timeliness in meeting deadlines:	3
Ability to work well with state agency personnel:	3
Ability to work well with organizational staff and board members:	4

Please provide any other information you would like to share.

Date this survey was completed: **1/10/11**

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Indicate the areas in which you have utilized this TAC's services:

Market Feasibility	yes
Application Development	yes
Start-up	yes
Operations	yes
Expansion	no
Other, _____Continued Ramp up_____	yes

Would you recommend this TAC to other organizations for assistance with PACE start-up? Yes

Would you recommend this TAC to other organizations for assistance with PACE operational issues? Yes

Would you recommend this TAC to other organizations for assistance with PACE expansion? Yes

On a scale of 1-5 (with 1 being the lowest score and 5 the highest), rate the following:

Knowledge of PACE start-up issues:	5
Knowledge of PACE operational issues:	5
Knowledge of PACE expansion issues:	n/a
Responsiveness:	5
Timeliness in meeting deadlines:	5
Ability to work well with state agency personnel:	5
Ability to work well with organizational staff and board members:	5

Please provide any other information you would like to share.

Excellent Resource for perspective and existing PACE

Date this survey was completed: 1/21/11

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Knowledge of PACE operational issues:	5
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Responsiveness:	3
Timeliness in meeting deadlines:	3
Ability to work well with state agency personnel:	4
Ability to work well with organizational staff and board members:	5

Please provide any other information you would like to share.

Date this survey was completed: 2/18/2011