



Planning & Collaboration Tools

Outcomes Based Planning Resources

- **Shaping Outcomes:** <http://www.shapingoutcomes.org/>
An online course providing training in outcomes based planning by Indiana University/ the Institute of Museum & Library Services. Either self- directed or instructor- facilitated.
- **The new planning for results: a streamlined approach** By Sandra S. Nelson, Public Library Association – Chapters 5, 6, 7, 8, 10 includes SWOT analysis ~
<http://bit.ly/ndTwqT>
- **SWOT Worksheets** available via *MindTools.com* at
<http://www.mindtools.com/pages/article/worksheets/SWOTAnalysisDownload.htm>
- **Creating SMART Goals** – from Top Achievement: <http://topachievement.com/smart.html>

Collaboration Tools

- **15 project management tools:** <http://www.smashingmagazine.com/2008/11/13/15-useful-project-management-tools/>
- **Asana:** <https://asana.com/>
- **Wiggio:** <http://wiggio.com/>
- **PBWorks:** <http://pbworks.com/>



Planning Resources

- **Project Timeline:** <http://libraries.idaho.gov/files/ProjectPlanGuide.xls>
- **Word Templates:** <http://office.microsoft.com/en-us/templates/CT001226193.aspx?CTT=3>

Team Building & Funding Tools

Team Building Resources

- **Team Building** by the World Health Organization:
<http://www.who.int/cancer/modules/Team%20building.pdf> ~ great resource for the concept of team building – under 20 pages, short, to the point

Funding Resources

- **Grant Wrangler:** <http://www.grantwrangler.com/>
- **Library Works Grants:** http://www.libraryworks.com/LW_Grants/GrantsCurrent.aspx
- **Scholastic Grants:** <http://www.scholastic.com/librarians/programs/grants.htm>
- **Library Grants:** <http://librarygrants.blogspot.com/>
- **Show Me the Money - Idaho Department of Commerce:** <https://www.facebook.com/idshowmemoney/>

Evaluation & Follow-up

- **WebJunction:** <http://id.webjunction.org/project-management>
- **Project Evaluation** –Province of Ontario, Canada http://www.reddi.gov.on.ca/track_what.htm
- **Tools:** *SurveyMonkey* (<http://www.surveymonkey.com>) and forms on *Google Docs*

Partnership Resources

Community Tool Box

<http://ctb.ku.edu/>

Supports work in promoting community health and development. Provides practical skill-building information on a wide range of community development topics. Topic sections include step-by-step instruction, examples, check-lists, and related resources.

Fieldstone Alliance

www.FieldstoneAlliance.org

An independent nonprofit dedicated to strengthening the nonprofit sector. Publishes a wide range of collaboration books, handbooks, and tool kits.

Asset-Based Community Development Institute (ABCD)

www.northwestern.edu/ipr/abcd/abcdci.html

Asset-based community mapping tools are available on the site. You can also join their online discussion group of community builders around the country to share experiences and exchange ideas.

National Network for Collaboration

<http://crs.uvm.edu/ncco/>

Provides access to the knowledge of specialists from the National Network for Collaboration to provide a guide to begin, strengthen and sustain collaborations.

Asset and Opportunity Network Initiative:

<http://assetsandopportunity.org/>

Guide for Conducting Community Leader Interviews

Introduction

Community leader interviews are a very effective technique for learning about your community. The technique is personal and informative and begins the process of building trust that is essential for reaching this community.

Local libraries are expected to partner and collaborate with community leaders.

Community Leader Interview Process

The major steps in conducting community leaders interviews are:

- Identify community leaders (see Guidelines below and Community Resources list)
- Set up interviews (see Sample Process for Community Leader Interview)
- Conduct interviews (see Sample Community Leader Interview)
- Analyze/summarize information (see Guidelines below)
- Develop preliminary response/plan (see Guidelines below)
- Set up follow-up interviews (see Guidelines below)

Goals of the Community Leader Interviews

1. To gather information about the needs of your community.
2. To begin building relationships with community leaders .
3. To identify potential community partners and collaborators to help you increase the impact of library services.

Identifying Community Leaders

1. Use the Community Resources list to help you begin identifying potential community agencies and groups to contact.
2. The leaders you interview must be knowledgeable about the needs and issues of the community. They might have gained their expertise by working for an agency that serves the community or they may be community activists with a broad knowledge of community problems and issues.
3. Not all types of organizations on the Community Resource list may be represented in your community. You may already be familiar with some community leaders through the newspaper or other media coverage. Start with what and whom you know. Talk to other people in the library, your church, friends, neighbors, etc. who may have a personal connection with a potential interviewee. It helps to be able to say that someone they know referred you to them.
4. Make a list of a minimum of 5 community leaders to interview. These are busy people and your schedules and deadlines may not coincide.

Setting-Up the Interview

1. The sample process provided is intended to be a checklist for you rather than a script. You are starting a personal relationship so be sure you are as comfortable and informal as possible. Practice what you want to say before you make the first call.
2. At the end of the interview be sure to ask them for additional names of people you should contact. By now the community leader knows you and what you are trying to accomplish. They can be invaluable in expanding your list of contacts. Be sure to always mention their name if you follow-up on their referral.

Conducting the Interview

1. Even though the community leader may offer to come to the library or your office, make it a point to conduct your interviews out in the community. You want to see them in their milieu and you want others in the community to start seeing you out in the community. Face-to-face interviews are preferable to phone interviews.
2. The interview questions are intended as a guide. Be flexible and alert. The interview doesn't usually follow the simple 1-7 pattern of questions. Often the leader will answer several of your questions at once. If so, when you get to a question that the leader has already addressed simply summarize what they said and ask if they have additional thoughts on the question.
3. Practice saying the questions out loud ahead of time. Rephrase them so that you feel comfortable asking them.
4. Start by building rapport on a personal basis. The session should be informal and relaxing. Find out about the person, the organization and the background about key services and projects they provide before you start the interview questions.
5. If someone they know has referred you to them be sure to mention this. Strive to make a personal connection immediately.
6. The focus of the interview questions is to identify community needs and issues. The purpose of the interviews is to get to know the community from an insider's perspective. The focus is not to get the community leader's perspective on what the library should be doing to serve the community. That will come later. At the interview your role is to acknowledge and tap into the expertise of the community leader.
7. Take notes but do not use a tape recorder. Feel free to take the time to write good notes. Ask the interviewee to repeat if you missed something or rephrase what you thought you heard. The interviewee wants to help you get it right.
8. If at all possible, end the interview by letting them know when you will be back in touch. Let them know that you will send them a copy of your findings, results, etc.

Summarizing the Interview

1. Review your notes immediately after the interview. Sit in your car or outside their office and be sure you can read what you wrote.
2. Transcribe and summarize your notes as soon as possible. Make a list of the needs and issues identified; highlight those that are repeated or mentioned more than once.

Set Up Follow up Interview (within first three months following Institute)

1. The community leader interview process is the start of a relationship. As a minimum, plan to meet with the leader at least three times:
 - The first meeting should be to conduct the interview and begin the relationship.
 - The second meeting should be a personal follow-up with the results/findings of your interviews and to get their input on your preliminary action plan.
 - The third meeting should be to get their help in marketing your activities, services to begin implementation of your action plan

Community Resources

Note: This list is not all inclusive; selected examples are in ().

Tailor your list to your community AND Reach out to people not usually included.

- Youth Service Organizations (Big Brother/Sister, Boy Scouts, child abuse agencies, recreation programs, Girl Scouts, Jr. Achievement, Head Start, Even Start, child care associations, Association for the Education of Young Children, school age care and enrichment programs)
- Women's Centers/Service Organizations (battered women' shelters, YWCA, NOW)
- Refugee/Immigrant Centers/Services (Catholic Social Services, refugee rights association)
- Religious Organizations (church organizations, ministerial association)
- Senior Centers/Service Organizations (Area Agency on Aging, elder abuse/care agencies, RSVP)
- Organizations of/for People with Disabilities (center on deafness, council of the blind, health and human services agencies, Easter Seals, Goodwill, independent living centers, United Cerebral Palsy)
- Organizations serving the homeless (food closet, homeless assistance program, Salvation Army)
- Organizations serving ex-offenders (Department of Corrections, Friends Outside)
- Technology Experts (computer clubs, consultants, community colleges, Internet providers, universities)
- Organizations fighting discrimination (Anti-Defamation League, human rights groups, NAACP)
- Miscellaneous Organizations (arts and cultural groups, athletic groups, censorship groups, historic preservation groups, local neighborhood groups, men's groups, veterans' groups, women's groups)
- Educational Organizations (community colleges, multilingual programs, PTA/PTO, school board, other libraries, private schools, home school organizations, higher education institutions/organizations)
- Government/Political Representatives (mayor, city council, county supervisors, city/county fiscal office, law enforcement, job training programs)
- Health Organizations (American Cancer Society, American Heart Association, hospitals, public health nurses, early intervention programs, public health clinics)
- Legal Organizations (ACLU, bar association, legal aid, NAACP Legal Defense Fund)
- Ethnic Organizations (Asian Resources Center, Hispanic centers, Inter-tribal Council, Urban League)

- Family Services Organizations (Social Services Department, Family Service Agency, Jewish Family Service)
- Media Representatives (newspaper, radio, TV, ethnic media, local magazines and newsletters)
- Financial Representatives (bankers, credit unions, financial planners, stockbrokers)
- Community Services Organizations/Associations/Clubs (AARP, AAUW, American Red Cross, B&PW, Kiwanis, Lions, Literacy Organizations, Rotary, Soroptimists, United Way)
- Economic Development Organizations (economic development councils, real estate brokers)
- Businesses/ Chambers of Commerce/Visitor's Bureaus (major employers, minority business owners, small business owners; city, county and ethnic chambers)

Process for Community Leader Interview

1. Call to ask community leaders to participate in an interview.

Introduce yourself and explain why you are calling. Ask if this is a convenient time to talk.

Sample explanation:

I am Rose Nelson and I am with the Colorado State Library. I am calling to ask your help in identifying the needs of [target audience] community. Our goal is to increase the number of [target audience] community members that use public computers in the library.

We want to learn more about the needs and problems of the [target audience] community in Colorado and how they might be solved. We are conducting interviews with people like you who play an important role in helping these individuals within our community.

The interview will be kept confidential; the results of all our interviews will later be combined. No ideas or opinions will be attributed to you. If we feel it would be helpful to attribute something specifically to you, we will contact you and ask for your permission.

We estimate the interview will take no longer than 30 minutes.

If you are willing to participate in an interview, I will send you a copy of the questions prior to the interview. Thank you for your time.

2. Send them a copy of the interview questions.
3. Meet with them or call them back at the scheduled time.
4. Ask the interview questions.
5. Thank the person for his/her time and explain how you will keep him/her informed about your progress.

Sample Community Leader Interview Questions

Start by building rapport on a personal level. The session should be informal and relaxing. Find out about the person, the organization and the background about key services and projects before you ask the following questions.

1. Tell me about the [target audience] community in [your community's name].
2. What are the major needs, issues and problems facing the [target audience] community in [your community's name]?
3. What kind of help do [target audience] community members need to have a better life?
4. What services are available to help the [target audience] community? What are their strengths? What are their weaknesses? What else needs to be done?
5. Who else should we contact to help us identify the needs of the [target audience] community?
6. Is there anything else you would like to say about the [target-audience] community?
7. What questions would you like to ask me?

COMMUNICATION

Nonverbal Standards for Personal Influence

1. The expression on your face, do you...
 - i. Smile with your whole face, just your mouth, or rarely.
 - ii. Have a smooth or furrowed brow.
 - iii. Have a face that is expressive (moving), or blank and still.
 - iv. Look positive: happy, confident, or negative: frowning, squinting.
 - v. Look the person in the face and maintain eye contact, if appropriate.
2. Sitting posture, do you...
 - i. Lean slightly forward, totally erect, or slouched backward.
 - ii. Turn your shoulders towards or away from the other person.
 - iii. Sit mostly still, or shift in your chair continually.
3. Standing posture, do you...
 - i. Lean slightly forward, totally erect, or slouched
 - ii. Turn towards or away from the other person
 - iii. Stand mostly still, or shift your weight and move constantly.
4. Hand gestures, do you...
 - i. Use some hand gestures, never gesture, or gesture wildly
 - ii. Point at the person.
 - iii. Sit mostly still, or move your hands constantly.
5. Do you focus on your task, rather than the person in front of you.

Words That Work

1. Replace, "Yes, but..." with "Yes, and..."
2. Replace, "I don't know." with "Let me find out."
3. Replace, "I can't." with "What I can do is..."
4. Replace, "We can't do that." with "What I can do is..."
5. Replace, "We can't do that." with "Here is the address and phone number of the agency that offers that service."
6. Replace, "You make me feel." with "I feel..."
7. Replace, "You must..." with "Would you please..."
8. Replace, "I will try" with the smaller, specific thing you will actually do.
9. Replace, "You are wrong." with, "This is the information I have, and here is the document I am using as my source. Please tell me more about what you know, so I can better understand your perspective."
10. Use power words:
 - a. Next: Next time, please tell me first when the computer is down.
 - b. Instead: What reports do you want instead of the ones we have?
 - c. Despite: Despite the mistake about the hours, what are you going to do?
 - d. Satisfy: What will satisfy your concerns about the evaluations?
11. Focus on the other person:
 - a. Focus on their desired outcomes (the future), not just your own resources (present) or their problems (the past).
 - b. Be specific; avoid generalities.
 - c. Say what can be done, instead of what can't be done.
 - d. Your nonverbal communication - your smile, tone of voice, and posture - will build rapport and thus, better outcomes.
12. Bad news is the best information; learn from miscommunication.

Negative (And Sometimes Addictive) Behaviors

1. Generalizations: always, never, all, every.
2. Repeating the same negative stories or information more than once in the same conversation.
3. Repeating the same old stories in response to new information.
4. Assuming the worst of the people you don't like.
5. Ignoring or not being able to see and hear positive change.
6. Your first response is to criticize or say something negative.
7. Feeling as if feeling good means you have lost the battle.
8. Equating telling the truth as telling other people off, instead of apologizing for your own mistakes first.
9. Saying negative things if someone says something good about someone you don't like.
10. Telling new people only the negative things about the workplace and other people.
11. Spending time thinking and talking about other people's past mistakes.
12. Spending encounters with other people watching for mistakes.
13. Rejecting offers of help with "Yes, but."
14. Rejecting people who are positive and constructive.
15. Saying that your own mistakes in communication and behavior are justified, because other people did something to you first.
16. Exaggerating bad news and minimizing or discounting the good news.
17. Using punishment words. Sarcasm. Wounding others.
18. Trying to convince other people how bad things are.
19. Distorting meaning through negative filters.

Demographic Tools

Asset and Opportunity Scorecard: <http://assetsandopportunity.org/scorecard/>

Aspen Action Guide: <http://csreports.aspeninstitute.org/Dialogue-on-Public-Libraries/2015/library/details/101/Libraries-2015> Community Network Analysis Tool and Using Story Telling

Indicators Idaho: <http://www.indicatorsnorthwest.org/>

Demographic Data Collection Quick Guide (www.orton.org)

There's a wealth of information to be collected at project events. The Foundation has developed some example tools that can be modified to fit your community or event. There are five demographic pieces of data that we'd like each project town to collect at events and activities:

1. geography or location or residence in the community
2. age of participant
3. length of time in the community
4. household income
5. race/ethnicity

This data will help document whether participation is demographically representative.

1. Using Information from Sign-In Sheets

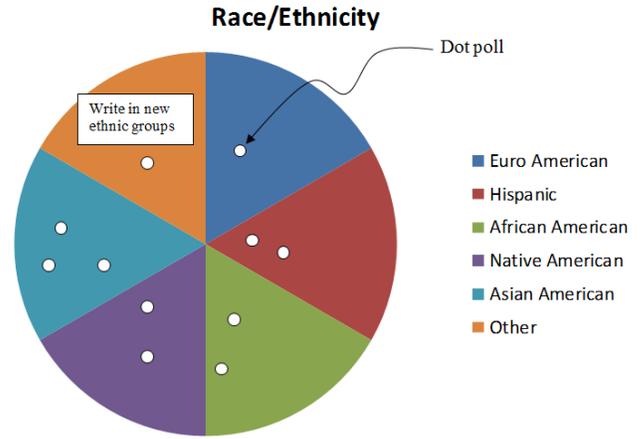
Name, contact information, and address:	How did you hear about this event?	What is the best way to communicate with you?
<ul style="list-style-type: none">- Develop a contact list for future outreach efforts depending on participant preference and resources available.- Names and addresses can be used to send "thank you for attending" postcards or public recognition in the local paper, radio, television.- Review participant lists for "usual suspects" and new voices at the event and compare with outreach techniques used in the past vs. this project.	<ul style="list-style-type: none">- A list of potential sources helps speed up the sign-in process and gives the advisory committee insight about how to connect with the community for future events and work beyond the project.- Look for patterns within and between address locations and how people heard about the event. If age and participation levels are collected with sign-in sheets, look for patterns between age groups and participation levels and evaluate outreach.	<ul style="list-style-type: none">- This provides insight as to whether low- or high-tech methods are better.- Mapping attendee locations throughout the city aids in analyzing outreach methods, e.g. whether local schools or businesses can help get the word out to certain areas or groups of people.

Sign-In Sheets are important tools to track participation – by event and over the course of the project. There will be residents who attend multiple events and their attendance will be tracked each time but if they are counted multiple times over the course of the project overall participation totals can be skewed. Participant data can also aid in refining outreach tactics. Refer to the example sign-in sheet for ways to collect the following information. Consider using our [Sample Event Sign-in Sheet](#)

4. Ethnicity, Income, Age, Level of Participation:

Ethnicity: Provide a pie chart equally divided with known ethnicity's in the community and encourage attendees to dot poll ethnic background. Use the same activity to collect income or age ranges.

- When collecting ethnicity information, provide opportunities for written responses on the chart for the "other" category and create categories for these groups at future events.



Income: Create a pie chart to have participants provide income ranges. The ranges may differ by community depending on local demographic information.

- Past projects have used keypad polling to collect this information and used the following income ranges: less than \$25K, \$25K-\$35K, \$35K-\$50K, \$50K-\$75K, \$75K-\$100K, \$100K+, and "prefer not to tell".

Age: Use a pie chart or timeline to collect participant age ranges.

- We recommend using the following age ranges: 0-19, 20-24, 25-34, 35-44, 45-54, 55-64, 65+ years. This information can also be collected on a sign-in sheet.

Level of Participation: Collecting level of participation in public processes, e.g. Council or Town meetings or community meetings, provides insight to how active your participants are in the community and, to some degree, whether your outreach messages are motivating new people to participate.

- Terms used to describe levels of interest can be subjective; be sure to clarify what you mean so you get consistent information from attendees, e.g. rarely vs. once a year, always vs. at least once a month.

5. Surveys

Post-Cards: Participant information can also be collected with post event post-cards, refer to the sample postcard. See our [Sample Demographic Postcard Survey](#).

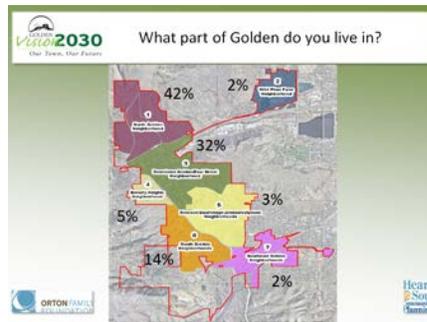
The image shows a sample demographic postcard survey. It contains six numbered questions with multiple-choice options:

- 1 How satisfied are you with the event and benefits to the community?**
 Above satisfactory Average Poor
Or ask "Number of times completing this survey" with responses - First time or More than twice
- 2 How often have you participated in community events or meetings in the past?**
 At least once a month Once every few months Never
- 3 How old are you?**
 0-19 20-24 25-34 35-44 45-54 55-64 65+
- 4 What is your household income?**
 Less than \$25K \$25K-\$35K \$35K-\$50K \$50K-\$75K
 \$75K-\$100K \$100+ Prefer not to tell
- 5 How long have you lived in here?**
 0-5 yrs 5-10 yrs 10-15 yrs 15-20 yrs 20+ yrs
- 6 What is your race/ethnicity?**
 Euro American Hispanic American Latino/a African American Native American Asian American Other

On the right side of the postcard, there is a box for "H&S Project Name" with the address "1234 Sample Street, Olathe, MO 64665" and "YourWebsite.com". Below that is a "Thank you!!" message.

Sample postcard survey

Keypad Polling: Any or all of the participant information can be collected with keypad polling and results can be shared instantly. See our [Using Keypad Polling in Community Heart & Soul](#) resource.



Community Heart & Soul™

Communications Plan Basics

A Communications Plan will help you get the right information to the right people at the right time. This is where the work of the Community Network Analysis is combined with a strategic plan to keep your community informed and engaged. Key steps include the following:

I. Project Purpose

Clarify what you are communicating about with 2-3 key ideas.

II. Opportunities and Challenges

Describe the current context, background, in which your work will take place.

Why is this a good time for this project? What are the challenges you anticipate?

What communications opportunities and challenges are evident?

III. Communication goals

What are you trying to accomplish with communications?

Examples: *To generate interest and participation in our efforts by a wide spectrum of people*
To develop a brand identity that is catchy, clear and easily understood

IV. Core Messages and Branding

Develop key messages and a brand linked to values

V. Communication Activities (tactics)

Internal communications

How will you communicate with major stakeholders and project teams about meeting times, events and updates? How often?

Identify priority audiences e.g., youth, minority populations, business owners

Conduct a media audit to assess your media assets

List local media, interested reporters, etc.

Identify the best channels to reach priority audiences

How will you use traditional and non-traditional most effectively?

Press releases, Letters to the editor, photos, Facebook

Integrate communications efforts with project timeline

For each event, milestone & effort, brainstorm a communications strategy

Include clear deadlines and key drivers

Conduct an event audit (pre-existing and created)

Choose best channels to alert stakeholders, media and designated audiences.

Community Heart & Soul™

VI. Develop a budget

VII. Develop Benchmarks of Success (Evaluation)

Choose measurement methods; Link to project evaluation

Develop realistic targets (e.g., how many FB “likes,” how many attendees at event)

Set up a tracking system (save press articles, letters, media interviews)

Assess which channels are working

Sample Memorandum of Understanding

WHEREAS, **[Applicant X]**, **[Partner 1]** and **[Partner 2]** have come together to collaborate and to make an application for **[name of OVW Grant Program]** grant; and

WHEREAS, the partners listed below have agreed to enter into a collaborative agreement in which **[Applicant X]** will be the lead agency and named applicant and the other agencies will be partners in this application; and

WHEREAS, the partners herein desire to enter into a Memorandum of Understanding setting forth the services to be provided by the collaborative; and

WHEREAS, the application prepared and approved by the collaborative through its partners is to be submitted to the Office on Violence Against Women on or before **[application due date]**;

I) Description of Partner Agencies

For each member of the collaborative, provide some background on the agency or organization and its work regarding domestic violence, dating violence, sexual assault, and/or stalking.

II) History of Relationship

- *Provide a brief history of the collaborative relationship between the partners, including when and under what circumstances the relationship began and when each partner joined the collaboration. Specify how often the collaborators meet.*
- *Describe any changes in the collaboration, including an explanation or description of any new or additional partners that have been added, or any partners that would no longer participate.*
- *Describe the critical and long-range goals of the collaboration.*

III) Development of Application

- *Discuss the circumstances under which this application began and how recent collaboration aided in the development of the application.*
- *Specify the extent of each party's participation in developing the application.*

IV) Roles and Responsibilities

NOW, THEREFORE, it is hereby agreed by and between the partners as follows:

- *Clearly state the roles and responsibilities each organization or agency will assume to ensure the success of the proposed project.*
- *Describe the resources each partner will contribute to the project either through time, in-kind contribution or with the use of grant funds, e.g. office space, project staff, training.*
- *Identify the representatives of the planning and development team who will be responsible for planning, developing, and implementing project activities and describe how they will work together and work with project staff.*
- *Demonstrate a commitment on the part of all partners to work together to achieve stated project goals and to sustain the project once grant funds are no longer available.*

- 1) **[Applicant X]** will provide **[specify type of program/assistance/service]** to victims of domestic violence, dating violence, sexual assault, and stalking including:
- 2) **[Partner 1]** will provide **[specify type of program/assistance/service]** to victims of domestic violence, dating violence, sexual assault, and stalking including:
- 3) **[Partner 2]** will provide **[specify type of program/assistance/service]** to victims of domestic violence, dating violence, sexual assault, and stalking including:
- 4) **[Applicant X]** and **[Partner 1]** will collaborate in the following manner:
- 5) **[Applicant X]** and **[Partner 2]** will collaborate in the following manner:
- 6) **[Partner 1]** and **[Partner 2]** will collaborate in the following manner:

V) Timeline

The roles and responsibilities described above are contingent on **[Applicant X]** receiving funds requested for the project described in the OVW grant application. Responsibilities under this Memorandum of Understanding would coincide with the grant period, anticipated to be **MM/DD/YYYY** through **MM/DD/YYYY**.

VI) Commitment to Partnership

- 1) The collaboration service area includes **[specify region in your state, tribe, territory, county, or multi-jurisdictional area]**.
- 2) The partners agree to collaborate and provide **[specify type of service/assistance]** to victims of **[specify crimes]** pursuant to the program narrative of the grant application attached to this agreement.
- 3) Compensation for [non-lead] partners' contribution to this project will be provided as outlined in the attached OVW budget detail worksheet.
- 4) We, the undersigned have read and agree with this MOU. Further, we have reviewed the proposed project and approve it.

By _____
 Director, **Applicant X**
 Date _____

By _____
 Director, **Partner 1**
 Date _____

By _____
 Director, **Partner 2**
 Date _____

cc: Agencies and Interested Parties

Welcome to Insert Event Name Here

Date Here

Insert project logo here

Please sign in below. If you would like to be notified about future events please provide the best way to communicate with you.

Sign-In Information	How did you hear about this event?	What is the best way to communicate with you?
Name: _____ Phone: _____ Email: _____ Address: _____	Check all that apply <ul style="list-style-type: none"><input type="radio"/> Local Radio<input type="radio"/> Newspaper<input type="radio"/> Poster/Flyer<input type="radio"/> Neighbor or Friend<input type="radio"/> Online (specify site/app) _____<input type="radio"/> Other (specify) _____	Check all that apply <ul style="list-style-type: none"><input type="radio"/> Local Radio<input type="radio"/> Newspaper<input type="radio"/> Poster/Flyer<input type="radio"/> Neighbor or Friend<input type="radio"/> Online (specify site/app) _____<input type="radio"/> Other (specify) _____
Name: _____ Phone: _____ Email: _____ Address: _____	Check all that apply <ul style="list-style-type: none"><input type="radio"/> Local Radio<input type="radio"/> Newspaper<input type="radio"/> Poster/Flyer<input type="radio"/> Neighbor or Friend<input type="radio"/> Online (specify site/app) _____<input type="radio"/> Other (specify) _____	Check all that apply <ul style="list-style-type: none"><input type="radio"/> Local Radio<input type="radio"/> Newspaper<input type="radio"/> Poster/Flyer<input type="radio"/> Neighbor or Friend<input type="radio"/> Online (specify site/app) _____<input type="radio"/> Other (specify) _____
Name: _____ Phone: _____ Email: _____ Address: _____	Check all that apply <ul style="list-style-type: none"><input type="radio"/> Local Radio<input type="radio"/> Newspaper<input type="radio"/> Poster/Flyer<input type="radio"/> Neighbor or Friend<input type="radio"/> Online (specify site/app) _____<input type="radio"/> Other (specify) _____	Check all that apply <ul style="list-style-type: none"><input type="radio"/> Local Radio<input type="radio"/> Newspaper<input type="radio"/> Poster/Flyer<input type="radio"/> Neighbor or Friend<input type="radio"/> Online (specify site/app) _____<input type="radio"/> Other (specify) _____

WORKFLOW

