

Steps of the CNA Process

1. Organize your Assessment Team and Plan for the Process
2. Activities of the CNA
 - Define community
 - Identify population in need
 - Collect data
(Quantitative, Qualitative, Customer Satisfaction, Agency Report Data, Community Resource)
3. Analysis: Turn Data into Information
 - Key Findings and Prioritization of Needs
4. Make Recommendations
5. Board Approval
6. Sharing the Report