

Programs & Services Client Feedback & Program Review Timeline

Purpose: Establish a structured timeline to guide the **Programs & Services Subcommittee** through the collection, review, and synthesis of client and provider feedback, survey findings, program observations, and research. This process ensures **CAB** has the information needed to identify service needs and gaps and develop informed annual recommendations.

Programs & Services Subcommittee		
Timeline	Activities	Purpose / Outcome
August 2026	Review and revise client feedback process and timeline.	Purpose: Establish a clear and consistent process for collecting and using client feedback. Outcome: Revised client feedback process and timeline.
September 2026	Finalize the 2027 in-custody survey and administration process.	Purpose: Ensure the survey captures information needed to understand client needs and service gaps. Outcome: Finalized survey and administration process.
October 2026	Review focus group findings and identify key client needs and service gaps.	Purpose: Identify themes and areas requiring further exploration. Outcome: Key findings and priority areas identified.
November 2026	Finalize the 2027 Provider survey and administration process.	Purpose: Establish a consistent approach for gathering provider feedback. Outcome: Finalized provider survey and administration process.
December 2026	Review 2026 Client Feedback Process and Findings; Identify Priorities for 2027.	Purpose: Review what has been learned through the 2026 client feedback process and confirm priority areas to carry into the 2027 survey, program tours, and research. Outcome: Agreed-upon priority areas and focus for the 2027 client feedback and program review process.
January 2027	Discuss the client feedback timeline and next steps at the CAB Retreat.	Purpose: Confirm priorities and next steps for the client feedback process. Outcome: Agreed-upon priorities and next steps.

February 2027	Administer the In-custody survey and conduct Program tours.	Purpose: Gather direct client feedback and observe existing programs and services. Outcome: Survey responses and program tour observations collected.
March 2027	Debrief Program tours and discuss observations and findings.	Purpose: Identify lessons learned, strengths, and potential service gaps. Outcome: Program tour findings and areas for further research identified.
April 2027	Present In-custody survey findings to the CAB Programs & Services Subcommittee. (ORJ)	Purpose: Review findings and identify needs or gaps requiring further exploration. Outcome: Priority findings and areas for research identified.
May 2027	Administer the Provider survey. Research alternative programs and services based on identified client needs and service gaps.	Purpose: Gather provider perspectives and explore potential approaches to address identified needs. Outcome: Provider feedback and alternative program information collected.
June 2027	Review and discuss research on alternative program models.	Purpose: Consider how alternative models may address identified needs and gaps. Outcome: Program models and potential approaches identified for further consideration.
July 2027	Present provider survey findings to the CAB Programs & Services Subcommittee. (ORJ)	Purpose: Review provider feedback and consider how it aligns with client needs and other findings. Outcome: Consolidated findings and areas for consideration identified.
August 2027	Debrief in-custody and provider survey findings and prepare an update to CAB General.	Purpose: Bring together client and provider perspectives and highlight key findings. Outcome: CAB receives a consolidated update to inform discussion.
September 2027	Present findings to CAB General to inform the development of annual recommendations.	Purpose: Provide CAB with the information gathered through the client feedback process, surveys, program tours, and research. Outcome: Information is available to support development of annual recommendations.
October 2027	Review lessons learned from the Client Feedback Process and identify opportunities for improvement.	Purpose: Evaluate the process and identify improvements for the next cycle. Outcome: Lessons learned and recommended process improvements documented.

Process Summary

Collect Feedback → Review Findings → Identify Needs & Gaps → Conduct Program Tours → Research Alternatives → Synthesize Findings → Present to CAB → Inform Recommendations → Evaluate & Improve Process.