Needs Assessment

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Overview:

- This tool is designed to determine which baseline needs are missing from your operation following a situational assessment to determine the scope and focus of a program redesign; it is not a comprehensive list of all needs
- An asterisk (*) denotes that an example is available on a shared raptor resources google drive viewable at the following link: www.shorturl.at/GOPT6
- After each section there is space to brainstorm action items to address or prioritize missing needs

ADMINISTRATION				Notes:
Mission & Leadership				
Vision Statement	□ Yes	□ No	□ N/A	
Mission Statement	□ Yes	□ No	□ N/A	
Values Statement	□ Yes	□ No	□ N/A	
Board member job descriptions	□ Yes	□ No	□ N/A	
Board member recruitment plan	□ Yes	□ No	□ N/A	
Inclusive strategic planning process	□ Yes	□ No	□ N/A	
Regular meeting schedules (staff, board, etc.)	□ Yes	□ No	□ N/A	
Clear chain of command	□ Yes	□ No	□ N/A	
360 Evaluation of leadership & feedback process	□ Yes	□ No	□ N/A	
Whistle-blower policy	□ Yes	□ No	□ N/A	
Master budget	□ Yes	□ No	□ N/A	
"Rainy Day" reserve funds	□ Yes	□ No	□ N/A	
Generally Accepted Accounting Procedures (GAAP)	□ Yes	□ No	□ N/A	
Loss-prevention policy	□ Yes	□ No	□ N/A	

Marketing			
Marketing plan & budget	□ Yes	□ No	□ N/A
Up-to-date website	□ Yes	□ No	□ N/A
Regular, well-advertised hours of operation	□ Yes	□ No	□ N/A
Effective welcome and directional signs	□ Yes	□ No	□ N/A
Clear, attractive logo and advertising aesthetic	□ Yes	□ No	□ N/A
Social media outreach plan	□ Yes	□ No	□ N/A
Regular community outreach events	□ Yes	□ No	□ N/A
Finances & Record keeping			
Development plan & budget	□ Yes	□ No	□ N/A
Gift acceptance policy	□ Yes	□ No	□ N/A
Annual giving program	□ Yes	□ No	□ N/A
Donor retention plan	□ Yes	□ No	□ N/A
Ambassador sponsorship program*	□ Yes	□ No	□ N/A
Membership program*	□ Yes	□ No	□ N/A
Endowment strategy	□ Yes	□ No	□ N/A
Up-to-date permits for all activities	□ Yes	□ No	□ N/A
Permit reporting protocol*	□ Yes	□ No	□ N/A

STAFFING				Notes:
Recruitment plan	□ Yes	□ No	□ N/A	
Up-to-date job descriptions	□ Yes	□ No	□ N/A	
Staff training protocol	□ Yes	□ No	□ N/A	
Staff performance evaluation process	□ Yes	□ No	□ N/A	

Professional development plan & budget	□ Yes	□ No	□ N/A	
Benefits plan (eg. medical, retirement, vacation,etc.)	□ Yes	□ No	□ N/A	
Volunteer/Intern				
Recruitment materials*	□ Yes	□ No	□ N/A	
Job description and expectations*	□ Yes	□ No	□ N/A	
Training protocol*	□ Yes	□ No	□ N/A	
Volunteer performance evaluation process	□ Yes	□ No	□ N/A	
Dismissal policy	□ Yes	□ No	□ N/A	
Safety protocol and training plan	□ Yes	□ No	□ N/A	
Liability waiver*	□ Yes	□ No	□ N/A	
Retention strategy	□ Yes	□ No	□ N/A	
Social media policy*	□ Yes	□ No	□ N/A	
Photo waiver*	□ Yes	□ No	□ N/A	

FACILITY				Notes:
Accessibility				
Service animal policy*	□ Yes	□ No	□ N/A	
Youth interaction policy*	□ Yes	□ No	□ N/A	
ADA accessible walkways/ramps	□ Yes	□ No	□ N/A	
Facility cleaning and maintenance protocols	□ Yes	□ No	□ N/A	
Public Restrooms	□ Yes	□ No	□ N/A	
Adequate parking	□ Yes	□ No	□ N/A	

Aesthetics				
Landscaping (for privacy, education, enrichment, etc.)	□ Yes	□ No	□ N/A	
Directional signs	□ Yes	□ No	□ N/A	
Seating	□ Yes	□ No	□ N/A	
Programming space	□ Yes	□ No	□ N/A	
Maintenance strategy	□ Yes	□ No	□ N/A	
Access to maintenance equipment (e.g. power tools)	□ Yes	□ No	□ N/A	
Donation opportunities (boxes, written materials)	□ Yes	□ No	□ N/A	

AMBASSADOR HOUSING				Notes:
Environmental				
Species-appropriate size	□ Yes	□ No	□ N/A	
Adequate drainage	□ Yes	□ No	□ N/A	
Access to light	□ Yes	□ No	□ N/A	
Access to elements (e.g. skylight, weathering yard)	□ Yes	□ No	□ N/A	
Adequate ventilation	□ Yes	□ No	□ N/A	
Access to water for drinking/bathing	□ Yes	□ No	□ N/A	
Enrichment (e.g. landscaping, bird feeders, etc.)	□ Yes	□ No	□ N/A	
Access to heating/cooling	□ Yes	□ No	□ N/A	
Humidity controls	□ Yes	□ No	□ N/A	
Cleaning and maintenance protocols*	□ Yes	□ No	□ N/A	

Perching			
Species and ability appropriate design/quantity	□ Yes	□ No	□ N/A
Varied textures	□ Yes	□ No	□ N/A
Species appropriate furniture	□ Yes	□ No	□ N/A
Perch assessment protocol*	□ Yes	□ No	□ N/A
Shift spaces	□ Yes	□ No	□ N/A
Safety			
Entryway	□ Yes	□ No	□ N/A
Enclosure locks	□ Yes	□ No	□ N/A
Daily rounds protocol*	□ Yes	□ No	□ N/A
Regular inspection protocol*	□ Yes	□ No	□ N/A
Accessible fire extinguishers	□ Yes	□ No	□ N/A
Emergency evacuation plan*	□ Yes	□ No	□ N/A
Emergency fly-off/escape protocol*	□ Yes	□ No	□ N/A

CARE & TRAINING				Notes:
Collections				
Collection policy*	□ Yes	□ No	□ N/A	
Collection assessment*	□ Yes	□ No	□ N/A	
Euthanasia policy*	□ Yes	□ No	□ N/A	
Diet				
Varied and species appropriate	□ Yes	□ No	□ N/A	
Supplementation	□ Yes	□ No	□ N/A	

Adequate rotation (oldest food used first) Ordering schedule* In Yes In No In N/A Emergency supply ITaning Guipment (e.g. gloves, scales, bit boxes/bags, etc.) In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training plans In Yes In No In N/A Evidence-based training plans In Yes In No In N/A Evidence-based training plans In Yes In No In N/A Evidence-based training plans In Yes In No In N/A Evidence-based training plans In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A Evidence-based training model In Yes In No In N/A In Yes In No In N/A Evidence-based training model In Yes In No In N/A In Yes In No In N/A Evidence-based training model In Yes In No In N/A In Y					
Ordering schedule* Emergency supply Training Equipment (e.g. gloves, scales, bit boxes/bags, etc.) Evidence-based training model Formal training plans Behavioral/training notes Weight monitoring protocol Husbandry Cleaning supplies (e.g. hoses, buckets, rakes, etc.) Emergency capture supplies (e.g. gloves, towels, etc.) Emergency capture supplies (e.g. gloves, towels, etc.) Emergency capture supplies (e.g. gloves, towels, etc.) Wellness Regular access to veterinarian Exam protocol* Wellness Coping tools (e.g. dremel, clippers, styptic, etc.) Fersichment Pyes No No N/A No N/A Recessary medical supplies* Enrichment Pyes No No N/A	Adequate storage	□ Yes	□ No	□ N/A	
Emergency supply Training Equipment (e.g. gloves, scales, bit boxes/bags, etc.) Evidence-based training model Formal training plans Behavioral/training notes Weight monitoring protocol Husbandry Cleaning supplies (e.g. hoses, buckets, rakes, etc.) Emergency capture supplies (e.g. gloves, towels, etc.) Emergency capture supplies (e.g. gloves, towels, etc.) Emergency repair strategy Wellness Regular access to veterinarian Exam protocol* Wellness records Coping tools (e.g. dremel, clippers, styptic, etc.) Pess No	Adequate rotation (oldest food used first)	□ Yes	□ No	□ N/A	
Training Equipment (e.g. gloves, scales, bit boxes/bags, etc.) Yes No N/A Evidence-based training model Yes No N/A Formal training plans Yes No N/A Behavioral/training notes Yes No N/A Weight monitoring protocol Yes No N/A Husbandry No N/A Disinfectant protocol Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Evam protocol* Yes No N/A Wellness records Yes No N/A Towels/linens Yes No N/A Necessary medical supplies* Yes No N/A Emerichment Yes No N/A	Ordering schedule*	□ Yes	□ No	□ N/A	
Equipment (e.g. gloves, scales, bit boxes/bags, etc.)	Emergency supply	□ Yes	□ No	□ N/A	
Evidence-based training model Formal training plans Pes No No N/A Behavioral/training notes Weight monitoring protocol Husbandry Cleaning supplies (e.g. hoses, buckets, rakes, etc.) Pyes No No N/A Disinfectant protocol Yes No No N/A Crates/transport for all birds Formal training model Yes No No N/A Crates/transport for all birds Formal training model Yes No NA Formal N/A Formal training model Yes No NA NA Formal N/A Formal training model Yes No NA NA NA Formal training model Yes No NA NA Formal N/A Formal training model Yes NO NA NA NA Formal N/A Formal training model Yes NO NA NA Formal N/A Formal training model Yes NO NA NA Formal N/A Formal N/A Formal training model Yes NO NA Formal N/A Forma	Training				
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Behavioral/training notes Weight monitoring protocol Husbandry Cleaning supplies (e.g. hoses, buckets, rakes, etc.) Disinfectant protocol Pes No No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Per No No N/A Crates/transport for all birds Enclosure repair strategy Wellness Regular access to veterinarian Pes No No N/A Exam protocol* Wellness Regular doces to veterinarian Pes No No N/A Exam protocol Pes No No N/A Wellness Regular access to veterinarian Pes No No N/A Exam protocol Pes No No N/A Wellness Regular access to veterinarian Pes No No N/A Wellness Regular access to veterinarian Pes No No N/A Wellness Regular access to veterinarian Pes No No N/A Wellness records Coping tools (e.g. dremel, clippers, styptic, etc.) Pes No No N/A Necessary medical supplies* Petrichment	Evidence-based training model	□ Yes	□ No	□ N/A	
Weight monitoring protocol Husbandry Cleaning supplies (e.g. hoses, buckets, rakes, etc.) Yes No N/A Disinfectant protocol Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Crates/transport for all birds Yes No N/A Enclosure repair strategy Wellness Regular access to veterinarian Yes No N/A Exam protocol* Yes No N/A Wellness records Yes No N/A Coping tools (e.g. dremel, clippers, styptic, etc.) Yes No N/A Towels/linens Yes No N/A Necessary medical supplies* Yes No N/A Enrichment	Formal training plans	□ Yes	□ No	□ N/A	
Husbandry Cleaning supplies (e.g. hoses, buckets, rakes, etc.)	Behavioral/training notes	□ Yes	□ No	□ N/A	
Cleaning supplies (e.g. hoses, buckets, rakes, etc.)	Weight monitoring protocol	□ Yes	□ No	□ N/A	
Disinfectant protocol Yes No N/A Emergency capture supplies (e.g. gloves, towels, etc.) Yes No N/A Crates/transport for all birds Yes No N/A Enclosure repair strategy Wellness Regular access to veterinarian Yes No N/A Exam protocol* Yes No N/A Wellness records Yes No N/A Coping tools (e.g. dremel, clippers, styptic, etc.) Yes No N/A Towels/linens Yes No N/A Necessary medical supplies* Yes No N/A Enrichment Yes No N/A Enrichment N/A Towels/linens Yes No N/A Enrichment N/A Enrichment N/A Towels/linens Yes No N/A Enrichment N/A Towels/linens Yes No N/A Enrichment N/A Towels/linens Yes No N/A	Husbandry				
Emergency capture supplies (e.g. gloves, towels, etc.)	Cleaning supplies (e.g. hoses, buckets, rakes, etc.)	□ Yes	□ No	□ N/A	
Crates/transport for all birds	Disinfectant protocol	□ Yes	□ No	□ N/A	
Enclosure repair strategy Wellness Regular access to veterinarian Yes No N/A Exam protocol* Wellness records Yes No N/A Coping tools (e.g. dremel, clippers, styptic, etc.) Yes No N/A Towels/linens Yes No N/A Necessary medical supplies* Prichment Wellness Yes No N/A Yes No N/A Yes No N/A Yes No N/A	Emergency capture supplies (e.g. gloves, towels, etc.)	□ Yes	□ No	□ N/A	
Wellness Regular access to veterinarian Pes No N/A Exam protocol* Wellness records Pes No No N/A Coping tools (e.g. dremel, clippers, styptic, etc.) Towels/linens Pes No No N/A Pecessary medical supplies* Perichment Wellness records Pes No N/A Pes No N/A Perichment	Crates/transport for all birds	□ Yes	□ No	□ N/A	
Regular access to veterinarian	Enclosure repair strategy				
Exam protocol* Yes No N/A Wellness records Yes No N/A Coping tools (e.g. dremel, clippers, styptic, etc.) Yes No N/A Towels/linens Yes No N/A Necessary medical supplies* Yes No N/A Enrichment N/A Towels/linens Yes No N/A	Wellness				
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Towels/linens	Wellness records	□ Yes	□ No	□ N/A	
Necessary medical supplies*	Coping tools (e.g. dremel, clippers, styptic, etc.)	□ Yes	□ No	□ N/A	
Enrichment	Towels/linens	□ Yes	□ No	□ N/A	
	Necessary medical supplies*	□ Yes	□ No	□ N/A	
Assessment protocol*	Enrichment				
	Assessment protocol*	□ Yes	□ No	□ N/A	

Ethogram forms*	□ Yes	□ No	□ N/A	
Supply source (e.g. donations, Amazon wishlist, etc.)	□ Yes	□ No	□ N/A	

EDUCATION				Notes:
Interpretation				
Evidence-based information	□ Yes	□ No	□ N/A	
Accessible language	□ Yes	□ No	□ N/A	
Easy to read	□ Yes	□ No	□ N/A	
ADA accessible (e.g. vision/hearing impaired options)	□ Yes	□ No	□ N/A	
Educational Tools				
Touch collection (biofacts)	□ Yes	□ No	□ N/A	
Voice amplification	□ Yes	□ No	□ N/A	
Written materials	□ Yes	□ No	□ N/A	
Interactives	□ Yes	□ No	□ N/A	
Programming				
Up-to-date and accurate script/talking points	□ Yes	□ No	□ N/A	
Engaging dialogue	□ Yes	□ No	□ N/A	
Choice-based behaviors	□ Yes	□ No	□ N/A	
Accessibility (e.g. schedule, advertising, etc.)	□ Yes	□ No	□ N/A	
Evaluation process	□ Yes	□ No	□ N/A	