




Community Partnership for Senior Services
Matrix Outcomes Model, Categories and General Indicators

 Categories

 Indicators

Access and Navigation	Collaboration	Communication
<ul style="list-style-type: none"> • Service • Service awareness • Service delivery 	<ul style="list-style-type: none"> • Benefits • Improvement • Knowledge 	<ul style="list-style-type: none"> • Audience impact • Brand and content • Communication
Payment System	Quality Care	
<ul style="list-style-type: none"> • Payment • Service structure • Sustainability 	<ul style="list-style-type: none"> • Caregiver • Dignity • Services choices 	