

STEP 10: PLAN THE LOCATION WHERE YOU WILL DELIVER SERVICES

Planning the location for your delivery of services is a complicated process. It demands that you assess the needs of both your patients and your program and determine how these needs can best be met within the limitations of your available resources. In general, you will want to find a location that is convenient, accessible, and comfortable for the individuals being served. Such factors as the geographic size and the demographic characteristics of the community may indicate that more than one location is needed. One viable option may be to co-locate your services in a space provided by or shared with a community partner. Another possibility to consider is not having a fixed location at all. Instead, you might equip a vehicle to serve as a mobile clinic that can reach patients in multiple neighborhoods. For more information on selecting and setting up a suitable space, please refer to the “Services located where they are accessible and convenient to patients” section of [Background Guide 3](#).

ACTIVITY 10-A

Decide where your services should be located by determining neighborhoods and areas in which your target patients are most likely to reside, work, or visit.

ACTIVITY 10-B

Assess your program to determine your space needs and how you will reconcile them with your budget:

- How much space you will require
- What activities must be accommodated
- How the space should meet the needs and expectations of the patients, the community, and the staff
- What resources are available to accommodate your space needs

ACTIVITY 10-C

Based on this assessment, decide on the space option that makes the most sense for your program:

- Single stationary location
- Multiple locations
- Mobile unit
- Space shared with community partners

ACTIVITY 10-D

If you will be using a space not already occupied by your agency, make the necessary arrangements (e.g., lease, occupation agreement) to establish the terms and conditions of your use of the selected space.

ACTIVITY 10-E

Design a site plan that indicates the types, sizes, and arrangement of spaces (e.g., examination rooms, waiting areas, offices), structural changes needed, and the decor and finish materials (paint colors, flooring, etc.).

ACTIVITY 10-F

Determine what furnishings and equipment will be needed and develop an acquisition plan.

ACTIVITY 10-G

Engage suppliers to accomplish any work that needs to be done to make the space suitable for your program's use.

ACTIVITY 10-H

Arrange for your move into the completed space.