SOBER LIVING INTAKE SCORECARD

How well does your house capture and convert every bed inquiry?

HOW TO SCORE:
Rate yourself 0–2 on each question. 0 = No system | 1 = Partial | 2 = Fully automated. Be honest — this is for you, not us.

RESPONSE SPEED   max 4 points

☐ When a prospect calls about availability and no one answers, they get an automated text within 60 seconds ___/2

☐ Bed inquiries from referral partners or families get a response within 5 minutes, every time ___/2

PIPELINE MANAGEMENT   max 6 points

☐ Every bed inquiry is tracked in a pipeline with a status (new, touring, approved, waitlist) ___/2

☐ You can see exactly how many active prospects and open beds you have right now ___/2

☐ You can trace every resident back to their referral source (treatment center, family, web, etc.) ___/2

AUTOMATION   max 6 points

☐ Prospects who say "I need to talk to my family" get automated follow-up on days 1, 3, and 7 ___/2

☐ When a house manager is off, the system handles new inquiries without gaps ___/2

☐ Intake forms are digital and feed directly into your resident management system ___/2

ACCOUNTABILITY   max 4 points

☐ You have an automated review request system tied to move-in or milestone dates ___/2

☐ Your house could process new intakes for 2 weeks without you personally handling them ___/2

TOTAL: ___/20

0–7: **CRITICAL**   — You're losing residents to houses with better intake systems

8–14: **AT RISK**   — Gaps are costing you 20–30% of potential bed fills

15–20: SOLID   — You're ahead of most sober living operators

Want us to fix the gaps? Book your system mapping: alignlay.com