Appendix B – Agency Self-Assessment Tool Template

**(**     **) VR Quality Assurance System Plan**

| **QA System Component** | **Best Practices** | **Activities/Tasks to Operationalize** | **Time Period** | **Staff Responsible** | **Additional Notes** |
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| **Clearly Communicated Mission, Vision and Values** | Staff, consumers, SRC members, employers, and other community partners and stakeholders are able to verbalize the mission, vision, and values and understand the relationship of those statements to the daily work of the organization. |  |  |  |  |
| The Strategic Plan is developed with input from the state SRC and staff and is directed at meeting the needs of all stakeholders. |  |  |  |  |
| Staff members at all levels are conversant in the strategic focus of the organization and how they contribute to the organization’s success. |  |  |  |  |
| Agency Added Practices: |  |  |  |  |

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| **QA System Component** | **Best Practices** | **Activities/Tasks to Operationalize** | **Time Period** | **Staff Responsible** | **Additional Notes** |
| **Organizational Goals, Objectives, and Timelines** | The Agency is driven by multilevel, comprehensive strategic planning which clearly defines the Agency’s performance goals and key objectives based upon the Agency’s mission, vision, and values. |  |  |  |  |
| The Strategic Plan is the “Road Map” for the Agency, and includes clearly stated objectives with measureable outcomes, with set timelines and priorities, and measures to progress achievement towards goals. |  |  |  |  |
| The plan is developed with all stakeholders and clearly outlines responsibility for implementation and measurement of progress at all levels. |  |  |  |  |
| Agency Added Practices: |  |  |  |  |

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| **QA System Component** | **Best Practices** | **Activities/Tasks to Operationalize** | **Time Period** | **Staff Responsible** | **Additional Notes** |
| **Measures** | A performance management system for a VR Agency includes a broad range of measures, including outcome and process measures, which are used to indicate interim progress and end results. |  |  |  |  |
| Measures are aligned with program goals and feasible to implement. |  |  |  |  |
| Measures are simple; they can be properly understood and implemented effectively. |  |  |  |  |
| Measures include consumer characteristics. |  |  |  |  |
|  | Agency Added Practices: |  |  |  |  |

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| **Program Evaluation Data Systems** | Data management system reliably stores Agency data and readily allows data preparation for analysis. |  |  |  |  |
| The system includes data validation procedures. |  |  |  |  |
| It allows for integrated data sets that enable more extensive analysis. |  |  |  |  |
| There are effective security protocols, roles, and rules. |  |  |  |  |
|  | A data dashboard is provided that relays data at the user level. |  |  |  |  |
|  | Agency Added Practices: |  |  |  |  |

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| **QA System Component** | **Best Practices** | | | **Activities/Tasks to Operationalize** | | **Time Period** | | **Staff Responsible** | **Additional Notes** |
| **Analysis of Data** | Validate data (to extent possible) for correctness and completeness. | | |  | |  | |  |  |
| Develop specific questions to aid in the analysis of data. What are you trying to understand? | | |  | |  | |  |  |
| Re-evaluate collection of data periodically to ensure that what is collected is valuable to the program. | | |  | |  | |  |  |
| Maintain awareness of developments and enhancements regarding analytic and statistical software, tools, methods and best practices as they relate to VR performance management, including staff training and professional development. | | |  | |  | |  |  |
|  | Develop and maintain working relationships with Information Technology and other information system development staff to ensure the successful implementation and enhancement of web based information systems that allow for effective and ongoing analysis. | | |  | |  | |  |  |
|  | Agency Added Practices: | | |  | |  | |  |  |
| **QA System Component** | | | **Best Practices** | **Activities/Tasks to Operationalize** | | **Time Period** | | **Staff Responsible** | **Additional Notes** |
| **Dissemination** | | | Dissemination practices should assure that all staff have a clear and consistent understanding of the Agency’s quality assurance approaches. |  | |  | |  |  |
| The Agency has a clearly defined and shared dissemination strategy. |  | |  | |  |  |
| Findings are developed and presented in ways that are useful for the intended users and supported to make use of the information. |  | |  | |  |  |
| The information provided includes details of content, context, and resources needed before implementation can be planned in sufficient detail. |  | |  | |  |  |
| Developments in dissemination tools, technology and practices are kept up with. |  | |  | |  |  |
| Agency Added Practices: |  | |  | |  |  |
| **QA System Component** | | **Best Practices** | | | **Activities/Tasks to Operationalize** | | **Time Period** | **Staff Responsible** | **Additional Notes** |
| **Cycle of Continuous Improvement** | | Continuous improvement is integral to the organizational culture at all levels of the organization. | | |  | |  |  |  |
| Changes are not made without stakeholder input, including consumers, families, SRC, VR staff, employers, and community partners. | | |  | |  |  |  |
| Goals are analyzed and revised in the context of mission and values. | | |  | |  |  |  |
| Policy and procedural changes occur in the cycle, but are well considered and implemented strategically and systematically. | | |  | |  |  |  |
|  | | Project management mindset and tools support continuous improvement activities with clearly defined purpose, time parameters and deliverables. | | |  | |  |  |  |
|  | | Success is celebrated. | | |  | |  |  |  |
|  | | Agency Added Practices: | | |  | |  |  |  |

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