 

**Provider Agency Self-Analysis Tool Part II**

**Agency Name and Main Office Address**

**Agency President/CEO**

**Agency Point of Contact**

**Workforce Development**

***Human Resources***

The table below shows the number our agency’s employment, pre-employment and day supports departments and the number of staff positions in each.

| Program or Department | FT DSPs | PT DSPs | Managers | Other Key Staff (name position) | % of time in community |
| --- | --- | --- | --- | --- | --- |
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|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

We have identified the qualities and skills required by staff to fill positions in the agency that are either entirely or primarily focused on competitive integrated employment or community integrated services.

Yes

If yes, what are some of them?

No

If no, how will this be addressed?

Our agency is hiring staff to fill either new or vacant positions that have the skills necessary to facilitate full community inclusion through competitive based employment and meaningful community day support services.

Yes

If yes, how are making this determination?

No

If no, how will this be addressed?

We have changed our agency’s recruitment strategies to attract staff who exhibit the qualities and characteristics needed to implement competitive, employment and meaningful community day services.

Yes

If yes, how?

No

If no, how will this be addressed?

Our agency’s Interview process been enhanced by including questions about values, personal ability to make connections in the community, flexibility in work hours and other skills required to provide high quality community based services.

Yes

If yes, please list the job description titles for which this change has occurred and the briefly describe the change in process.

No

If no, how will this be addressed?

Our Job descriptions have been revised to address the changing expectations for staff.

Yes

For what positions?

What changes have been made?

No

If no, how will this be addressed?

Our orientation process for all staff include a focus on competitive, integrated employment and meaningful community inclusion.

Yes

If yes, please briefly describe.

No

If no, how will this be addressed?

Below is a list of all the training we provide related to competitive, integrated employment and meaningful community inclusion along with the categories of staff (senior managers, middle managers and direct support professionals) who have participated in the training.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Topic | Staff category | Timeframe  Duration of training in hours or days | Follow-up provided? If so, please describe. | Comments |
| Person Centered Planning |  |  |  |  |
| Supported Employment |  |  |  |  |
| Customized Employment |  |  |  |  |
| Community based day supports |  |  |  |  |
| Community based pre-employment supports |  |  |  |  |
| Systematic Instruction  (task analysis & step by step instruction) |  |  |  |  |
| other |  |  |  |  |
|  |  |  |  |  |

The percentage of our annual budget devoted to staff development is:

Our agency has changed the expectations and practice for supervisors as they provide support to our field based staff.

Yes

If yes, describe how.

No

If no, how will this be addressed?

We have instituted a decentralized staffing plan in response to the increasing numbers of people we currently serve primarily in community based services. (Decentralized staffing plan means staff are exclusively or primarily in the community to provide services and are not required to be on-site at a facility operated by the agency every day).

Yes

If yes, please describe.

No

If no, do you anticipate the need for such a plan soon?

What considerations will you have to make to facilitate such a plan?

Our community day and employment staff wages have been changed to reflect their increased responsibility and level of expertise.

Yes

If yes, which positions?

No

If no, do you have plans under consideration?

Employment staff are well versed in Customized Employment and use it extensively.

Yes

If yes, how many job placements were made by your agency using CE strategies in the past 12 months?

No

If no, why not?

Additional Comments

**Results**

***Data and Benchmarking***

We use the following method(s) to record service delivery data:

We maintain the following data regarding employment outcomes, including movement between all employment services and other day services:

We use data collected for benchmarking (measuring current performance against previous performance, e.g., numbers of people per month acquiring jobs now verses a year ago).

Yes

If yes, what are some of the benchmarks set by the agency?

How will progress towards those benchmarks be measured?

No

If not, we have the following plans to address.

***Information Technology***

We have an electronic data-base system for data collection either in the facility or in the field.

Yes

If yes, please describe

No

If no, our staff use the following method(s):

Our agency uses the following strategies to communicate with staff both in the facility and in the field:

Our field based staff have cell phones.

Yes

If yes, are they provided by the agency or are staff compensated for use of their personal phones?

No

If no, are there plans to address?

Our staff use agency issued electronic devices (I-Pads, tablets, smart phones)?

Yes

If so, which? What are the expectations for use?

No

If no, are there plans to address?

Additional comments

**Measurement, Analysis and Knowledge Management**

***Quality Assurance***

We are accredited by an entity external to our state, i.e., CARF, CQI

Yes

If yes, what entity

No

The results of our most recent surveys of quality and compliance by our funding sources were positive regarding community pre-employment and employment services as well as meaningful community day support.

Yes

If yes, please summarize the highlights in a few sentences

No

If no, please summarize the concerns in a few sentences

Our areas of highest quality are as follows:

Our areas where we have some quality concerns are:

Improvements in those areas will be addressed and measured in the following manner:

Individuals served, families, case managers and other key constituents served are surveyed routinely to assess their satisfaction with services provided.

Yes

If yes, describe process, briefly, including how feedback is provided.

No

If no, how will this be addressed?

Staff is surveyed routinely to assess their satisfaction with their jobs, the support they receive from the agency and their training needs.

Yes

If yes, describe process, briefly, including how feedback is provided.

No

If no, how will this be addressed?

We have a designated position at our agency that oversees quality.

Yes

If so, what is that position?

No

If no, who is responsible for the oversight of quality?

We assure quality within our agency using the following strategies:

We use data and quality assurance activities to establish longer term agency benchmarks and measure performance against them, e.g., % increase in people served by the agency 75% of the time in community based serves.

Yes

If yes, provide an example.

No

If no, how will you begin to address?

We use knowledge gained from data and quality assurance analysis to update our strategic or business plans on a routine basis.

Yes

If yes, how are those updates shared with stakeholders?

Do they provide information which will promote continued support from constituents?

No

If no, how will you address?

**Summary**

Based on our analysis and knowledge of our agency, we see the following opportunities for increasing competitive, integrated employment, community based pre-employment services and meaningful community based day supports:

Correspondingly, we see the following as the challenges:

Based on this analysis and other knowledge of our organization we believe we need support in the following areas to best assist us as we move forward.