

Person Centered Organization Agency Wide Assessment

The following statements relate to the business, program, leadership and management practices used within your organization. This assessment is designed to evaluate your organization's effective implementation of person centered practices. Please read each of the statements below and record your response using this scale:

- | | |
|----------------------|-------------------|
| 1 Strongly Disagree | 4. Agree |
| 2 Disagree | 5. Strongly Agree |
| 3. Slightly Disagree | |

	Statements	RESPONSE
1	We understand how to discover what is important to people with disabilities and their families.	
2	Accurate information is shared with all employees in a timely manner (staff know what they need to know when they need to know it.)	
3	Our meetings are designed to make the best use of our time and are productive for all members.	
4	Our leadership promotes active participation of all employees in setting and implementing our organization's vision and values.	
5	Employees believe they are listened to by their supervisors; they know their perspectives count.	
6	Our organization, including all employees, volunteers and directors, actively and routinely engage with people with disabilities.	
7	The supervisors in our agency encourage learning at all levels of the organization.	
8	Our business plan includes goals related to meeting our partners' and stakeholders' expectations.	
9	Leadership of our agency provides frequent, clear communication to our employees.	
10	Employees are provided opportunities to use their talents every day.	
11	Our agency uses a formal structure to regularly determine the satisfaction levels of all key stakeholders. (employees, people with disabilities, families, other partner agencies)	
12	Our agency has a process in place to assure employee's annual learning plan matches their unique interests and skills	
13	Our organization's mission clearly promotes practices which support people with disabilities in attaining the life they desire.	
14	Leadership team members are accessible to our employees, to the people who use our services, family members and other stakeholders.	
15	Our agency asks employees what is important to them and acts on the information.	
16	People with developmental disabilities and family members provide valuable input into our organization's key decisions.	
17	Our organization values the continuous sharing of learning among and across all departments.	
18	We design our processes to meet the expectations of people with developmental disabilities and other key stakeholders of the DD system in our state.	

19	Leaders assure that strategy and goals of the organization are set with input from employees, people with disabilities, family members, and other stakeholders.	
20	Clear roles and responsibilities exist regarding how our agency engages in person centered practices.	
21	Support for building respectful and trusting relationships between people who provide direct support (in our agency and our community) and the people they support are priorities in our organization.	
22	Our agency sets goals each year related to organizational and individual learning.	
23	We regularly evaluate the performance of our organization to determine how well we meet our stakeholders' expectations and to identify opportunities for improvement.	
24	Establishing strong collaborative partnerships with community organizations involved in providing supports and services is a priority of our leadership team.	
25	Our organization views direct support professionals as experts in issues affecting people with disabilities.	
26	Supporting people with developmental disabilities to actively engage and be fully included in their communities is a priority of our activities.	
27	All employees are supported to make sure we share the information needed to assure we deliver high quality services.	
28	As an organization, we value partnerships and collaboration with other key stakeholders involved in supporting people with disabilities.	
29	Leaders clearly demonstrate recognition of, and appreciation for, the efforts and contributions of our employees and volunteers.	
30	The structure used to set the organization's goals actively includes input from employees based on what they have learned by interacting with people with developmental disabilities in our state.	
31	The majority of our staff spend time with people with developmental disabilities on a routine basis.	
32	Our organization utilizes a mentoring/coaching approach to all supervision.	
33	Our Board understands and uses person centered practices to guide and direct our organization.	
34	Leadership and supervision is delivered in a manner that is seen as valuable throughout the organization.	
35	Employees are provided opportunities to learn new skills that match their interests and talents.	
TOTAL		

OVERALL SCORE:

35 - 70 Significant opportunities exist in this organization to increase person-centered practices

71-105 The organization focuses somewhat on person-centered practice; there is more to do.

106 - 145 This organization is on its way! Keep the focus on continuing the momentum!

146-175 This organization routinely demonstrates person-centered services

Category Scoring:

SECTION A	SECTION B	SECTION C	SECTION D	SECTION E
1.	2.	3.	4.	5.
6.	7.	8.	9.	10.
11.	12.	13.	14.	15.
16.	17.	18.	19.	20.
21.	22.	23.	24.	25.
26.	27.	28.	29.	30.
31.	32.	33.	34.	35.

total:

Score

Section A: Customers/People with Disabilities

Section B: Learning and Knowledge Management

Section C: Business Process

Section D: Leadership

Section E: Employee Focus

Specific Focus Area Scores

0-14

Many opportunities to improve exist in this area.

15-21

The organization performs at minimum standards for this area.

22-28

This area is a strength for the organization.

29-35

The organization excels in this area of person centered practice.

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