

Department of Children and Families
Credentialed Provider Self-Assessment Tool

Provider's name:

Date:

It is Department's hope that this Assessment Tool/questionnaire will help you to assess how your organization is performing in relation to specific components of services delivery, affirm strengths, and discover weaknesses. It can possibly help to identify needs you may have for technical assistance.

The document is not intended to be linear, therefore, the Department encourages you to refine goals and to examine the questions that hold the most meaning for you/your organization.

Organizations can respond in one of four ways to each indicator:

1. **Met** - All indicators marked as "Met" demonstrate that the organization has fulfilled an essential management need. However, the organization should review these indicators in the future to be sure that their management remains healthy in view of the many internal and external changes which constantly occur in all organizations.
2. ***Needs work** - An indicator that is marked as "Needs Work" implies that work has been done towards achieving this goal. The organization is aware of the need for this indicator, and is working towards attaining it.
3. ***Not Met** - the organization has not met, nor is working on this indicator presently, but will address it in the near future to meet a requirement
4. **N/A** - Indicators marked as "N/A" can mean several things, including:
 - the indicator is not applicable to the management operations of this organization
 - the organization is not sure of the need to meet the requirements of this indicator
 - the organization has not met, nor is working on this indicator presently, but may address it in the future

*** If the answer is "Needs work" or "Not Met" please add indicators and follow-up steps**

1. **The organization has written policies, procedures, and practices in place to include the requirement established in the Credentialing Provider Agreement(s):**
 - a. Prohibiting the use of physical restraint
 - b. Training in abuse and neglect prevention and reporting (i.e Mandated Reporter Training)
 - c. Child safety and Well being
 - d. How to address potential unsafe child behaviors
 - e. Reporting and follow up procedures
 - f. Refrain from using state resources to market services
 - g. Follows services rate guidelines

Choose an item.

h. Indicators and next steps: _____

2. The organization has policies, procedures, and practices in place to facilitate appropriate supports:

- a. Meetings are used to effectively make decisions and accomplish important tasks
- b. Recognizes and appreciates staff efforts and skills they bring to the organization
- c. Has a system to evaluate employees and provide feedback on their work performance.
- d. New staff are oriented to their tasks and are given a written description of their responsibilities
- e. Has identified and used community resources that provides information and services to people being served.

Choose an item.

f. **Indicators and next steps:** _____

3. The organization's mission reflects a commitment to individualized supports and services:

- g. Has clear mission statement that commits to the importance of supporting people to achieve personal outcomes, including but not limited to expressing their unique cultural identity, exercising rights, experiencing respect and dignity and leading a healthy and safe lifestyle to the greatest extent possible?
- h. Organization's goals are clearly stated
- i. Has basic demographic information (e.g. ethnicity, race, and primary language spoken) to assist and determine the cultural and linguistic needs to the people being served.
- j. Administrators demonstrate a leadership commitment to individualizing support and services and developing a culturally competent workforce
- k. Staff shows acceptance for personal religious or spiritual practices
- l. Staff and/or children and families are allowed to speak their native language anywhere

Choose an item.

m. **Indicators and next steps:** _____

4. The organization values the opinion of the people being served

- a. Has systems in place to elicit and respond to feedback from individuals and families regarding the quality of their services and supports
- b. Reviews rules, rights and grievance procedures with individuals and families regularly.
- c. Has protocols to respond to complaints by individuals and their families
- d. These protocols are available in languages other than English

Choose an item.

e. **Indicators and next steps:** _____

5. The organization promotes personal dignity and respect

- f. Dignity and respect are addressed in the hiring process, staff development meetings and in activities in which clients participate
- g. Employees are trained in how to support people in a manner consistent with social norms for respect
- h. Interactions between employees and people being served and their families are individualized and respectful of cultural identities and preferences.

Choose an item.

i. Indicators and next steps: _____

6. The organization protects the rights of people

- a. Has ways to support people and their families to learn about and exercise their rights
- b. Employees are trained in rights issues and any specific policies and procedures that support or restrict their ability to exercise their rights
- c. Children and families are informed about how the organization responds to personal crisis (e.g. suicidal statements, violent behavior, etc.)

Choose an item.

d. Indicators and next steps: _____

7. Privacy and Confidentiality

- a. Informs children and families about the extent and limits of privacy and confidentiality (kinds of records kept, where/who has access, when obligated to make reports to police and/or DCF)
- b. Established boundaries -staff only talk about people being served at the appropriate settings/meetings
- c. Work across systems: Has implicit or explicit rules and norms to govern sharing information across and within systems e.g. DCF staff, other services providers
- d. Has releases of information to facilitate communication and information sharing

Choose an item.

e. Indicators and next steps: _____

8. Services delivery is based on the following elements:

- a. Personal strengths
- b. Cultural background
- c. Cultural strengths (e.g. world view, role of spiritual, cultural connections)
- d. Social supports - family and community
- e. History of trauma (e.g. physical emotional, neglect, loss)
- f. Quality of relationship with caretaker
- g. Children history of physical health issues
- h. Behavioral triggers
- i. Individuals Goals

- j. Length of service
- k. Progress

Choose an item.

i. Indicators and next steps: _____

9. Quality Improvement

- a. Reviews policies, procedures and practices that contributes to the overall quality of the services and supports
- b. Involves staff in its review of policies and quality review
- c. Involves clients in its review of policies and quality review
- d. Da plan or guide their quality improvement efforts
- e. Quality improvement plan include a focus on the provision or individualized supports and services and developing culturally competent workforce
- f. Provides ongoing staff development opportunities in relation to quality improvement areas identified in their plan
- g. Prepares an annual budget which is monitored to see if expenses and revenues are in target

Choose an item.

h. Indicators and next steps: _____

10. Data:

Is critical that data supports working impressions about a particular system. This data can be statistical or case-base information that identifies where practices do and do not serve the interest of children and families being served.

- a. Existing data collection and analysis support organization needs to identify trends
- b. Data collected about children and families is sufficient to help you meaningfully interpret current practice
- c. Trends are emerging within the data about each service.
- d. Areas of concern have been identified. For example, youth or the Department discontinuing their services before the identified period of time or before the child reaches the noted goals

Choose an item.

e. Indicators and next steps: _____

11. Outcomes

- a. Percentage of children/youth served who met all stated goals
- b. Percentage of children/youth served who demonstrated increase in positive behaviors changes
- c. Percentage of children/youth served who demonstrated increase in positive problem-solving skills to cope with day-to-day stressors
- d. Percentage of children/youth served who demonstrated increase in positive communication skills
- e. Percentage of children/youth served who demonstrated increase in positive family relationships

Choose an item.

f. **Indicators and next steps:** _____

12. Continues Quality Improvement Plan

Based on the self-assessment and other sources:

- a. What are the organization's strengths in providing quality services?:

- b. What are the organization's challenges?

- c. What are the trends that will be the organization's priority improvement areas?