



QUALITY ORGANIZATIONAL SELF-ASSESSMENT

Agency:

DMR Region:

Submitted by:

Date:

Telephone:

Email:

Click On The Drop Down Boxes To Rate Your Agency On A Scale Of 1 – 5 For Each Of The Questions Stated Below:

1	2	3	4	5
Not at all		To a Moderate Degree		To a great degree

The agency mission and organizational structure reflects a commitment to individualize supports and services and assist people being served to achieve an array of personal outcomes.

- 0 Does the agency have a clear mission statement that commits to the importance of supporting people to achieve personal outcomes including, but not limited to, directing their planning process, developing and maintaining important relationships and community connections, expressing their unique cultural identity, exercising rights, experiencing respect and dignity, and leading a healthy and safe lifestyle to the greatest extent possible?
- 0 Does the agency have basic demographic information (e.g. ethnicity, race, and primary language spoken) to assist and determine the cultural and linguistic needs of the people being served including, but not limited to, demographic composition of people being served, demographic composition of agency employees, and a comparison of demographic composition of people being served with the employee composition?
- 0 Does the agency have a Board of Directors, Advisory Committee, or policy-making group that is proportionally representative of people being served, agency employees, and the communities in which agency services are being provided?
- 0 Do agency administrators and managers demonstrate a leadership commitment to individualizing supports and services and developing a culturally competent workforce?

Comments:



The agency has policies, procedures, and practices in place to facilitate individualized and culturally appropriate supports and services.

- 0 Do agency policies and procedures reflect a commitment to individualized and culturally appropriate supports and services?
- 0 Does the agency support people and their family members or guardian/advocate/personal representative to be involved in their planning process to the greatest extent possible?
- 0 Are the individual preferences and desired outcomes of people being served identified and addressed in a culturally appropriate manner in the planning process?
- 0 Does the agency have ways to support people to make decisions and have control over their lives?
- 0 Has the agency arranged to provide materials and services in the primary language(s) of non-English or limited English-speaking people and their families (e.g. agency brochures, service descriptions, policies and procedures, fact sheets, forms, bilingual staff, and interpreter services including sign language?)
- 0 Is the agency maximizing recruitment and retention efforts for employees who reflect the cultural and linguistic diversity of the people being served?
- 0 Does the agency have a voice mail system and/or individuals assigned to answer telephones, during and after hours, who are able to communicate in the language of the speakers? Is there an option for people who are deaf or hard of hearing such as TTY/TTD or access to relay services?
- 0 Has the agency identified and used community resources (e.g. community councils, ethnic/cultural social entities, spiritual leaders, faith communities, voluntary associations) that can exchange information and services people being served, their family members, and support staff?
- 0 Have agency training needs in person-centered supports and cultural competence been assessed and relevant training provided?
- 0 Does the agency have a system to evaluate employees and provide feedback on their work performance?
- 0 Is there a system in place to reward and recognize employee efforts to provide individualized and culturally appropriate services and supports?

Comments:



The agency values the opinions of the people being served and their families.

- 0 Does the agency have ways to elicit and respond to feedback from individuals and families regarding the quality of their services and supports?
- 0 Are people and families asked whether ethnicity/culture and language are appropriately addressed in order to receive culturally competent services?
- 0 Are people involved in the hiring and evaluation of support staff?
- 0 Are individuals and families made aware of how to communicate their complaints and grievances?
- 0 Is there a protocol to respond to complaints by people and their families? Is this protocol available in languages other than English?

Comments:

The agency promotes personal dignity and respect.

- 0 Does the agency use culturally appropriate language and practices that recognize each person as an individual?
- 0 Are interactions between employees and people being served and their families individualized and considerate of cultural identities and preferences?
- 0 Are dignity and respect issues addressed in the hiring process, staff development programs, and in activities in which people participate?
- 0 Are agency staff trained in how to support people in a manner consistent with social norms for respect?

Comments:

The agency protects the rights of people.

- 0 Does the agency have ways to support people and their families to learn about and exercise their rights?
- 0 Have agency employees been trained in rights issues and any specific policies and procedures that support or restrict an individual's ability to exercise their rights?
- 0 Have consumers been trained in rights issues and any specific policies and procedures that support or restrict their ability to exercise their rights?
- 0 Is information about people kept confidential and informed consent obtained prior to disclosure of any personal information?
- 0 Is access to personal advocates and legal advice supported by the agency?



- 0 Are procedures and due process understood by agency employees and the people served and their families?
- 0 Does the agency have a system to monitor how rights issues are addressed?

Comments:

The agency protects people from abuse and neglect.

- 0 Does the agency have a process for the prevention of abuse and neglect?
- 0 Have agency staff been trained in abuse and neglect prevention and reporting?
- 0 Are people supported to learn about how to recognize abuse and neglect and talk with staff or others about any concerns regarding how they are treated?
- 0 Does the agency have appropriate investigation and follow-up procedures in place should there be an alleged instance of abuse and neglect?
- 0 Does the agency have appropriate number of trained abuse and neglect investigators?

Comments:

The agency protects the health, safety, and welfare of people.

- 0 Does the agency have employment screening procedures that minimize unnecessary or unreasonable risk (e.g. references obtained and verified, license/certification verifications, criminal background checks, abuse registry checks?)
- 0 Does the agency promote access to health care that is coordinated, comprehensive and culturally appropriate?
- 0 Are people supported to have access to the same variety and quality of health care services as are available to other people in the community?
- 0 Are supports available for people to understand their health issues and to access needed and culturally preferred health care services?
- 0 Does the agency implement emergency procedures to address fire safety, evacuation, weather and/or natural disasters and address individualized safety concerns in the individual plan?
- 0 Do buildings comply with all applicable accessibility, fire and sanitation codes or regulations?
- 0 Do people living and working in various environments know practices to ensure safety and sanitation?



Comments:

The agency is accountable for people's money and has internal systems that promote fiscal integrity.

- 0 Does the agency have systems in place to assist people to manage their personal funds as independently as possible?
- 0 Are records of all transactions and balances maintained?
- 0 Are people's monies maintained in interest-bearing accounts?
- 0 When requested, are people provided with full disclosure about and access to their personal funds?
- 0 Are there procedures that outline how the agency's finances will be audited and monitored?
- 0 Does the agency use regular financial reports to analyze revenue and expenses for planning and budgeting purposes?
- 0 Is information regarding the agency's financial status shared throughout the organization and with the Board of Directors or Advisory Committee?
- 0 Are eligibility for benefits maintained and appropriate paperwork filed for people served?

Comments:

The agency implements a program for ongoing quality improvement.

- 0 Does the agency regularly examine the organizational structure, policies, procedures, and practices that contribute to the overall quality of their services and supports.
- 0 Are individuals, family members, and agency staff involved in quality review and improvement activities?
- 0 Is there a process by which the agency uses what is learned through ongoing assessment to enhance and improve the quality of services and supports provided?
- 0 Does the agency develop a plan to guide their quality improvement efforts? Does the agency quality improvement plan include a focus on the provision of individualized supports and services and developing a culturally competent workforce?
- 0 Does the agency provide ongoing staff development opportunities in relation to quality improvement areas identified in their plan?

Comments:



Rating Key:

Strengths = #4 and #5

Priority Issues and Concerns = #1 and/or #2

Needs Improvement = #3

**CQI Plans should be developed for Priority Issues and Concerns = #1 and/or 2 and
Needs Improvement = #3 Items**