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| Compliance – Based  Key Element: Check List | | | Advanced Compliance – Based  Key Element: Process Change | | Competency – Based  Key Element: Agency Change | |
| Organizational Assessment | | | | | | |
| Level 1 | Level 2 | Level 3 | | Level 4 | Level 5 | Level 6 |
| * Provides basic/minimal orientation * Follows old policies and procedures * Connected to a pool of workers | * Level 1 plus… * Trains staff in fundamental operational skills * Defined agency culture and incorporates WFD values | * Levels 1-2 plus… * Has the tool/ability to assess fundamental skills * Knows what each job role should be competent in * Identifies WFD mission/vision statement * Competency recruitment processes in place * Has a company culture identified and implemented | | * Levels 1-3 plus… * Train staff in job specific dimensions & skills * Actively implements agency culture * All Staff are equipped with the technology to perform their jobs * Implements employee retention initiatives | * Levels 1-4 plus… * Train staff in skills for handling complex conditions * Coaching and mentoring of staff to increase competencies * Supervisor Development | * Levels 1-5 plus… * Competency job descriptions * Competency interview process * Competency assessment tools developed and utilized * Competency based program in place and utilized for new staff members * Competency assessment/performance tools utilized * Individual staff development plans utilized * Career Ladders established |