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|  Compliance – BasedKey Element: Check List |  Advanced Compliance – BasedKey Element: Process Change |  Competency – BasedKey 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
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