

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
<ul style="list-style-type: none"> <li>❖ Provides basic/minimal orientation</li> <li>❖ Follows old policies and procedures</li> <li>❖ Connected to a pool of workers</li> </ul>	<ul style="list-style-type: none"> <li>❖ Level 1 plus...</li> <li>❖ Trains staff in fundamental operational skills</li> <li>❖ Defined agency culture and incorporates WFD values</li> </ul>	<ul style="list-style-type: none"> <li>❖ Levels 1-2 plus...</li> <li>❖ Has the tool/ability to assess fundamental skills</li> <li>❖ Knows what each job role should be competent in</li> <li>❖ Identifies WFD mission/vision statement</li> <li>❖ Competency recruitment processes in place</li> <li>❖ Has a company culture identified and implemented</li> </ul>	<ul style="list-style-type: none"> <li>❖ Levels 1-3 plus...</li> <li>❖ Train staff in job specific dimensions &amp; skills</li> <li>❖ Actively implements agency culture</li> <li>❖ All Staff are equipped with the technology to perform their jobs</li> <li>❖ Implements employee retention initiatives</li> </ul>	<ul style="list-style-type: none"> <li>❖ Levels 1-4 plus...</li> <li>❖ Train staff in skills for handling complex conditions</li> <li>❖ Coaching and mentoring of staff to increase competencies</li> <li>❖ Supervisor Development</li> </ul>	<ul style="list-style-type: none"> <li>❖ Levels 1-5 plus...</li> <li>❖ Competency job descriptions</li> <li>❖ Competency interview process</li> <li>❖ Competency assessment tools developed and utilized</li> <li>❖ Competency based program in place and utilized for new staff members</li> <li>❖ Competency assessment/performance tools utilized</li> <li>❖ Individual staff development plans utilized</li> <li>❖ Career Ladders established</li> </ul>