

Agency Assessment Tool

For Literacy and Basic Skills Agencies

Assessment Steps	Guide Pages
1. Understanding Results	5- 7
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Notes:

1. This Tool can be used on its own or can be incorporated into existing self-assessment and continuous improvement processes already in place in your organization. The accompanying 'Agency Assessment of Organizational Capacity Guide' is a resource providing more detailed instructions and examples to support the use of the Agency Assessment Tool.
2. Steps 1-3 are performed during your initial assessment. Step 4 is to check progress on the improvement plans identified in Step 3. This is normally repeated every 3 months after the initial assessment process is completed.
3. The focus of self-assessment is on an agency's own results vis-à-vis its own targets. Progress is measured by continuous improvement in those results. Provincial targets are provided as reference points.

STEP I Understanding Results (Guide pages 5-7)

Performance Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
<i>Effectiveness</i> Status at exit	70% in E + FE/T + V		Available off biz plan	Available off Activity Report	%	
<i>Effectiveness</i> Lost contacts	< 12% at exit		"	"	%	
<i>Efficiency</i> # of learners	51,000		Available of Schedule B			
<i>Client satisfaction</i> Learner Satisfaction Rate	85%		Available off biz plan	Available off last LSS report	%	
<i>Client Satisfaction</i> LSS completion Rate	N/A				%	
	A	B	C	D	E	F

*for future use

1. Determine the variation of your actual result from target in Column E as a positive or negative percentage.
2. Next, rank the order of your organization's performance in Column F: the best achievement ranked first and the poorest ranked last.

THE VITAL FEW: (Place these in the First Column in Steps 2 - 4)

Strength	
Area for Improvement	
Area for Improvement	

STEP II Understanding Cause Summary (Guide pages 8-9)

First list the “vital few” (i.e. one strength and two areas for Improvement identified in Step I). From the list of probable causes identified from your exercises, select 3 for each strength and improvement area over which you have control.

Vital Few from Step 1	Probable cause(s)
Strength	1.
	2.
	3.
1st Area for Improvement	1.
	2.
	3.
2nd Area for Improvement	1.
	2.
	3.

STEP III Plan for Improving Results Worksheet (Guide pages 10-11)

Vital Few from Step 1	Agency Current Result	Desired Outcome (i.e. Agency Target)	Milestones*	Steps in the Action Plan
Strength			<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • • •
1 st Area for Improvement			<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • • •
2 nd Area for Improvement			<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • • •

* Reference the example in Step III of the Guide to calculate

STEP IV

Reviewing and Adjusting Action Plans Worksheet (Guide pages 11-12)

Vital Few from Step I	Milestone Target	Current Result on Milestone	% Fulfillment of Milestone (B) ÷(A)	Cause(s)	Adjusted Action Plan (New milestones as needed)
Strength			%		
1 st Area for Improvement			%		
2 nd Area for Improvement			%		
	A	B	C		