

# A Diagnostic Checklist of Agency Health

## I – Clear Goals and Objectives

1. We know where we are headed as an agency and have a clear vision of how we are going to get there.
2. We have concise goals and objectives that are clearly understood by everyone in our agency.
3. We have action plans and strategies for achieving our goals and objectives.
4. We monitor our progress towards our goals and objectives when necessary.
5. Other organizations in the community understand where and how our agency fits into the overall provision of service for the community.

## II – Understand the Environment

1. We monitor local, provincial and national trends that affect our agency and community.
2. We spend time considering community needs and relating our plans and priorities to these.
3. We consult with users and staff before we introduce a change that affects them.
4. Other organizations understand how our agency fits into the overall provision of services.
5. We know who our target audience is, what services they require and how we can reach them.

Yes	No	Needs Improvement

### III – Plan

1. Our plans clearly identify objectives, tasks, who will do what and target dates for review and completion.
2. Our agency has a good track record of taking new ideas and seeing them through to implementation.
3. When considering the expansion or elimination of services, we carefully consider the financial, staffing, user implications and other important issues.
4. We talk to other organizations like ours to share ideas and compare plans.
5. People's efforts are co-ordinated.

### IV – Problem Solving

1. When faced with a problem our agency responds quickly with an appropriate solution or course of action.
2. People work together on finding the best solutions to our problems.
3. People openly discuss their successes, problems and even their failures.
4. Our agency is interested in identifying and solving problems, not attaching blame.

### V – People are Important

1. People feel they are valued members of this agency. Their contribution is important.
2. There are trusting and respectful relationships between people and groups in this agency.

Yes	No	Needs Improvement

3. When new staff join, they are provided with an in-depth orientation to our agency. They are made to feel part of the team.

4. Our agency provides a learning environment in which people get support, encouragement and feedback.

5. We encourage all members to further develop their skills and we make developmental opportunities available to them.

**VI – Evaluate**

1. Each year we review the previous year's accomplishments and disappointments and identify areas requiring improvement.

2. We regularly monitor our various programs, services and facilities to ensure that they are meeting community needs effectively.

3. Budget, staffing, program and other reviews are done on a regular basis.

4. We monitor our progress towards our goals and objectives and make adjustments when necessary.

5. Members of the community are frequently asked for opinions on things our agency can do to improve its services.

Yes	No	Needs Improvement

Adapted from: Operational Reviews *Path to Organizational Fitness* Ontario Ministry of Tourism and Recreation