

Planning and Program Management Review

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 and make adjustments when necessary.
5. Other organizations in the community understand where and how our agency fits into the overall provision of service in the community.

II – Understanding the Environment

1. We monitor local, provincial and national trends that may 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. 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 financial, staffing and user implication, plus other important issues.

4. We talk to other organizations like ours to share ideas and compare plans.

5. People’s efforts are co-ordinated. Roles and responsibilities are clear.

IV – Problem Solving

1. When faced with a problem, our agency responds on a timely basis, with an appropriate solution or course of action.

2. People work together on finding the best solutions to our problems.

3. People provide each other with adequate information for problem solving.

4. People openly discuss their successes, problems and even their failures.

5. Our agency is interested in identifying and solving problems, not attaching blame..

Yes	No	Needs Improvement

V – 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 effectively meeting community needs.
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