**Step 1. Agency Assessment**

Goal: To identify areas of strength and opportunities for growth within the agency.

*Introduction*

There are two important parts within the *Agency Assessment.* The first part assesses the services that are offered within your agency. This part will ask specific questions about what services are being delivered, the quality of services, and the extent to which services are meeting client needs. The second part assesses agency factors that impact the delivery of services. This includes questions about the level of communication, trust, and openness in the agency, how willing the agency is for change, and staff attributes and attitudes. These factors can influence the success or failure of implementing a research-based treatment.

Information is gathered from clinical staff to get a comprehensive assessment of the agency. There are three versions of the *Agency Assessment* specific to different roles within an agency.

* Agency Leader Version (15-20 minutes): To be completed by executive decision-makers who have the authority to decide what treatments or changes should be implemented within the entire agency.
* Supervisor Version (30-45 minutes): To be completed by individuals whose primary role is to supervise providers that work directly with clients with ASD.
* Direct provider (30-45 minutes): To be completed by practitioners who deliver services to clients.

It is important for each staff member who fits into one of these three roles to complete the *Agency Assessment*. This will allow the ACT SMART facilitator to get the most comprehensive information about the agency. Also, by ensuring that each staff member completes the assessment, the ACT SMART facilitator will be able to identify agency needs and match these with potential research-based treatments and recommendations.

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| **PHASE 1** | *Individuals Involved* | *What is to be Done* | *Time Commitment* |
| **Step 1:**  Agency Assessment | * Agency leaders * Supervisors * Direct Providers | * Complete online assessment | * 15-20 minutes for agency leaders * 30-45 minutes for supervisors and direct providers |
| **(Optional):**  Assess Caregiver/Consumer Satisfaction | * Either caregivers of clients with ASD or consumers with ASD (if applicable) | * Complete brief satisfaction questionnaire | * 5 minutes to complete brief questionnaire |
| **Step 3:**  Receptivity to New Treatment | * Agency leaders * Supervisors * Direct Providers | * ACT SMART facilitators analyze the data and write up feedback reports * Feedback meetings with agency leaders, supervisors, and direct providers will be led by ACT SMART facilitators | * 10-30 minutes for each feedback session |

*Steps to Completion*

***Tip***

Staff who play more than one role in their agency should complete the evaluation version that corresponds to their primary role at your agency.

1. **Determine which staff are eligible to complete the *Agency Assessment*.** All agency leaders, supervisors, and direct providers are eligible and should be encouraged to participate. However, administrative staff and training coordinators who do not deliver services or supervise providers should not complete an Agency Assessment. Your ACT SMART facilitator can help to determine which staff are eligible.
2. **Provide the ACT SMART facilitator with your staff’s information.** It would be helpful to provide the ACT SMART facilitator with names, email addresses, telephone numbers, and roles of all staff eligible to complete the Agency Assessment. We recommend the ACT SMART facilitator join your next staff meeting to collect this information. Another option is to have someone within your agency gather this information and email it to the ACT SMART Facilitator. The ACT SMART team will coordinate and distribute the Agency Assessment. It can also be helpful to provide an organizational chart so your ACT SMART facilitator can see the structure of your agency and have a better understanding of the structure within your agency.
3. **Encourage your staff to complete the online assessment**. Once the ACT SMART team has sent the assessment to your staff, please encourage your staff to complete it. The Agency Assessment will be open for 4 weeks from the date that we distribute the survey by email. We have been told that this length of time is optimal for Agency Leaders and Supervisors; however, it may be best that Direct Providers complete it more immediately (within 2 weeks).
4. **Optional: Assess caregiver/consumer satisfaction.** The goal of including this optional brief survey is to identify caregivers’ or consumers’ satisfaction with the services they or their children are receiving from the agency, and to evaluate the extent to which these services are meeting their needs or the needs of their children. The *Caregiver/Consumer Satisfaction Questionnaire* is a brief questionnaire designed to gather feedback from caregivers and consumers about their satisfaction with their provider, the services being provided, and how effective they think the services are. Various methods may be used to collect this data, for example:
   * **Have an “Assessment Week”** where every provider gives a survey and self-addressed, stamped envelope (address to the ACT SMART team) to every one of their clients during the assessment week. Alternatively, if your agency uses tablets then you can have every provider ask every one of their clients to complete an online version of the survey during the treatment session.
   * **Send out surveys through the mail.** The ACT SMART team can provide your agency with envelopes pre-stuffed with surveys and self-addressed, stamped envelopes and labels for you to print client addresses and send out surveys from your agency.