



Worksheet 3a.A3

Competency: Accountability—ROC It!

Creating a Results-Oriented Culture (ROC)

1. How is an outcome orientation reinforced in your agency?

	Yes	No	Somewhat
(a) Is outcome language included in your agency’s mission or vision statement?			
(b) Following the latest round of the CFSR and PIP process, would most agency employees be able to describe the agency’s performance improvement goals?			
(c) Is a results orientation reflected in your employee performance management system?			
(d) Is a results orientation reflected in your recruitment and selection process?			
(e) Is agency performance or outcome data routinely discussed at management, unit, and other meetings at all levels of the organization?			
(f) Are supervisors encouraged to set unit and worker performance goals and to monitor progress?			
(g) Is good performance rewarded?			
(h) Is meeting performance goals celebrated?			
(i) Is your agency continually improving its internal capacity to produce and report data?			
(j) Does your agency know how to turn data into action? For example, can you think of three examples of how the use of data has turned into significant action in the last two years (i.e., changes in policy, practice, distribution of resources, etc.)?			

2. How have you contributed to an outcome-oriented organizational culture?



3. What are the three most important actions you've taken in the last year to "lead for results"?

(a)

(b)

(c)

4. What are the three most important actions you WILL take in the next year to "lead for results"?

(a)

(b)

(c)

Reference

From: Results oriented management in child welfare. Lawrence, KS: University of Kansas School of Social Welfare. (2011). Retrieved April 27, 2013, from <https://rom.socwel.ku.edu/ROMTraining/>

