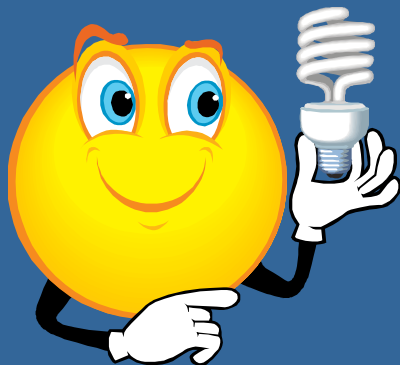


Do you secretly wish your department was more organized?

Would staff pride and teamwork improve your efficiency?

How about more work and less debate on how and why?



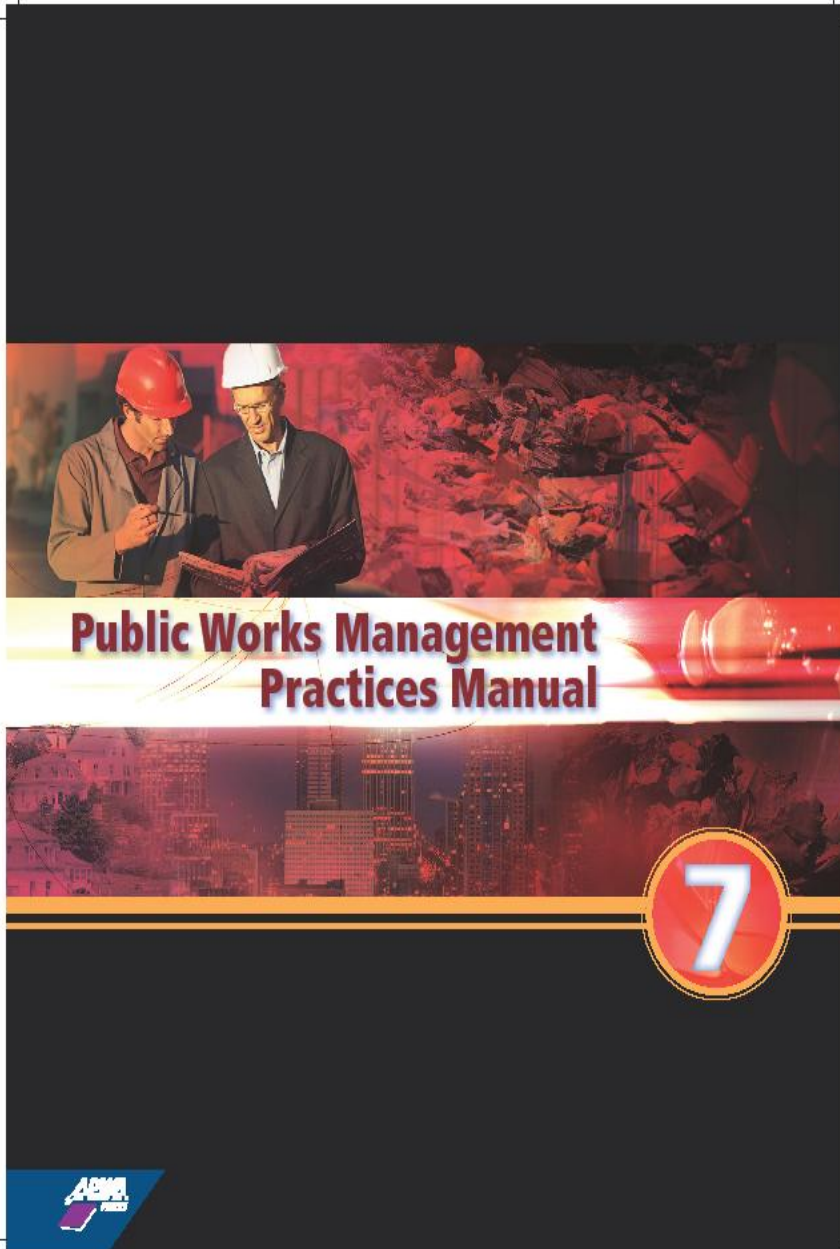
Do you need budget justifications at your fingertips?



The Road to Accreditation

Learning Objectives:

- **UNDERSTAND THE RELATIONSHIP** between the self assessment process and accreditation **Why**
- **KNOW THE BASICS OF SETTING UP** the self assessment information gathering, documentation review, and record keeping **What & Who**
- **HAVE AN IDEA OF THE DEPTH** of information needed to document a practice statement **How**



Self Assessment Process

Using the Manual
to compare your agency's

POLICIES

PROCEDURES

PRACTICES

to

recommended practices

identified by

nationally recognized

public works experts

WHY



Self-Assessment is the cake –
Accreditation is the icing on the cake

WHY

“We are using the Self Assessment / Accreditation to enhance performance, increase productivity, clarify budget needs, strengthen employee morale . . .”

H. Reed Fowler, Jr., Director of Public Works,
Newport News, VA (accredited April, 2003)

WHY

Purpose of Accreditation:

To promote and recognize excellence in the operation and management of a public works agency.

Accreditation is ***a commitment to continuous improvement*** in the delivery of public works operations and services.

We are assessing where we are, where we are going, and how we can do things better

and how we can do things better

WHY

Why are we doing this to ourselves?

- To prove to ourselves, citizens, and elected officials we are providing the most cost effective, responsive services
- To resolve discussions and move forward
- To identify duplication and wasted effort
- To aid succession planning
- To clarify roles and expectations
- To affirm the good work we do every day

WHY

What do we get?

Among other things,

- A “real time” measurement of how we are doing things now
- A clear path for improving our processes
- Written policies providing consistent direction to employees
- Reports that summarize information for use in budgeting or in responding to citizens’ requests
- Better communication throughout the department

WHAT

What are we doing?

Comparing ourselves to
RECOMMENDED PRACTICES –

**We ARE NOT comparing ourselves
to measurable standards**

WHAT

RECOMMENDED PRACTICES

Hundreds of Public Works professionals have contributed to the development of 546 “Practice Statements” policies and procedures strongly recommended for any Public Works Department.

EXAMPLES OF CHAPTERS: Strategic Planning, Safety, Engineering Design, Traffic Operations, Storm Water Mgmt

- The “Practice”

- The Statement in **BLUE** type details exactly what must be provided.

- * It is MANDATORY that every facet of the practice be addressed in your documentation.

- The “Description”
 - The **BLACK** type provides background information as to what might be considered and/or included in the documentation to ensure compliance.
 - * It is NOT MANDATORY that every facet of the practice be addressed in your documentation.

Individual Practice Status Report (IPSR)

1 Organization and Strategic Planning > 1 . 1 Mission, Vision, and Value Statements

Statements are developed which define the agency's mission, vision and values. These statements are submitted to the legislative or administrative body overseeing the agency and reviewed periodically to ensure consistency with over-all strategic or general plans.

The agency's mission statement is a concise description of the fundamental purpose for which the agency exists. This statement answers the questions of why the agency exists, what services are provided, how services are provided, and whom the agency is serving. Mission statements for fundamental areas (streets, water supply, solid waste management, etc.) may also be developed. Mission, vision and values may be addressed in a single document if the elements are clearly identifiable.

The agency's vision statement describes the vision of the agency's leadership. The role of a leader is to create a vision and set a course for moving toward that dream. Leaders convert dreams into reality. This statement answers the questions of what the leadership of the agency wants to create and where the agency is going.

The agency's values statement establishes the core values that will assist in fulfilling the mission of the agency. This statement answers the questions of what culture the leadership of the agency want to create and how all agency employees are to act. The values are tangible behaviors, which define how each employee is expected to act.

Compliance

Full Compliance

Documentation / Directives

Last modified by Thomas Bruun on 6/3/2010 12:00:00 AM

B <i>I</i> <u>U</u> Verdana 12px
County Vision Statement RICTER Values Department of Public Works Mission & Vision Statements

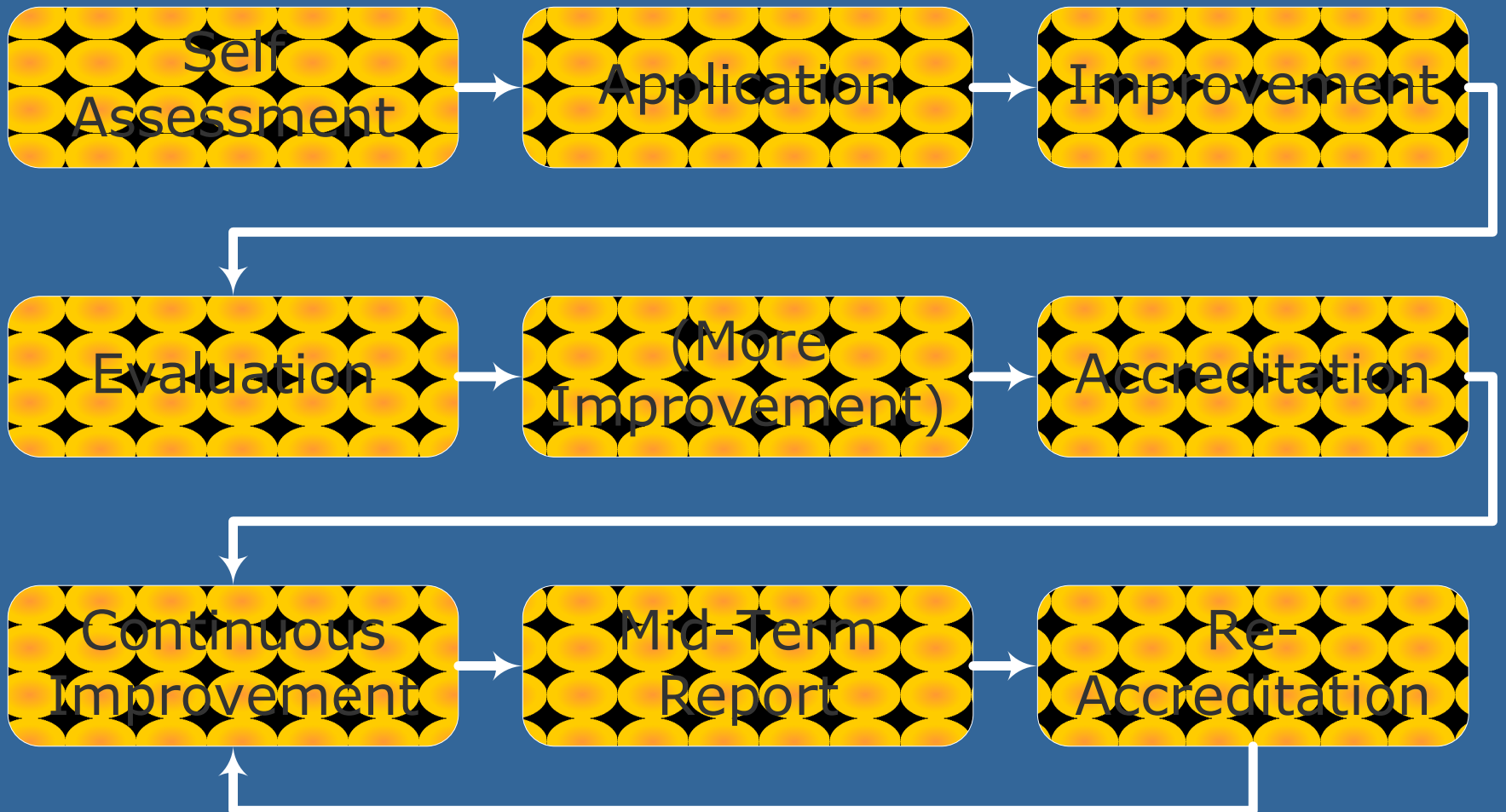
Agency Compliance

Last modified by Thomas Bruun on 6/3/2010 12:00:00 AM

B <i>I</i> <u>U</u> Font Name Real...
The department has implemented mission and vision statements as part of the development of a strategic business plan.

WHAT

The Accreditation Process



Where do you start?

Start with the **PEOPLE**



WHO

Who has the time?

(from "Successfully Completing the Accreditation Process"
presentation by Jacquie Proctor at APWA Congress Sept, 2001)

Staff time looks expensive if you just track it
and you do not track the time wasted by
unresolved problems,
internal conflict,
miscommunication, and
lack of coordination



WHO

1. Select a Project Manager

- Diplomacy, Mutual Respect
- Ability to Organize
- Writing Skills

2. Involve staff from front line to the top

HERE'S HOW WE ORGANIZED

HERE IS WHO WAS INVOLVED

HOW

Four Key Elements

that are crucial to the success of the
Self Assessment Program

- ***Committed leadership all the way to the top,***
- A high degree of employee involvement,
- An organized system of documentation,
- Commitment to improvement

HERE IS HOW WE ASSIGNED PRACTICES

**THIS IS HOW OUR PROCESS
WORKED**

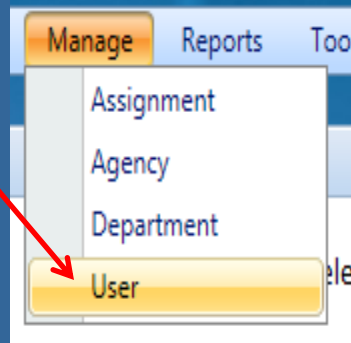
HOW

SET UP A TRACKING SYSTEM AT THE BEGINNING

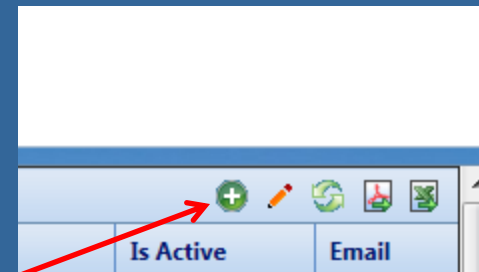


Create your Users

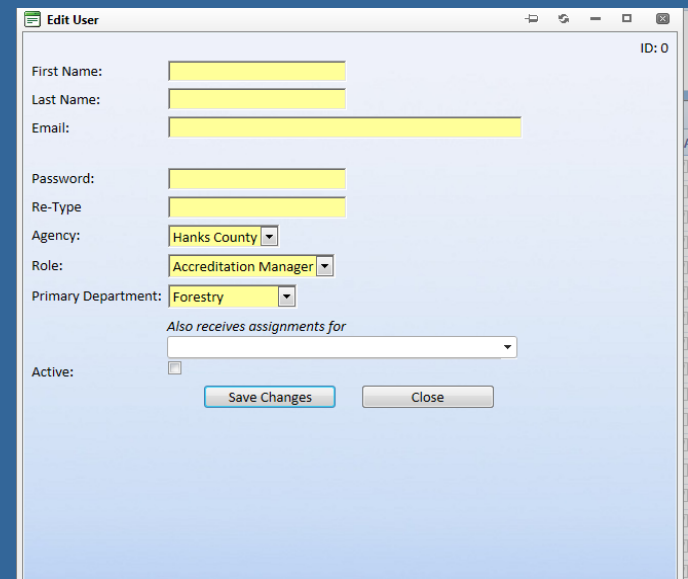
- 1. Choose the Manage Tab and select User



- 2. Click on the Green Icon.

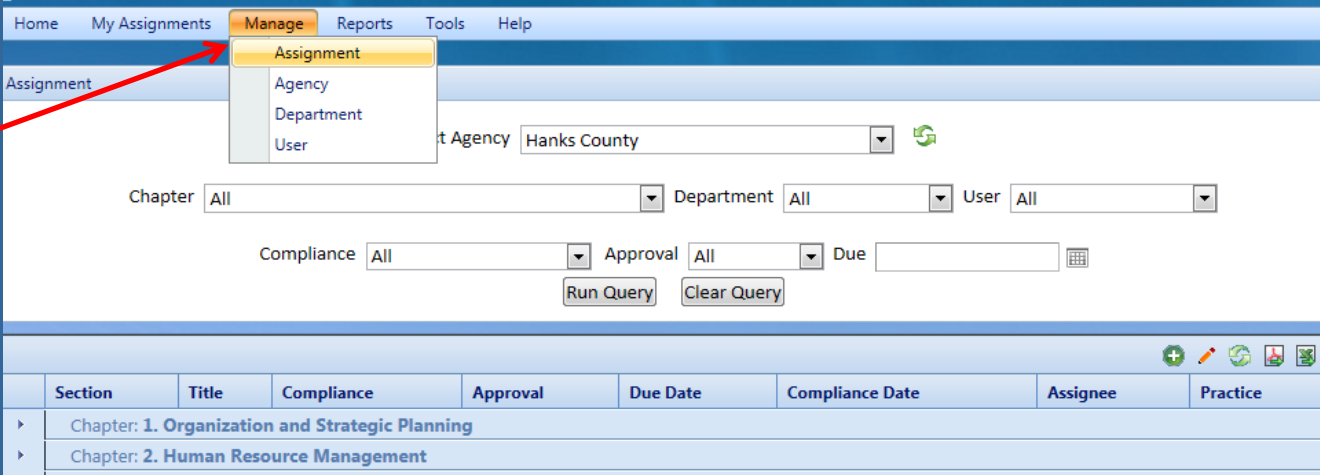


- 3. Enter User information.

A screenshot of the 'Edit User' form. The form contains the following fields: First Name, Last Name, Email, Password, Re-Type, Agency (dropdown menu showing 'Hanks County'), Role (dropdown menu showing 'Accreditation Manager'), Primary Department (dropdown menu showing 'Forestry'), and a section for 'Also receives assignments for' with a dropdown menu. There is an 'Active' checkbox which is currently unchecked. At the bottom, there are 'Save Changes' and 'Close' buttons. A red arrow points from the text 'Enter User information.' to the form.

Choose the Chapter/Task

1.



Home My Assignments **Manage** Reports Tools Help

Assignment

Agency Hanks County

Chapter All Department All User All

Compliance All Approval All Due

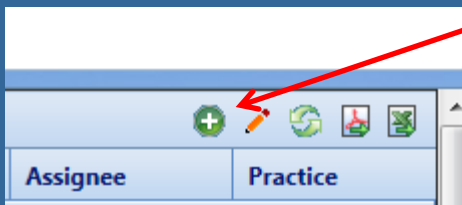
Run Query Clear Query

Section	Title	Compliance	Approval	Due Date	Compliance Date	Assignee	Practice
▶	Chapter: 1. Organization and Strategic Planning						
▶	Chapter: 2. Human Resource Management						

Choose who to assign the task to...

Choose the Green add icon

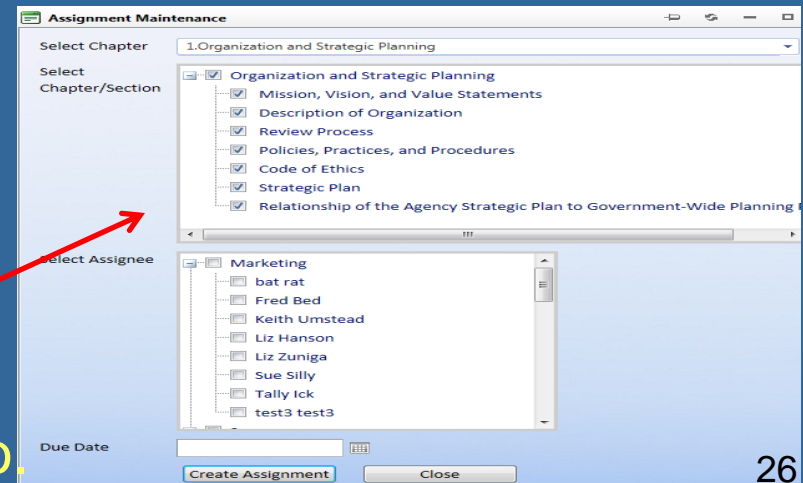
2.



Assignee Practice

3.

Select the Chapter/Practice and who you would like to assign it to



Assignment Maintenance

Select Chapter 1.Organization and Strategic Planning

Select Chapter/Section

- Organization and Strategic Planning
 - Mission, Vision, and Value Statements
 - Description of Organization
 - Review Process
 - Policies, Practices, and Procedures
 - Code of Ethics
 - Strategic Plan
 - Relationship of the Agency Strategic Plan to Government-Wide Planning

Select Assignee

- Marketing
 - bat rat
 - Fred Bed
 - Keith Umstead
 - Liz Hanson
 - Liz Zuniga
 - Sue Silly
 - Tally Ick
 - test3 test3

Due Date

Create Assignment Close

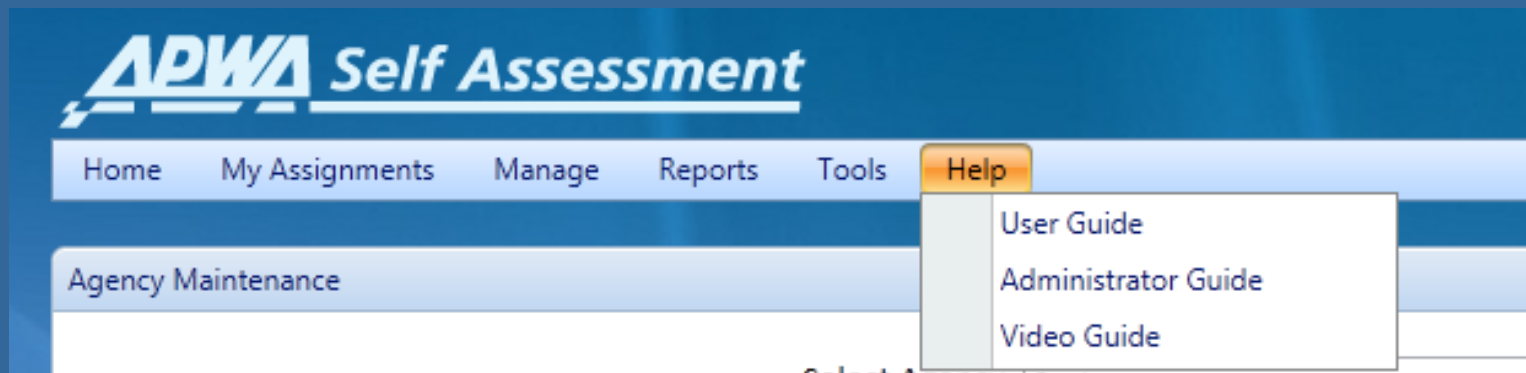
User will log in and be able to view their tasks and begin working

The screenshot displays the APWA Self Assessment web application interface. At the top left is the logo and title "APWA Self Assessment". At the top right, it says "Welcome, Sam Davis" with links for "My Account" and "Logout". Below this is a navigation menu with "Home", "My Assignments", "Manage", "Reports", and "Help". A "User Assignment" dropdown menu is open, showing a table of assignments. The table has columns for "Section", "Title", "Compliance", "Due", and "Approval". The first row shows "Chapter: 10. Planning and Development".

Section	Title	Compliance	Due	Approval
▶ Chapter: 10. Planning and Development				

Step by Step Tutorial

- You can view an in-depth Step by Step tutorial and access the How To Guide by logging into your Agency's account and clicking on the Help Toolbar



Documentation (Formal)

What Do We Mean?

- **Laws/Ordinances**
- **Official Local Policies/Codes/Charters**
- **Intergovernmental Agreements**
- **Union Agreements**

Documentation – Written Policies/Procedures (*Most Desirable*)

- Policies, procedures, rules of how a practice is conducted
- Inter-departmental memos
- Letters
- Computer print-outs
- Job descriptions
- Photos
- Forms
- Budgets
- Logs
- Year-end Reports
- Newspaper Articles

WORKING ON A PRACTICE IN THE SOFTWARE

1 Organization and Strategic Planning > 1.3 Review Process

The agency develops and follows a process for reviewing its organizational mission, structure, operational capabilities, and services.

New responsibilities or services may be assigned to the agency and must be incorporated into its organization. Significant changes in levels of service may also require need for reorganization. The process used to obtain reviews should be described in writing. This description should include plans for implementing proposed revisions. reviewers identify and describe proposed modifications to the organization's mission, vision, and values statements.

Compliance

Full Compliance

Documentation / Directives

Last modified by System User on 8/3/2012 10:12:00 PM

B *I* U **A** Font Name Real...

DPW 01.03 – Policy Referring to Organizational Review

Design Preview

Agency Compliance

Last modified by System User on 8/3/2012 10:12:00 PM

B *I* U **A** Font Name Real...

Policy 01.03 explains the manner in which the department will review and determine its organizational mission, structure, and so on. In such case as the Department should change, policy provides for a way in which the department shall adapt if necessary.

The Public Works Department is determined by the City Commission and City Management. If a change should occur within the organization to include or exclude certain responsibilities currently housed under this organizational structure, the Director of Public Works will call a meeting of the Supervisory Team of the Department and review/discuss the Mission, Vision and Values as they currently stand. If the reorganization changes the mission, vision, and/or values of the Public Works Department, a meeting of the Strategic Planning Committee will be called and a revision made. At the same time, the Director of Public Works and the Division Managers of the newly organized Public Works Department will meet to determine appropriate reporting

Design Preview

File(s)

DPW01_Organization(2).PDF Upload New File Select

RESULTS



Ann Daniels
APWA Director of Credentialing
adaniels@apwa.net
816-595-5223