

# OPERATIONAL RISK ASSESSMENT

## QUESTIONNAIRE



UTAH DEPARTMENT OF  
**HEALTH**  
Baby Watch Early Intervention  
Birth to Three Development

<b>Program:</b> _____	<b>SFY:</b> _____
<b>Systems and Processes</b>	
How frequently do you review and update policy?	
Do you have updated processes & procedures?	
Does your program have a mission statement?	
Does your program conduct monitoring and quality assurance? Describe your process	
Do you conduct a program self-assessment annually?	
Do you engage in continuous improvement planning?	
Do you have a current strategic plan or program goals?	
How many years has your EI program been in operation?	
Do you have other early childhood programs in your organization?	
Has your program been on CAP or a PIP w/in the last several years?	
Have you made progress with the action steps outlined in the QAP?	
Have there been any changes in key personnel (i.e. CEO, COO, CFO, CIO, and Program Director/Manager/Coordinator) w /in the last year?	
Has your organization expanded services w/in the past several years?	
Has your organization experienced rapid growth within the last several years?	
Has your organization experienced restructuring within the last several years?	

Is your program open year round? What are your hours of operation? On average, how many days/week and hours/day do employees typically work?	
Are you familiar with the special provisions section of your contract with BWEIP and do you believe you are meeting all of the contractual requirements?	
Do you and your team have access to technology?	
<b>External Events</b>	
Does your organization have multiple state or federal grants?	
Does your organization receive public and private funding?	
How are employee salaries calculated and what types of incentives are offered annually?	
What is your process for tracking inventory and managing equipment repairs?	
Is your organization involved in a lawsuit or pending legal action?	
Have any members affiliated or employed been accused of immoral or unethical behavior? Do you perceive that unethical or immoral acts are being committed by staff or an affiliate of your organization?	
Are you involved with the ICC?	
What types of outreach, public relations, or child find activities is your organization conducting?	
How are you partnering and supporting the BWEIP and sister Part C programs in the state of Utah?	
<b>People</b>	
Do you engage in succession planning in your organization?	
How frequently are job descriptions updated?	
Describe the professional development opportunities afforded to members of your team.	
Describe the annual employee performance appraisal process in your organization.	
Within the last year, has your organization experienced greater than 10% employee turnover?	

How are employees notified of changes in policy, processes, and procedures? Do you hold routine staff meetings and team meetings?	
What is the average length of employment and education level of the direct service providers employed by your organization?	
Does your program offer a full benefits package to employees?	
Describe how building repairs and maintenance is handled at your site. Have you received feedback from stakeholders about your facilities?	
What types of growth opportunities are afforded to leaders and emerging leaders within your organization?	
Do you have an updated organizational chart? Are there clear lines of authority and responsibility? What is your process for filing a complaint and protecting individuals from retaliation?	
Describe the culture and leadership philosophy within your organization.	
If you are a non-profit, please share with me the bylaws that govern the length of terms served by members of the board of directors.	
What is the process for evaluating performance of high level administrators within your organization?	
If you are a non-profit organization, do you have a board member conflicts of interest policy and disclosure form?	
Tell me who sits on your board of directors?	
Tell me your process for recruiting new members to your board of directors?	
Have you received complaints from customers/families and if so, how are they handled?	