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Practice
UNC School of Social Work

Qualitative Drivers Assessment

Introduction

An organization's infrastructure can ensure the development of skilled staff and a strong organization and system ready to implement a program, practice or strategy (Metz & Bartley, 2012).

An infrastructure assessment will help an organization better understand the current state and identify opportunities for improvement. The assessment should inform development of an implementation plan. For this reason, infrastructure assessments are considered action assessments rather than evaluative instruments. For example, the assessment could be used to drive actions such as changing policy or building data systems. The assessment should never be used to rank or grade organizations.

When assessing infrastructure, the team should consider how all aspects of infrastructure are developed specifically to address the strengths and needs of the focus population in order to ensure successful implementation that advances improved and equitable outcomes for all individuals and families.

Using the questions below, a team can better understand infrastructure strengths and opportunities.

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Qualitative Drivers Assessment

Administration Summary

Date	
Location	
Facilitator	
Participants	
Program/Practice Name	
Brief Description of the Program or Practice	
Administration Notes	

Discussion Questions	Prompts (use only if necessary)
What staff roles are needed for this program/practice/strategy?	• *What skills and competencies are necessary?* • *What key characteristics of staff are most important?* • *What skills and competencies are most challenging to train or coach?* • *How do you select the right people for these roles? What does the search process look like? The interview process?* • *Considering these roles, what challenges have you experienced around recruiting, selecting, and/or retaining the right staff?*
Notes:	
What support do staff need so that they can develop competency and be successful in their roles?	• *What training is needed? What training is currently available?* • *What coaching is needed? What coaching is currently available?* • *What works well to build staff competency? Does this approach support staff of different races, ethnicities, ages, genders, faiths, etc.?* • *What challenges have you experienced training and coaching staff to be successful?*
Notes:	

How does the organization know if it is successful in implementing the program/practice/strategy as intended?	• *What is currently measured or tracked in order to understand whether the program/practice/strategy is being implemented effectively?* • *What else needs to be measured or tracked in order to understand implementation? Are there any potential data sources that can be used for this?* • *What is currently measured or tracked to understand the impact of the program/practice/strategy? What else needs to be measured or tracked in order to understand impact? Are data disaggregated by race/ethnicity and other subpopulation characteristics such as gender and socioeconomic status?*
Notes:	
How are data used for improvement of the program/practice/strategy?	• *What is currently measured or tracked for quality improvement? Are data disaggregated by race/ethnicity and other subpopulation characteristics such as gender and socioeconomic status?* • *What system do you use for quality improvement?* • *What process do you use for quality improvement?* • *How do you support staff in using this system and process?*
Notes:	
What internal administrative practices or operations are necessary to implement the program/practice/strategy effectively?	• *What kinds of processes, procedures and policies are needed?* • *What organizational practices are necessary to implement successfully?* • *What kind of communication internally is necessary?*
Notes:	
What external partnerships are needed to implement the program/practice/strategy effectively?	• *What policies, regulations, or funding requirements could impact your work? Are any of these barriers?* • *What partnerships are necessary for implementation to be successful?* • *How do you build and cultivate these partnerships?*
Notes:	

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