



# ASSESSING NEW PROGRAMS

---

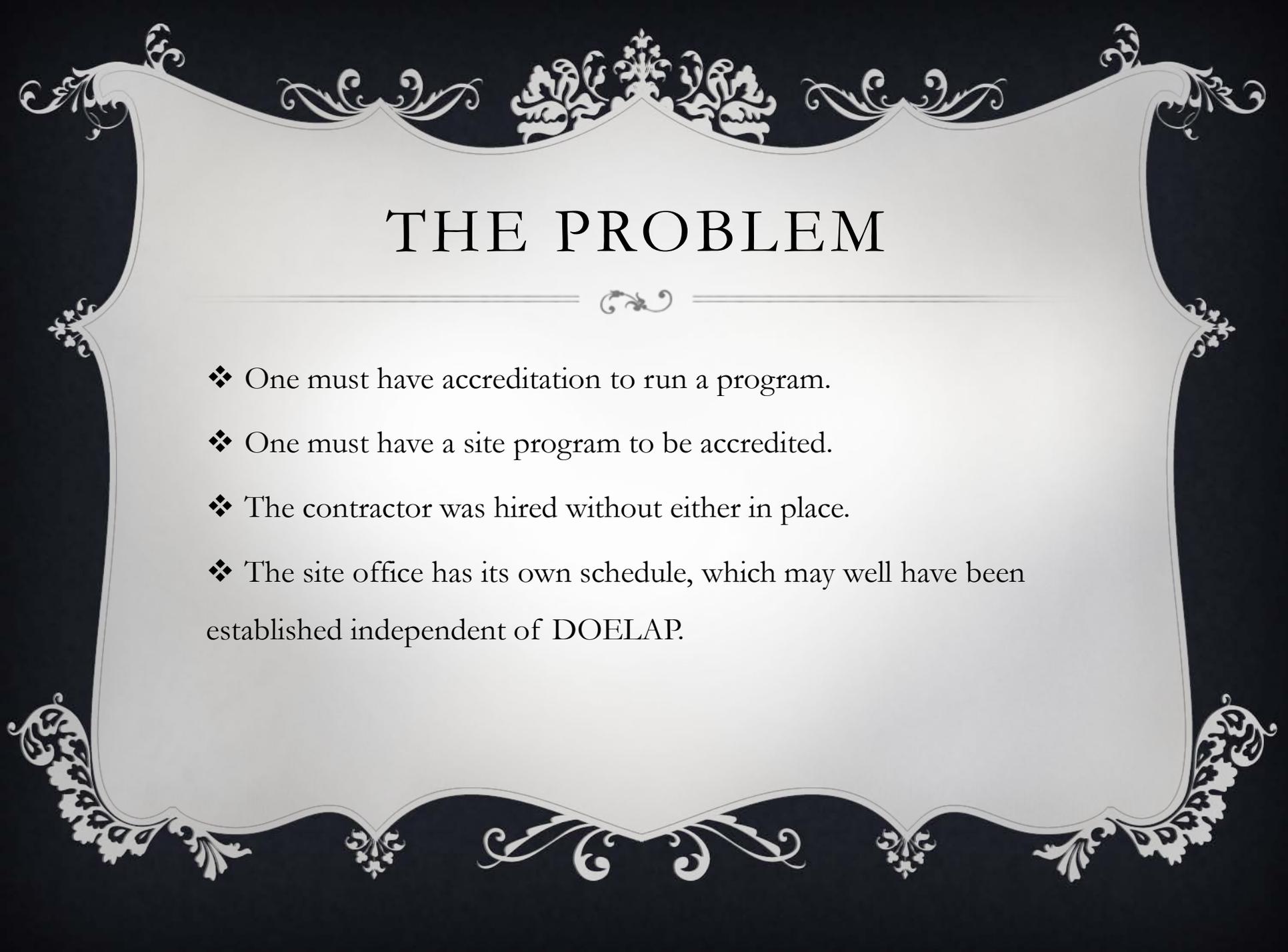
*Or*

*How does one assess something that is not there?*



(C) 2002: NICK LONDON / JOEL COUGHLIN

AND YET THE QUESTION REMAINED:  
"WHO CAME FIRST?"



# THE PROBLEM

---

- ❖ One must have accreditation to run a program.
- ❖ One must have a site program to be accredited.
- ❖ The contractor was hired without either in place.
- ❖ The site office has its own schedule, which may well have been established independent of DOELAP.

# REALITY...

AlmostMakesSense.com

Jameson Shroyer



# GIVEN SCHEDULES...

- ❖ DOELAP assessment schedule may not play into award of contracts.
  - Field Office may award contract on assumption of achieving accreditation
  - Site may be ignorant of accreditation requirements and/or process
  - Contract implementation schedule may be independent of DOELAP
- ❖ Likely much discussion between Site, Contractor, & DOELAP
- ❖ A start-up program may (will) not have all pieces in place at time of normal DOELAP assessments



# MISSING OR IN-PROGRESS AT TIME OF ASSESSMENT?

---

- ❖ Infra-structure
- ❖ Staffing
- ❖ QA Plan, procedures
- ❖ Service contracts
- ❖ Functionality
- ❖ Data



WHAT TO DO?

---

# WHAT TO DO?

An assessment is a picture in time.



A decorative scrollwork border in white on a black background, framing the central text. The border features intricate floral and vine patterns, with a central crest-like element at the top and bottom.

# COLLECT THE INFO (DO THE ASSESSMENT)

---

- ❖ Does the site/contractor know and understand what it needs?
- ❖ Does the site/contractor have a plan to get there?
- ❖ Is the current status of the plan reasonable given when the assessment occurs?
- ❖ Consider carefully what and how you write.
- ❖ Findings: Deficiency, Concern, or Observation?



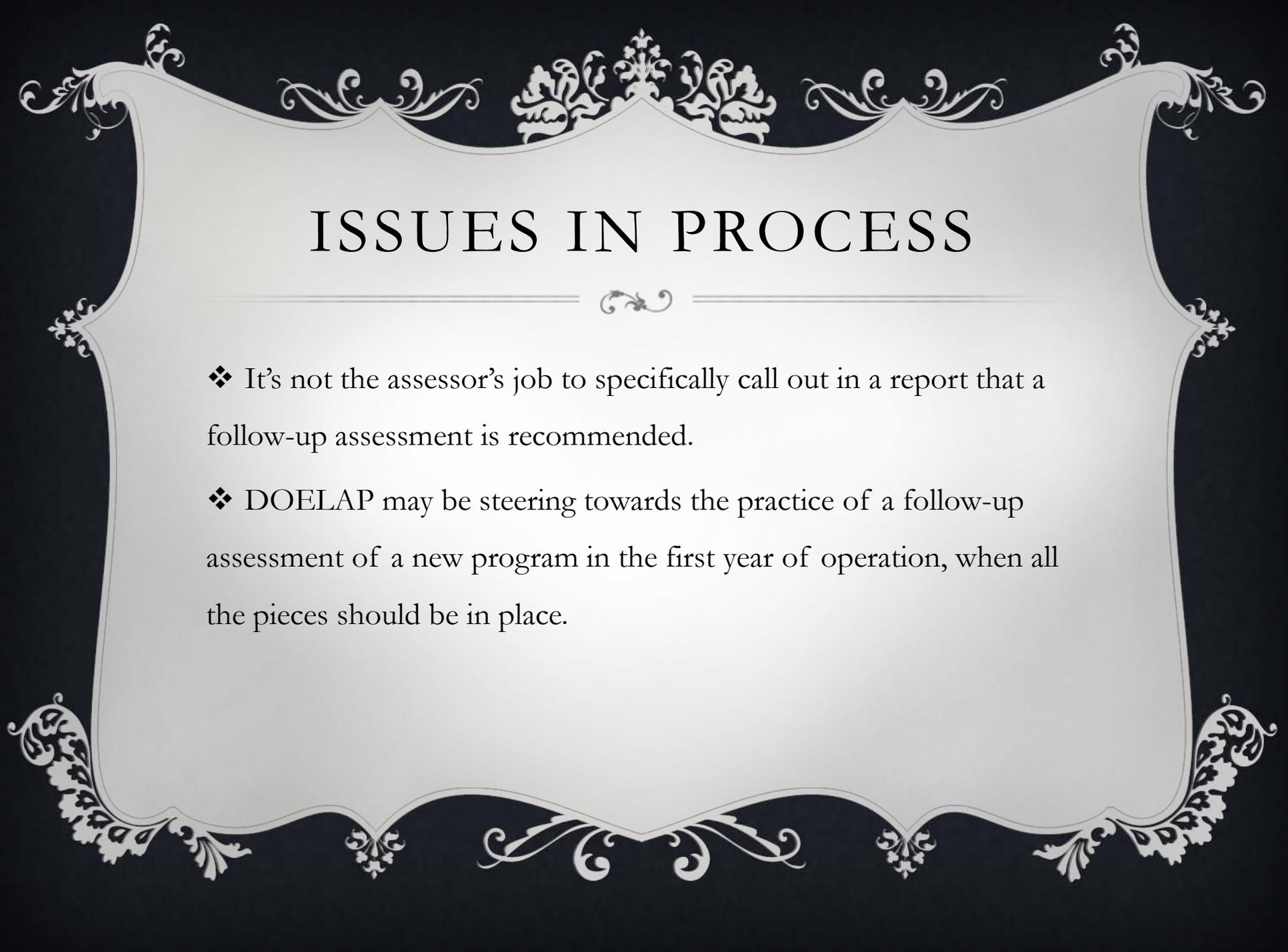
# BLACK AND WHITE... OR GRAY?

---

- ❖ Will a deficiency or concern be a busy work exercise?
  - If so, does it make sense to use that level of finding?
  - Why write a corrective action plan when a plan is already in place?
- ❖ Observation (e.g., “Improvement Opportunity”) may grossly understate the finding.
  - Doesn’t fit for an essential item
  - Doesn’t recognize a scheduled item.
- ❖ Ignoring the status isn’t appropriate either.

# ALTERNATIVES

- ❖ Provide discussion in the applicable comments section(s) of the report which normally tend towards low-key descriptive comment.
- ❖ Create an “Assessment Highlight”
  - A new category of observation or finding intended to highlight for the DOELAP staff, Oversight Board, or next assessment team.
  - “Plans (or work) in process required to assure an adequate program includes... and appears *adequate/ reasonable/ appropriate/ whatever*”
  - “This needs a closer examination by DOELAP when (more) fully complete...”
  - Not a finding requiring a site response to DOELAP or internal site corrective actions, but credit for work expected to be completed.
- ❖ Discuss with DOELAP Senior Technical Manager. (MANDATORY!)
- ❖ Submit objective evidence of process/plan implementation



# ISSUES IN PROCESS

---

- ❖ It's not the assessor's job to specifically call out in a report that a follow-up assessment is recommended.
- ❖ DOELAP may be steering towards the practice of a follow-up assessment of a new program in the first year of operation, when all the pieces should be in place.



# WHAT NEXT?

---

- ❖ What guidance would assessors see as valuable?
- ❖ What does DOELAP think?
  - Senior Technical Managers
  - Oversight Board
  - Administrator
- ❖ Where do we go from here?



*That's all Folks!*