A 4-MINUTE SELF-ASSESSMENT FOR IDD LEADERS

Future-Ready Organizational Scorecard

IDD LEADER + kibu

Are you building an organization that can adapt, or just getting better at putting out fires?

You can't predict every change in workforce expectations, technology, regulations, or funding. But you can build an organization that notices what's changing, learns from it, and responds.

This scorecard helps you spot where you're future-ready already, where you're relying on hope or individual heroics, and where one intentional change could make a real difference.

How to answer. Rate each statement on what happens in your organization day to day. Not what the policy says, not what leadership intends, and not what happens on a particularly good day.

0 Not true here | **1** Rarely true | **2** Sometimes true | **3** Usually true | **4** Consistently true

1. Design the Experience *What does it actually feel like to work here?*

Score _____ / 12

1	We regularly hear new hires say this was one of the best onboarding experiences they've ever had.	0	1	2	3	4
2	We've built systems that help DSPs have a consistently good experience, regardless of which supervisor or program they're assigned to.	0	1	2	3	4
3	We can name specific frustrations our employees experience, and point to changes we've made to eliminate at least some of them.	0	1	2	3	4

2. Develop the People *Are we intentionally building the leadership our organization needs?*

Score _____ / 12

4	Our frontline supervisors know the specific leadership habits we expect, not just the compliance and billing documentation we want from them.	0	1	2	3	4
5	When someone becomes a supervisor, we intentionally prepare them for the people-leadership side of the job, not just compliance, coverage, and documentation.	0	1	2	3	4
6	We regularly ask our supervisors about team dynamics and actively support them in the challenges of managing people, including hard conversations and keeping a drama-free team.	0	1	2	3	4

3. Make Technology Work for People *Do our tools make the work better?*

Score _____ / 8

7	Our DSPs would tell you that our EHR and documentation systems make their jobs easier overall, rather than being obstacles they have to work around.	0	1	2	3	4
8	When we introduce or change a technology or workflow, we check with the people using it to see whether it actually improved their experience.	0	1	2	3	4

Scorecard by Nate Beers, IDD Leader

4. Close the Feedback Loop *When people speak up, does anything change?*

Score _____ / 4

9 When an employee raises a concern, **someone** owns it, follows through, and tells them what happened, even when we can't give them the answer they wanted. (0) (1) (2) (3) (4)

5. Build an Organization That Can Adapt *Are we solving problems, or getting used to them?*

Score _____ / 12

10 We're seeing progress on the recurring concerns our staff raise, rather than hearing the same concerns year after year. (0) (1) (2) (3) (4)

11 We can keep services running without relying on emergency measures, such as overtime, last-minute coverage, or leaders filling frontline shifts. (0) (1) (2) (3) (4)

12 When something changes in our workforce, technology, or operating environment, we can point to a specific change we've made in response, not just a plan to address it. (0) (1) (2) (3) (4)

Your results

Total score _____ / 48

0 to 12	13 to 24	25 to 36	37 to 48
Mostly in Firefighting Mode	Building Intentionality	Stronger Foundations	Designed to Keep Improving

Compare dimensions by percentage of their maximum, since the maximums differ. These bands are for reflection, not a benchmark or ranking.

My strongest dimension _____

My biggest opportunity _____

One change worth exploring with our team _____

Who owns it, and when we'll check back _____

You don't have to fix everything at once. Listen. Learn. Act. Listen again.

The goal isn't a perfect score. It's an organization that keeps getting better at creating an experience where people can do their best work, and the people they support can thrive.

Want your personalized read?

Enter your 12 ratings online and get your score band, your lowest dimension with a specific first move, and a results link you can share with your team. No email required.

kibu.com/scorecard

IDD LEADER + kibu