

FOCUS ACCREDITATION INFORMATION:

FOCUS was established in 2004 in response to a need for an innovative and robust quality improvement and accreditation program that reflected current successful practices and trends in community-based human service organizations – with a mind to our Canadian culture and expectations. (MADE IN CANADA)

Using an inclusive process, they sought input from individuals and their families who use different types of community-based human services, as well as board members, staff, community stakeholders – and a wide range of sector experts in accreditation and standards.

The result was an accreditation program with standards and processes that reflected sector best practices as well as Canadian expectations and values. The FOCUS Quality Improvement and Accreditation Program provides organizations with a comprehensive system that helps improve organizational culture and practices in meaningful ways, with a focus on:

- Results for people who use community-based human services
- Achieving organizational excellence through a culture of learning
- Community development and meaningful stakeholder engagement

THEIR WAY OF WORKING:

They are a Project-Based Organization (PBO) that uses a traditional matrix structure to maintain essential business, which allows them to bring in experts for time-limited projects. By using a traditional matrix structure, they maintain competent and consistent leadership and management at all levels – which means our service users benefit from the expertise of a wide range of well-qualified professionals who carry out FOCUS' work.

GUIDING PRINCIPLES:

They believe that community-based human services organizations are in a state of continuous learning and harnessing that learning can help us create positive change for the people who use our services, for our community, and for our organization.

FOCUS' Quality Improvement and Accreditation Program provides organizations like ours with the current standards, tools and forums to assist in providing services that meet or exceed our stakeholder expectations. Everyone benefits when an organization is transparent, accountable and committed to ongoing learning and improvement.

THEIR MANDATE:

To provide a robust Quality Improvement and Accreditation Program that assists organizations to deliver services that meet or exceed the expectations of all stakeholders and most importantly, the people using community-based human services.

THEIR VISION:

A Community Services Network where people are supported by human services organizations committed to continuous quality improvement.

THEIR MISSION:

To provide leadership through connecting, empowering, supporting and accrediting community-based human services organizations.

THEIR VALUES:

- Accountability
- Collaborative service delivery
- Continuous improvement
- Knowledge transfer
- Leading systemic change

THEIR OBJECTIVES:

- To develop an accreditation system that reflects the expectations and needs of Canadians
- To develop and continuously improve standards which reflect current best-practice and leading thinking
- To provide accreditation for human services organizations of all sizes and budgets
- To develop expertise on quality improvement in the human services sector
- To develop a forum for sharing ideas and information
- To promote a culture of continuous quality improvement

In the Developmental Services sector, the FOCUS Quality Improvement and Accreditation Program prioritizes internal organizational alignment and transparency as a way to create a culture of continuous learning and improvement that will translate into more than just a “check” on an annual ministry compliance inspection – it will help us to become a robust organization on many levels.

Endorsed by the Ministry of Children, Community and Social Services as a best practice, accreditation can help us improve our quality of services and assist with meeting ministry standards. FOCUS takes a human-centric approach that evaluates the qualitative and quantitative aspects of our services, and most importantly, hear from people supported. It will help us identify where we can qualitatively improve our services, and provide validation of our existing practices through interviews with the people who use our services as well as internal and external stakeholders.

By participating in the FOCUS Quality Improvement and Accreditation Program, we will create a culture of transparency, openness and continuous improvement that goes beyond compliance – it simply becomes a part of what we do every day. The accreditation process is positive, uplifting and inclusive.