

PARTNERING FOR EXCELLENCE IN COMMUNITY SERVICES: THE CANADIAN CENTRE FOR ACCREDITATION

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CCA: A New Partnership for Accreditation

- Responding to growing interest in a Canadian accreditation program tailored to community-based health and social services
- Five associations serving community-based service providers combining over 100 years of accreditation experience:
 - Family Service Ontario
 - Children's Mental Health Ontario
 - Community Organizational Health Inc
 - Credit Counselling Ontario and Canada
 - Ontario Association of Children's Aid Societies

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Benefits of Partnership

- Builds on the collective experience of well-established accreditation programs
- Shared vision and values rooted in community service
- In-depth analysis of strengths of each program resulting in strong new program for CCA; commitment to resolving difficult issues
- Larger pool of organizations to be served results in efficiencies of scale
- Creates a third party accreditation program increasing credibility with funders and others
- Opportunity for growth with increasing interest in accreditation among community services in Canada

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CCA Establishment

- 3 yr Trillium project combining & revising accreditation programs
- CCA launched in April 2012-transition/pilot year
- Full implementation with accreditation offered to all sectors as of April 2013
- All sectors represented on Project Steering Committee, Working Groups
- All sectors participated in providing feedback on CCA Organizational Standards

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Why Accreditation?

- Accreditation is a process by which an organization agrees to an external review of its operations in relation to accepted standards of good practice and risk management.
- Organizations participate in accreditation:
 - to enhance their culture of learning, quality improvement and accountability
 - to learn about leading practices
 - to strengthen their systems and processes in order to improve organizational effectiveness
 - to motivate board and staff to work towards common goals
 - to demonstrate to the community, people served and funders, the organization's commitment to ongoing quality improvement, risk management and accountability
 - to have achievements of their organization recognized by a third party

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CCA Vision and Mission

Vision:

Effective organizations strengthen healthy and resilient communities.

Mission:

We provide excellence and leadership in accreditation by assuring quality and continuous improvement in community based health and social services.

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CCA Values

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- Continuous Learning and Improvement - We pursue continuous learning and improvement towards excellence and innovation; We recognize and celebrate key milestones achieved.
- Meaningful Collaboration - We inclusively engage the diverse organizations we serve, as well as other CCA stakeholders, in dialogue to shape our mission, goals and services.
- Diversity and Equity - We value the diverse contributions of our stakeholders and work towards the elimination of systemic barriers to equity.
- Responsible Stewardship - We manage CCA resources ethically, transparently and responsibly, in order to ensure its sustainability.
- Accountability - We hold ourselves accountable for the quality of our work and the achievement of established outcomes that are aligned with our values.

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CCA Program

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- Modular Accreditation Program
- Organizational Standards cover Governance and Management areas – used for all reviews
- Program Modules to match each organization
- Support provided by CCA Accreditation Managers
- Resources available on CCA Website
- Web-based Accreditation Management Tool
- Review teams made up of individuals from related community-based sectors

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CCA Advantages

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- Independent Third Party Process
- Canadian bilingual Program
- Geared to community-based service providers
- Four year accreditation cycle
- Fees competitive
- Modular Accreditation Program – allows for input from different sectors
- Structure allows for opportunity for CMHO to continue to own and develop sector program standards

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CCA Standards support Excellence in Service Provision

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- A focus on people and communities served; respect for their dignity and diversity
- A strength-based approach to service delivery, recognizing the social and physical environments that impact people's well-being and health
- A commitment to equity and to actively addressing barriers to service
- A drive to improve outcomes for people and communities served
- Integration of continuous learning, improvement and innovation
- Decision making that is evidence-based
- Safe services and work settings
- The most efficient use of resources to achieve outcomes
- Social and ethical responsibility
- Accountability and transparency

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Components: Organizational Standards

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- Governance
- Stewardship
- Risk and Safety
- Organizational Planning and Performance
- Learning Culture
- Human Resources
- Human Resources – Volunteers
- Systems and Structure
- Community

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Program Modules-current

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- Child welfare
- Child and youth mental health
- Community-based primary health care
- Credit counselling
- Family services
- Community support services – under development
- Community mental health and addiction services – under development

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Overview of CCA review process

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- Signing of Agreement
- Self assessment - Access to the online accreditation management tool
- Surveys conducted by CCA
- Organizational accreditation submission
- Review of submission by review team
- Site visit
- Accreditation report with feedback from Organization
- Accreditation Committee recommendation
- CCA Board accreditation decision / Certificate

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CCA Accreditation Process

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Four-year cycle

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Sources of Evidence

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- Pre-site visit evidence
 - organizational profile
 - organizational documents
 - Human Resource file self-audit (medium-large organizations)
 - organizational narrative
- Survey data – Board, Staff, Volunteers, Students, Clients (some sectors/components), Community Partners, Educational Partners
- Site visit evidence
 - Interviews-staff, management, board, clients (some sectors), students, volunteers,
 - file reviews (client journey reviews-community health centres)
 - observations
 - organizational documents

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CCA Fees

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- Two components to the Fee:
 - sliding scale for base fee
 - review cost averaged across organizations – charged per "reviewer day" rate
- Fees paid in equal amounts over 4 yr agreement
- Fees competitive with other third party accreditation bodies

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Next Steps

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- Pilot version of Organizational Standards and five sector Program Modules are now available
- Pilots taking place with 10 organizations from all five sectors April – September 2012
- Standards and accreditation program to be finalized by December 2012
- Full accreditation program offered to all CCA participants as of April 1, 2013
- CMHO is working to facilitate a smooth transition process for CMHO members

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Key Differences for CMHO accredited organizations

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- Organizational Standards-updated with indicators, more detailed, greater proportion of Mandatory Standards
- Some different time lines
- Policy regarding extensions
- Web-based accreditation management tool
- Several more pre-site visit surveys
- Site visit may be shorter/smaller team size, more group interviews
- Team will have reviewers from other sectors
- No HR file review on-site (most orgs)
- Report format
- Annual reporting

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For further information

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