

## ACCREDITED AGENCIES LIST

Currently, there are **230** accredited agencies that receive \$500,000 or more in contract funding from MCFD and/or CLBC. In addition, there are 8 agencies that receive less than \$500,000 in MCFD and/or CLBC contract funding, are not required to be accredited, and have done so voluntarily and at their own expense. For a list of these 238 agencies please visit: [www.mcf.gov.bc.ca/accreditation/pdf/acc\\_agencies.pdf](http://www.mcf.gov.bc.ca/accreditation/pdf/acc_agencies.pdf)

If you would like your agency to be included on the Accredited Agencies list, please contact Kathryn Roberts, Accreditation Analyst at [kathryn.roberts@gov.bc.ca](mailto:kathryn.roberts@gov.bc.ca) or at 250-387-9161.

**Congratulations** to Columbia Basin Family Resource Society, which was accredited for the first time this past quarter.

## INFORMATION FOR NEW AGENCIES

The MCFD Accreditation Team continues to support new and reaccrediting agencies through the accreditation process. In addition to facilitating training opportunities offered by the accreditation organizations, the Accreditation Team connects newly accrediting organizations with volunteer mentors through the MCFD Accreditation Mentor Network.

Mentors are highly qualified professionals who volunteer their experience and expertise to support accrediting and accredited organizations in B.C. Volunteer mentors provide valuable services, including: reviewing an organization's progress in preparing for accreditation; providing consultation on how the organization is conforming to accreditation standards; and conducting mock site surveys.

If you have questions about the accreditation process, or would like to access the services of a volunteer mentor, please contact Kathryn Roberts at [kathryn.roberts@gov.bc.ca](mailto:kathryn.roberts@gov.bc.ca) or Dulcie Fernandes at [dulcie.fernandes@gov.bc.ca](mailto:dulcie.fernandes@gov.bc.ca).



## CONTACT COA

The COA phone number is 1-866-262-8088. Tobi Harrington Murch, Director of Volunteer Engagement, can be reached at extension 272 or [tmurch@coanet.org](mailto:tmurch@coanet.org).

Please join COA on Facebook:

[www.facebook.com/councilonaccreditation](http://www.facebook.com/councilonaccreditation)

## UPDATED ASSESSMENT MATRIX & NEW SCREENING/INTAKE PRACTICE STANDARD

An updated version of the Assessment Matrix tool was released in September. An accompanying new screening/intake practice standard was also added to select service sections to replace content that was removed from the Matrix.

These updates apply to all organizations that were assigned their accreditation standards on or after September 15. If your organization was assigned accreditation standards prior to September 15, the old version of the Matrix still applies, and you will not see a new screening/intake practice standard in your portal for this accreditation cycle.

Watch a short self-paced training video for an overview of the changes

<http://coa.force.com/coasite/EventDetail?eventId=701380000ooyJMDAA2&origin=EventSearch>.

## DOWNLOAD THE NEW PQI TOOL KIT

The COA Training department recently released a PQI Tool Kit to better assist organizations in developing and refining their Performance and Quality Improvement systems. The Tool Kit is a collection of process tools and detailed instructions that will not only support COA's PQI Standards, but will also push organizations to a higher level of quality improvement.

The tools are simple to use, easy to understand, and flexible enough to accommodate a variety of organizational contexts. The Tool Kit is available free of charge through the tools search on [www.COAnet.org](http://www.COAnet.org). We have also included a direct link to the Tool Kit [here](#).

After you have had an opportunity to review the Tool Kit and explore some of the hyperlinked tools and resources, please take a moment to complete the survey link enclosed in the cover page of the Tool Kit or through the direct link [here](#). We value your feedback and your comments will assist us with updating future versions of the Tool Kit.



## CONTACT CARF

The CARF Canada phone number is 1-888-281-6531. Dan Stavert, Chief Advisor, can be reached at extension 3008 or [dstavert@carf.org](mailto:dstavert@carf.org). Dawn Pickering, Business Development Executive, can be reached at extension 3010.

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### UPDATE

Dan will be in the Vancouver area in January and February. He invites agencies in this region to contact him to arrange an in-person meeting.

### ACCESS TO CARF PUBLICATIONS

CARF publications, specifically the Standards Manuals; Survey Preparation Workbooks; and Accreditation Sourcebook, are available to organizations through the CARF Customer Connect portal at <http://customerconnect.carf.org>. CARF Customer Connect allows organizations to access CARF information at any time; facilitates the ongoing relationship with CARF; and is the primary location for documents and communication regarding the organizations' surveys. CARF grants access to Customer Connect to the designated key contact for the organization. Once the key contact is logged on, he or she may grant access to others in the organization via the Administration link.

In the "please log on" dialogue box, enter the organization's unique User ID and Password. Once logged on, the publications section can be found near the bottom of the homepage. Click on the publication title to open, or download, the file or folder. Saving to a local drive allows ready access and the ability to add notes. The PDF documents allow only comments and notes to be added. The RTF (Word) files are in a zipped folder and can be used with most word processing programs.

Please clear the browser's cache often to allow CARF Customer Connect to implement all updates automatically. Instructions for this step are found on the login page. Be sure to use Internet Explorer versions 9 – 11 and remember the download of publications is only for the internal administrative purposes of permitted users.

Please contact your CARF Resource Specialist if you have questions about accessing the CARF publications.

### 2017 TRAINING

The *Advanced Performance Measurement Training* will be held May 8 – 10, 2017 and *Achieving and Maintaining Accreditation Training* will be held April 19-20, 2017. Both sessions will take place in Vancouver, B.C.

For more information, please contact Lauren Stavert at 1-888-281-6531 ext. 3009 or [lstavert@carf.org](mailto:lstavert@carf.org).

### Webinars

For organizations that are new to accreditation or accredited organizations with staff unfamiliar to accreditation, we offer the **Employment and Community Services, Behavioural**

**Health, and Child and Youth Services 101 Webinar** which will be held on March 8, 2017; 9:00am – 2:00pm B.C. time. This webinar provides an overview of the CARF accreditation process, spanning a broad range of programs and services.

For organizations wanting a refresher and updates on changes to the standards, the **Employment and Community Services, Behavioural Health, and Child and Youth Services 201 Webinar** will be held on November 2, 2017.

You can register for the live webinar, for the webinar plus recording, or purchase only the recording, which is available two business days after the live webinar, at [www.carf.org/catalogue](http://www.carf.org/catalogue) (select webinar recordings in left hand column – general interest/cross cadre recordings). Access is available for the calendar year of purchase. There is no limit on the number of staff who can view the purchased recording. It is for your organization's internal use only. For a full list of 2017 training events, please visit: [www.carf.org/Events/DownloadEventsSchedules/](http://www.carf.org/Events/DownloadEventsSchedules/)

### BECOMING A CARF SURVEYOR

Do you like to travel? Do you have an in-depth knowledge of the CARF standards? Would you like to have the opportunity to apply your time management, interpersonal, consultative and computer skills? Would you like to share the knowledge you have gained from at least 5 years of experience in your field, and to further develop your own skills? Would you like to support your own agency's accreditation and have access to CARF continuing education resources? Then you should apply to become a CARF surveyor!

Please visit [www.carf.org/BecomeaSurveyor](http://www.carf.org/BecomeaSurveyor) for more information.

Prior to filling out an application to be a surveyor, please contact Dan Stavert or Dawn Pickering, who will review, and advise you on, program expertise requirements on the application. If you have experience as a Mock Surveyor, please indicate this on your application. These steps will ensure your application will be competitive in the review process.

If you have questions about the status of a current CARF surveyor application, please contact Laurence Folz at [lfolz@carf.org](mailto:lfolz@carf.org).

*Please note: CARF surveyors can achieve continuing education points by conducting mock surveys. Please contact Deborah Boykins at 1-888-281-6531 ext. 7125 or [dboykins@carf.org](mailto:dboykins@carf.org) to obtain the required form.*