

Third-Party Accreditation of Contracted Community Social Service Providers Policy

MCFD Core Policy	
Effective Date	2024-05-07
Amendment Date	2024-04-10
Last Review Date:	2024-04-10

A: Policy

Third-Party [Accreditation](#) of Contracted Community Social Service Providers is a program managed and overseen by the Ministry of Child and Family Development (MCFD) in partnership with Community Living British Columbia (CLBC), where MCFD provides Accreditation Policy implementation services on behalf of CLBC through Service Level Agreement. The Accreditation program is a key ministry strategy for promoting and supporting quality assurance, continuous quality improvement and performance measurement practices in the contracted community social services sector.

This policy is for the MCFD [Accreditation Team](#) and [Contract Managers](#), Contracted Community Social Service Providers ([Service Provider](#)), [Accreditation Organizations](#), to understand their roles and responsibilities, including those related to upholding [accreditation standards](#) and accreditation requirements. This policy formalizes MCFD [oversight](#) and [monitoring](#) measures that require Service Providers to obtain and maintain their accreditation status and to meet their contract requirements.

[Non-compliance](#) with this policy is grounds for contractual default and can result in the termination of contracted services by MCFD and/or CLBC.

This policy supports the accreditation program to achieve its intended outcomes:

- Community social services delivered to children, youth, and families on behalf of MCFD and/or CLBC are high quality and meet or exceed the standards of quality established by the [Accreditation Organization](#).
- Service Providers effectively manage publicly funded resources and are delivering the best possible quality services to children, youth, and families.
- Accreditation effectively supports accountability and quality assurance for Service Providers delivering services on behalf of MCFD and/or CLBC.

More specifically, policy statements are:

1. Requirement to become Accredited.

1.1 Third-Party Accreditation is required for Service Providers that receive \$500,000 or more in annual funding from the MCFD and/or CLBC. Indigenous Child and Family Service (ICFS)

Agencies and First Nation, Métis, and Inuit contracted community social service providers are exempt from this policy.

- a) Accreditation must be achieved through qualified Accreditation Organizations.
 - i. Qualified Accreditation Organizations are listed on MCFD's list of Pre-Qualified International Accreditation Organizations ("Pre-Qualified List").
 - ii. The MCFD Accreditation Team provides Service Providers with information and facilitates support to prepare them for onsite survey(s).
- b) Service providers must become accredited within 24 months of being notified by MCFD that they are required to be accredited, or within a time specified of up to one-year extension by the Ministry or Director to the Service Provider in writing.
- c) A Service Provider's services are accredited and delivered under the most appropriate accreditation standards available.
- d) Service Providers consult with Accreditation Organizations to identify the most appropriate accrediting programs and standards, unless specified through program policy or contracted requirements, or through written direction from the Ministry or [Director](#).
- e) Service Providers must maintain their accreditation throughout their period of agreement/contract with the MCFD/CLBC.

2. Non-compliance

2.1 Compliance with this policy is a contractual requirement for all Service Providers. Service Providers that are not in compliance with [section A1](#) of this policy are in default of their contract(s).

2.2 In the event of non-compliance with this policy, subject to relevant contract terms and language, the Ministry/Director may undertake the following actions, as it deems necessary to address the non-compliance:

- a) Termination - terminate one or more contracts with the Service Provider.
- b) Suspension - suspend or reduce, as appropriate, services or parts of services provided by the Service Provider.
- c) Procurement Restrictions – restrict or exclude, as appropriate, the Service Provider from receiving new contracts or participating in current or future procurement processes.
- d) Additional Oversight - require the Service Provider to undergo additional oversight requirements, including, for example, enhanced reporting, audit, or performance reviews, to ensure future compliance.
- e) Ministry/Director Directions - issue directions or requirements related to the Service Provider's existing and future accreditation. These directions may include specific actions or improvements needed to address non-compliance, maintain accreditation status, or achieve specific accreditation requirements.

2.3 The Ministry is committed to working collaboratively with Service Providers to continually improve service delivery. In cases of non-compliance, the Ministry encourages open and constructive dialogue to identify areas for improvement and to rectify any issues collaboratively prior to and/or in addition to any actions described in [section 2.2](#).

3. Monitoring and Oversight

3.1 Third-Party Accreditation of Service Providers is [monitored](#) and [overseen](#) by the MCFD Accreditation Team in collaboration with Contract Managers, Service Providers and Accreditation Organizations.

- a) The MCFD Accreditation Team is responsible for establishing measurable processes to monitor each Service Provider's progress or lack of progress towards achieving accreditation. The MCFD Accreditation team:
 - i. Establishes a communication mechanism between MCFD Accreditation Team and Contract Managers.
 - ii. Monitors accreditation processes of first-time and reaccrediting Service Providers and communicates with Contract Managers if/when Service Providers are not in compliance with this policy.
 - iii. Coordinates communication about accreditation results both within the ministry; in cases where Service Providers fail or are at risk of failing to achieve accreditation, the Accreditation Team provides consultation with respect to the accreditation process and requirements to Contract Managers or other ministry staff (e.g., the office of the Provincial Director of Child Welfare).
- b) Contract managers support accreditation related oversight and monitoring into their management of the Service Provider's contract(s). Key duties include:
 - i. Coordinate oversight and monitoring approaches and actions across contract(s) and with appropriate authorities such as the office of the Provincial Director of Child Welfare or Finance and Corporate Service Division.
 - ii. Focus on collaboratively improving services with Service Providers through oversight and monitoring of contracts.
 - iii. In the case of non-compliance, take appropriate measures as described in [section 2.2](#).
- c) Service Providers understand and adhere to MCFD accreditation program requirements and are accountable for following MCFD oversight measures. Key duties include:
 - i. Support and facilitate any actions taken, or directions issues to the Service Provider by the Ministry to address non-compliance, including providing accurate information as required by the MCFD Accreditation team, Contract Managers, the office of the Provincial Director of Child Welfare, and/or Accreditation Organizations.
 - ii. Actively engage in corrective actions and compliance efforts as directed by the Ministry and must demonstrate a commitment to meeting the accreditation requirements.
 - iii. Notify relevant Contract Managers in the event of receiving a [failure to achieve accreditation](#) result from an Accrediting Organization and follow MCFD oversight measures.
- d) Accreditation Organizations are responsible for managing effective accreditation processes. Key duties include:
 - i. Follow up with Service Providers on the reporting requirements.
 - ii. Report to MCFD all accreditation results, including those results indicating that Service Providers have failed to achieve the full accreditation award.
 - iii. Collaborate with the Ministry/Director as appropriate to understand issues impacting accreditation result.

B: Procedures

1. Requirement to become accredited
2. Non-compliance
3. Monitoring and Oversight

C: Procedures | Detailed

1. Requirement to become Accredited.

Accreditation Team:

- a) Establishes a list of MCFD Pre-Qualified International Accreditation Organizations through a competitive procurement process.
- b) Identifies and contacts Service Providers that have met or exceeded, during a one-year period, the \$500,000 contract funding threshold; and confirms accredited Service Providers remain over the contract funding threshold and meet the requirements of the accreditation policy.
- c) Provides Service Providers with information and facilitates support to prepare them for onsite survey(s).
 - i. Facilitates support and mentoring resources in collaboration with Accreditation Organizations and/or independent consultants to assist Service Providers prepare for accreditation either for the first time or with reaccreditation.
 - ii. Arranges [mock site surveys](#) to support Service Providers accrediting for the first time in preparing for onsite surveys.
 - iii. Ensures Service Providers are aware of the accreditation timeline and requirements.
- d) Contacts Contract Managers of the Service Providers to inform and share the projected timeline of requirements to be met by the Service Providers

Service Providers:

- e) Follow the procedures and requirements identified by the Accreditation Organizations
- f) Follow the direction issued by the ministry.

Accreditation Organizations

- g) Collaborate with Service Providers in the initial consultation process to identify and recommend the most appropriate accreditation programs and standards for Site Surveys.
- h) Conduct site surveys in alignment with MCFD's Accreditation program, providing assessments of whether Service Providers are meeting the accreditation standards.

2. [Non-compliance](#)

Accreditation Team:

- a) Communicates with Contract Managers if/when Service Providers are not in compliance with this policy.
- b) Provides consultation with respect to the accreditation process and requirements to Contract Managers or other ministry staff (e.g., the office of the Provincial Director of Child Welfare).

Ministry/Director:

- c) Notifies Service Providers they are in breach of contracts.
- d) Restricts the Service Provider from receiving new contracts or participating in current or future procurement processes.

The Provincial Director of Child Welfare (or delegate):

- e) As appropriate/at its discretion, requires the Service Provider to undergo additional oversight requirements, including, for example, enhanced reporting, audit, or performance reviews, to ensure future compliance.
- f) As appropriate/at its discretion, issues directions or requirements to a Service Provider, including specific actions or improvements that are required to address non-compliance, maintain accreditation status, or achieve specific accreditation requirements.

Contract Managers:

- g) Terminates one or more contracts with the Service Provider.
- h) Suspends or reduces, as appropriate, services or parts of services provided by the Service Provider.
- i) Restricts or excludes, as appropriate, the Service Provider from receiving new contracts or participating in current or future procurement processes.

Service Providers:

- j) Identify and rectify issues of non-compliance identified through a constructive and collaborative dialogue as appropriate with Contract Managers, the Accreditation Team, [the Provincial Director of Child Welfare](#) (or delegate), and the Ministry/Director.

Accreditation Organizations:

- k) Collaborates with the Accreditation Team and Ministry/Director as appropriate to promote understanding of the written reports issued by Accreditation Organizations following Site Surveys.

3. Monitoring and Oversight

Accreditation Team:

- a) Reviews accreditation time-frame extension requests from Service Providers on a case-by-case basis; an extension of up to one year may be granted; any additional extensions should be approved in consultation with the Provincial Director of Child Welfare and/or Contract Managers and will be closely monitored.
- b) When a service provider achieves the full accreditation award, track the Service Provider's provision of documentation, including their response to any recommendations made by the Accreditation Organization in a site survey report (e.g., follow-up plan), and annual reporting that confirms (attests to) their continued adherence to accreditation standards.
- c) When a Service Provider is in non-compliance with this policy collaborate with Contract Managers on their coordinated response.
- d) When a Service Provider receives a [failure to achieve accreditation](#) results from the Accreditation Organization, notify the Contract Manager, and facilitate communications with Contract Managers on their coordinated response, including with the Provincial Director of Child Welfare (or delegate), as appropriate.
- e) Consider suspending approval of accreditation payment so that Service Providers are responsible for current and future payments until they achieve accreditation.

The Provincial Director of Child Welfare (or delegate):

- f) Consults with the Accreditation Team, Contract Managers, and Accreditation Organizations and issues directions and requirements for Contract Managers to coordinate with MCFD oversight measures, as appropriate/at its discretion.

Contract Managers:

- g) Coordinate with the Accreditation Team, other Contract Managers, and relevant departments such as the office of the Provincial Director of Child Welfare to develop a coordinated response to the Service Provider's contracts that ensures children and youth's safety, and well-being is prioritized and provides additional oversight measures.
- h) Work with Service Providers to address contractual deficiencies.

Service Providers:

- i) Understand and adhere to MCFD accreditation program requirements and are accountable for following MCFD oversight measures taken by the Ministry.
- j) Ensure that the safety and well-being of children and youth is prioritized; follow instructions from Contract Managers and/or the office of the Provincial Director of Child Welfare.

Accreditation Organizations:

- k) Collaborate with the Accreditation Team, Ministry/Director, and Service Providers as appropriate to support oversight.

D: Related Resources

Type of Resource	Resource
Legislation/Regulation	The Child, Family and Community Services Act [RSBC 1996]
Legislation/Regulation	An Act respecting First Nations, Inuit and Metis children, youth and families , Canada Federal Act
Legislation/Regulation	Declaration on the Rights of Indigenous Peoples Act [RSBC 2019]; Declaration Act site

E: Table of Changes

Amendment Date	Cliff #	Section	Change Type	Notes
2024/01/08	N/A	Requirement to be accredited	Am & New	Amendment to the original policy content to provide more clarity. New statement was added to allow the ministry/director to specify the standards under which the agencies need to be accredited.
2024/01/08		New sections	New	Building on the original policy content, two new sections

	N/A	added – Non-compliance and Monitoring and Oversight		are added to describe what happens in case of non-compliance as well as the appropriate levels of actions to respond to the Service Provider's failure to achieve accreditation
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Change Type

am = text amended or changed

del = text deleted

new = new section added

F: Glossary

Term	Definition
<u>Accreditation</u>	Accreditation for the purposes of this policy is a rigorous review process carried out by a third-party Accreditation Organization. The review results will describe the degree to which a MCFD and/or CLBC contracted community social Service Provider has, during a site survey, demonstrated conformance to standards developed by the Accreditation Organization. Accreditation is part of an accountability and quality assurance system for both the Ministry of Children and Family Development and Community Living BC. Accreditation is intended to help contracted community social service providers understand what constitutes excellent quality service and be accountable to both their funding body and persons served.
<u>Accreditation Organization(s)</u>	An Accreditation Organization for the purposes of this policy is a Qualified International Accreditation Organization that assesses contracted community social service providers against relevant, objective, and measurable standards. These standards encourage service providers to improve quality and performance both within their own organization and in the wider service delivery system.
<u>Accreditation Standards</u>	Accreditation Standards are developed by the Accreditation Organization based on international best practices; they provide criteria for what constitutes excellent quality services to be achieved for residential and non-residential provision of care for children and youth in British Columbia. Accreditation Standards are publicly available on the websites of the Accreditation Organizations.
<u>Accreditation Team</u>	The accreditation team refers to the ministry staff at the Quality Assurance Branch who perform duties to manage and support the Accreditation Program.
<u>Contract Managers</u>	Contract Managers refer to MCFD staff that are responsible for providing management and oversight of contracts with third-party service providers on behalf of the MCFD/Director.

	Contract Managers primarily include MCFD staff in Service Delivery Division (such as Directors of Operations, resource workers, etc.) and staff in Finance and Corporate Service Division (such as contract managers for non-bed-based services) but can include MCFD staff in other Divisions. Contract Managers are typically supported by corporate services such as financial and procurement experts, which play an important role in the coordinated management of contracts.
<u>Contracted Community Social Service Provider</u>	A Contracted Community Social Service Provider for the purposes of this policy is an agency that receives \$500,000 or more in annual funding from MCFD and/or Community Living British Columbia. Indigenous Child and Family Service agencies, Métis, and Inuit contracted community social service providers are exempt from this policy.
<u>Director</u>	A person designated by the Minister under section 91 of the <i>Child, Family and Community Service Act</i> to provide and establish services for families under the purposes of the Act. This includes any person delegated to fulfill the powers, duties, or functions of a Director pursuant to s. 92 of the <i>Child, Family and Community Service Act. B.</i>
<u>Failure to achieve accreditation</u>	Failure to achieve accreditation for the purposes of this policy refers to when a Service Provider either does not achieve their first accreditation from an Accreditation Organization within 24 months of being notified by MCFD that they are required to be accredited, or within a time specified of up to one year extension by the Ministry or Director to the Service Provider in writing, or when an accredited Service Provider does not achieve reaccreditation from an Accreditation Organization.
<u>Mock site Survey</u>	A mock site survey for the purposes of this policy is in reference to MCFD and/or CLBC funded Contracted Community Social Service Providers who are accrediting, usually, for the first time. Mock site surveys are like a dress rehearsal for the formal site survey and are carried out by a member of the Volunteer Mentor Network, which is managed by the MCFD Accreditation Program. These volunteer mentors are experienced contracted service sector colleagues, who volunteer their time to offer feedback, provide suggestions and advice, and perform a gap-analysis of an organization's conformance with accreditation standards A mock site survey usually occurs at least six months prior to the formal accreditation site survey.
<u>Monitoring</u>	Monitoring is a specific component of oversight, involving the continuous or periodic observation, tracking, and assessment of activities, processes, or systems to ensure they are on track and performing as expected.
<u>Non-compliance</u>	Non-compliance refers to when Service Providers do not comply with this policy; Service Providers that are not in compliance with section A1 of this policy are in default of their contract(s).
<u>Oversight</u>	Oversight refers to the Ministry's responsibility to ensure that its Accreditation Program is achieving its intended objectives and that the Accreditation Program operates effectively, efficiently, and in

	accordance with established rules, regulations, and standards; oversight measures refer to the Ministry's actions in contract management identified in Procedures section of this policy undertaken by the Contract Manager and/or Provincial Director of Child Welfare.
Site Survey	A site survey for the purposes of this policy refers to the site visit conducted by assessors on behalf of an Accreditation Organization. These site surveyors/assessors review a Service Provider's programs and overarching organization administration, using appropriate tools and guidelines and a transparent, valid, and consistent process. The findings and the assessed rating of achievement measured against the standards are then included in a written report.
The Provincial Director of Child Welfare	The Provincial Director of Child Welfare acts as the central position of legal authority and accountability for child welfare services in British Columbia and provides oversight to child welfare practice and quality assurance as outlined in the <i>Child, Family and Community Service Act</i> .

G: List of Acronyms

Acronym in Policy	Full Term
MCFD	Ministry of Children and Family Development
CLBC	Community Living British Columbia
ICFS Agencies	Indigenous Child and Family Service Agencies

H: Metadata

Description	Third-Party Accreditation of Contracted Community Social Service Providers policy is for the MCFD Accreditation Team and Contract Managers , Contracted Community Social Service Providers (Service Provider), Accreditation Organizations , to understand their roles and responsibilities, including those related to upholding accreditation standards and accreditation requirements. This policy formalizes MCFD oversight and monitoring measures that require Service Providers to obtain and maintain their accreditation status and to meet their contract requirements.
Keywords	Accreditation program, accreditation organizations, accreditation requirements, accreditation standards, accreditation status, accreditation team, Community Living British Columbia, contracts, contracted community social service providers, service providers, contract managers, oversight, monitoring, non-compliance, site survey, mock site survey, non-compliance, Provincial Director of Child Welfare.

Synonyms

service provider(s): agency, agencies