



ACCREDITATION UPDATE

July 2018

ACCREDITED AGENCIES LIST

Currently, there are **237** agencies that receive \$500,000 or more in contract funding from MCFD and/or CLBC and are accredited. In addition, there are **7** agencies that receive less than \$500,000 in MCFD and/or CLBC contract funding that are not required to be accredited, and have done so voluntarily and at their own expense. For a list of all 244 agencies please visit: www2.gov.bc.ca/gov/accruited-agencies-listing

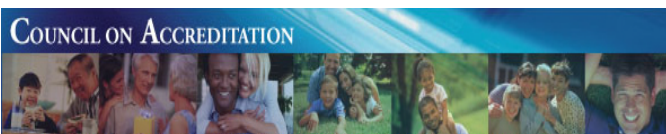
Additionally, there are **4** accredited MCFD provincial programs. For a list of these programs please visit: <https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/information-for-service-providers/accruited-accruited-mcfd-provincial-programs>

If you would like your agency to be included on the Accredited Agencies List, please contact Jessica McGregor, Accreditation Analyst, at jessica.mcgregor@gov.bc.ca

MCFD VOLUNTEER MENTOR NETWORK

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 Volunteer Mentor Network. Mentors are highly qualified professionals who volunteer their time 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.

We are seeking new volunteer mentors to join our network. If you are interested in becoming a volunteer mentor, please contact Jessica McGregor at jessica.mcgregor@gov.bc.ca. CARF surveyors who volunteer to do mock surveys can achieve continuing education points with CARF Canada.



CONTACT COA

The COA phone number is 1-866-262-8088. Sabrina Harris, Senior Accreditation Coordinator, can be reached at extension 277 or sharris@coanet.org.

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Connect with COA

Facebook: www.facebook.com/councilonaccreditation

Twitter: https://twitter.com/coa_news

LinkedIn: <https://www.linkedin.com/company/council-on-accreditation>

PUBLISH AN ARTICLE ON COA'S BLOG

[COA's blog](#) has been a great platform for knowledge sharing and engagement within COA's community. COA invites the field to use the blog as a stage to contribute ideas and lessons learned or to raise awareness around issues. If you have any thoughts on a topic COA should explore, or if you are interested in contributing a guest article, please email Emily Brush at brush@coanet.org.

Haven't subscribed yet? Subscribers get a monthly roundup of the latest blog posts delivered to their inbox:

<http://go.coanet.org/e/212652/subscribe/rlnv9/104967858>.

STANDARDS UPDATES

In May, 2018, COA released updates to the following sets of standards: Behavior Support and Management ([CA-BSM](#)), Family Foster Care and Kinship Care ([CA-FKC](#)), and Out-of-School Time ([CA-OST](#)). Please visit the individual links to review those standards.

BECOMING A COA VOLUNTEER

As a COA volunteer, you have an opportunity to conduct site visits of human service organizations to assess the implementation of best practices, network and develop new relationships with colleagues, and acquire tips and ideas that may be beneficial in your organization. A graduate degree and experience in at least five (5) COA service standards areas are required to become a COA volunteer. If you have experience in any of the following standard areas, we strongly encourage you to apply:

- Psychiatric Rehabilitation Services (CA-PSR)
- Youth Psychosocial Rehabilitation Services (CA-YPS)
- Home Care & Support Services (CA-HCS)
- Financial Management (CA-FIN)
- Credit Counseling (CA-FEC)

COA TRAININGS AND WEBINARS

A complimentary recorded version of the Three-Part PQI Webinar Series is now available. This recorded webinar series takes an in-depth look at the Performance and Quality Improvement (CA-PQI) standards. It provides details on what COA's Commissioners and Peer Reviewers are looking



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for as evidence of implementation and how best to navigate problematic areas. [Learn more and register here.](#)
To view all of COA's trainings and resources, please visit <http://coanet.org/trainings-resources/trainings-and-resources-overview>



CONTACT CARF

The CARF Canada phone number is 1-888-281-6531. Penny Gagnon, Chief Advisor, can be reached at extension 3008 or pgagnon@carf.org

ACCESS TO CARF PUBLICATIONS

CARF publications, specifically the Standards Manuals, Survey Preparation Workbooks, and the Accreditation Sourcebook, are available to organizations **through the MCFD contract with CARF**, via the CARF Customer Connect portal at <http://customerconnect.carf.org>.

CARF Customer Connect allows organizations to access CARF information at any time, facilitates an ongoing relationship with CARF, and is the primary location for documents and communication regarding organization's survey. CARF grants Customer Connect access to the designated key contact in each organization. Once the key contact is logged on, he or she may grant access to others in the organization via the Administration link.

How to Log On to CARF Customer Connect

In the "please log on" dialogue box, enter your organization's unique User ID and Password. Once logged on, **the links to download manuals and the publications section are found by scrolling down toward 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 only allow comments and notes, while the RTF (Word) files are in a zipped folder and can be used with most word processing programs.

CARF Connect is best used with Internet Explorer versions 9 – 11. Make sure to clear your browser's cache often to allow CARF Customer Connect to implement all updates automatically. Instructions for this step are found on the login page. Please remember that 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.

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2018 CARF TRAINING

For more information about upcoming training, please contact Lauren Stavert at 1-888-281-6531 ext. 3013 or lstavert@carf.org. For a full list of all 2018 training events, please visit: <http://www.carf.org/Events/>

In-Person Events

Achieving and Maintaining CARF Accreditation in ECS, BH, & CYS training will be held October 1-2, 2018 in Vancouver, B.C. MCFD may cover the registration costs for participants at organizations under our contract to attend this course. To register for this event, please visit: <http://www.cvent.com/d/lgq84o>

CARF Canada Advanced Performance Measurement training will be held October 17-19, 2018, also in Vancouver, B.C. MCFD may cover the registration costs for participants at organizations under our contract to attend this course. To register for this event, please visit: <http://www.cvent.com/d/7gqqk9>

Webinars

CARF offers various webinar registration options: a live webinar, a live webinar plus a recording, or a recording only. Recorded webinars are available 2 business days after the live webinar at: http://bookstore.carf.org/category/WEB_GEN.html

Access to a webinar recording is available for the calendar year of purchase. While there is no limit on the number of organizational staff who may view the purchased recording, it is for your organization's internal use only.

For those looking for a refresher and updates on changes to the standards, the CARF Canada ECS/BH/CYS 202 Webinar on November 6, 2018 is recommended.

Please note that the cost for webinars is not covered by MCFD.

MOCK SURVEYS

Did you know CARF surveyors can achieve continuing education points by conducting MCFD/CLBC mock surveys? Please contact Deborah Boykins at 1-888-281-6531 ext. 7125 or dboykins@carf.org for more information.