



FOCUS
← ACCREDITATION →

2017/2018

Annual Report

A YEAR OF ACCOMPLISHMENTS

OUR 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.

OUR VISION

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

OUR MISSION

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

OUR VALUES

Accountability
Collaborative service delivery
Continuous improvement
Knowledge transfer
Leading systemic change

TESTIMONIALS



The professional team at FOCUS has a thorough understanding of developmental service organizations, sets high quality standards that reflect excellence in the provision of supports and services, and conducts a well-organized, structured and transparent accreditation process that involves all stakeholders.

— Community Living Essex County



We recently participated in our 3rd accreditation with FOCUS. Accreditation improves quality of supports and services as it involves the comprehensive examination of people supported, families, staff, professionals and community, taking a holistic approach to quality supports. Accreditation challenges Community Living London to examine supports and services - encouraging best practices.

— Community Living London



Going through the accreditation process with FOCUS is time well spent. Coming out successful assures that we are maintaining a high standard of quality services for our clients – and quality supports for our clients and community is what it is all about.

— Cornerstone Family Violence Prevention Centre

MESSAGE FROM PAST BOARD CHAIR

SHEILA SIMPSON

I always find it interesting as we approach our annual AGM with our members, to look back over the past year, read the Chair's report from the previous AGM and reflect on whether we were able to achieve what was outlined as priorities for the year. Reflection is a good thing to do, to remind ourselves of what we have accomplished and also to hold our feet to the fire on items that remain on the list.

I would like to begin by issuing my utmost thanks to the Board members who have kept our organization moving forward. I sense a renewed commitment and engagement on the part of Board members and believe this will be essential as we navigate the new environment as it unfolds and reveals itself in Ontario.

Much thanks is due to our hard-working staff team. Cheryl has skillfully guided our organization forward over the past few years and has put many systems in place and has dealt with some of the administrative processes and procedures – administratively and procedurally. I believe we are sitting in a pretty good place and Cheryl needs to get the credit for that. She has now been joined by Amy as Manager of Accreditation and more recently by Cathy with administrative and executive assistant roles. We are also grateful for the continued excellent work by additional contracted staff including our Lead Validators. It was our plan to strategically develop a strong core of staff and to increase our pool of additional quality people who we could contract with for various tasks, so we are well on our way to that goal.

I will be stepping down as Chair at this AGM but hope to remain on the board for at least one more year. I have been in the Chair role for quite a few years and it is so important for organizations to have healthy renewal at the board level on an ongoing basis and to have strong board succession plans in place. I would like to express my gratitude to all involved in allowing me to serve the organization in this capacity for a few years. I believe that, as an organization, we have matured significantly over that time and am comfortable in passing the torch.

Sheila Simpson, FOCUS Past Board Chair

"Domestic Abuse Services Oxford has given me the opportunity to learn new tools to assist in daily living and in understanding some crucial issues of development and recovery."
(Violence Against Women sector)

"I am my own brain, but Cheshire is my legs and arms."
(Community Support Service sector)

SERVICE USERS
shared!

MESSAGE FROM EXECUTIVE DIRECTOR CHERYL WHITEMAN

When I first began as Executive Director with FOCUS, over three years ago, I thought FOCUS was an acronym for something, and often, we are asked this – what does FOCUS stand for? And while it is not an acronym, I have often said if it was, perhaps it would mean: FOCUSING ON CLIENTS USING SERVICES.

FOCUS does an excellent job, focusing on our clients, and in turn our client organizations focusing on the people they support. Service Users are at the centre of the all the work, these organizations conduct. Whether it be through advocacy, programs, measuring outcomes, risk management, health and safety, etc. – these organizations consider service users first.

I can say this with confidence, because I have seen it first hand, and I read it, in every report that an accredited organization receives. The innovation, the thought and consideration, strategies and the connections, that organizations undergo, to ensure that service users are receiving the highest quality of supports and care, is very humbling to experience.

I am very proud of organizations who open their doors wide and invite FOCUS into to assess their organizational health. This is no small feat to be under an evaluation process. I personally have had the opportunity to lead some Onsite Validations, and the true specialness of every onsite, is spending time with service users. The way they light up, when they share with us, their experience while being supported, is something that cannot be put into words.

I am truly gratified in knowing that FOCUS is making a difference in the world of supports and service for people. While we have the role of assigning a rating to each standard, our most impactful role is validating organizations and assisting in their growth. We validate the excellent work that Staff, Board and Volunteers have in the betterment of people's lives and we provide feedback and direction, on ways in which an organization can meet a high level of standards within their organization and to then, become leaders within their sector. We provide support from the very beginning when an organization signs on with FOCUS, and truly walk beside organization's in sharing their experience of ongoing development within their organization and sector. We empower success. Organizations welcome feedback, and the organizations we work with are leaders when it comes to organizational learning – they choose FOCUS because they not only want to meet the high level of standards that have been developed, but they want to ensure they maintain and often even exceed those levels.

I personally thank our staff, our Board, our Lead Validators, consultants and Peer Cohort for all having a hand, in ensuring that FOCUS continues to be an accrediting body of choice, and that we deliver the highest quality of services to community organizations in the human services sector.

Cheryl Whiteman, FOCUS Executive Director

"People help me have a nice life and it is not stressful. I am treated nice and I treat others nice too."
(Developmental Services Sector)

"I have learned to nap."
(this gentleman was previously homeless and stated that he now feels safe in his home.)
(Developmental Services Sector)

"I'm not as lonely as I used to be. I like how I'm supported."
(Deafblind Sector)

SERVICE USERS

shared!

The FOCUS Team

Cathy Reed
Administrative & Executive
Assistant

Cheryl Whiteman
Executive Director

Amy Watkins
Manager of Accreditation



"You can tell the team is passionate for what they do, and I am privileged to have had the opportunity to participate in this experience with FOCUS."

(Cornerstone Family Violence Prevention Centre)



Thank you to Sheila Simpson for her leadership during her tenure as Board Chair. We look forward to continuing to work with Sheila on our Board of Directors.

Thank you to Marilyn Dumaresq for the support she provided while on the FOCUS Board. We wish Marilyn all the best in her future pursuits.



OUR BOARD 2018/2019

Joanne Richmond
Maggie Fischbuch
Geoff McMullen
Rhonda Hendel
Brian Dunne
Helen Zipes
Judith Sandys
Sheila Simpson
Terry Richmond



" Our employees are proud to work for an agency with such high standards and expectations. Accreditation is an achievement which we all have a role in and all celebrate."

Community Living Essex County

"Accreditation helps to validate the professionalism and quality supports that we offer to people."

*Community Living
Chatham-Kent*



"It helped everyone see how all the aspects of the work each discreet area seems to do 'on its own' actually dovetails to potentially (and ideally) provide a seamless network of support for the individuals who receive services. As an example, we have consciously added both compliance and accreditation standards as the quality measures that apply to our documentation in order to see that both form the basis of what we do and how we do it."

CHOICES Association Inc.

many thanks

TO OUR COMMITTEE MEMBERS

Accreditation Committee: Sheila Simpson (Chair), Terry McCarthy, Brenda Ross, Peggy Malcolm, and Rhonda Hendel

Governance Committee: Joanne Richmond (Chair), Terry Richmond

Nominating Committee: Brian Dunne (Chair), Joe McReynolds, Marilyn Dumaresq

Finance and HR Committee: Geoff McMullen (Chair), Helen Zipes, Joanne Richmond



Patty Neufeld, Manager, Planning & Evaluation and
Karen Bolger, Executive Director
Community Living Essex County

PEER VALIDATORS

THE BACKBONE OF FOCUS ACCREDITATION



In April we welcomed our Peer Validators to their annual training session. Annual Peer training supports consistency in our processes while onsite and encourages collaboration, and support among our cohort. It was a great day of learning!



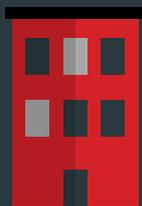
PEER STATISTICS



35
PEERS



1225
HOURS



8
ONSITE
VALIDATIONS



Our Peers Had This To Say...

"Each team I have been part of has been very encouraging and supportive of each other and much of that is attributable to the modelling of the professionalism the team leads. Each onsite validation becomes another learning opportunity."

The following organizations have been Accredited between September 2017 - September 2018 Congratulations!

2017/2018 VALIDATIONS

OCTOBER 2017	COMMUNITY LIVING CHATHAM-KENT - 1ST ACCREDITATION - DS SECTOR
DECEMBER 2017	COMMUNITY LIVING ST. MARYS & AREA - 1ST ACCREDITATION - DS SECTOR
DECEMBER 2017	COMMUNITY LIVING HAMILTON - 2ND ACCREDITATION - DS SECTOR
APRIL 2018	CHOICES ASSOCIATION INC. - 2ND ACCREDITATION - DS SECTOR
JUNE 2018	COMMUNITY LIVING ESSEX COUNTY - 2ND ACCREDITATION - DS SECTOR
JUNE 2018	CREST SUPPORT SERVICES - 1ST ACCREDITATION - DS/CSS SECTOR
JULY 2018	COMMUNITY LIVING LONDON - 3RD ACCREDITATION - DS SECTOR
JULY 2018	CORNERSTONE FAMILY VIOLENCE PREVENTION CENTRE- 2ND ACCREDITATION - VAW SECTOR



ACCREDITATION COMMITTEE SHEILA SIMPSON, COMMITTEE CHAIR

Members of the Accreditation Committee have continued to do excellent work, reading the reports thoroughly and discussing each situation and organization thoughtfully to ensure that each accreditation decision is taken seriously. As Chair of the Accreditation Committee, I would like to thank the Committee members for their hard work over this past year.



BY THE NUMBERS

76 ACCREDITATIONS COMPLETED

Organizations with 3 Accreditations

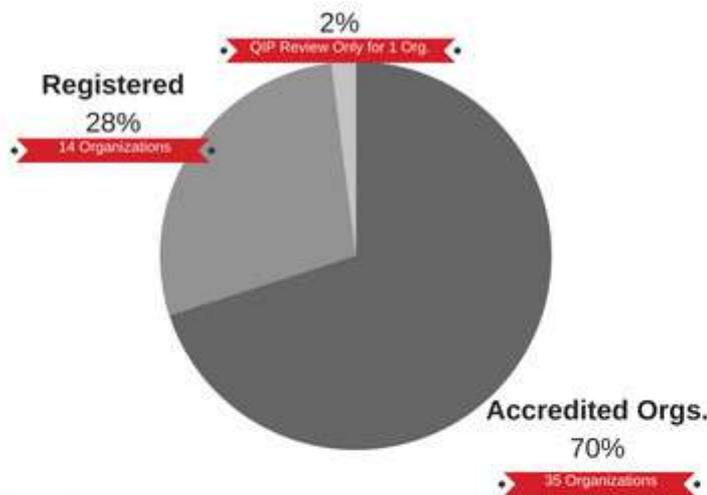
Organizations with 2 Accreditations

Organizations with 1 Accreditations



ORGANIZATIONS ACCREDITED **48**

CURRENT FOCUS STATS



50 ORGANIZATIONS BY SECTOR & STATUS

- SECTORS:**
- DS** - Developmental Services
 - VAW** - Violence Against Women
 - CSS** - Community Support Services
 - DB** - Deafblind



Have You Thought About...

Have you ever thought about what differs between Accreditation and Ministry Compliance? Look at what our clients say about their accreditation versus compliance experience.

Accreditation is very thought provoking. It focuses on how supporting people enriches their lives. Compliance tends to focus on meeting requirements.

Accreditation is a more thorough look at overall services offered. More qualitative than quantitative.

Accreditation provides an opportunity for a more relaxed atmosphere for the employees to participate in the interviews and share their experiences and opinions.

With accreditation, interviews were more like a discussion, felt more like our opportunity to brag about the good things we do!! FOCUS does not prescribe how we meet the standards we do it our way, compliance is more prescriptive.

FOCUS spent more time with direct support staff and people receiving support.

Accreditation is more welcoming and as a broad view. They speak to stakeholders, not just focused on a file review.

The Benefits of Accreditation

Well-established Quality Assurance Mechanism

Accreditation has been used internationally for 75+ years, and is widely accepted as one of the best quality assurance mechanisms known.

Current and Diverse Standards

FOCUS Accreditation standards are developed with the input of key stakeholders, including people receiving services. Standards are responsive to and reflective of current expectations. Standards focus on the achievement of outcomes for people using services and the organization's performance.

Operationalizes Values and Principles into Practice

FOCUS standards operationalize values, principles, legislation, funder quality assurance measures, and HR core competencies into daily practice. Standards provide an accepted blueprint for efficient and effective services, a quality improvement strategy, and a management tool to continually evaluate and improve services and programs.

A Proactive Approach to Assuring and Improving Service Quality

Organizations have time to work toward meeting standards prior to the onsite validation. FOCUS provides agencies with a one-day orientation training session, tools (Standards, GAP Analysis & Evidence Guide) annual learning events, & membership to an on-line Community of Practice, shared listserv and phone and email support.

A Framework for Ongoing Improvement

A detailed analysis charts specific strengths and areas for improvement, and provides a framework for CQI.

Provides Recognition

Accreditation identifies to funders, individuals, family members and other key stakeholders that the organization is one that is accountable and committed to providing high quality services, engaging in ongoing learning and improvement.

Facilitates Evidence-based Decision-making

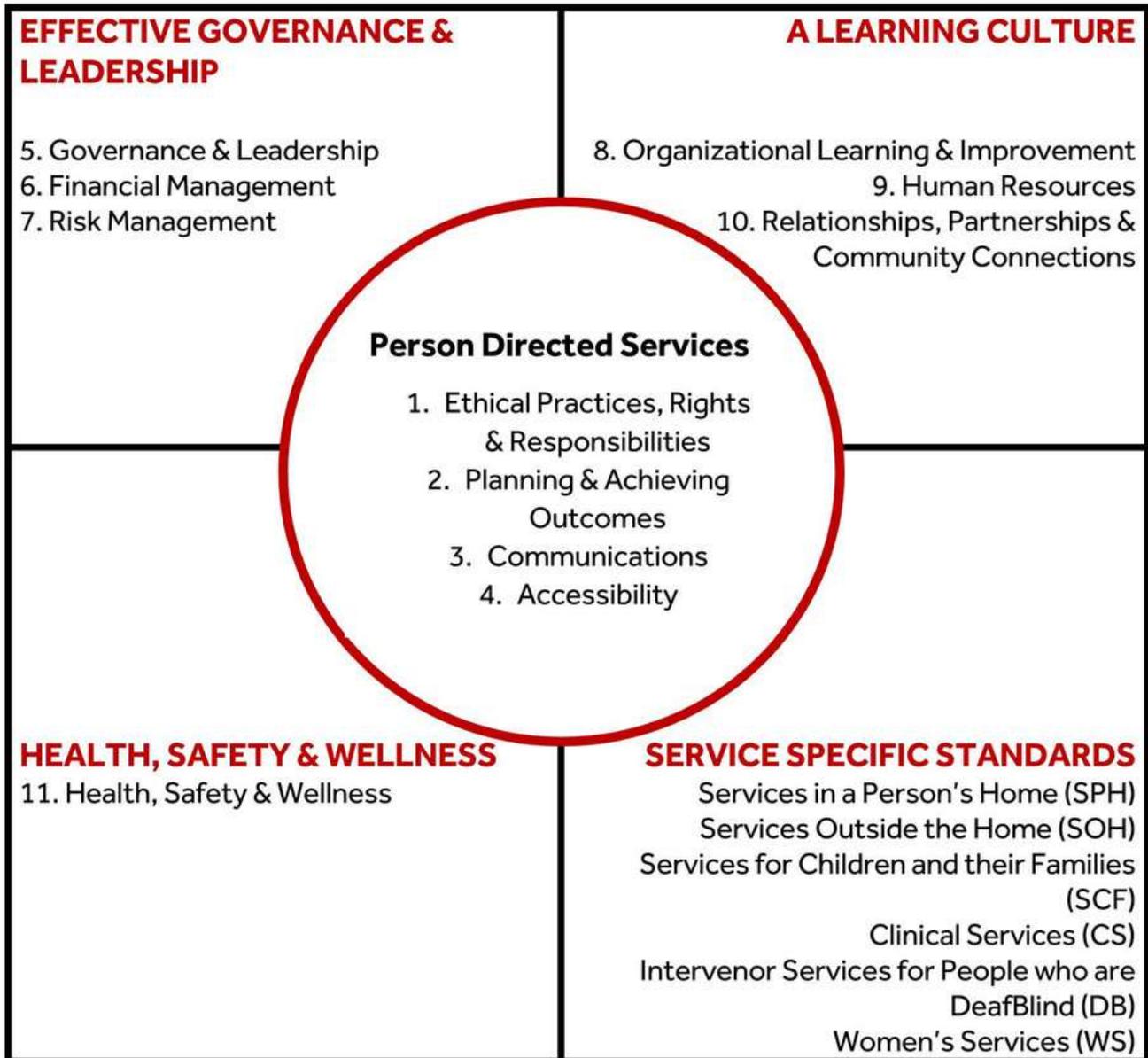
Accreditation produces information that informs decision-making at the individual, service, organizational and larger systems levels.

Excellent Publicity

FOCUS provides accredited organizations with a Media Kit that includes press release template, logos, etc.



The Foundation of High Quality Services



Congratulations **CORNERSTONE**

Cornerstone Family Violence Prevention Centre (Cornerstone) was successful in its bid to be accredited by FOCUS Accreditation for the second time, for four years from July 2018 – July 2022.



CREST SUPPORT SERVICES

Crest Support Services team members enjoying the annual Learning Event in Toronto. Crest received their first accreditation award in June 2018. Way to go Crest!

WOODSTOCK & DISTRICT DEVELOPMENTAL SERVICES

Thanks to WDDS for attending the 2018 Learning Event
Kelly Christo (on the left) is also a valued Peer Validator



DEVELOPMENTAL SERVICES LEEDS & GRENVILLE

Thanks to DSLG, who attended the annual Learning Event and supports FOCUS regularly at these networking opportunities.

DEAFBLIND ONTARIO SERVICES

Thanks to DBOS for participating in the annual Learning Event. It is always wonderful to see the organizations we support from across Ontario!



THANK YOU SHEILA SIMPSON!

Thank you to Sheila Simpson, Past Board Chair - pictured here at our annual Learning Event. Sheila has been a long time standing champion of FOCUS!



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