



ANNUAL REPORT

2018 - 2019

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 FOCUS Accreditation program is one of the most comprehensive ways to assess our agency's organizational performance and Member satisfaction. Their high standards of quality were reflected in the accreditation team that visited us. Their collaborative approach, and the way they engaged with the staff made everyone feel at ease during their visit."

-VITA and Mens Sana



"Community Care Peterborough is a better organization for having gone through accreditation with FOCUS. Community Care Peterborough strongly recommends FOCUS Accreditation to other community support service agencies. The preparation for validation sparked deeper conversations about our approach to service delivery, and our policies and procedures. "

-Community Care Peterborough



"Working with the FOCUS team provided our agency with the perfect opportunity to review and adjust our standards and methods to ensure we are maintaining excellence and best practice. Throughout the process, the FOCUS team was approachable and professional each step of the way, always willing to answer questions and provide guidance."

-Catulpa Community Support Services

MESSAGE FROM BOARD CHAIR NANCY WALLACE-GERO

It has been an honour to serve on the 2018/2019 Board of Directors for FOCUS Accreditation. FOCUS is an organization with a very important and distinguished purpose...that of ensuring the quality of services and supports to people in Ontario who benefit from programs operated by developmental service organizations, community support service organizations, deafblind service organizations and violence against women service organizations.

On behalf of the Board of Directors, our sincere thanks to our small but powerful staff team under the very capable leadership of Cheryl Whiteman, Executive Director.

The upcoming year of 2019/20 promises to be a very exciting and extremely busy year for FOCUS. The Board will be challenged to set in motion an innovative and creative Strategic Plan that will serve the current and future needs of the organizations that we serve and the overall needs of FOCUS.

My thanks to the committee members who provide extensive support to the work of FOCUS and to the current members of the Board of Directors for their support and commitment over the past several months as it has been a busy but very productive spring and summer 2019.

*"I have learned it is my
choice, I get to choose."*

(Developmental Services Sector)

*"I want to improve.
I want to develop.
They challenge us."*

(Developmental Services Sector)

*"Every night I pray and
thank God for
Community Living"*

(Developmental Services Sector)

SERVICE USERS
shared!

MESSAGE FROM EXECUTIVE DIRECTOR CHERYL WHITEMAN

We hear and see such a buzz of activity from the organizations with whom we work, and like all the organizations we provide service to, FOCUS mirrors and echoes how busy operations are. Amazing how quickly a year passes, and for me how quickly four years have passed. Here at FOCUS, we often measure our time in accreditation cycles with our operational planning and work, and it's astonishing to me, that when I started four years ago, I was part of the process with organizations who were getting ready for their onsite validation for the first time, and now, here we are in 2019 – four years later, and their second cycle is occurring once again.

I wish to acknowledge our staff and the endless work they put into the work of FOCUS. I thank them for all the hours and commitment to the work that we do. I would also like to thank the Board of Directors, for their ongoing support of me and my role and dedication to FOCUS. It's always exciting inviting new members onto the board, and welcoming new perspectives. Our Accreditation Committee is active in their determination of accreditation awards and I thank them for the ongoing, thoughtful discussions to enhance organizations.

January 2020, we will release the 2020 FOCUS standards, which will be for the first time, one set of standards for all sectors – this has been an ongoing discovery and development and I wholeheartedly thank Mary Cosyns for her expertise and leadership in the review and updating of the new standards.

As always, I continue to look upward and forward with the work that FOCUS continues. The quality of services and supports we bring to the human services sector is nothing short of remarkable and I continue to be grateful that I am given the opportunity to lead FOCUS and to witness first hand the continuous quality improvements for service users. We all share a vision of making people's lives better and we are all better together!

What accreditation means to organizations...

"Community Living York South supports people who have an intellectual disability to live, play, work and participate in their community. We have been in existence for 65 years and we are proud to be a FOCUS accredited agency! We achieved our second 4 year re-accreditation award for the period June 2019 – June 2023. Accreditation signals pride in excellence in all aspects of our work, every day! It is not just a moment in time, it challenges us every day to consider "did we do our best practice".

-Community Living York South

SERVICE USERS

shared!

"The staff at Catulpa help us conquer our goals!"

(Developmental Services and Community Support Services Sector)

"We are blessed to have Community Care in our lives."

(Community Support Services Sector)

"I have learned so much and have improved my mental health because of the services here. Very happy and thankful to have this opportunity to get help."

(Violence Against Women Sector)

The FOCUS Team

Cheryl Whiteman
Executive Director

Amy Watkins
Manager of Accreditation

Kunj Parekh
Accreditation Coordinator

Joan Richards
Administrative and Executive Assistant



"One of the English dictionaries defines "Thank You" as: "A polite expression used when acknowledging a gift, service, or compliment, or accepting or refusing an offer..." and indeed to capture a sentiment or sentiments of appreciation however, these being only two words it feels as though these words are not enough to express our gratitude for hosting you at Reena and going through the FOCUS exercise with your fabulous team!"

-Reena

Thank you to our exiting founding members.



Thank you to Brian Dunne, founding member of FOCUS for his contributions, support and leadership during his 15 year tenure on the board.

Thank you to Geoff McMullen, founding member of FOCUS for his contributions and direction during his 15 year tenure on the board. Your impact and insight is appreciated.



OUR BOARD 2019/2020

Nancy Wallace-Gero (Chair)
Helen Zipes
Rhonda Hendel
Ron Cristine
Cindy Kinnon
Lisa Macdonald
Marion Kirsh
Terry Richmond



"The overall experience lived up to what we were told it would be. The validators were professional, approachable and organized. The interviews were very much a discussion rather than a test, and the entire process felt affirming of our strengths while at the same time clarifying areas for improvement."

-Catupla Community Support Services

"I was impressed with the expertise and knowledge the validation team had of the DS sector. Very important part of the professionalism."

-Reena



"I believe that accreditation is an incredibly important way of making sure that an organization is doing what it says they are doing. It's also time for reflection and change. Research says that the more open an organization is to 'external eyes' the less likely that abuse will occur within it. The process itself is an abuse prevention strategy. I like that."

-VITA and Mens Sana

many thanks



Nancy Wallace-Gero, Board Chair and
Lisa Macdonald, Board Member

FOCUS Accreditation

TO OUR 2018/2019 COMMITTEE MEMBERS

Accreditation Committee: Rhonda Hendel (Chair), Terry McCarthy, Brenda Ross, Mary Cosyns, Céline Parent, Nancy Wallace-Gero and Donna McKrow

Nominating Committee: Terry Richmond (Chair), Joe McReynolds, Lisa Macdonald

Finance and HR Committee: Nancy Wallace-Gero (Chair), Geoff McMullen, Helen Zipes, Marion Kirsh

PEER VALIDATORS

THE BACKBONE OF FOCUS ACCREDITATION - WE ARE PROUD OF OUR PEER TEAM!



In June 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, laughter and teambuilding!

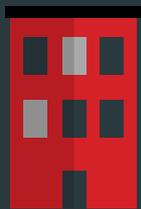
PEER STATISTICS



27
PEERS



1080
HOURS



9
ONSITE
VALIDATIONS



VITA and Mens Sana staff and FOCUS Peer Validator Team.

Our Peers Had This To Say...

"I really enjoy my time onsite. I always learn a lot and really enjoy the whole experience."

"Great experience! Love doing onsite!! Thanks for the experience!!"

The following organizations have been Accredited between
September 2018 - September 2019
Congratulations!

2018/2019 VALIDATIONS

NOVEMBER 2018	MIDDLESEX COMMUNITY LIVING - 2ND ACCREDITATION - DS SECTOR
DECEMBER 2018	PARTICIPATION HOUSE SUPPORT SERVICES LONDON - 3RD ACCREDITATION - DS AND CSS SECTOR
DECEMBER 2018	VITA AND MENS SANA - 1ST ACCREDITATION - DS AND CSS SECTOR
JANUARY 2019	CATULPA COMMUNITY SUPPORT SERVICES - 2ND ACCREDITATION - DS AND CSS SECTOR
MARCH 2019	ACCESS COMMUNITY SERVICES INC. - 2ND ACCREDITATION - DS SECTOR
MAY 2019	COMMUNITY CARE PETERBOROUGH - 1ST ACCREDITATION - CSS SECTOR
JUNE 2019	COMMUNITY LIVING YORK SOUTH - 2ND ACCREDITATION - DS SECTOR
AUGUST 2019	REENA - 1ST ACCREDITATION - DS SECTOR



Thank you to those who support FOCUS!

FOCUS is fortunate to have wonderful sponsors who support our work in helping human services organizations in Ontario improve their quality of services.





BY THE NUMBERS

85 ACCREDITATIONS COMPLETED

Organizations with 3 Accreditations

7

Organizations with 2 Accreditations

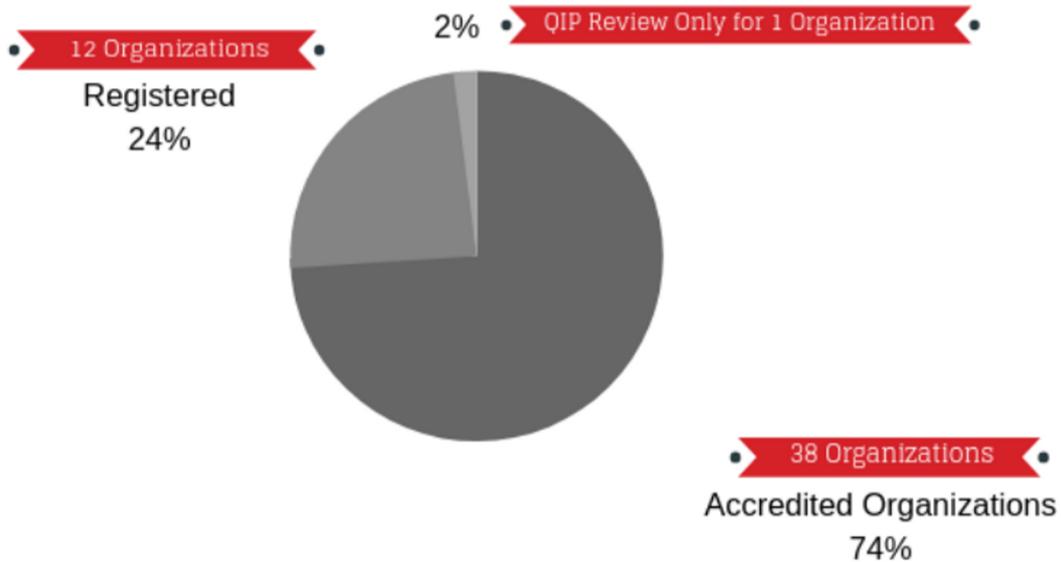
19

Organizations with 1 Accreditation

26

ORGANIZATIONS ACCREDITED **52**

CURRENT FOCUS STATS



FOCUS went
"UNDER THE BIG TOP"
at the OASIS conference in May 2019!

We enjoyed sharing the work FOCUS does within the developmental services sector, and seeing members of the organizations we work with!



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 has a broad view. FOCUS speaks 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 and Evidence Guide) annual learning events, and 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

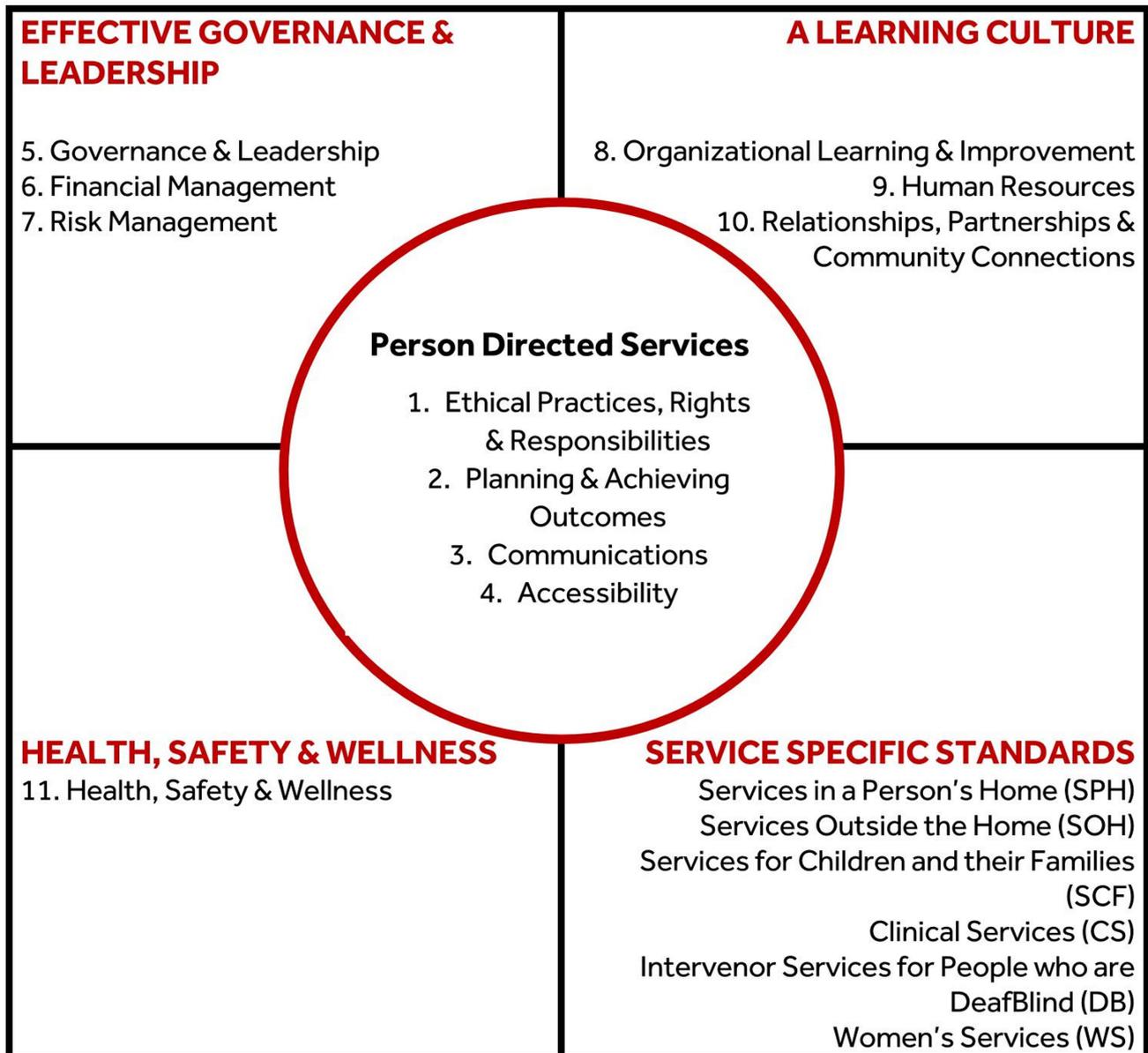
Accreditation produces information that informs decision-making at the individual, service, organizational and larger systems levels.

Excellent Publicity

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



The Foundation of High Quality Services



"What we learn with pleasure we never forget."

During our 2019 FOCUS Learning Event, we had the pleasure of learning from Claudia Ferryman (left), on how to improve our Emotional Intelligence.



COMMUNITY CARE PETERBOROUGH

Aja and Catherine, CCP team members enjoying the annual Learning Event in Toronto. Community Care Peterborough received their first accreditation award in May 2019. Way to go CCP!

ROOTS COMMUNITY SERVICES INC.

Thanks to Roots Community Services Inc., a newly registered organization with FOCUS, for attending the 2019 Learning Event! We enjoyed having you!

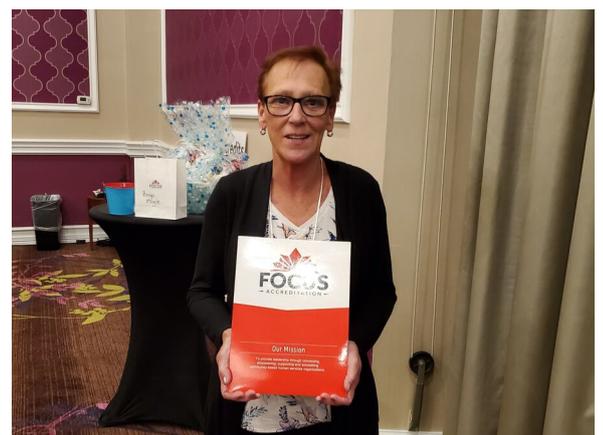


FOCUS LEARNING EVENT - CONNECTING ORGANIZATIONS

Thanks to Christian Horizons' Shelley (left) and Justin (right), and Jay (centre) from St. Francis Advocates for attending the annual FOCUS Learning Event. It was great to see the conversations, idea sharing and networking!

COMMUNITY LIVING CHATHAM-KENT

Congratulations to CLC-K team member, Sandy on winning complimentary admission to next year's Learning Event! We look forward to seeing you next year! FOCUS is also delighted to have Sandy as a Peer Validator,



FOCUS LEARNING EVENT: BRINGING PEERS TOGETHER!

A big thank you to Jessie (left) and Megan (right) for attending the FOCUS Learning Event and your continued support of FOCUS as validators.



FOCUS

← ACCREDITATION →



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