



ANNUAL REPORT 2016/17



Sheila Simpson, FOCUS Chair presents Kate Wiggins and Anne Baxter from Anova (VAW) with their first Accreditation Award

CELEBRATING 10 YEARS OF ACCREDITATION HISTORY

Our Vision

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

Our Mission

Leadership through connecting, empowering, supporting and accrediting community based human service organizations.

Strategic Directions

Use our accreditation process to drive continuous quality improvement.

Expand our network of client organizations.

Achieve sustainability in our organizational capacity.

MESSAGE FROM BOARD CHAIR



As I look back on this past year, I think we have reason to be proud of the achievements we have realized, and I would like to thank all Board and Staff for their contribution to those achievements. Of course, none of our work would happen without our dedicated and hard-working staff. As she has been doing now for some time, our Executive Director, Cheryl Whiteman continues to provide leadership and demonstrate vision for the organization. We are delighted that Angela Clarke has joined us and she is providing the organization

with much needed support and we also welcome Debra Cliff, as support to the organization and Cheryl. All these roles are vital to FOCUS as a stable foundation to the work we provide. We are starting to develop a valuable pool of talented individuals to act as Lead Validators for our Onsite Validations, their skill sets not only provides us with increased flexibility but also brings additional perspectives and experiences into the mix.

This past year we developed our new strategic plan for the next three years, have mapped out an annual workplan for the Board, re-organized our human resources to better match our requirements, we finished some large governance components, we did a reset on our learning event and we rebranded the organization. Those are just a few of the major pieces that happened throughout the year and I believe it has us in a good place as an organization.

I look forward to our future.

Sheila Simpson, FOCUS Board Chair

OUR BOARD 2017/2018

- Sheila Simpson, Chair
- Joanne Richmond, Vice Chair
- Geoff McMullen,
Treasurer/Secretary
- Brian Dunne, Member
- Helen Zipes, Member
- Marilyn Dumaresq, Member
- Terry Richmond, Member
- Rhonda Hendel, Member



OUR TEAM



Angela Clarke, Accreditation Coordinator , Cheryl Whiteman, Executive Director & Debra Cliff, Administrative and Executive Assistant (L-R)

MESSAGE FROM EXECUTIVE DIRECTOR

FOCUS continues to thrive! We have had yet another productive year that has brought on new clients and worked with all four sectors that we serve (DS, VAW, CSS and DeafBlind). We have updated numerous internal processes so to provide clarity and enhanced direction for our clients working towards an accreditation status. Angela, Debra and myself, have worked countless hours, ensuring our internal systems and operations are also accountable and transparent. FOCUS took on a new endeavour; renewing our branding after 10 years—so that we are not only current in the marketing world, but that we display and speak the language of professionalism, credibility and achievement. We completed a number of onsite validations, including an all Ontario onsite validation with Christian Horizons. We have recruited new Board Members so sectors continue to be present at our table. As always our volunteer Peer Validators are pivotal in our success and I thank each and every person who contributed to FOCUS over the last year. I thank Angela and Debra who are essential in FOCUS' ongoing growth. As always, I look upward and forward to the next year of growing success!

Cheryl Whiteman, Executive Director

"It (FOCUS Quality Improvement and Accreditation process) has generated critical thinking, we are closely examining what we do but more importantly why we are doing it."

"The process has helped us become a better organized, stronger and cohesive organization. Everyone learned a lot during our preparations and we had the chance to work together."

"I believe the process makes us more aware of changes required as we continue to strive to allow people receiving services to be part of their chosen community life everyday. It was interesting to "see" the changes in our organization since our first accreditation."

"Accreditation helps us to continually strive to provide the best quality service possible."



NOMINATION REPORT

The Nominating Committee is a committee of the FOCUS Board of Directors to develop and present the annual list of nominees to become elected members of the Board, based on the number of vacancies and skills required to provide the Board with the capacity to govern FOCUS effectively.

This year, the Nominating Committee reviewed the current needs of the Board and conducted interviews to fill vacancies and ensure that we have appropriate representation. The Committee recommended two candidates for acceptance by the Board, and we are proud to welcome Rhonda Hendel and Terry Richmond to the Board of Directors.

The Nominating Committee has reviewed and revised the skills matrix template and has designed a process for developing nominations for Board positions.

We wish to thank the retiring board members, Mary McLaren, Patty Vlaar and Michel Bourassa, for their contributions and outstanding commitment to the Board of Directors.

I would like to thank Joe McReynolds, Marilyn Dumaresq and Cheryl Whiteman for their hard work and dedication serving on the Nominating Committee for the FOCUS Board of Directors.

Respectfully submitted,

Brian Dunne, Chair, Nomination Committee

Thank You

To our Committee Members;

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

Governance Committee: Joanne Richmond (Chair), Terry Richmond

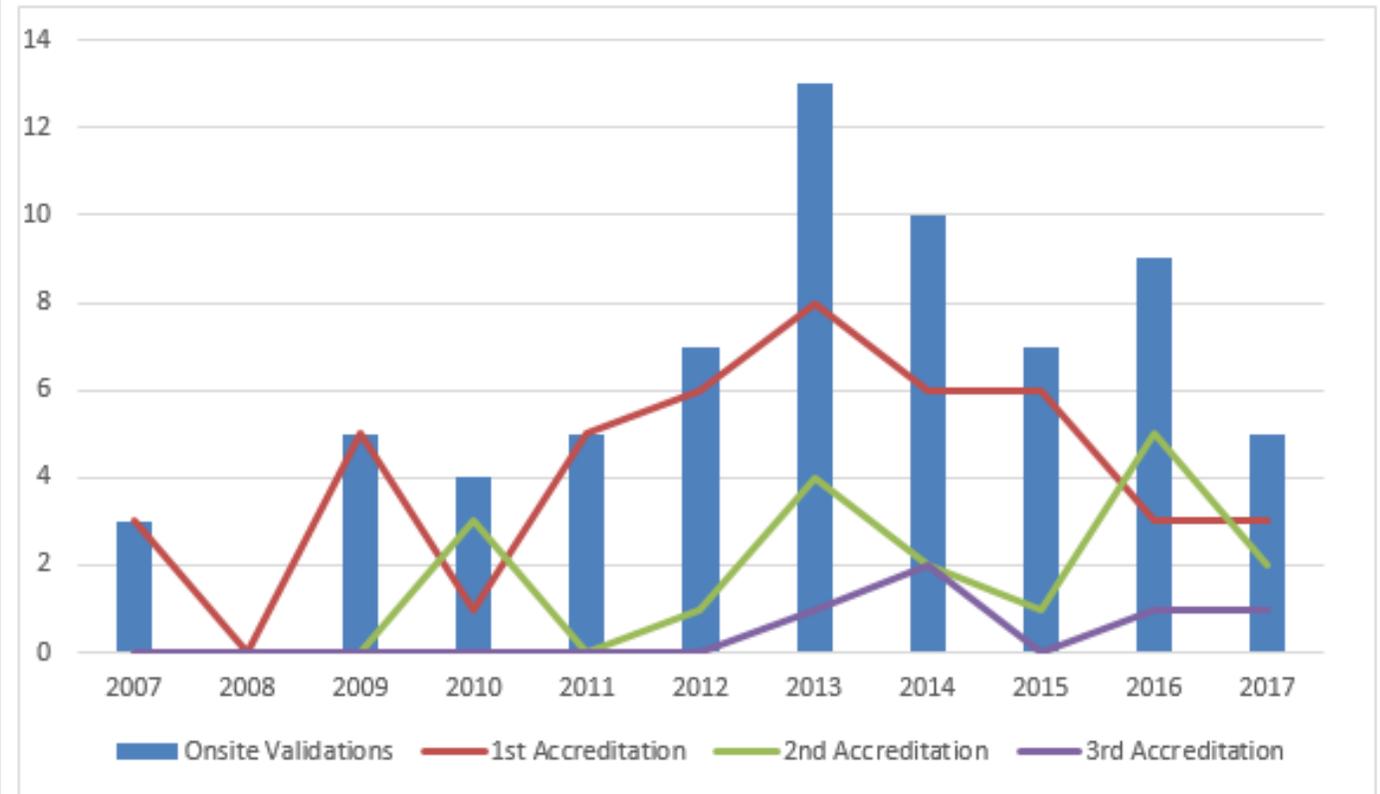
Nominating Committee: Brian Dunne (Chair), Joe McReynolds, Marilyn Dumaresq

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



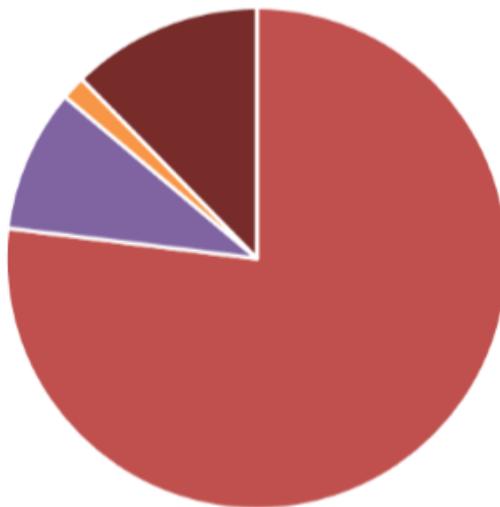
Terry Richmond, Executive Director, Cheshire Homes and Debra Cliff at OCSA

10 YEARS OF ACCREDITATION HISTORY



OUR ASSOCIATED ORGANIZATIONS

- 74%**
DEVELOPMENTAL SERVICES
- 9%**
VIOLENCE AGAINST WOMEN
- 2%**
DEAFBLIND
- 15%**
COMMUNITY SERVICE SECTOR



69
Accreditation Awards
have been presented to
46 Human Service
Organizations across
Ontario

PEER VALIDATORS

FOCUS would not be able to accomplish our success without the dedication of Peer Validators. In May we welcomed our Peer Validators to their annual training session. This annual face to face training supports consistency in our processes while onsite and encourages collaboration among our cohort.

44 Peer
Validators

1576

HOURS

Completed EIGHT
Onsite Validations this
year, including an all
Ontario Onsite
Validation with
Christian
Horizons



L-R—Sandi Bench, Bernadette Homerski, Maureen Tomchick, Cheryl McLeod, Jennifer Krawczyk, Lorrie Arsenault, Mary Cosyns, Maria Tzirakos, Susan, Dill, Rhonda Hendel, Teresa Donaldson, Patty Neufeld

“The experience of visiting other agencies is so valuable when you are focused on Continuous Quality Improvement. Seeing and learning from others is an important part of developing a Learning Culture.”

- Peer Validator

The following organizations have been Accredited between

September 2016—September 2017

November 2016—The Participation House Project—DS Sector, 2nd Accreditation

December 2016—Cheshire Homes (Hastings—Prince Edward) Inc.—CSS Sector, 1st Accreditation

December 2016—Bernadette McCann House—VAW Sector, 2nd Accreditation

January 2017—New Visions Toronto—DS Sector, 1st Accreditation

March 2017—Tri-County Community Support Services—DS Sector, 1st Accreditation

March 2017—Community Living Prince Edward—DS Sector, 2nd Accreditation

July 2017—Christian Horizons—DS Sector, 3rd Accreditation, Seal of Sustainability

August 2017—Cochrane Temiskaming Resource Centre—DS Sector, 2nd Accreditation

September 2017—Community Living Chatham-Kent—DS Sector, 1st Accreditation

ACCREDITATION ORIENTATION



Reena, March 2017

FOCUS offers an Accreditation Orientation session to all newly registered organizations, this session typically takes place within four months of registration and we welcome any stakeholder who will be a part of this journey to attend the session.

FOCUS presents a timeline of the process of Accreditation, provides an overview of the Core Service Standards, facilitates a conversation around FOCUS philosophy & methodology and answer any questions the organization has.

- Phase 1 – Preparation
- Phase 2 – Onsite Validation
- Phase 3 - Accreditation &
- Continuous Quality Improvement
- Ongoing Support
- Next Steps



Community Care Durham, March 2017

"The Orientation provided an opportunity for individuals working in different service areas to be together and hear the same information. Presentation of the overview or what Accreditation is all about provided everyone with the same place to begin, and the "on the ground" exercise was very engaging for all. The Gap Analysis was helpful to encourage transparency and openness to change. There is now an awareness of the need for consistency of practice across the agency, and the value of sharing information between functions. "

"Easy flow, good intro to first steps and great to know that there is help along the way."

"Learning the basics of accreditation and how it benefits the people we are supporting and how it encourages agencies to work more cohesively."

"I am the lead for the agency and this orientation clarified the process. It was very helpful to have this orientation to bring the management, front line, board and services recipients together to understand the process and purpose."

"The case study to actually review domains and standards was really helpful. Being able to discuss with coworkers from different program areas was a good discussion generator! "

"The FOCUS team is obviously skilled in their area of expertise. The speaking was done very well. The amount of information provided was great for those new to CQI processes."

ACCREDITATION AWARDS & CELEBRATIONS



Cheshire Homes (Hastings—Prince Edward) Inc.



New Visions Toronto



Tri-County Community Support Services



Community Living Prince Edward



Congratulations

“It is important when non profits are spending tax payers money, we do the best possible job and be held accountable and transparent.

Equally important is that we be held to a high standard that we are doing what we should be for the clients we are mandated to serve.”

ACCREDITATION AWARDS AND CELEBRATIONS

The Participation House Project (Durham Region)



Christian Horizons
Resource Learning Centre, AGM

Christian Horizons—West District





Christian Horizons—North District



Christian Horizons — East District



Christian Horizons
Central East District

Christian Horizons— South District



No photo available
for Christian Horizons
Central District





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