

Accreditation 101 Version 20.18

February 1st, 2018

BeConnected Support Services Survey Version 20.18 is on the heels of being awarded a 3-year accreditation by CARF International in 2015. This accreditation outcome, which represents the highest level of accreditation, is awarded to organizations that show substantial fulfillment of the standards established by CARF. An organization receiving a Three-Year Accreditation outcome has put itself through a rigorous peer review process and has demonstrated that its programs and services are of the highest quality, measurable, and accountable. Further, an organization accredited for three years clearly indicates that present conditions represent an established pattern of total operations that is likely to be maintained or improved in the foreseeable future.

What is Accreditation?

Any organization that contracts with the BC government to fund services of \$500,000.00 or more is required to seek accreditation from a certified organization (ie CARF).

This certificate, if earned, provides proof that the organization is fulfilling its contract with Community Living BC and/or the Ministry of Children and Family Development in the best possible way and meets all standards set forth by the accrediting organization. "The Ministry" will then continue to contract with BeConnected Support Services.

Accreditation is a peer review process that will help us improve the quality of our services to the people we support. CARF was here in June of 2015, 2012, 2009, 2006, and 2005, and will be returning in the spring of 2018 to see how much we have improved upon past survey successes in our residential and community services. Since our 2015 survey, CARF has introduced 233 changes and updates to their standard manual, which means at minimum, BeConnected has had to make 233 changes and updates to the way we do things!

Preparation for BeConnected's SIXTH accreditation survey is well underway with our site survey scheduled to occur sometime in May or June of 2018.

THE MAJOR CHANGE for 2018, is

BeConnected is now required to survey our Children and Youth Programs under a unique set of standards and CARF Manual called the Child and Youth Services Standards Manual.

BeConnected has much pride in our accomplishments of past accreditations, and anticipates "SURVEY Version 20.18" will be equally successful! Stay tuned for more information as our next CARF accreditation survey draws nearer☺.

Becon Support Services

Who is CARF?

CARF stands for "The Commission on Accreditation of Rehabilitation Facilities" and is the organization we have chosen as our accrediting organization.

CARF has three core values and all of their standards are based on these values:

- All people have the right to be treated with dignity and respect.
- All people should have access to needed services that achieve optimum outcomes.
- All people should be empowered to exercise informed choice.

The main purpose of CARF is to promote quality services for persons being served, their families, and personnel (employees and contractors), through accreditation.

What Are The Benefits of Accreditation?

Some of the benefits of Accreditation are:

- An assurance on the part of persons seeking services and their families that our organization meets accepted person-focused standards that emphasize an integrated and individualized approach to services and outcomes.
- Accountability to Community Living BC and the Ministry of Children and Family Development and to the community.
- Continuous quality improvement through the application of ever-changing CARF standards.
- Guidance for responsible management and professional growth of personnel.

How Does it Work?

CARF provides a set of standards for the overall agency and for each program that we must meet. At the site survey in May or June, surveyors, who are professionals in our field, will visit BeConnected for three days. They will be checking to see if we are meeting the standards through documentation (policies, forms, meeting minutes, etc.), observation (they will visit our homes), and interviews (with the people we support, their families, personnel, community partners, etc.). We are rated on a scale of 0-3 and will receive a final report including recommendations for areas we need to work on. Within 90 days we will provide CARF with a "Quality Improvement Plan" detailing how and when we will meet their recommendations [because we are required to meet them!].



BeConnected Support Services is striving to be the "best that we can be." Looking forward to being the best with you all!

Kristen Kay, Director of Programs and Quality Assurance