



## MCFD/CARF Joint Outcomes Project Information Update

December, 2008

The Ministry of Children and Family Development (MCFD) is committed to providing quality, effective and responsive services to children, youth and families. Accreditation constitutes one way of assuring the quality of a contracted organization's service delivery.

Eighty-four per cent of agencies that provide MCFD and/or CLBC services and that are in the process of accreditation or are accredited have engaged with CARF. These agencies have indicated that the accreditation process has improved the quality of their services, and strengthened responsiveness and accountability to persons served.

The Joint Outcomes Project is an MCFD/CARF initiative to identify outcome measures being used by CARF-accredited service providers. The Joint Outcomes Project Committee is studying the feasibility of identifying common outcome measures or indicators being used by CARF-accredited services providers. If common measures and/or indicators can be identified, streamlined reporting requirements may be achieved.

### **Results to Date**

Progress was made in understanding the availability and accessibility of outcome measurement information provided through the CARF accreditation process. For example, survey reports do not contain information on the actual performance measures being used, or the results achieved in terms of outcomes for children and youth and their families. The information available through performance management reports is being assessed.

### **Next Steps**

A method and approach of accessing information directly from CARF-accredited service providers is being developed.