

CLBC'S MONITORING FRAMEWORK

January 2010

an update for service providers



QUALITY ASSURANCE AND ACCOUNTABILITY

Over the next two years, the Quality Services division will implement a system of quality assurance and accountability. The following are integral components of that framework:

- accreditation
- resource allocation
- costing guidelines
- procurement and contracting
- monitoring and reporting



MONITORING

CLBC is committed to monitoring supports and services at the contract, service, and agency level to ensure that CLBC-funded services support individuals to lead good lives in welcoming communities.

CLBC's monitoring framework reflects the organization's dedication to continuous quality improvement. Our goal is to implement a framework that allows us to learn from past experiences, actively seek feedback, and set new goals for the organization.



developing the framework

CLBC worked with external consultants throughout the 2008-09 year to propose a framework that is:

- simple, reasonable, and practical
- flexible and adaptable to all service providers
- consistent with pre-existing performance outcomes, standards, and monitoring requirements



advantages for service providers

- service levels, management information, applicable standards, and outcomes will be clearly articulated in the contract
- reporting will be standardized and predictable
- the amount of time service providers spend on reporting will be reduced
- service providers will be able to compare their own performance to provincial benchmarks



advantages for CLBC

- staff will have clear direction on information that is to be requested, reviewed, and responded to
- CLBC will collect meaningful information that is reported in a standardized manner
- CLBC will be able to set goals based on data that comes from a variety of valid sources
- CLBC will be able to establish provincial benchmarks and compare the province's performance against other jurisdictions



PROPOSED APPROACH

The proposed framework incorporates monitoring activities that occur on three levels:

- contract – service levels and management information
- services – standards and outcomes
- agency – past performance and future directions



service levels

Service levels are defined as hours directly expended in the delivery of service (on-line). Service levels exclude:

- benefit hours for staff providing the service (vacation days, statutory holidays, sick days, training, etc.)
- any allocation of other costs

NOTE: CLBC is in the process of consulting members of the CEO network and CLAN to determine whether hours expended in the supervision or co-ordination of the service (off-line) are included in service levels. General management is excluded.



management information

Management information includes contracted deliverables that do not have a direct link to funding. The following are examples of management information that might be included in a contract:

- number of individuals served
- specific individuals served
- service start and end time



standards

Standards are a universally agreed-upon set of guidelines that define expectations, processes, outcomes, and a mechanism for evaluation.

For accredited service providers, standards are set by CARF, COA, or COI.

For unaccredited service providers and home sharing providers, standards are set by CLBC and are consistent with CLBC's own accreditation requirements with CARF.



service outcomes

Outcomes are the result or status achieved by a defined point following the delivery of services. CLBC will develop outcomes for all service areas that are based on a recognized system of outcome measurement. These will be included as a contractual expectation for all service providers.

CLBC will be sensitive to the work that has already been done in this area (particularly by accredited agencies) and will work with service providers to shift to the new outcomes.



past performance and future directions

CLBC has an interest in ensuring ongoing, positive working relationships with all service providers. Agencies and CLBC will jointly participate in a developmental review once every three years (or as required).

