



Quality Service Model Hitting the Target but Missing the Point



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ODEN is a member network of agencies across the province that are united to increase employment opportunities for people with a disability.

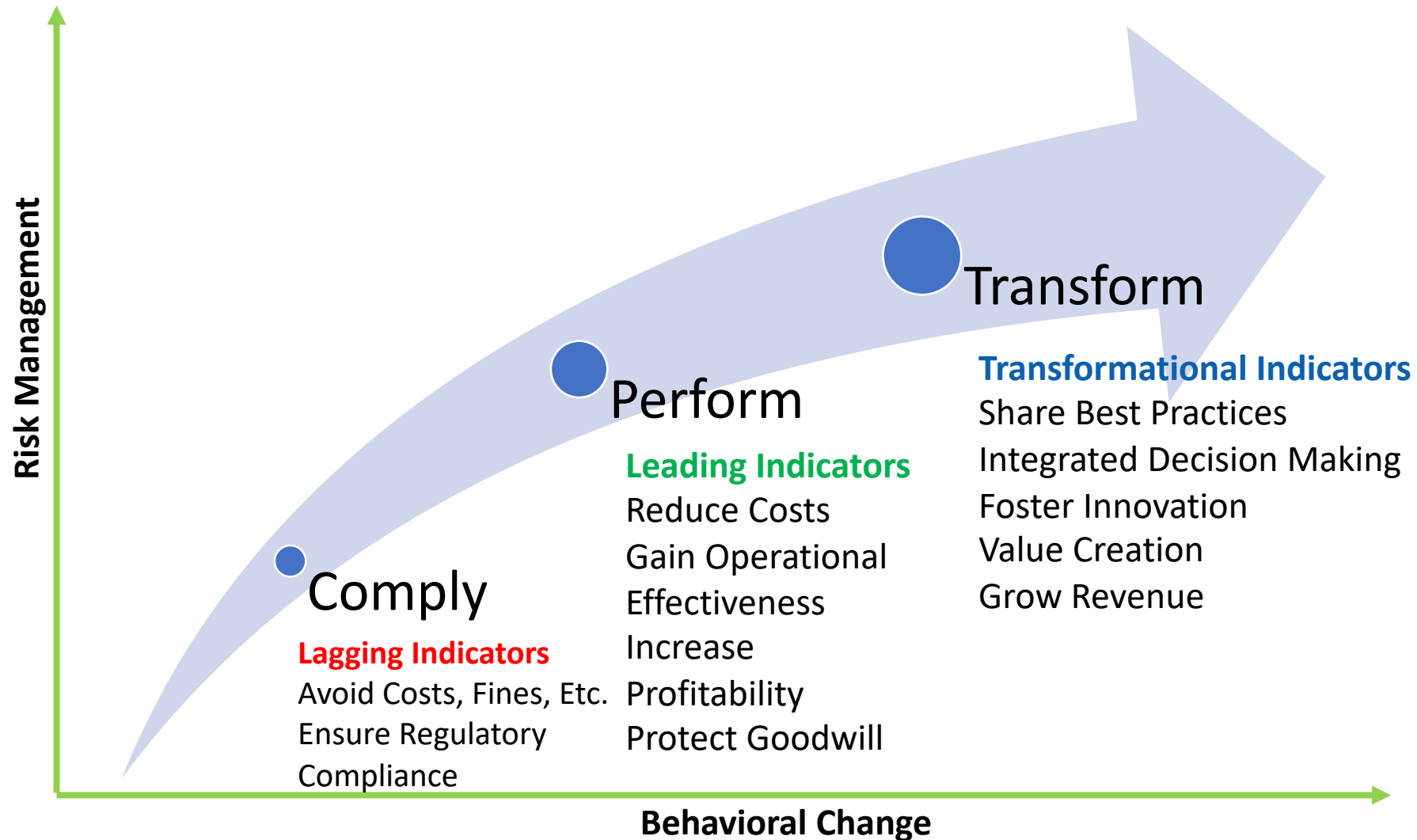
Quality Service – What is it?



What do you think of when you think of Quality Service (QS) in the employment service sector?

- Different types of compliance and monitoring in the sector that influence our QS
 - Accessibility for Ontarians with Disabilities Act (AODA) - universal
 - Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008)
 - Quality Assurance Measures (QAM) – MCSS – DSO funded agencies
 - Quarterly Status and Adjustments Report (QSAR) - MAESD monitoring for EO's

Comply! Perform!! Transform!!!



- What our QS project is about
 - ODEN's **Guiding Principles for Quality Service** reflect a compilation of the public-facing vision, mission, mandates, values and guiding principles of the 100+ member agencies we serve
 - These principles were used to develop ODEN's Quality Service Standards
 - Indicators, assessment tools, and Community of Practice will be the end product (March 2019)

Quality Service Model for Employment Services Supporting Persons with Disabilities - Work to date



- Research completed
- Working group formed
- Plain Language Guiding Principles finalized
- Developed the indicators and measures – used to show how to determine if we are achieving the principles
- Balanced Scorecard and self assessment tool (in progress)
- Community of Practice (in progress)

Our QS project



6 Guiding Principles

Principle 1

Person Centred, Person Directed, and Person Empowered:

Job Seekers are given tools and support to help them direct the employment services they receive.

Individuality is respected and honored, allowing Job Seekers to be heard and supported in decision-making, in defining and attaining goals and in achieving self-determination

Principle 2

Navigator, Advocate, Collaborator and Voice:

Through relationships, partnerships and collaboration, practitioners make use of their position and their voice to open doors, to secure supports and to acquire the resources required to help Job Seekers achieve their employment goals

Principle 3

Systems Focus:

Services work to break down the wide-spread barriers Job Seekers face through awareness, public education and inclusive partnerships.

Services work to change how people think about disability and employment and in turn focus on building bridges between those with disability and prospective employers.

Principle 4

Purposeful and Professional Practice:

A proactive practice, which prides itself on being aware and planning for the future, is continuously self-examining, improving and evolving, using evidence and innovation to drive performance for individual and organizational success.

Service is respectful, professional and ethical, and responsibility is taken for quality services and results gained

Principle 5

Workforce Development:

Services have an easy-to-access system for hiring and training that takes into consideration the business goals of the employer while at the same time fulfilling the needs of Job Seekers with disabilities.

This contributes to an environment that supports and encourages business growth.

Organizational Health:

Organizations recognize that organizational stability is required to ensure service quality.

Stability requires systems and processes in governance, financing, service coordination, risk management, infrastructure and management.

Hitting the target AND the point!

- When the 6 guiding principles are followed you will deliver quality service – for job seekers, business, and funders
- Using the benchmarks/indicators will assist in improving and increasing your service delivery
- You can identify the gaps in your team's skills and develop them
- You will develop better metrics (and have better outcomes) to share with funders, businesses, and job seekers

Who cares?

- Clients (Job seekers)
- Businesses (Employers and co-workers)
- Funders (Government and Foundations)
- Program Developers
- Government (policy makers)
- everyone

We did it – you can too

To achieve this we:

- Delivered a learning session on Quality Service at the 2018 RDC Conference
- Hired professional support to guide the project (BBMD)
- Engaged agencies and formed a provincial working group
- Signed a Project Charter and set structured meetings and assigned work

We did it – you can too

- Reviewed the Vision, Mission and Mandates of 100+ of employment services agencies and produced a 'common values' document
- Established the " Quality Service Guidelines" that demonstrate common values, principles and benchmarks for service excellence
- Established the performance indicators for quality service guidelines and 'score card'

Next steps

- Deliver the principles to the membership at large
- Finalize the self assessment tool (Feb 2019)
- Choose a peer evaluation model to use (Feb 2019)
- Create the community of practice for ODEN's members (March 2019) to support the guidelines and the scorecard
- Governance and project charter for the Community of Practice

THANK YOU!

QUESTIONS?

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