

**CARF
Survey Report
for
Encompass
Support Services
Society**

Organization

Encompass Support Services Society (ESS)
20618 Eastleigh Crescent
Langley BC V3A 4C4
CANADA

Organizational Leadership

Lynne Topham, Executive Director

Survey Dates

January 6-8, 2016

Survey Team

Sylvia A. R. Tremblay, Administrative Surveyor

Debbie J. Sirk, M.P.A., Program Surveyor

Rob Lionello, Program Surveyor

Programs/Services Surveyed

Child/Youth Day Care (Children and Adolescents)
Community Transition (Children and Adolescents)
Community Youth Development (Juvenile Justice)
Counselling/Outpatient (Children and Adolescents)
Group Home Care (Children and Adolescents)
Intensive Family-Based Services (Children and Adolescents)
Promotion/Prevention (Children and Adolescents)

Previous Survey

December 3-5, 2012
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: December 31, 2018



Three-Year Accreditation

SURVEY SUMMARY

Encompass Support Services Society (ESS) has strengths in many areas.

- The organization has a positive and solid reputation with funders and community partners. They appreciate the collaborative, transparent, and respectful relationship they have with ESS. Representatives of Ministry of Children and Family Development (MCFD), one of the organization's key funders and referral agencies, expressed sincere appreciation for how ESS often goes beyond the call and continues to provide participant-focused services and supports, sometimes even after funding has ended and participants have aged out.
- The board of directors is a tight group of experienced, well-connected individuals who are forward thinking and have guided and supported a recent successful merger. Although they encountered challenges along the way, the merger has been very positive for both the organization and the community it serves.
- The organizational leadership and staff are committed to continuous quality improvement. The leadership and management personnel are committed to the accreditation process and, subsequently, providing outcomes-based and effective services for participants. They are very open to suggestions and have been active listeners throughout both the survey preparedness and actual, on-site survey process. ESS is a learning organization.
- ESS is known for its collaboration, successful affiliations, and meaningful partnerships with a broad variety of other organizations in the Langley area. It is held in high regard by the United Way Fraser Valley for its leadership in campaign activities and most of all for "being on the streets and meeting people where they're at."
- Personnel stated they feel supported, appreciated, and respected in their work.
- Both staff and services are flexible and focused on being helpful; participants felt this is one of the greatest strength of the organization. Staff members are dedicated professionals who display genuine care and support for the person served. It is demonstrated in the quality and consistency of their work. It is also reflected in the organization's compassionate approach. The staff members clearly feel that they are a part of the programs and contributors to the development of the organization. They share a strong sense of pride both in the work and the organization.
- The organization's proactive approach to identifying and responding to changing communities needs and gaps in service and funding opportunities has resulted in the development of programs and services that are implemented promptly and meet the emerging needs of the community.
- The management team of the organization demonstrates a real commitment to the mission of the organization. Its practice shows a genuine respect and compassion that has created a working quality of work that it has achieved.
- The Cardinal House - Emergency Receiving Home program is a vital component in the fabric of the community it serves and enjoys the support of an involved and committed staff. The staff has utilized and developed two-bed emergency receiving programs to assist the youth who need stabilization, assessment, or short-term emergency housing. Cardinal House incorporates the interests of all the participants into its programs to meet their basic and behavioural health needs.

- Cardinal House provides services to a challenging population, that is often considered difficult to care for and provide treatment for and that has limited access to extended treatment resources. Cardinal House is commended for assisting these children and youth and enhancing their lives and providing them with much-needed services.
- The Langley Education Centre (LEC) program has a great collaboration with the Langley Secondary School. This program supports young parents who want to complete their twelfth grade education. It also provides a weekly parenting group where parents can drop in and connect with other young parents and receive information about pregnancy/parenting.

ESS should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.

On balance, ESS has many strengths and demonstrates substantial conformance to the CARF standards across its business operations and service delivery programs. Outcomes and feedback from participants and referral sources indicated a high level of satisfaction and success from all who interact with the programs. The organization also demonstrates a strong commitment to the accreditation process and has both the intent and capacity to make any improvement required. It is receptive to all the consultation and other feedback offered. Areas for improvement include health and safety, rights of the persons served, program structure, screening and access to services, person-centred planning, transition and discharge, quality records review, child and youth day care, and group home care.

Encompass Support Services Society has earned a Three-Year Accreditation. The leadership and all personnel are congratulated for this accomplishment. They are encouraged to use the organization's many resources to address the recommendations in this report.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Description

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.