Big Brothers Big Sisters

NATIONAL CONVENTION

UNSTOPPABLE

2023 NATIONAL CONVENTION

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QUALITY ASSURANCE :
BUILDING A STRONG FOUNDATION TO SUPPORT THE FUTURE OF THE PROGRAM

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GOALS FOR TODAY

- Reflect on the past and work done to date to understand where we are and where we are going.
- Answer questions and concerns leading into the AGM.
- Take advantage of our time together to shape the future of the QA program.

AGENDA

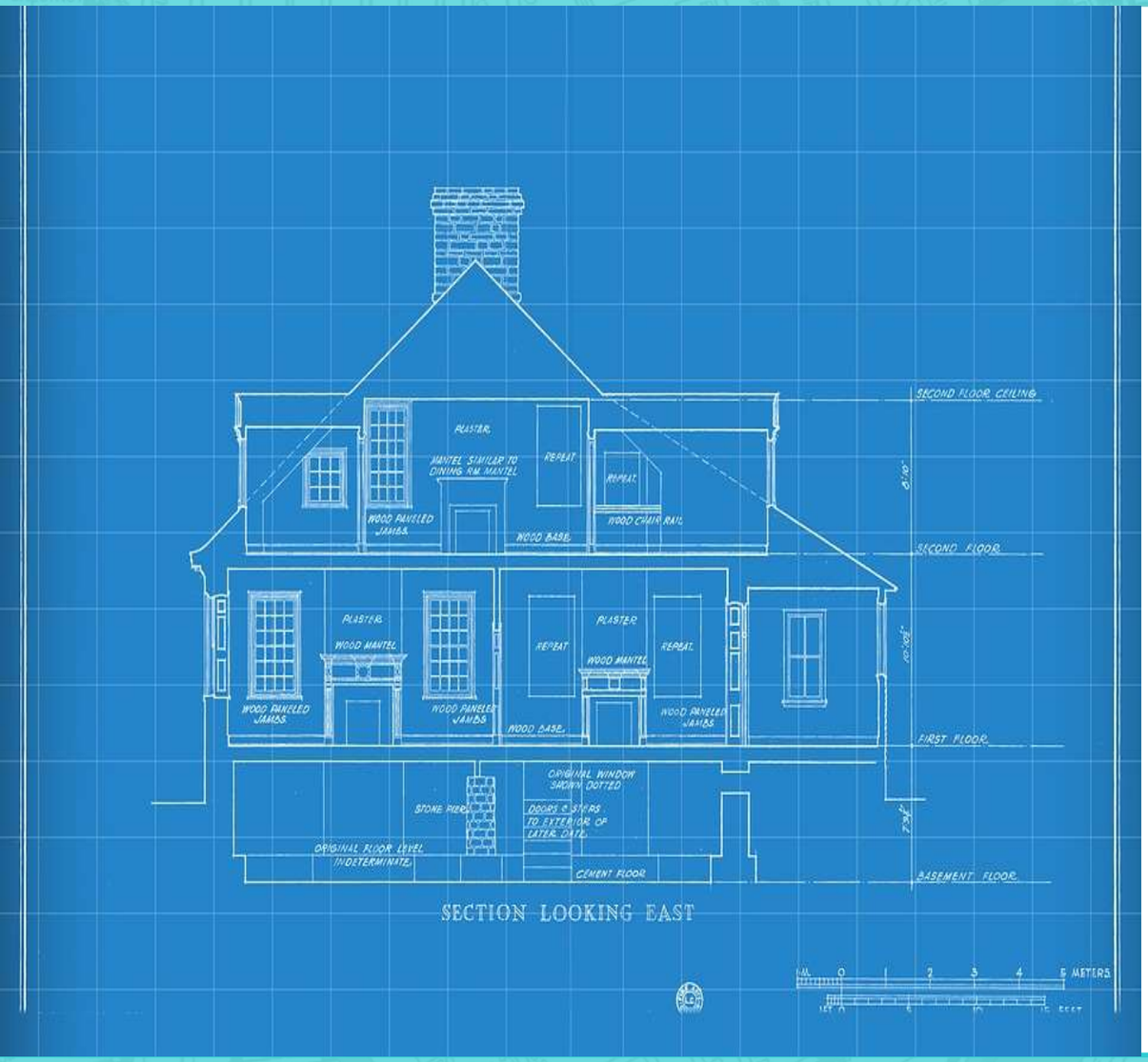
- Discuss the history, feedback and consultations that have shaped the proposed 2024 Standards and Program.
- Highlight and discuss major changes.
- Answer the FAQ's and concerns/feedback received.
- Work together to set the priorities for QA in 2024.

WHERE WE WERE

KEY STRENGTHS

- Strong foundational Standards of Child Safety and Organizational Management.
- Committed and engaged federation.
- Years of feedback including comprehensive report to guide the work.

WHERE WE WERE



KEY AREAS OF DEVELOPMENT

- Resource intensive.
- Too infrequent assessment.
- Inconsistent implementation, reporting and interpretation.
- Outdated Standards and supporting documentation (appendices, resources and training).

HOW WE GOT HERE

COLLABORATION AND CONSULTATION

- Years of collecting informal feedback through the accreditation program.
- Quality Assurance task force (comprehensive report).
- Establishment of the QA committee.
- QA survey (spring/summer 2022).
- Critical review of 2024 draft of Standards.
- Connecting with network (NMC, TIE, Capturing Potential, 1-1, regional groups) to pressure tests ideas.

WHERE WE ARE

STRONG(ER) FOUNDATION

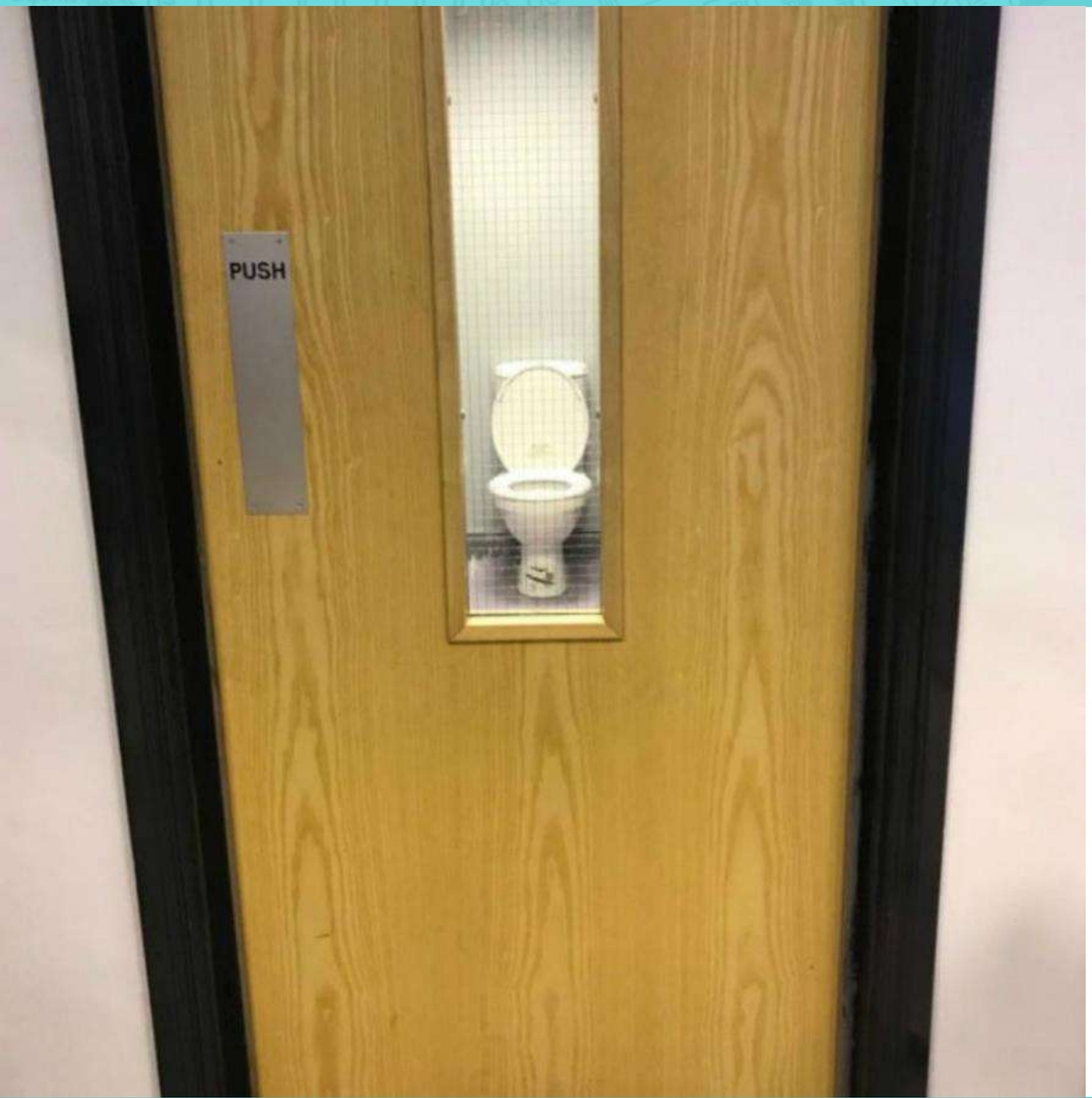
- Carried forward elements of most Standards (2019).
- Built in mechanisms for more frequent and consistent review.
- Added and revised content to ensure consistent interpretation.
- Incorporated learnings acquired through the pandemic.
- Leveraged technological advances.
- Created a system to support growth, continuous improvement and innovation.

WHERE WE ARE

KEY CHANGES

- SDP requirement.
- Yearly review and reporting requirements.
- All programs under BBBSC brand are subject to Standards.
- Added content requirements to policies and procedures.
- Modular structure.
- Striving for Excellence (SFE) Standards.
- No overnights.
- Virtual elements and digitization.

WHERE WE ARE



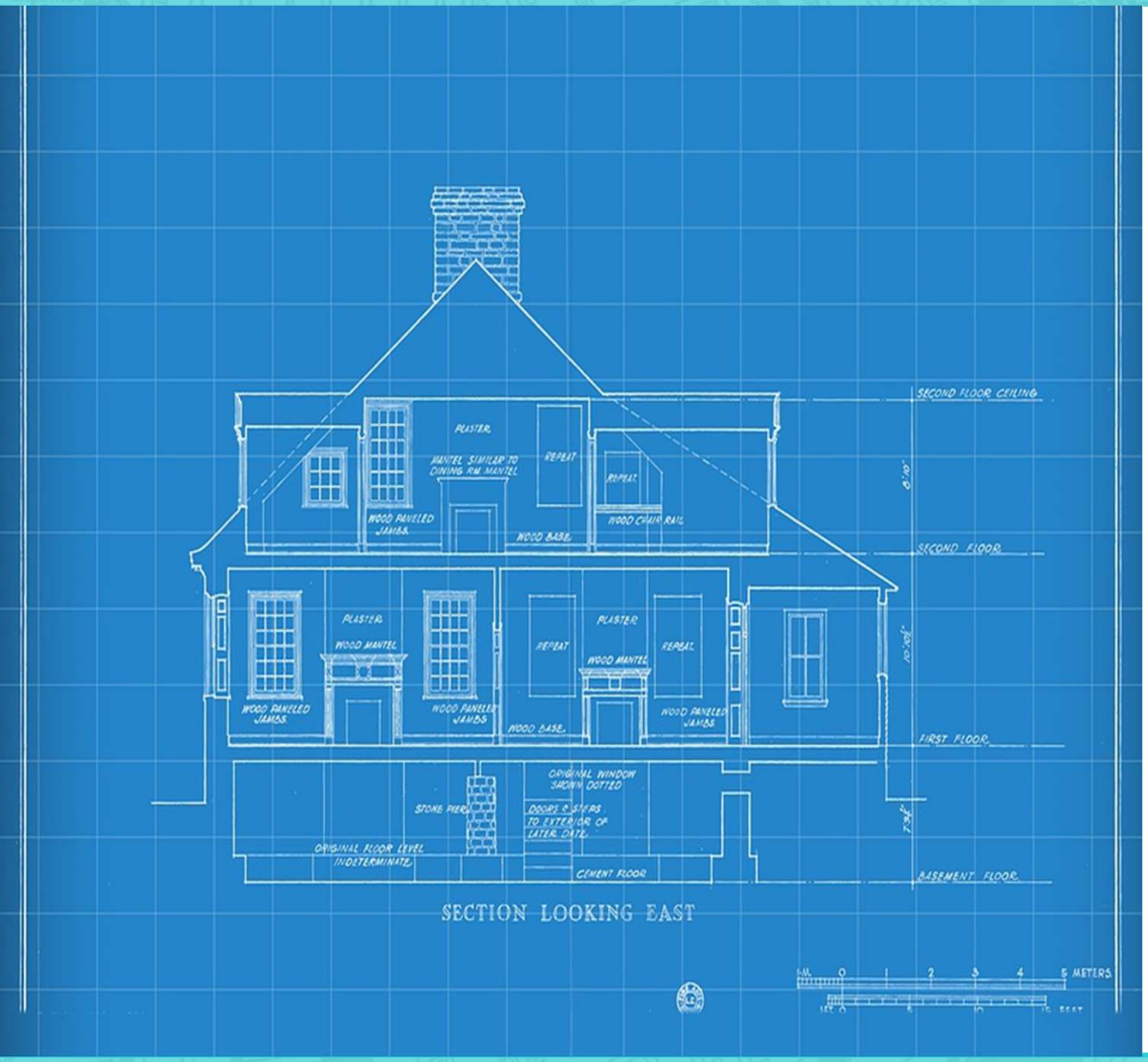
INTENTIONAL CHANGE TO PROMOTE SUCCESS

- Iterative process.
- Educational not punitive approach.
- Clear communication.
- Ensure resources and supports are available for successful adoption.
- Build in mechanisms to acquire evidence necessary to make data informed decisions.
- Consultation will be on-going, and work will be driven by network identified strategic priorities.
- Pilot tools, systems and resources.

FAQ'S, CONCERNS AND FEEDBACK

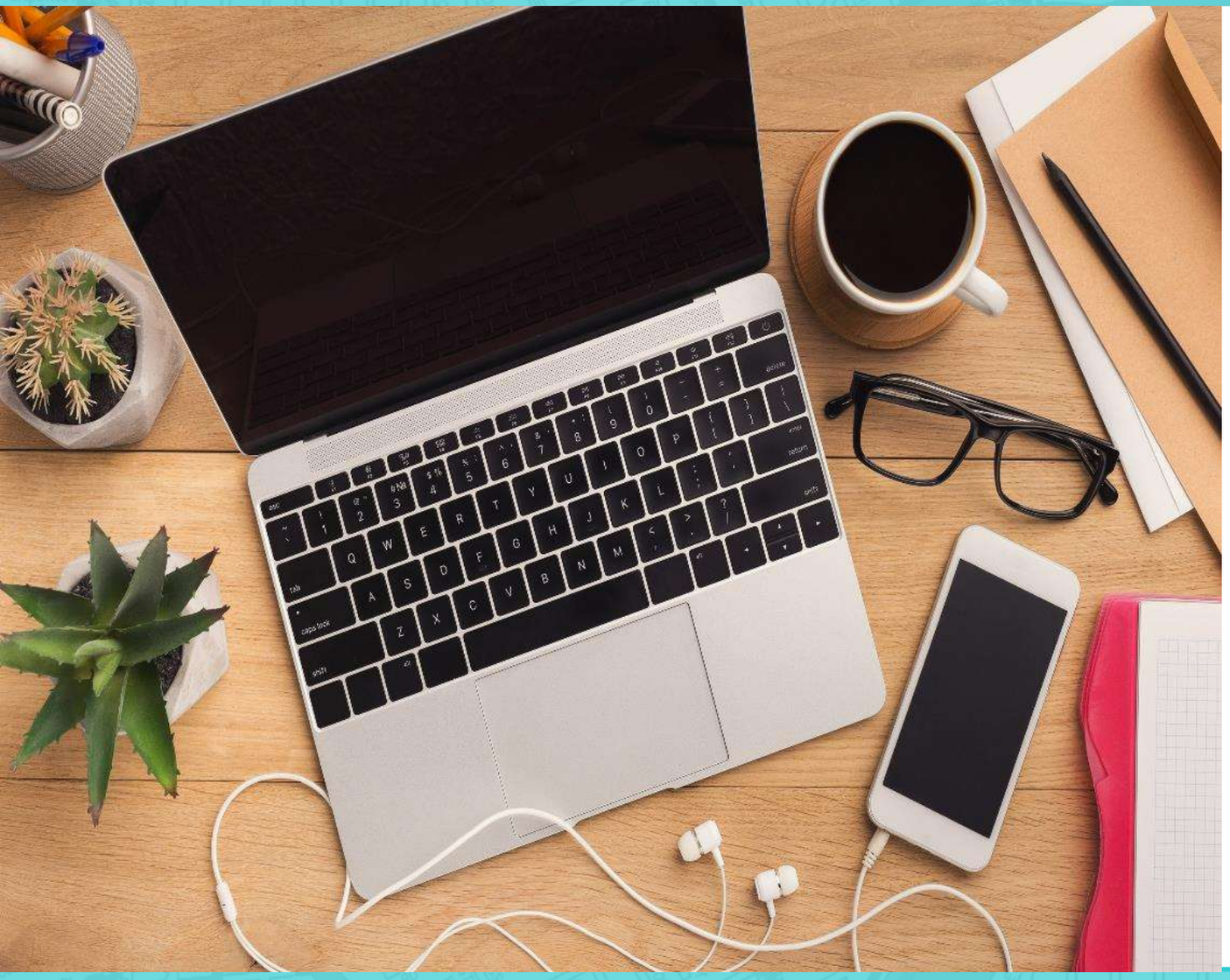
- No appendices and corresponding resources provided?
- Voting on package as a whole?
- Need more consultation and collaboration.
- What if we have further feedback or suggested changes?
- This will be too onerous for agencies to successfully adopt changes.
- Many elements and/or suggested changes are not included.

WHERE WE ARE GOING



- Need approval of the foundation in order to move the work forward (AGM).
- Appendices and corresponding resources to be released with the launch of the QA program in 2024.
- Continuous quality improvement (expect larger scale changes in the first 3-4 years of the program as we finish the primary build).
- Work on QA standards 2.0 starts today.

GROUP WORK



- Paperless
- Scan QR Code on your tables
- Choose Note Taker
- List of Questions
- Choose Question(s) you Would Like To Discuss/Answer
- 40 mins
- Capture Your Thoughts
- Microsite Open Throughout Convention

THANK YOU!

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