



## Frequently Asked Questions

### **Why do we have to be accredited?**

Research supports that programs which use accreditation to assess service delivery are more able to provide quality assurance, consistent practice and positive outcomes while learning and growing as part of the experience.

### **What's the purpose of accreditation?**

The purpose of accreditation is to assist programs in becoming better service providers, enhance service delivery, provide programs a strong foundation to build on and provide organizations with both professional and public recognition of their achievements.

### **Who has to be accredited?**

Any Calgary Homeless Foundation funded program providing Case Management Services must be accredited using the CHF Case Management Standards.

### **How were the standards developed?**

The Calgary Homeless Foundation (CHF) engaged in an 18 month process to develop these standards. CHF conducted interviews with the local community, national and international experts, people who had or are experiencing homelessness, and included a review of relevant literature (including case management standards from other disciplines) to determine best and promising practices in case management specifically in a homelessness context. Though programs funded by the CHF are contractually obligated to adhere to these standards, due to the comprehensive process to determine best practices and the opportunity to ensure consistent and standardized processes across the service system, other case management programs working with people experiencing homelessness are encouraged to adopt these standards.

### **How do I apply?**

To apply, simply visit the Calgary Homeless Foundation website at <http://calgaryhomeless.com/agencies/accreditation/> to find the application form or visit <http://www.cacohs.com/calgary-homeless-foundation.htm> to download a copy of the application. Once you have filled out the application, please forward the completed form to the Canadian Accreditation Council by mail, fax or email at:

Canadian Accreditation Council  
#203, 10446 - 122 Street  
Edmonton, AB T5N 1M3  
Fax: 780-425-4828  
Email: [cbabiuk@cacohs.com](mailto:cbabiuk@cacohs.com)



### **What are the next steps?**

Once the application has been completed and submitted to the Canadian Accreditation Council, a staff member from the Council will be in contact with you to develop the Accreditation Work Plan as well as provide the necessary documentation you will need and ensure that you are aware of the supports that are available to you.

### **Who pays for accreditation?**

The Calgary Homeless Foundation has entered into a contract with the Canadian Accreditation Council to provide accreditation services for the Case Management Programs funded by CHF. The fixed costs of accreditation will be paid for by the Calgary Homeless Foundation; however some additional costs will be the responsibility of the programs undergoing accreditation.

### **Is there anything I have to pay for?**

Programs will be responsible for additional fees incurred, including:

- Postponement fees for postponement with less than 90 days notice
- Withdrawal fees
- Package fees if the staff of the Council is required to reorganize or vet any documentation provided
- Appeals
- Complaints
- Annual fees
- Interest associated with late fees

### **Is there someone who can help me with the process?**

The Council staff are always willing to help any program with questions relating to the process or standards. For any questions, your first point of contact is Carla Babiuk, your CORE Support personnel.

Carla Babiuk (Calgary CORE Support)

Cell: 403-993-6684

Direct: 403-453-1415

Email: [cbabiuk@cacohts.com](mailto:cbabiuk@cacohts.com)