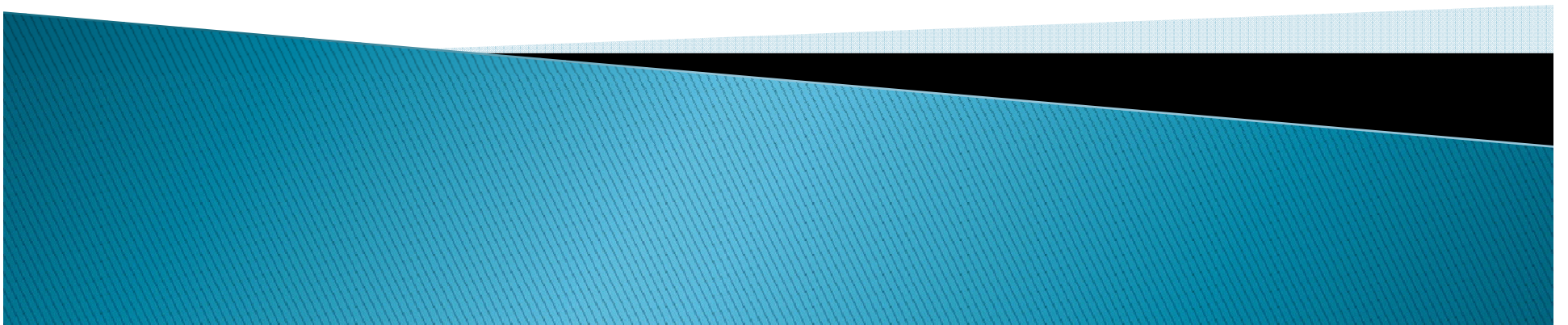
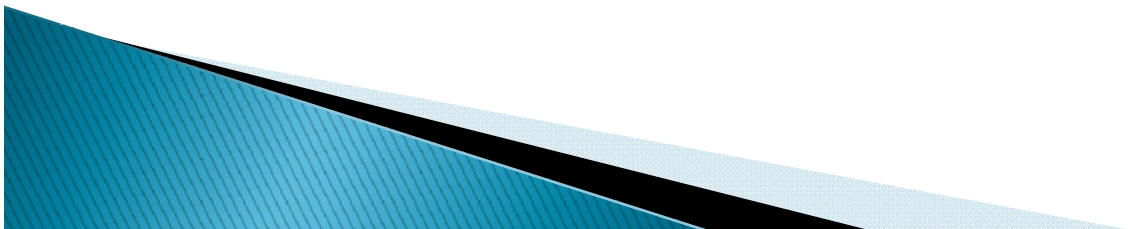


South Island Contracted Service Delivery Project

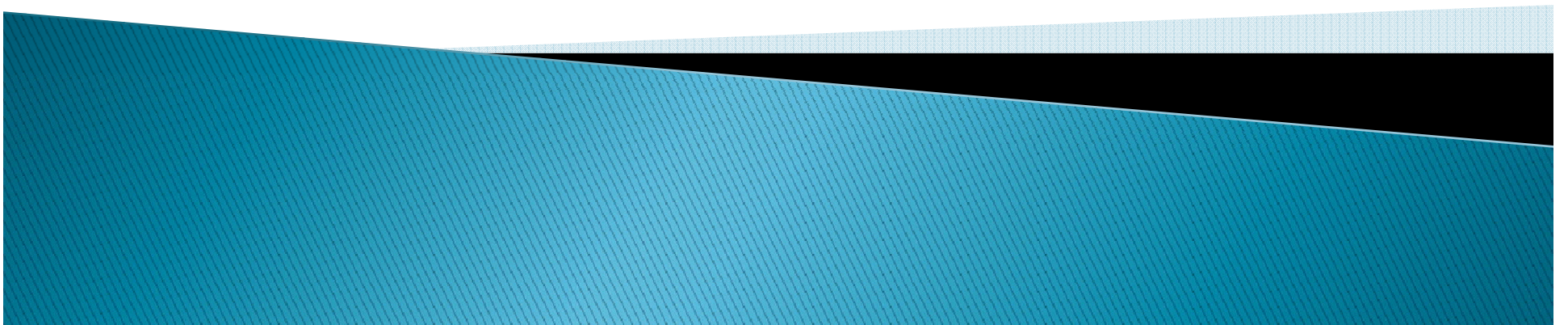


Agenda

- ▶ Review current service delivery model
- ▶ Overview of Contracted Service Delivery Project
- ▶ Provide future MCFD planning information
- ▶ Possible implications of future planning

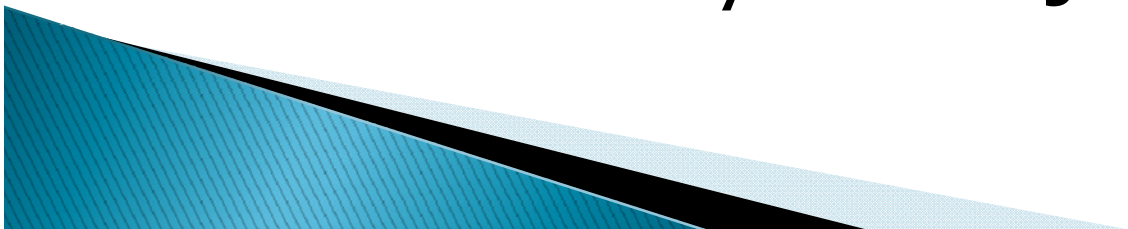


Current South Island Service Delivery Model



▶ MCFD delivers services across 7 business areas;

- ❖ Early Childhood Development
- ❖ Supported Childcare
- ❖ Children & Youth with Special Needs
- ❖ Child & Youth Mental Health
- ❖ Family Development
- ❖ Youth Services
- ❖ Community Youth Justice



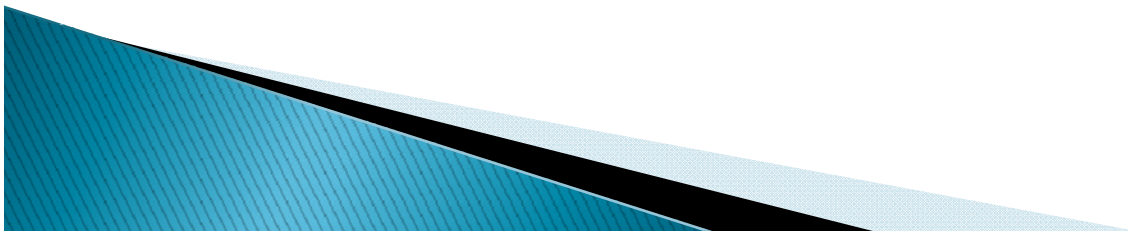
▶ Services are delivered across four service areas;

❖ South Island Aboriginal

❖ Core Victoria

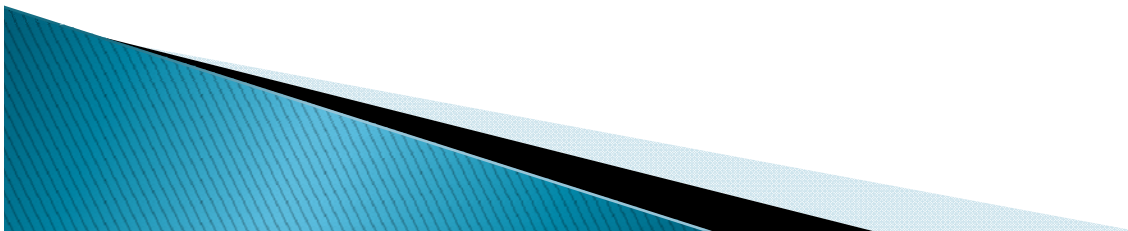
❖ Westshore/Sooke

❖ Peninsula/Gulf Islands



Role of Community Services Manager within this Project

- ▶ To identify needs in a particular community and to develop service planning to meet the needs
- ▶ Manage budget and contracts for their areas of responsibility
- ▶ Manage in house service delivery

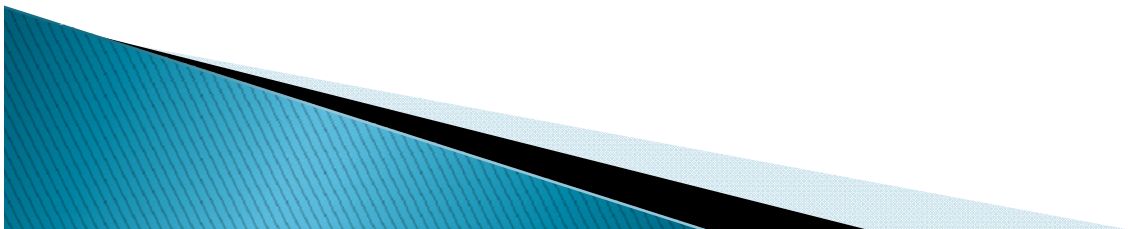


▶ In house MCFD employees deliver services according to their specialized function;

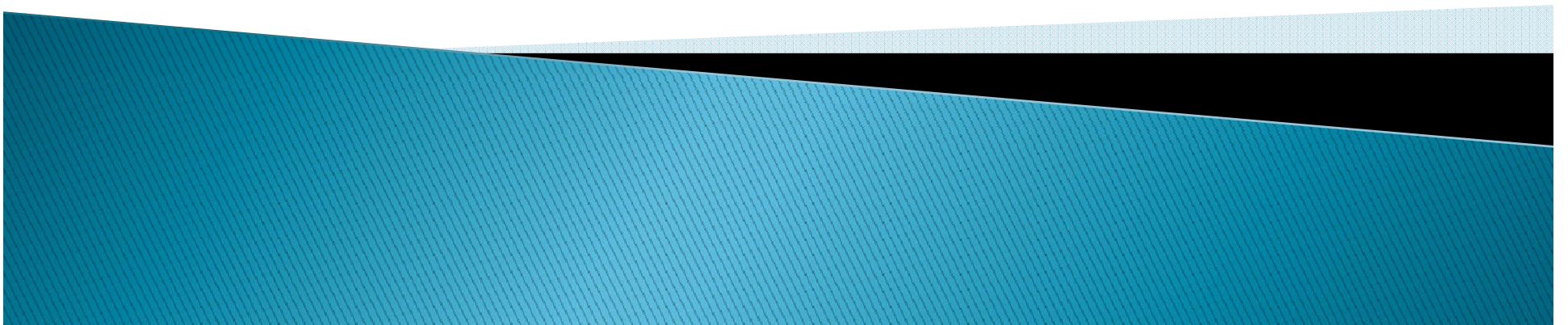
❖ Youth Justice

❖ Child & Family Services

❖ Child & Youth Mental Health

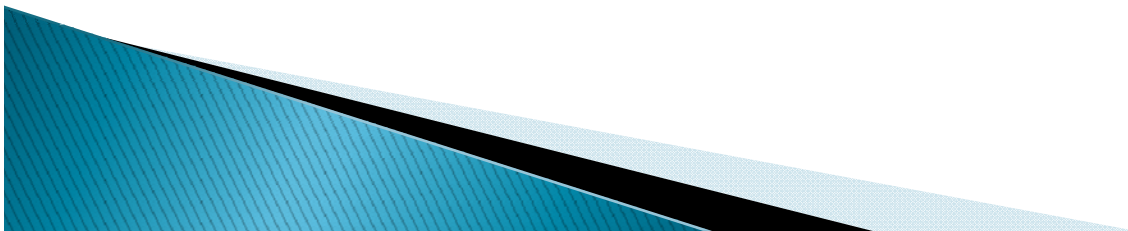


Overview of Contracted Service Delivery Project



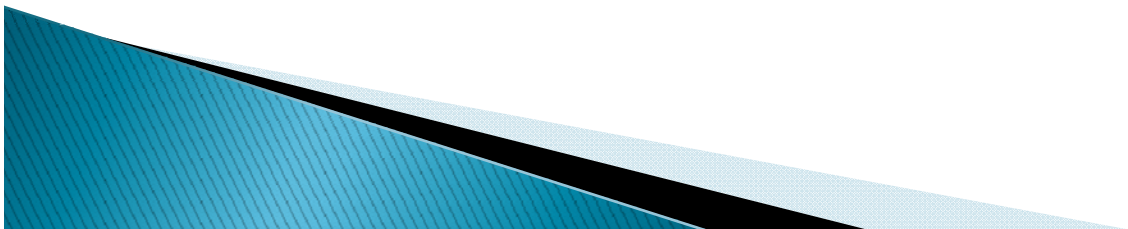
Goal

To provide an integrated continuum of contracted services for children, youth and families based on the best available evidence for good outcomes and to reflect a balance of prevention and intervention services.



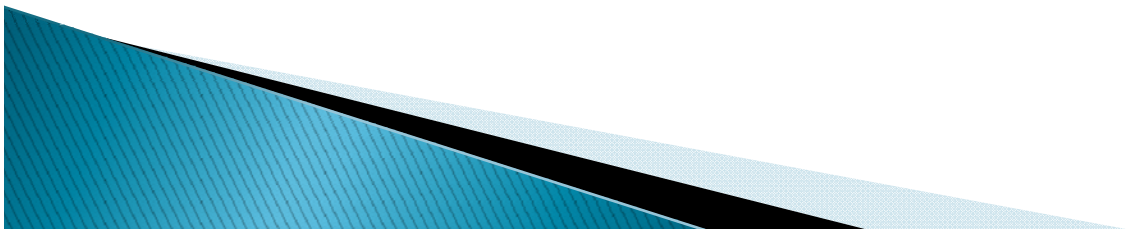
Principles

- ▶ Wherever possible, services should be delivered/accessible at a community level.
- ▶ Key stakeholders should be involved in service planning.
- ▶ Contracting will be done according to government policy.



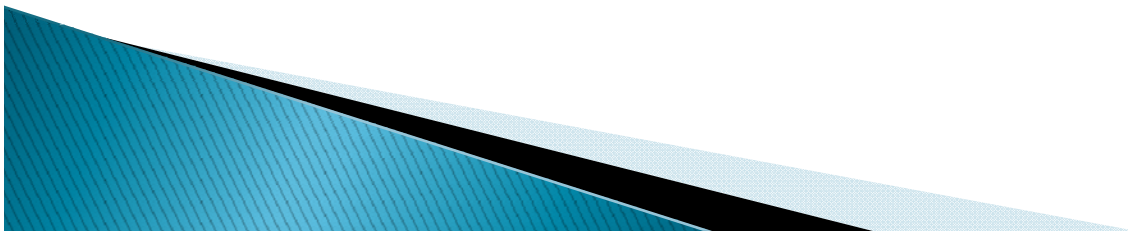
Principles cont'd

- ▶ Communication of project implementation will be timely and transparent.
- ▶ Commitment to culturally appropriate services.
- ▶ Sustainability of services.



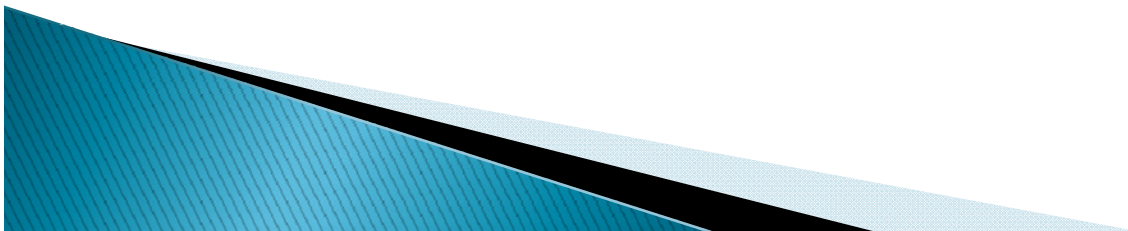
Phase 1 – Initiation and Review

- ▶ Completed between Feb – Nov 2008
- ▶ Involved meeting with 31 groups, over 350 people in SI
- ▶ Recommendations committee created 18 recommendations for planning



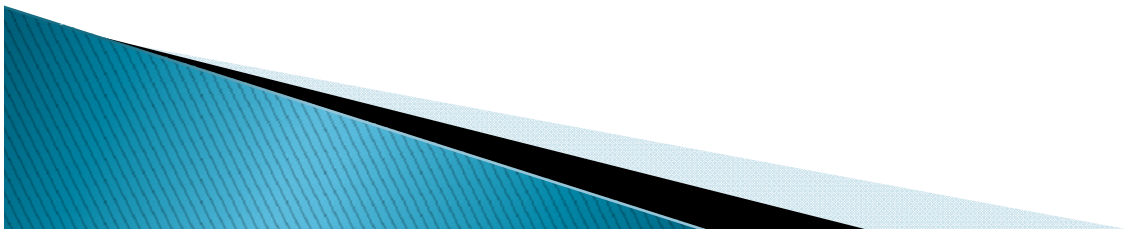
Phase 2 – Service Delivery Planning

- ▶ June – October 2009 – Re-engage with contractors and employees
- ▶ Oct. 29, 2009 – DRAFT Service Delivery Plan
- ▶ Dec. 15, 2009 – FINAL Service Delivery Plan



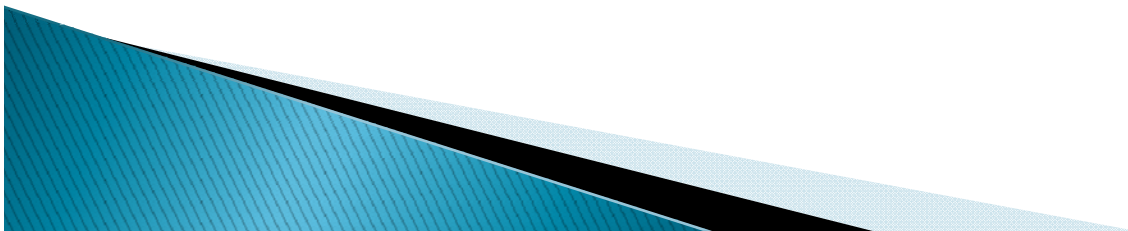
Phase 3 – Implementation

- ▶ Will be developed upon completion of the Service Delivery Plan
- ▶ Involve aligning contracted services with Service Delivery Plan
- ▶ Aim to be completed between January and September 2010

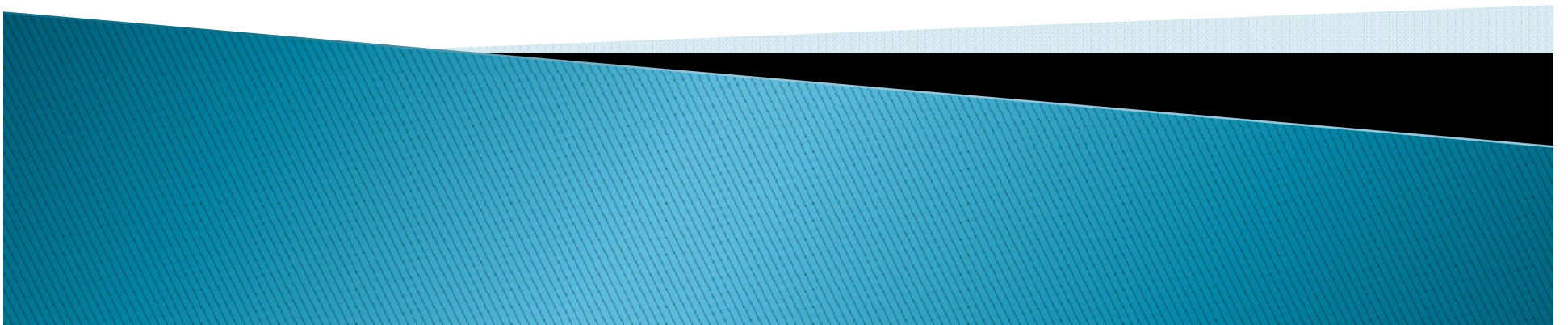


Context for Project

- ▶ Aboriginal Disentanglement
- ▶ Creating a more collaborative environment
- ▶ Provide localized services
- ▶ Aligning budgets with expenditures
- ▶ STOB 80 reductions
- ▶ MCFD practice shifts

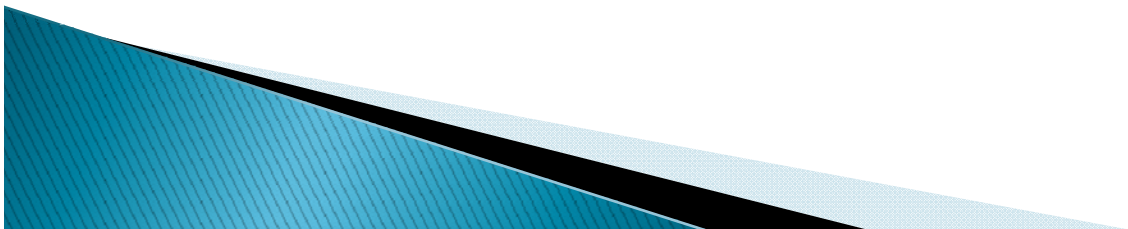


Future MCFD Planning



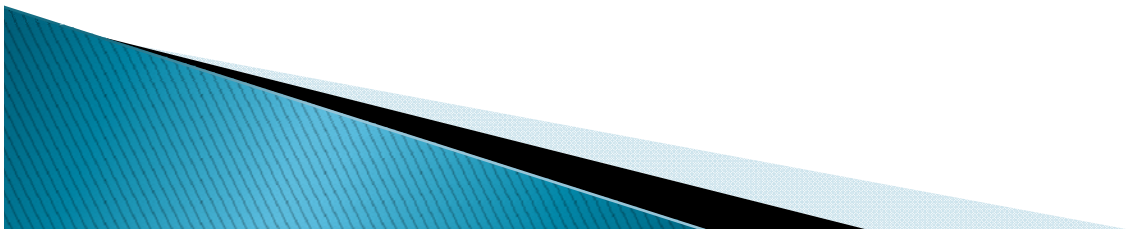
Guiding Principles

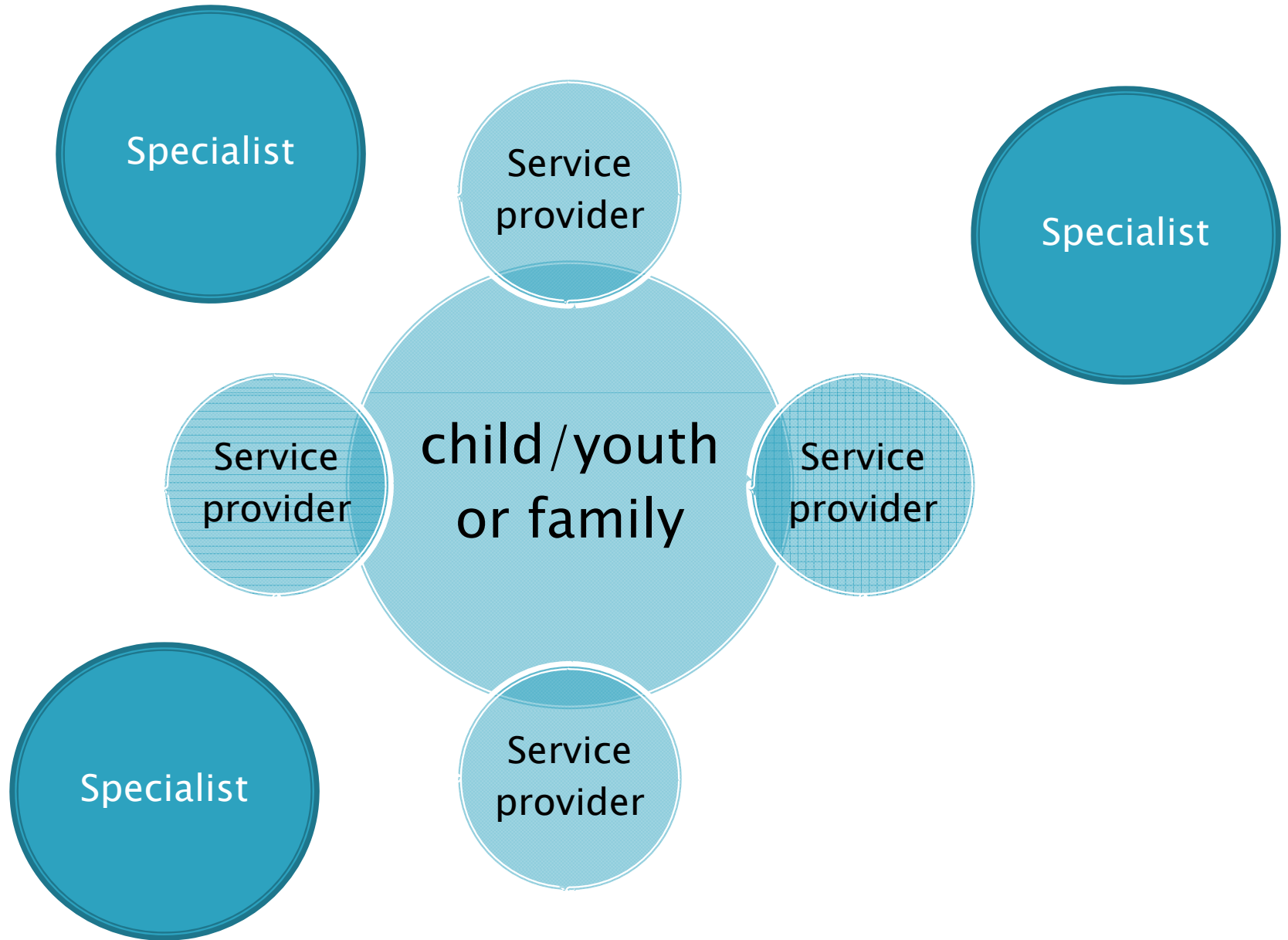
- ▶ Continuing to build collaborative relationships with those receiving services, community partners and service providers
- ▶ Aligning budget and expenditures
- ▶ Service delivery built around the child/family



Building Collaborative Relationships

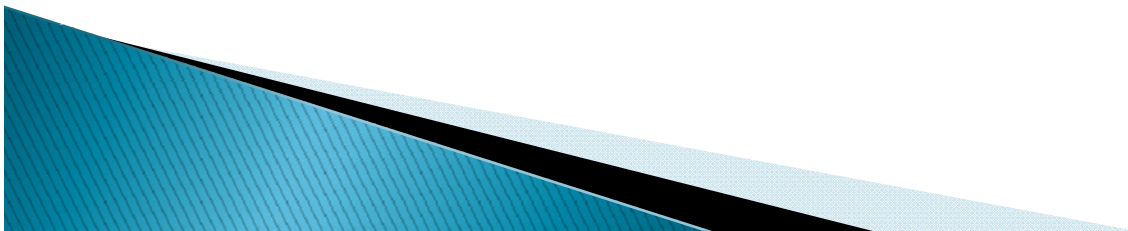
- ▶ Simplification of number of people involved in providing support to child/family
- ▶ Primacy of the relationship between a helper and the client
- ▶ Bringing in expertise when you need it





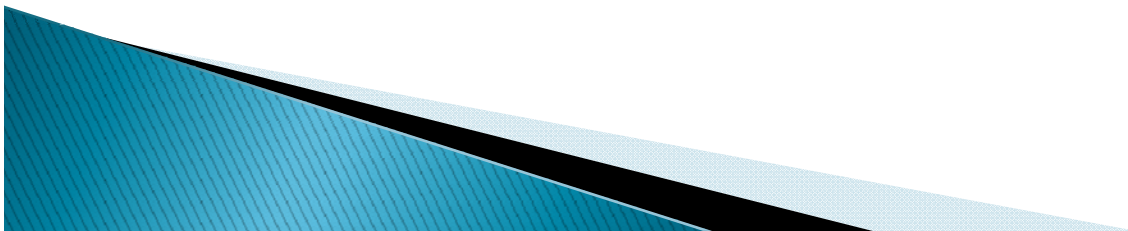
Align Budget and Expenditure

- ▶ Current fiscal environment requires for prioritization of needs and ensuring services are meeting identified needs

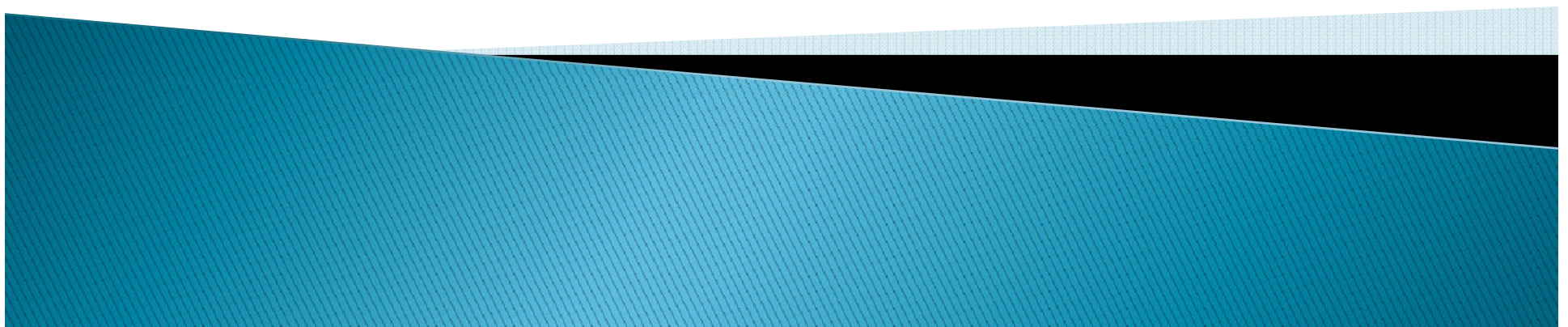


Emphasis on Service Delivery built around the child/family

- ▶ Desire to work with more localized service delivery
- ▶ Service delivery built on thorough needs assessment of child/youth or family

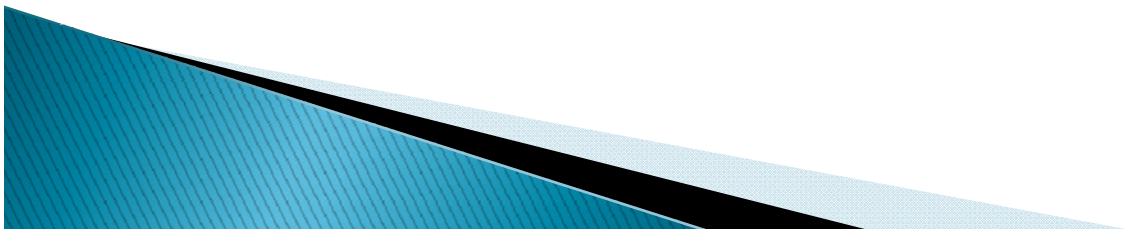


Implications for SI Service Delivery Model



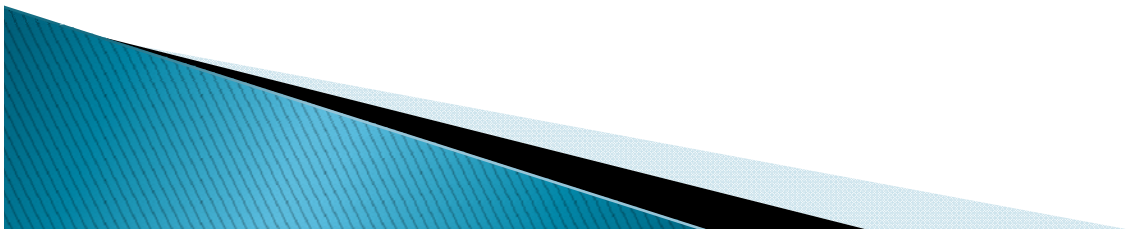
Implications

- ▶ Align budget
- ▶ Amalgamation of some contracts
- ▶ Move contracts towards performance based agreements
- ▶ Contract managers may change



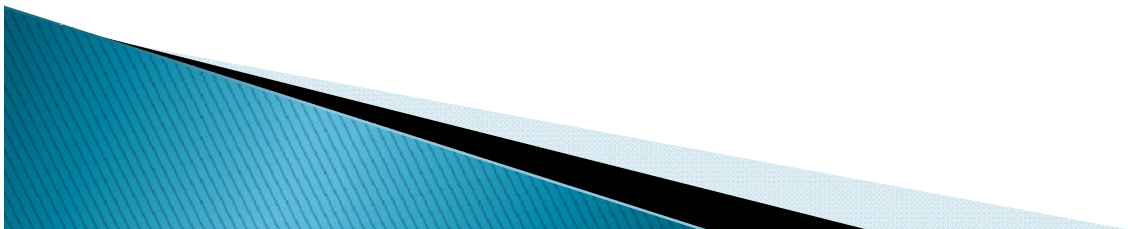
Implications

- ▶ Contractors will be involved in discussions when contracts are aligned with Service Delivery Plan
- ▶ As decisions are made, existing contracts will be terminated or rewritten
- ▶ Multi-service agencies



What's the next step?

- ▶ Preparation of DRAFT Service Delivery Plan, by Oct. 29, 2009
- ▶ Meetings by service area to review DRAFT Plan



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For additional information please go to:

[http://www.mcf.gov.bc.ca/regions/vi/
service_delivery.htm](http://www.mcf.gov.bc.ca/regions/vi/service_delivery.htm)



South Island Contracted Service Delivery Project

