

Ministry of Children and Family Development – Vancouver Island Region  
**South Island Contracted Service Delivery Project**

*Planning Today for a Better Tomorrow*

August 18, 2009

Dear Community Partner,

As Director of Operations for the Vancouver Island Region of the Ministry of Children and Family Development, I am writing to provide you with an update on the *South Island Contracted Service Delivery Project* and your existing contract and service agreement with the ministry.

As you may be aware, the Vancouver Island Region initiated the project in January 2008, to review non-residential services through a community engagement process and to develop a sustainable service-delivery plan. The review was conducted between March and September 2008, resulting in a final report being prepared in November of 2008. Based on the information in the review and the intent of the region to continue the project, we are now planning a second round of community engagement to develop and implement a multi-year plan to complete the initiative.

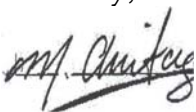
Our intent is to modify contracts in the coming months to match the outcomes of the service-delivery plan, which will be developed between September and December this year. To provide for a continuity of service, we will be extending on an interim basis, until September 30, 2010, all contracts and service agreements that expire by September 30, 2009. Contracts that have expiry dates at or after March 31, 2010 will be reviewed against the service-delivery plan. All other contracts that do not fall into these two categories will be addressed on an individual basis in the coming weeks.

During this period, our project team will organize collaborative planning sessions with our community partners, develop the service-delivery plan and then implement the plan in the spring 2010. For your information, I have attached a backgrounder that provides an update on the project.

The project team will notify your agency in early September about the upcoming planning sessions. If you have any questions, please contact the project team members who are listed on the second page of the backgrounder.

On behalf of the Vancouver Island Region, I want to express our appreciation for your input and contributions during the review phase of the project. We look forward to working with you as we improve and modernize services for the benefit of the children, youth and families of the South Island area.

Sincerely,



W. Mark A. Armitage, Director of Operations

## South Island Contracted Service Delivery Project

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BACKGROUND – August 2009

In January 2008, the Vancouver Island Region of the Ministry of Children and Family Development initiated a project to develop a sustainable service delivery plan for contracted services in the South Island area, which includes Westshore and Sooke, Peninsula and the Gulf Islands and the core Victoria area.

The purpose of the South Island Contracted Service Delivery Project is to review non-residential services through a community engagement process and develop a new, multi-year service delivery plan for implementation in the spring, 2010. The services covered by the project include Child and Family Development, Adoptions, Youth Justice, Early Childhood Development, Child and Youth Mental Health and Children and Youth with Special Needs.

Working in collaboration with our community partners, the Vancouver Island Region is committed to providing integrated and continuous services that reflect a balance of prevention and intervention and provide the best possible outcomes for children, youth and families in the South Island area.

### **Project Principles and Goals:**

The project is guided by the following principles:

1. Wherever possible, services should be delivered/accessible at a community level.
2. Key stakeholders should be involved in service planning.
3. Contracting will be done according to government policy.
4. Communication of project implementation will be timely and transparent.
5. Commitment to culturally appropriate services.
6. Sustainability of services.

The project is supported by the following key goals:

- Services purchased are based on the best available evidence for good outcomes and reflect the desired mix of prevention and intervention services;
- Key stakeholders are active participants in service planning through an engagement strategy that includes partnership, involvement and consultation;
- Services and contracts are aligned with the new geographical structure for South Island service management;

- Utilization rates and expenditures on services to Aboriginal clients are identified; disentanglement of Aboriginal services and expenditures is realized for contracted services;
- Procurement and contracting polices and procedures are complied with; contracts reflect current language and reporting requirements through use of the Contract Writing Tool, and;
- Budgets and expenditures are aligned; flexibility to meet emergent needs is realized.

### **Project Update:**

The project is structured in three phases:

- Phase one review of services (March – September 2008)
- Phase two development of a service-delivery plan (September – December 2009)
- Phase three implementation of the plan (February – June 2010)

The review (phase one) involved an extensive community engagement process with the Aboriginal community, ministry workers, service providers and youth and families receiving service. Meetings were held with 31 groups and attendance involved more than 350 participants. The findings of the review were consolidated in a report in November 2008, which identified a number of recommendations for changes to the existing contracted services. The Vancouver Island Region adopted the report and has acted upon some of the recommendations. A number of them, however, still need to be discussed in the next phase of the project before being implemented.

### **Next Steps:**

The Vancouver Island Region is utilizing the report to inform service planning (phase two), which begins in the fall 2009 with the project's second round of community engagement to develop a multi-year service delivery plan. The project team is currently planning the collaborative planning sessions, which will be held between September and November, and will notify our community partners about their participation in the sessions when they are organized. A service delivery plan will be finalized by December 2009 and implementation of the plan will begin in the spring 2010.

### **Contact Information:**

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