

South Island Contracted Service Delivery Project

Planning Today for a Better Tomorrow



PROJECT CHARTER

Executive Summary

The charter for the Vancouver Island Region’s South Island Contracted Service Delivery Project was prepared by a project team of regional MCFD managers and approved by the region’s leadership team in February 2008. The following is a summary of the project charter:

Background

The South Island is a mix of urban and rural communities consisting of municipalities, First Nations (FNs), the southern Gulf Islands and unincorporated areas. Each column below is the responsibility of a Community Services Manager:

Victoria	Central Saanich	Colwood
Esquimalt FN	Sidney	Langford
Esquimalt	Highlands	Metchosin
Saanich	North Saanich	Scia’new FN
Oak Bay	View Royal	Pacheedaht FN
Songhees FN	Salt Spring Island	Sooke
	Southern Gulf Islands	Port Renfrew
	Tseycum FN	T’sou-ke FN
	Tsartlip FN	
	Paquachin FN	
	Tsawout FN	

Many think of the greater Victoria area as one large community and there are many services that cross municipal boundaries. However, each of these communities has an individual identity with both unique strengths and challenges.

Within the South Island, there are currently more than 160 non-residential contracts with a total value close to \$20 million. Of these dollars, approximately 15 per cent is in contracts with Aboriginal organizations.

Project Purpose

To update South Island non-residential contracted services to meet the following 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 (see p. 14)
- Services and contracts are aligned with the new geographical structure for South Island 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 policies and procedures are complied with; contracts reflect current language and reporting requirements through use of the Contract Writing Tool;
- Budgets and expenditures are aligned; flexibility to meet emergent needs is realized.

Objectives

The objectives are to review and update current non-residential contracted programs and services within the South Island to:

1. Support Community Service Managers in community based planning for services so that the voices of children, youth, families and communities are incorporated and services meet their needs;
2. Determine the best delivery method for services so that our resources are utilized as efficiently as possible, services are accessible to those who require them, are integrated and developmental;
3. Design and describe contracted services to achieve outcomes based on available research and effective practices so that we can measure how well we are achieving our intended results; service descriptions will be aligned with the Catalogue of Services;
4. Align budgets and expenditures;
5. Use a focused disentanglement approach to identify Aboriginal utilization and expenditures for contracted programs and services;
6. Ensure a quality assurance framework for monitoring of contracted services exists and that reporting requirements are met.

7. Wherever appropriate and feasible consolidate contracts to achieve administrative efficiencies.

Regional Initiatives

The project is guided by a number of ministry and regional initiatives, including:

- **Transformation** – Community-based planning is at the heart of transformation and the project will support the South Island in working towards that goal.
- **South Island Management Structure** – The establishment of three geographic areas (noted above) requires the re-alignment of services. Some services may continue to serve all three areas.
- **Aboriginal Authority** – The Vancouver Island Region is currently working to identify and disentangle Aboriginal expenditures and services.
- **Contracting Procedures** – A Contract Writing Tool - based on logic models and outcome- and output-based language - supports improvements to contracted service delivery.
- **Budgets** – Spending patterns are reviewed to ensure that future expenditures are aligned with budget allocations.

Project Phases and Timelines:

The project will result in the development of a new contracted service delivery plan. The project is organized into three phases:

- Stakeholder engagement – including a specific youth engagement strategy – is based on partnership, involvement, consultation, education and information and occurs from March to August, 2008. (After the plan is finalized, stakeholder engagement and consultation will continue on an annual basis to ensure the plan is meeting community needs.)
- The Service Delivery Plan is developed from June to September, 2008.
- The new plan is implemented starting in October, 2008.

Contact:

To receive a copy of the Project Charter, or for more information, please contact:

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