

**South Island Contracted Service Delivery Project**

*Planning Today for a Better Tomorrow*

**FREQUENTLY ASKED QUESTIONS**

July 2008



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**SOUTH ISLAND CONTRACTED SERVICE DELIVERY PROJECT**

***What is the purpose of the review?***

To update non-residential contracted services to ensure that services are accessible, integrated, evidence-based, measured and serve today's needs of children, youth and families. The project will result in the development of a new contracted service delivery plan.

***What contracts will be reviewed?***

All non-residential contracts in the program areas of: Child & Family Development, Adoptions, Youth Justice, Child & Youth Mental Health, Children & Youth with Special Needs, and Early Childhood Development.

***Who will be doing the review?***

The Project Manager is Karen Marshall, Community Services Manager. However, the review will be done in partnership with community members, service providers, staff and the other South Island Community Service Managers.

***What will change or be different?***

Contracts will be written using the Contract Writing Tool and based on logic models and using output, outcome language. Reporting requirements will be updated and accountability improved. There will be some movement of contract management responsibilities to reflect the new geographic management structure. Some services may change but this will be determined through the stakeholder engagement process. Access, integration and coordination of services will be improved. Utilization and access by Aboriginal persons will be documented and reported on.

***Who will benefit from this?***

Individuals and families, who receive services, are eligible to receive services or who may wish to receive services. Ultimately, the communities within the South Island will benefit.

***What happens if there is disagreement on what is needed?***

Every attempt will be made to bring people together to share their perspectives and come to a consensus on what changes, if any, are needed to achieve the best possible outcomes for children, youth and families.

***How will decisions on any changes be made?***

The goal is to make decisions in partnership with those directly affected. If consensus cannot be achieved, then decisions will be guided by the principles identified by the project.

***Are budgets or funding allocations being determined through the review?***

Regional MCFD management decisions regarding budgets and funding allocations have not yet been made. The review and project focus is the identification - through stakeholder engagement - of effective service and the priorities for service delivery. The focus is on community-based planning for effective services, and not on funding decisions.

In the future, the project outcomes will guide each of the region's Community Services Managers as they determine funding allocations based on the Vancouver Island Region's budget.

***What's the timeframe for this?***

The project is organized into three phases:

- Stakeholder engagement – including a specific youth engagement strategy – will occur 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.)
- Development of the service-delivery plan from June to September, 2008.
- Implementation of the new plan starting in October, 2008.

## **STAKEHOLDER ENGAGEMENT**

***What is involved in the stakeholder engagement process?***

A series of meetings will be organized – including with front-line staff - to focus discussions on local needs, services, and gaps and to develop recommendations. Summary documents will be distributed containing themes and recommendations from all the discussion groups. Follow-up meetings will be held to review and finalize recommendations.

***How is this connected to community planning and community tables?***

This project and our discussion groups will be focussed on how to make immediate improvements. They will serve as a platform on which long-term community tables can be built to support ongoing planning. The existing community tables will be involved in the stakeholder engagement process.

**ABORIGINAL COMMUNITIES AND ABORIGINAL SERVICE PROVIDERS**

***How is this connected to Aboriginal governance?***

The Vancouver Island Region is currently working to identify and disentangle Aboriginal expenditures and services. This project will support that work by helping to identify Aboriginal access and utilization for non-residential contracted services.

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