

Service Delivery Modernization Options Implementation Tip Sheet

Financial
Sustainability
(short &
long-term)

Labour
Relations

Succession
Planning

Service
Supply and
Demand

Service
Profile

Modernization Prompts

Factors that may
prompt organizations to
consider modernization
options

Modernization Considerations

Factors organizations
consider in assessing
various modernization
options

Information
Technology

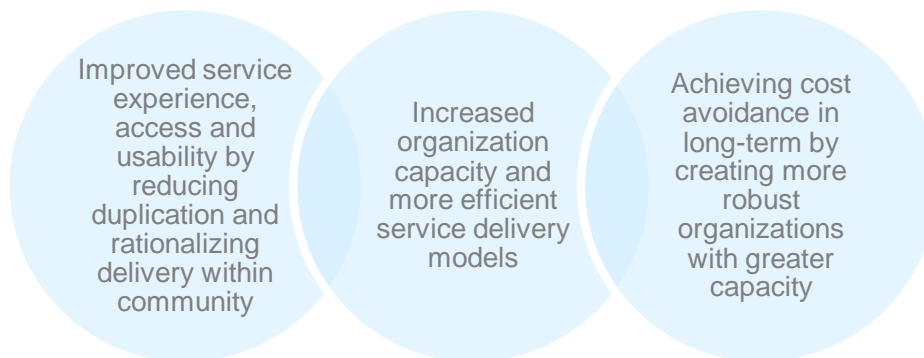
Geographic
proximity

Lifespan
Approach
to delivery

Staffing
and
Salaries

Culture /
Philosophy

Where We Are Headed



Future Trend Assumptions

- Efficient, responsive, nimble service providers guided by vision, passion and commitment
- More services, more choice for individuals and families we serve
- Private / public sector partnerships possibilities
- Reliance on evidence-based service design and delivery in the future
- Balance in tension of 'locally responsive' with 'consistent services across the entire geography'
- Actions that address near-term requirements keeping in mind long term trends

Service Delivery Modernization Options Webinar Participant & Resources Info

Options	Webinar Presentation	Contact Info / Reference
<i>Total Amalgamation</i>	<i>Webinar Case Study 1: Amalgamation - Community Living Trent Highlands</i>	Presentation by Teresa Jordan, Executive Director For more information, please contact Rachel Cantelon rachel.cantelon@ontario.ca Program Supervisor, East Region
<i>Common Purchasing</i>	<i>Webinar Case Study 2: Ontario Association of Children's Aid Societies Shared Services Project</i>	For more information, please contact Adam Nowina adam.nowina@ontario.ca Manager, Child Welfare Operations
<i>Consolidation of Functions (e.g., HR, IT)</i>	<i>Webinar Case Study 3: Shared Corporate Leadership Model - Creative Team Solutions</i>	For more information, please contact: Rosanne Perron rosanne.perron@ontario.ca Program Supervisor, West Region Gerald Martin gerald.martin@ontario.ca Program Supervisor, West Region
<i>Consolidation of Functions (e.g., HR, IT)</i>	<i>Webinar Case Study 4: Agency Shared Executive Director Experience – Community Living North Grenville & Brockville and Community Living Association</i>	Presentation by Sandra McNamara, Executive Director For more information, please contact Jeff Lucas jeff.lucas@ontario.ca Program Supervisor, East Region
Ministry Modernization Resources		Project Examples
Employment and Modernization Fund Phase One Projects: https://www.mcass.gov.on.ca/en/mcass/programs/developmental/emf/201415proposals.aspx#modernization		<ul style="list-style-type: none"> Mills Community Support Corporation, Getting To Yes. For more information, please contact Jeff Lucas jeff.lucas@ontario.ca Program Supervisor, East Region Community Living Kawartha Lakes, Three Community Integration (Webinar Case Study 1). For more information, please contact Rachel Cantelon rachel.cantelon@ontario.ca Program Supervisor, East Region
Employment and Modernization Fund Phase Two Projects: https://mcass.gov.on.ca/en/mcass/programs/developmental/emf/201516proposals.aspx		<ul style="list-style-type: none"> Community Living Burlington, The Halton Modernization Initiative. For more information, please contact Carmela DiMondo, Program Supervisor, Central Region
Employment and Modernization Fund Phase Three Projects: https://mcass.gov.on.ca/en/mcass/programs/developmental/emf/201819proposals.aspx		<ul style="list-style-type: none"> Ottawa-Carleton Lifeskills Inc. Formal Shared Services Model. For more information, please contact Carole Ince-Gagne, Program Supervisor, East Region Counselling and Support Services of Stormont, Dundas & Glengarry, SD&G Transformation Action Plan.

	<ul style="list-style-type: none"> • For more information, please contact Renée Piché, Program Supervisor, East Region • St. Catharines Mainstream Non-Profit Housing Project, <i>Strategic Alliance: A Strategy for a Sustainable Future.</i> For more information, please contact Sam Curtin, Program Supervisor, West Region
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