



Community and Health Services Department

MEMORANDUM

TO: Members of Human Services Planning Board of York Region

FROM: Lisa Gonsalves, Managing Director, Strategic Service Integration and Policy Branch

DATE: November 26, 2012

RE: **Human Services Planning Board of York Region Staff Reports**

As part of the Human Services Planning Board of York Region update, two HSPB-YR Staff Reports are attached for your review. Staff Reports include:

1. HSPB-YR Update
 - Member Organization Action Plan Reports
 - Convening Public Education and Awareness Meeting House Series
 - Fair Access
 - Housing Affordability Discussion Series
 - HSPB-YR Communication Team
 - Innovation Discussion
2. Results Based Accountability November 1st Workshop Update

Lisa Gonsalves
Managing Director, Strategic Service Integration and Policy Branch

Human Services Planning Board of York Region
Staff Report

HSPB-YR Update	Agenda Item
	Results Based Accountability Workshop Nov. 1 st Update
Purpose:	• Provide update on RBA Workshop
Issues/Implications/Considerations	
Recommendations:	1. HSPB-YR receive for information. 2. The Board request staff to explore the possibility of providing a results based accountability “Training the Trainer and Coaches” Workshop to continue to build organizational capacity in York Region.

Progress to Date:

• The Board hosted a community results based accountability model workshop on November 1st, 2012 with Mark Friedman at Seneca College, King Campus. • Mark Friedman is a consultant and author of the book “Trying Hard is Not Good Enough” and directs the Fiscal Policy Studies Institute in Santa Fe, New Mexico. He has provided training and consultation on results based accountability in over 40 states and 7 countries around the world. • Invited human service organizations across York Region as a way of helping to build organizational capacity. This aligns with the Board's mandate of building capacity in the human service sector. • Over 80 participants attended from York Region's human service sector organizations, non-profit agencies and government to learn about the results based accountability framework. • The workshop introduced participants to: a common language for results and performance accountability; how to use results to drive decision making and budgeting; how to select indicators; how to use performance measures to improve performance and; how to build performance accountability in organizations. • An evaluation was conducted of the RBA Workshop: - o Evaluation response rate: 65% - o 96% of respondents rated the training as useful or very useful - o 100% of respondents rated the overall training as good or very good

- o When asked if respondents would be interested in participating in 'train the trainer' model on the implementation of results based accountability, 11% of respondents indicated they would be interested in participating in the training.
- o When asked how participants expect to use the RBA training, responses included: to track performance; evaluate program outcomes; direct actions and outcomes and develop new programs.

Next Steps:

- Staff are updating the HSPB-YR web site with Mark Friedman's workshop presentation.

Human Services Planning Board of York Region
Staff Report

HSPB-YR Update	Agenda Item Recap
Purpose:	• Provide a recap on activities since last Board meeting of October 1st
Issues/Implications/Considerations	
Recommendations:	1. HSPB-YR receives for information.

<u>Board Re-cap:</u>
1. Member Organization Action Plan- Reports - o In 2013 we will begin to review the progress of the 60 actions identified by Human Services Planning Board Member Organizations. - o Member Organizations will begin to report out on the status of the actions at the next Board meeting. - o Further information regarding this process will be shared with members at a later date. 2. Convening Public Education and Awareness Meeting House Series • United Way hosted a Press Conference on October 15th to release the findings of the Meeting House Series to discuss our future, as a community, and the ability to get ahead of pressing social issues and maintain a strong quality of life for all. • Discussions were hosted at five local area municipalities-East Gwillimbury, Newmarket, Vaughan, Markham and Richmond Hill. • Meetings are being scheduled to share the findings specific to the five municipalities visited and to present overall findings to the four municipalities not visited. • Three aspirations emerged about neighbourhood and municipality: - o People love their communities - o People don't feel connected - o People want to get involved • Some of the emerging trends heard at the discussions include: - o Housing that is affordable - o Youth - o Poverty

- o Well-being
- o Transportation
- Meeting House series was featured on Rogers 'Trending in York Region' show on October 31st. One segment included HSPB-YR member Daniele Zanotti and Co-Chair John Taylor.

3. Fair Access

- York Region, the local municipalities and both York Region school boards have come together to facilitate increased access to recreation and cultural programs for low and moderate income residents.
- In May 2012, Regional Council recommended the Human Services Planning Board present to local municipal Committee or Council meetings regarding the Making Ends Meet initiative to explore opportunities for local municipal involvement in the Collective Actions.
- Presentations are being made to local municipalities which highlight the Board, the Making Ends Meet initiative and the Fair Access project.
 - o Presentations have been made to:
 - o Town of Georgina – November 19, 2012
 - o Town of East Gwillimbury – November 19, 2012
 - o Township of King – November 26, 2012
 - o Presentations are scheduled in January for:
 - o Town of Richmond Hill – January 7, 2013
 - o City of Vaughan – January 15, 2013
 - o City of Markham (pending confirmation of date)
 - o Town of Newmarket (pending)
 - o Town of Aurora (pending)
 - o Whitchurch-Stouffville (pending)

4. Housing Affordability Discussion Series

- At our October 1st meeting, it was agreed that the Board undertake three advocacy activities to **encourage affordable private market rental housing options in York Region.**
- 1. Host future housing symposiums
- 2. Facilitate exploration discussions with the building industry and local municipalities
- 3. Issue an innovative housing affordability ideas competition to University students

Areas requiring discussion:

- Understanding the Board's role in encouraging affordable private market rental options.

- The need for education and awareness to promote the benefits of having affordable housing options in York Region.
- This is an issue resonating in all municipalities making it a broader York Region challenge.

5. Communication Team

- Instead of developing two challenge streams as first discussed; top down and bottom up, the Communication Team will focus on developing a top down challenge for University Students to encourage affordable private market rental housing options that can be replicated in York Region
- The Communication Team received direction to move forward with scoping out a challenge focussed on soliciting affordable housing ideas using the re-THINK Vancouver model as the foundation. The challenge will be adjusted to align with local York Region needs
- The challenge should align with York Region's ten year Housing and Homelessness Plan.

6. Innovation Discussion

- Cynthia Ross, Housing Services Corporation facilitated a Board discussion on Innovation
- The wicked question is: How might low and moderate income families and individuals make ends meet in York Region?
- Answering this question requires innovation
- Innovation is not simply adopting some practices
- Innovation requires a mindset and many organization cultures resist the change

Some of the Discussion Points:

- Innovation is about recombining what we already have into a new model
- Stay with the values and everything else can change
- Create a safe environment to challenge the barriers and push the 'why not'
- Pose wicked questions and ask people to collaborate to find solutions
- Pose the wicked questions to different sectors
- Innovation is a way of thinking about mutual contributions and benefits
- Requires risk taking
- Need to start with those that are ready and let others come on board as they are ready
- Relationship building is at the core
- Develop pilot projects to work through the barriers
- Board role includes teach and model for others