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HUMAN SERVICES PLANNING COALITION STATUS REPORT

The Planning and Economic Development Committee recommends the adoption of the recommendation contained in the following report, August 18, 2004, from the Commissioner of Planning and Development Services:

1. RECOMMENDATION

It is recommended that:

1. This report be received for information.

2. PURPOSE

The purpose of this report is to provide an update on the review and evaluation of the Human Services Planning Coalition (HSPC).

3. BACKGROUND

A long-range *Human Services Strategy* was adopted by Regional Council in October of 2000. One of the key recommendations of the strategy was the establishment of a planning and advisory body, comprised of representatives from all human service sectors, levels of government and residents. The strategy also recommended, once established, the planning and advisory body be reviewed and evaluated after several years of operation.

In keeping with the recommendations of the *Human Services Strategy*, the HSPC was established in February 2001. Its Charter, formally adopted in May 2001, and revised in January 2004, defines the HSPC's purpose, principles, organizational structure, accountability, membership, roles and responsibilities, and channels of communication.

4. ANALYSIS AND OPTIONS

4.1 Human Services Planning Coalition Evaluation Task Group

On January 21, 2004 the HSPC passed a motion to establish a task group to scope a review of its purpose and organizational structure. Membership of the task group included the following HSPC representatives:

- HSPC Co-Chair, Regional Councillor Joyce Frustaglio
- HSPC Co-Chair, Bill Hogarth, Director of Education York Region District School Board
- Bill Innes, Chief Executive Officer, Community Care Access Centre
- Martin McNamara, Executive Director, York Region Children's Aid Society
- Joann Milligan, V.P. HR & Organizational Development, South R.H.C.
- Bob McCulloch, HSPC Community Member
- Tessa Benn-Ireland, HSPC Community Member

- Bryan Tuckey, Commissioner, Planning and Development Services
- Staff support provided by Susan Taylor and Dina Riccardi of the Human Services Planning Branch

4.2 Terms of Reference

The task group met on several occasions and drafted terms of reference. In discussing the scope of the review, the task group recognized there were varying depths of evaluation that should be applied to the HSPC as it moves through its evolutionary phases. The current review should focus more on reaction (i.e. customer satisfaction), learning (i.e. changes in knowledge and attitude) and, too a lesser extent, on behavioural change (i.e. change in practices) and results (i.e. quantitative and qualitative changes). At the same time, the review should examine governance, measures of success and funding (i.e. value for money).

The task group concluded that a consultant was required to:

- Undertake a review of the purpose and organizational structure of the HSPC as defined in its Charter.
- Report and recommend changes, if required, to the purpose and organizational structure of the HSPC.

The consultant will be responsible for data collection and analysis arising from the surveying of internal and external stakeholders of HSPC. Pre-designed questionnaires will be completed by both internal and external stakeholders and the feedback analyzed by the consultant who will present the findings in a SWOT (strengths, weaknesses, opportunities & threats) analysis.

The review will have three deliverables:

- 1) An interim report and SWOT analysis based on preliminary findings from the survey
- 2) A final report due in November which focuses on the following outcomes:
 - Defining a best governance model
 - Measures of success including,
 - quantitative measures such as cost savings, enhanced service delivery (operational efficiency & effectiveness)
 - qualitative measures such as information sharing (i.e. In Forum York, Resource materials and tools)
 - Determining if the funding structure for HSPC is working
- 3) Recommendations, if required, for changing the purpose and organizational structure of HSPC will be included in the final report.

4.3 Progress To-date

An RFP to tender for consulting services was issued by Supplies and Services on June 4, 2004. The HSPC Evaluation Task Group established an Advisory Committee, which reviewed four proposals and awarded a contract to Western Management Consultants on July 19, 2004.

A project initiation meeting was held with Western Management Consultants to discuss the deliverables and timelines. The consultant conducted an on-line survey in August, using a questionnaire developed by the task group, of internal stakeholders (all HSPC representatives) and external stakeholders (i.e. Regional and Municipal Councillors), a cross-section of human services providers. The survey will be followed by individual and focus group interviews including the following:

- The Regional Chair, Chief Administrative Officer, both HSPC Co-Chairs, Bryan Tuckey (Commissioner of Planning and Development Services), Joann Simmons (Commissioner of Community Services and Housing) and Helena Jacek (Commissioner of Health Services and Medical Officer of Health)
- Advisory Committee members
- a cross-section of human service providers
- residents from across York Region

The consultant's interim report is due October 4, 2004 and the final report will be presented at the November 17, 2004 HSPC meeting. The report and recommendations will be presented to senior management and Planning and Economic Development Committee in late November or December.

4.4 Relationship to Vision 2026

Human services planning and the HSPC meet a number of goals in Vision 2026. The most compelling is goal 6 which states "York Region will grow at a pace that supports healthy communities, economic vitality, sustainable natural environments and effective human services".

5. FINANCIAL IMPLICATIONS

The costs of the evaluation were approved in the 2004 budget. There are no other direct financial implications at this time.

6. LOCAL MUNICIPAL IMPACT

Local municipalities are important partners in the provision of human services in York Region. Programs and services provided by the Human Services Planning Branch continually and consistently include representation of the interests of area municipalities.

The survey will be sent to all area municipal Councillors. In addition, a selection of representatives from area municipalities will be interviewed by the consultants.

7. CONCLUSION

Regional Council is a key partner in the continued success and viability of the Human Services Planning Coalition. The review and evaluation of HSPC will ensure that the coalition remains committed to the principle of sharing resources and combining efforts towards the achievement of effective long-term human services planning.

It is recommended that this report be received for information and updates on the HSPC evaluation be brought back to Planning Committee as the project proceeds.

The Senior Management Group has reviewed this report.