



MEMORANDUM

TO: Members of Regional Council

FROM: Adelina Urbanski
Commissioner of Community and Health Services

DATE: September 23, 2010

RE: **Human Services Planning Board of York Region – Interim Work Plan
Progress Update**

The purpose of this communication is to provide a progress update on the establishment of the Human Services Planning Board of York Region strategic framework.

The Human Services Planning Board of York Region (the Board or HSPB-YR) met on June 18, 2010 to discuss key elements of strategy for the next four years. Specifically the Board identified the essence of its Mission, Vision and Guiding Principles, distilled the major themes, and identified a range of priorities related to these themes.

The results of this session form the foundation for the Board to gain a better understanding of how they will operate together and the areas on which they will focus their work. An emerging comprehensive strategic framework will serve to communicate key components of the Board's work.

In determining direction, the Board agreed on a vision statement and mission statement as follows:

<u>Vision:</u>
A healthy vibrant community enhanced through inclusive, collaborative and innovative human services.
<u>Mission:</u>
To develop and implement system solutions which enhance community health and wellbeing.

The Board ratified a set of principles to guide its behaviours, actions and decisions as follows:

Guiding Principles:

- 1. Accountability and Transparency**
- 2. Collaboration**
- 3. Communication**
- 4. Community Engagement**
- 5. Creating a Healthy Community**
- 6. A Mindset of Sharing**
- 7. Respect and Diversity**

Definitions associated with each of these guiding principles may be found in *Council Attachment 1*.

In addition, the Board has identified four Strategic Themes and Priorities to guide their work over the next four years.

Strategic Themes:

- 1. Collectively Addressing Service Gaps and Service Demand Pressures**
- 2. Resource/Capacity Related Issues**
- 3. Enhancing Integration, Collaboration and Partnerships Across the Human Services Sector**
- 4. Public and Political Awareness and Education around Human Services**

In each of the major strategic theme areas, the Board has identified expected outcomes and priority areas to achieve those outcomes.

In moving forward, the Board will work to identify specific related actions guided by its newly articulated principles. In doing so, the Board will always align any work it takes on with the identified mandate, vision, mission, strategic objectives, major themes and core areas of focus and related goals.

Subsequently, through an interactive process, the Board will come together around a few select strategic initiatives for the next four years. In order to ensure all work the Board undertakes aligns with the strategic components identified, over the next year the interim work plan will focus on the development of concrete specific actions aligned with the major strategic themes.

To reach the Board's vision of innovative whole system change, HSPB-YR is creating a common understanding amongst stakeholders to make it easier to recognize and realize joint opportunities. HSPB-YR is being tasked to work differently and bring into focus the current environment in order to develop a deeper understanding of the challenges from which opportunities and creative solutions can emerge.

Over the past year, as the Human Services Planning Board of York Region has been developed, work has continued. This has included the Community Collaborative Planning Guide titled: *Weaving Collaboration into a Tapestry of Change*, the re-fresh and marketing of the York Region Immigrant Portal (YRIP) and the release of the *Economic Analysis of Human Service Costs to 2031: Recommendations for enhancing human services planning in the Regional Municipality of York*.

The Board will also seek out opportunities to come together and strategically collaborate on human service solutions with the broader community. It is by accepting and embracing the interdependencies among human services organizations that the Board as a whole will continually wear a “Region-wide hat” in its deliberations and decision making. Lead by the Co-Chairs and Vice-Chair, namely Regional Councillor Joyce Frustaglio, Susan La Rosa, Director of Education, York Catholic District School Board and David Cox, Director Human Resources and Occupational Health and Safety, Southlake Regional Health Centre, the new Board has the talent, experience and commitment to add tremendous value to the residents of York Region.

Your ongoing interest and support is appreciated.



Adelina Urbanski

Commissioner of Community and Health Services

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Attachment - Human Services Planning Board of York Region Guiding Principles

Copy to: Human Services Planning Board of York Region

Human Services Planning Board of York Region Guiding Principles

This attachment contains the Guiding Principles agreed to by the Board and their associated definitions.

1. Accountability and Transparency

- ♦ Collect meaningful data and information using various methods of research including two-way communication
- ♦ Ensure that we are measuring the right things and we are measuring things right
- ♦ Evaluate our work through the application of meaningful metrics
- ♦ Maintain flexibility to be responsive to results, change course if necessary, and seek out opportunities for improvement
- ♦ Openly share our work with the public and hold ourselves accountable to our community stakeholders

2. Communication

- ♦ Create awareness and a deeper understanding with communication strategies that are straightforward, clear and concise
- ♦ Focussed messages are identified and highlighted in an effort to create a shared understanding
- ♦ Develop communication strategies, plans and messages to create awareness about Human Services Planning Board of York Region (HSPB-YR) work for identified target audiences
- ♦ Engage in an ongoing communication process
- ♦ Look for two-way communication opportunities

3. Community Engagement

- ♦ Engage relevant stakeholders for the purpose of moving towards positive change
- ♦ Use community engagement opportunities to build strong ongoing relationships with relevant stakeholders
- ♦ Engage relevant stakeholders on topics that align with the HSPB-YR identified priorities
- ♦ Use the most appropriate engagement process to seek expertise from relevant stakeholders and enable stakeholders to provide input and feedback on HSPB-YR work

4. Creating a Healthy Community

- ♦ Adopt a holistic integrated view of community health
- ♦ Put all our decisions through the test: Will this serve to advance community health and wellbeing?
- ♦ Recognize that building resiliency is essential to sustaining a healthy community
- ♦ Setting aside personal and organizational interests in the interest of what is best

HSPB-YR Guiding Principles – cont'd

5. Collaboration

- ♦ Balance the art of actively listening with contributing to discussions
- ♦ Believe we are better together and will concentrate on action that we cannot take individually
- ♦ Come together to effect real and different change by looking at non-traditional approaches to create innovative solutions
- ♦ Make the best decisions possible by building trust and respecting individual expertise
- ♦ Mutually agree on purpose and goals
- ♦ Nurture relationships by engaging in respectful, open, honest discussions
- ♦ Share wisdom, leadership and ownership
- ♦ Value a sense of curiosity by deliberately attempting to see the possibilities of ideas which may not originally align with our own

6. Mindset of Sharing

- ♦ Are aware that the answer is not only “me”, it must be “we”
- ♦ Are proud of and celebrate our accomplishments
- ♦ Are solution focused
- ♦ Be collectively creative
- ♦ Create a shift in mindset and cultivate a sense or attitude that focuses on taking an asset based approach to our work, by focussing on what we have and determining how to tap into available resources for what we need
- ♦ Take a think tank approach by collectively sharing, creating

7. Respect and Diversity

- ♦ Actively search out and promote the quiet voice
- ♦ Approach our work with a view of sustainability regarding effort required and intended results
- ♦ Continually grow our information and knowledge resources and share this at the decision table
- ♦ Find ways to remove our judging filters
- ♦ Listen and learn before planning for action
- ♦ Seek out the knowledge and information that is not at the table
- ♦ Acknowledge, recognize and address the differences in access and equity
- ♦ Embrace and celebrate the rich dimensions of diversity contained within each individual and how it contributes to better solutions