

Capacity Building Initiative

Central Community Support Services Network

875 Don Mills Road, Unit 7

Toronto Ontario

Tel: (416) 447-7244

Fax: (416) 510-1104

www.cssnetwork.ca

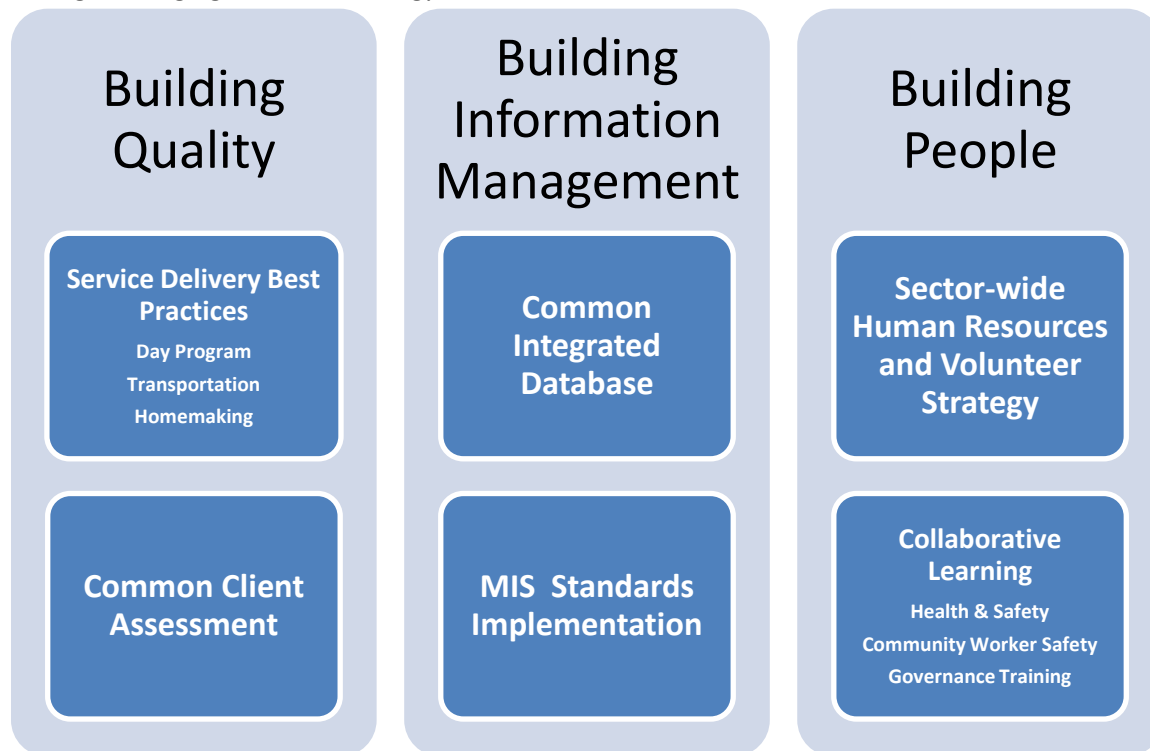
What is the Capacity Building Initiative?

The Capacity Building Initiative was developed by the Central Community Support Services Network comprised of 44 member agencies to address the need for infrastructure development in this sector. Financial support was given to this initiative by the Central Local Health Integration Network through the Aging at Home Strategy.

Our aim is that future clients will have access to a comprehensive basket of community support services tailored to their unique situation. This will only be achieved through a dedication to continuous quality improvement, service innovation and standardized systems. With this collaborative platform, we will build a stronger sector where clients, families and other health system stakeholders will have confidence in the services delivered by our sector and will recognize the significant role it plays in the health care continuum.

Focus on 3 Priorities

The priorities for the Capacity Building Initiative were identified through a sector-wide survey distributed to all community support service agencies delivering services in the Central LHIN. The Year 1 priorities are targeted initially to seniors' services due to the significant service expansion planned through the Aging at Home Strategy.



Building Quality, Information Management and People Potential ... Together

Hosted by Better Living Health and Community Services

An Urgency to Move Forward

There is significant diversity in the capacity of community support agencies delivering services in the Central LHIN. All agencies can benefit from infrastructure support that will help organizations to increase responsiveness to the community's needs and growth. Historical erosion of infrastructure and limited capacity to expand is why this is critical.

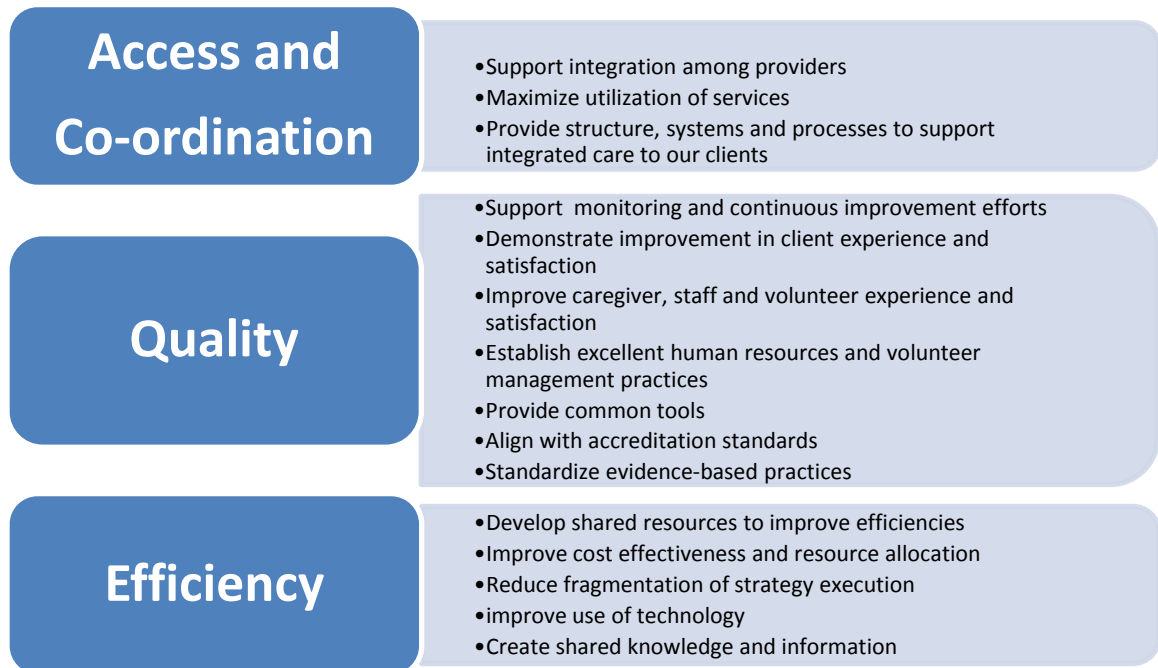
We will engage commitment and energy of the CSS agencies at all levels to harness the best ideas in order to build momentum and meet our implementation timeframes . We can make the sector stronger by listening, setting goals, creating priorities and asking for feedback along the way. Our early success will build the support we need to expand the scope of this initiative that will result in broader benefits across the community support sector.

Seeking best practices and finding the way and means to implement them demonstrates a strong desire to achieve excellence. Agencies that reach for excellence do so not because they have to, but because they want to – for the benefit of the clients and the communities that they serve.

Priority	Measure	2008/09 Deliverable
Building Information Management	number of agencies implemented common client database	3
	number of agencies planned for year 2 implementation	10
	number of agencies MIS compliant	32
Building Quality	number of agencies using service delivery best practices for day program, homemaking and transportation services	20
	number of agencies implemented common assessment	3
Building People	volunteer strategy and implementation plan	completed
	human resources strategy and implementation plan	completed
	number of agencies participated in health and safety training	30
	number of agencies participated in community worker safety training	15
	number of board members trained in governance toolkit	50

Emerging Sector Expectations

This initiative gives the sector a window of opportunity so that agencies can be supported to re-align their organizations to contribute to the system level goals in the Central LHIN's Integrated Health Services Plan.



Our Commitment

This initiative belongs to everyone with a common goal ... to build a strong and vibrant community support sector. Therefore, we will work towards establishing a positive collaborative culture as we approach our work that includes:

- Use the client perspective as our key lens for decision-making
- Operate with transparency to members and others
- Shift from individual organizational accomplishment to group/sector accomplishment
- Promote peer collaboration & engagement
- Maximize use of technology
- Work with a sense of urgency and focus on what is added-value to the sector
- Be inclusive of all agencies providing service in the Central LHIN and broader sector beyond aging at home wherever possible
- Act as a role model including continuous improvement and good governance
- Maximize use of technology to enable system level integration

Governance and Leadership

The strategic direction and oversight of this initiative is guided by a Governance Committee established from the membership of the Central Community Support Services Network and other key stakeholders.

The sponsoring agency is Better Living Health and Community Services.

Governance Committee

- Bill Krever, Chair, Better Living Health and Community Services
- Rick Firth, Hospice Alliance
- Bob English, Canadian Red Cross Society
- Lorraine Blass, Circle of Care
- Nancy Kula, Unionville Home Society
- Lynne Parker, Etobicoke Services for Seniors
- Sujata Ganguli, St. Clair West Services for Seniors
- Deborah Compton, CHATS
- Yvonne Ashford, Central Community Care Access Centre
- Candace Thomson, North York Senior's Centre
- Loren Freid, Alzheimers Society of York Region
- Chantell Tunney, Central Local Health Integration network
- Joan Lesmond, Saint Elizabeth Health Care
- Helen Leung, Carefirst Seniors and Community Services

Staff

- Deborah Egan, Director
- Ami Somani, Program Evaluation Manager
- Diane Low, Human Resources Manager
- Lisa van Beusekom, Executive Assistant
- Phil van Steenburgh, Information Technology Manager

Capacity Building Initiative - Milestones Chart 2008/09

Initiative	Completed	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Deliverables
Common Client Database	Recruit Advisory Group members Conduct environment scan Research vendors Develop and distribute RFI	Hire Manager Confirm DLG contract	Select database	Select pilot sites	Year 2 implementation plan	Initiate pilot sites		Pilot evaluation	3 pilot sites implemented Implementation plan for 10 additional agencies
Service Delivery Best Practices-day program, transportation, homemaking	Hire Program Evaluation Manager Recruit Advisory Group members Review Literature/Resources	Draft Framework	Consultation with CSS Network		Best practices report	Evaluation tool	Agencies complete self-assessment and action plan	Summary report including preliminary benchmarks	20 HSPs adopt best practices
Governance Training			Governance Toolkit Released Hold board focus group	Develop training plan	Pilot governance training	Implement governance training		Training evaluation report	50 board members trained from 30 agencies
MIS Standards Implementation		Meeting with agencies	Recruit MIS support	Implement MIS support					32 CSS transfer payment agencies are compliant
Common Assessment Strategy (RAI-CHA)				Select pilot sites		Initiate pilot sites		Pilot evaluation	3 pilot sites implemented
Health and Safety Training			Needs assessment and plan		Implement training			Training evaluation	30 agencies participated in training
Community Worker Safety Training			Research and develop training plan	Implement training				Training evaluation	15 agencies participated in training
Volunteer Recruitment and Retention Strategy	Recruit Advisory Group members Recruit HR Manager		Initiate review	Draft framework	Consultation with CSS Network	Draft Strategy		Final strategy & implementation plan	Strategy and implementation plan developed
Human Resources Recruitment, Training and Retention Strategy	Recruit Advisory Group members		Initiate review	Draft framework	Consultation with CSS Network	Draft strategy		Final strategy and implementation plan	Strategy and implementation plan developed
CBI Start-up Development	Select host agency Recruit management committee Hire Director Set-up offices Recruit HR Manager Hire Executive Assistant Hire IT Manager		Website/Sharepoint Develop sector profile Communications Plan		Year 2 funding proposal	Key Informant evaluation interviews of host agency and CBI	Satisfaction survey		Build CBI reputation Website/sharepoint services implemented

