Setting the Roadmap for More Effective Community Services

*Developing a Local Planning Strategy for Child and Family Services in Toronto*

Summer Institute

June 5th, 2015
Overview

i. Planning for Wellbeing in Toronto’s Child and Family Service Sector
ii. Local Planning Work
iii. Community Symposium Update
iv. Proposal: A Local Planning Strategy for Toronto
Wellbeing for Toronto’s Children & Families
Planning for Wellbeing
Every child has the right to high quality, meaningful childhood experiences that respect diversity, are rooted in communities, and support engagement in life-long learning and healthy development. An inclusive, integrated and accessible community service system places children at the centre, appreciates their unique potential, is responsive to families and promotes positive outcomes.
Working Together - Background

• Separate “Working Together” documents were developed in 2005: one for each school board, child care, and family support.

• The documents were developed to guide collaborative development among early years service providers, focusing on programs in schools.
Guiding Principles
- Child and Family-Centered
- High Quality
- Strong Partnerships
- Public Accountability

Building Relationships
- Family and Community Engagement
- Purposeful Communication and Information Sharing among Staff

Curriculum Framework and Pedagogical Approach
- Advancing on the Foundations of How Does Learning Happen?

Focus on Learning
- Play and inquiry learning approaches and intentional, planned programs
- Respect for diversity, equity and inclusion
- Knowledgeable, responsive and reflective educators

Focus on Children’s Well-Being
- Skills Development and Progress
- Behaviour Guidance
- Meeting the Needs of All Children

Focus on Building Capacity
- Environments
- Use of Space and Resource Allocation
Child and Family Outcomes

Child Outcomes
1. Physical Health & Development
2. Mental Health & Social Development
3. Learning & Education
4. Rights & Opportunities
5. Nurture & Care

Family Outcomes
6. Family Health
7. Resilience & Support
8. Lifelong Learning
9. Material Wellbeing
10. Community & Culture
A consistent, made-in-Toronto systems approach to more effective planning and delivery of services that work for children and families in their communities.
Why Local Planning?

- Explore coordinating and integrating services
- Overcome problems of fragmentation
- Reduce overlap and duplication of services
- Determine efficient use of resources
- Build better connections between early years programs
Local Planning in Context

- System Planning (Network)
- Child & Family Outcomes
- Collective Planning Process

Local Planning (CFCs, hubs)

Community Outcomes

Local Planning Process
Three Sites of Practice established to practice the concepts of a Child and Family Centre

With Our Best Future in Mind - focus on better planning in delivering more timely and cost-effective children’s services

Provided advice and direction on promoting positive outcomes for children and their families

Brought together early education, family support and child care

2002-5

2006-2011

2009

2010

Toronto and Local Planning: Looking Back
The three sites of practice established in 2010 to test assumptions in the development of Child and Family Centres (CFCs)

- Explore coordinating and integrating services
- Overcome problems of fragmentation
- Reduce overlap and duplication of services
- Determine efficient use of resources
- Build better connections between early years programs
## Sites of Practice: Community Integration Leader

| REPORT 1: historical review and analysis of service integration strategies |
| REPORT 2: Investigated and defined integration concepts and explored how they are operationalized |
| REPORT 3: Explored the discussions and decisions made on how to build an integrated child and family service system |
| REPORT 4: Examined outcomes that would best capture the impact of integration efforts for children and families |
| REPORT 5: Investigated the optimal balance of universal and targeted programs, culturally responsive programming and outcomes specific to Aboriginal children and families |
Developing a Local Planning Strategy for Toronto
Current Network Objective

A consistent, made-in-Toronto systems approach to more effective planning and delivery of services that work for children and families in their communities.
How do we get there?

Participative

Sectoral expertise

Building buy-in

Using what we know

Implementation-friendly
Interactive session themes & learning from Sites of Practice:

- Child and Family Experiences
- Defining Community
- Menu of Services
- Communication
- Leadership
Community Symposium

“It was great to be at a table with people from different forums and to hear what others are doing.”
“The three sites of practice brought a sense of confidence that sites can be unique, flexible and based on individual community needs.”
Community Symposium

“Organized and purposeful.”
Table discussions allowed us to listen to others and develop a broader perspective of family needs and challenges.”
Symposium: Ongoing Questions

• How can we design a system that provides both universal and targeted services?
• How do we improve access to our services?
• How do we, as a sector, get better at sharing information and data?
• What should Child and Family Centres look like in Toronto?
“We have a lot of work ahead to bridge people, organizations and communities.”
Ultimately, the goal is to develop a common, made-in-Toronto systems approach to more effective planning and delivery of services that work for children and families in their communities.
A meaningful strategy for local planning in Toronto should:

- Draw on the symposium feedback, knowledge from current practice, and further engagement;
- Align with provincial policy, including Ontario Early Years Policy Framework, and, when available, CFC development;
- Be both implementation-friendly & cognizant of resources;
- Give concrete action items;
- Support shared outcomes work;
- Be endorsed and taken on by the Network Steering Committee.
Working Timeline

Ongoing Research & Development

TCFN sub-committees

Draft Strategy

Revisions

Finalize

Implement

Symposium

February 23

Steering Committee

April 29

Summer Institute

June 5

Steering Committee

June 17

Steering Committee

September
A living document

5 Key Areas at the Child and Family Network Symposium (February 2015)

- Child and Family Experiences
- Defining Communities
- Menu of Services
- Leadership
- Communication

Current (June 2015)

- Child and Family Experiences
- Defining Communities
- Community Planning
- Roles and Mandates
- Understanding Success
Local Planning Strategy Overview

- Child and Family Experiences
  - Proposal
  - Questions

- Defining Communities
  - Proposal
  - Questions

- Community Planning
  - Proposal
  - Questions

- Roles & Mandates
  - Proposal
  - Questions

- Understanding Success
  - Proposal
  - Questions
Child and Family Experiences

Proposal

• Set common expectations for a child and family-centred service system, that is, above all:
  • INCLUSIVE,
  • SEAMLESS and
  • RESPONSIVE

Questions

• What do these 3 terms mean to you?
• How should children and families’ voices be reflected in planning for communities?
Defining Communities

Proposal

• Develop a process that defines communities for planning purposes that:
  • 1. Starts with geography
  • 2. Assesses demographics and trends in the given geography
  • 3. Assesses communities not defined by geography and considers how to meet their needs

Questions

• What level of geography is a reasonable starting point?
• Who defines the community and how do residents and service providers participate in this process?
Proposal

• Develop a common approach for identifying local needs & asset mapping that identifies
  • Who needs to be served, what they need now, and what they will need in the future
  • What services already exist in the community and how “outside” services can be accessed
  • Opportunities for providing culturally competent and relevant services

Questions

• What planning process would work for Toronto’s communities and what tools might be needed?
• How do we integrate access to services not specific to children & families? (e.g. employment supports, recreation, housing supports, health…)
• What approaches should we take to plan for underserved families and communities?
Proposal | Clearly understood roles and responsibilities across the system, which ideally include:
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Province | Provides a policy framework and overall direction, and leads large-scale initiatives such as aligning databases (for example, to simplify intake processes) developing a single identifier # for children and families
City/Province | Align policy/funding across Ministries and Divisions to support community work
City | Takes on a service system management role that establishes common, system-level expectations and supports for local flexibility
TCFN | Strengthens resource sharing & communication (e.g. website); leads development of a local planning strategy; monitors and sets direction at a system level based on shared outcomes
Local planning tables | Coordinate community services, align with system direction and goals, service navigation role
Roles & Mandates

Questions

• What opportunities are there to support local planning? (e.g. funding, policy alignment, data-sharing, existing resources)

• What can we expect local planning tables to deliver? (e.g. setting goals and being accountable for action taken, community plans, outcomes)
Understanding Success

Proposal

• An evaluation framework that guides the sector's work by:
  • Connecting local planning of child and family services with improved outcomes for children and families; and
  • Identifying success measures for local planning tables.

Questions

• What does it mean for local planning to be effective?
• How do we connect with city-wide shared outcomes?
Contact

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