

**Appendix 2 - Opportunities for Multi-Agency Centres Based on the Ten Best Practices**

<b>Best Practice</b>	<b>Multi-Service Centre</b>	<b>What are the Opportunities?</b>
<b>Ensure appropriate agencies are co-located to match user needs.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ Funding</li> <li>▪ Legal/financial</li> <li>▪ Clothing closet</li> <li>▪ Personal counselling</li> <li>▪ Library of resources</li> <li>▪ Transportation</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Programs on stress management</li> <li>▪ Money Matters – financial</li> <li>▪ Recruit new agencies</li> <li>▪ Monthly calendar of services (pool activities)</li> </ul>
	Centre for Employment and Learning	<ul style="list-style-type: none"> <li>▪ Partnering for funding/marketing</li> <li>▪ Clothes donation</li> <li>▪ Personal counselling (mental health issues)</li> <li>▪ Evaluating partnerships</li> <li>▪ Financial services</li> <li>▪ Transportation</li> </ul>
	ALPP and PIE	<ul style="list-style-type: none"> <li>▪ Are they diverse? Are they relevant?</li> <li>▪ Invite other related organizations</li> <li>▪ Fee for service</li> <li>▪ Workshops</li> <li>▪ Money Matters</li> <li>▪ Common calendar</li> <li>▪ Probation and Parole</li> <li>▪ Common library</li> <li>▪ Encourage use of boardroom space</li> <li>▪ Personal counselling</li> <li>▪ Workplace training</li> <li>▪ Special interest classes</li> <li>▪ Customer service training</li> <li>▪ LEAP</li> </ul>
<b>Implement effective planning and organization strategies for the centre as a whole.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ Informal and formal discussion and meetings</li> <li>▪ Large calendar of events for all of us</li> <li>▪ Plan specific events (job fair, employer recognition)</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Talk about new services being delivered</li> <li>▪ Survey service users (common survey)</li> </ul>

<b>Best Practice</b>	<b>Multi-Service Centre</b>	<b>What are the Opportunities?</b>
	Centre for Employment and Learning ALPP and PIE	<ul style="list-style-type: none"> <li>▪ Keep client in mind for best outcomes!</li> <li>▪ Increased traffic flow</li> <li>▪ TV screen, put in window</li> <li>▪ Do we have a clearly defined model?</li> </ul>
<b>Look for ways resources can be shared and/or pooled amongst all the agencies.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ More marketing</li> <li>▪ Follow up on marketing – more exposure, sequels to Bruce Telecom video</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Pooling resources and act as “champions”</li> <li>▪ Share “funding” ideas, in kind contributions</li> <li>▪ Create funding through ideas</li> </ul>
	Centre for Employment and Learning ALPP and PIE	<ul style="list-style-type: none"> <li>▪ N/A</li> <li>▪ Shared admin</li> <li>▪ Look for joint funding for a common project?</li> <li>▪ Have letters of agreement</li> <li>▪ Budgets pooled?</li> </ul>
<b>Ensure there is ease of accessibility of services.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ All centres have accessibility</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Customer Service Charters – share and revise if necessary</li> </ul>
	Centre for Employment and Learning ALPP and PIE	<ul style="list-style-type: none"> <li>▪ N/A</li> <li>▪ Credit courses</li> <li>▪ Self-employment workshops</li> <li>▪ Small business</li> <li>▪ Earlier hours</li> <li>▪ Physical accessibility</li> </ul>
<b>Secure commitments from partnering agencies.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ MOUs</li> <li>▪ Letters of agreement</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Have MOU</li> <li>▪ Have referrals and releases</li> </ul>
	Centre for Employment and Learning ALPP and PIE	<ul style="list-style-type: none"> <li>▪ N/A</li> <li>▪ N/A</li> </ul>
<b>Have clear understanding of roles and responsibilities amongst partner agencies and their staff.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ EOPG.ca updates to all</li> <li>▪ New people join (?group)</li> <li>▪ Orientation for that person by all groups</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Referral forms very detailed</li> <li>▪ Formalize more - contacts</li> </ul>
	Centre for Employment and Learning	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>

<b>Best Practice</b>	<b>Multi-Service Centre</b>	<b>What are the Opportunities?</b>
<b>Encourage communication and information sharing amongst agencies.</b>	ALPP and PIE	<ul style="list-style-type: none"> <li>▪ Meet to talk about what we do (2 times per year)</li> </ul>
	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ SSHARPP, explore and expand participants</li> <li>▪ Education system</li> <li>▪ Library</li> <li>▪ United Way</li> <li>▪ Newspaper</li> <li>▪ Employer</li> <li>▪ Police/OPP</li> <li>▪ Addiction and gambling</li> <li>▪ Streamline reports at interagency</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ Wear name tags so people can identify who you are and what agency</li> <li>▪ Newsletter</li> </ul>
	Centre for Employment and Learning ALPP and PIE	<ul style="list-style-type: none"> <li>▪ N/A</li> <li>▪ Meeting</li> <li>▪ Do our Boards work together?</li> </ul>
<b>Collaborate on activities and ventures when feasible and appropriate.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ Calendar (structured)</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
	Centre for Employment and Learning	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
	ALPP and PIE	<ul style="list-style-type: none"> <li>▪ Joint flyer</li> <li>▪ Open house</li> </ul>
<b>Ensure there is a link to employers and/or employment opportunities.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ Employer night</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
	Centre for Employment and Learning	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
	ALPP and PIE	<ul style="list-style-type: none"> <li>▪ Link websites</li> </ul>
<b>Implement protocols that enhance referrals and information exchange about shared clients.</b>	Contact North and LHC and ALC and vpi	<ul style="list-style-type: none"> <li>▪ Referral forms</li> </ul>
	Conestoga College	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
	Centre for Employment and Learning	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
	ALPP and PIE	<ul style="list-style-type: none"> <li>▪ Meeting</li> </ul>