

Mastering the Puzzle Pieces

Relationship Building

LMP Webinar Series
December 11, 2014



The Role of Multi-Service Centres in Assisting Clients without Grade 12 to Reach Employment

QUILL's role in Phase 1

- to research best practices from multi-service centres in other jurisdictions
- coordinating local services to enhance employment outcomes for lower-skilled Ontarians
- achieving effective, efficient and seamless service for adults with employment goals who don't have a grade 12 diploma



Best Practices

1. Ensure appropriate agencies are co-located to match user needs.
2. **Implement effective planning and organization strategies for the centre as a whole.**
3. **Look for ways resources can be shared and/or pooled amongst all the agencies.**
4. **Ensure there is ease of accessibility of services.**
5. **Secure commitments from partnering agencies.**
6. **Have clear understanding of roles and responsibilities amongst partner agencies and their staff.**
7. **Encourage communication and information sharing amongst agencies.**
8. **Collaborate on activities and ventures when feasible and appropriate.**
9. Ensure there is a link to employers and/or employment opportunities.
10. **Implement protocols that enhance referrals and information exchange about shared clients.**




Different Approaches across the QUILL region

1st Approach

Single service agencies

- host service coordination activity for Grey Bruce
“Social Networking for Social Services”





Helping People...
Social networking for Social Services

An opportunity for busy Social Service professionals to meet front line staff from other agencies, hear about the programs they offer and discuss how you can work together.




Speed Networking
Based on the concept of speed dating, during our workshop you will connect with other service providers in 5-minute intervals.

Tuesday May 6, 2014 ~ 9:00-1:30
Elmwood Community Centre
38 Queen Street, Elmwood, ON
Lunch \$10

Spots are limited, RSVP by April 29th at <http://blissurveys.com/s/GD-LMP-2014> or 519-881-4655
Your registration will be confirmed after April 29th

...Along their path


Brought to you by:

Single Service Agencies

Social Networking for Social Services – SN4SS

- held in May 2014
- 30 staff from 19 agencies attended from multiple departments
- 100% of respondents stated that their expectations were met
- 95% of respondents stated their level of knowledge increased
- 100% of respondents stated that it should be held again



2nd Approach

Multi-Service centres

- facilitate discussion on present strengths and opportunities for improvement
- research Best Practices from other jurisdictions
- map what the ideal system would look like
- identify concrete steps to move forward

Who was involved:


Multi-Service Centres in the QUILL region

Stratford Adult Learning Programs of Perth (ALPP) Conestoga College Contact North	Kincardine Lake Huron Learning Collaborative Adult Learning Centres – Grey Bruce Georgian Contact North vpi, inc.
Huron County Avon Maitland District School Board Partners in Employment Contact North and others	St. Marys Partners in Employment ALPP

Strengths	Opportunities for Improvement
<ul style="list-style-type: none"> • Very collaborative • Variety of venues, resources • Convenience for clients • Choice, two locations to get service • Diversified funding • People working in the agencies are experienced 	<ul style="list-style-type: none"> • Rural...difficulty accessing services (especially transportation) • Limited resources to service areas (rural) • Getting the message out • Limited hours of operation • Can be confusing, working with more than one agency • Don't know two agencies provide the same service • We all have our own master and expertise • Manage client expectations • Make sure we're coordinating, not competing


Multi-Service Centre	Action items
Stratford Campus	<ul style="list-style-type: none"> ▪ formalized meetings between services ▪ joint marketing tool ▪ more inclusive and collaborative open houses ▪ wear nametags ▪ video orientation
Learning Centre in Kincardine	<ul style="list-style-type: none"> ▪ funding ▪ library of resources ▪ informal and formal discussion and meetings ▪ large calendar of events for all of us ▪ plan specific events (job fair, employer recognition) ▪ more marketing ▪ Memorandum of Understanding ▪ orientation for that person by all groups ▪ referral forms


Multi-Service Centre	Action Items
Centre for Employment and Learning	<ul style="list-style-type: none"> ▪ evaluate and improve partnerships (develop evaluation process) ▪ multi-service site meetings (each physical centre, action plans, prioritize change) ▪ work more with employers (curriculum development, job postings) ▪ common calendars and communication (communication protocols, newsletter) ▪ orientation for new staff (employee spotlight - where they talk about their job, what they like about it)
St. Marys Education and Employment Resource Centre	<ul style="list-style-type: none"> ▪ regular bi-monthly meetings with all agencies working in the building ▪ create a common brochure/card which outlines all the services in the building ▪ make better use of TV mounted in the centre, promoting community agencies outside of the centre ▪ improve accessibility - resource centre open earlier, evening, weekend or Saturday ▪ improve customer service - provide training to all staff, share front desk duties, share the workload ▪ recruit new agencies to come in, even if just for one day per month



Phase 2




- Discuss the road to being exceptional. How to learn from the journey - Approach the centres in the research report to gain help in moving forward. What were the pros and cons they faced? How did they move forward?
- Support the work in this first phase by having onsite meetings at the multi-service centres to keep their ideas moving forward. Create concrete work plans, assist with evaluation tools to assess services and implement change.
- Host broader community focus groups - ask clients and broader community stakeholders as to what changes they would suggest to make the centres more client centric.
- Promote the benefits of multi-service centres. There are very few multi-service centres in Grey-Bruce. At the second annual Social Networking 4 Social Services promote this project.





What we did

- held meetings with individual sites
- held focus group sessions
- surveyed other partners
- reviewed reports from clients and partners
- set new action items reflecting on those identified in Phase 1
- made changes





Client input

- important to all stakeholders

What we discussed

- how did they hear about the centre
- what they liked
- how did they transition between agencies
- did they reach their goals
- what could be better
- what would you add/change



Client responses

- heard about the centre from a friend, another agency, media, signage
- benefitted from transition to other programs
- some reached their goal, others didn't
- liked the resources at the centres
- thought the staff did a great work
- loved the English for the Workplace aka "Bruce County Slang"



Client testimonials

"You were like a glass of cool water given to a man lost in the desert." Huron County

"Personal, people care about you, people call to check in on you, know the community, know how to read you and tailor your needs to the people out there."
St. Marys



Client responses - the IDEAL centre

- onsite childcare
- business office for clients, study rooms, library, cafeteria, industrial kitchen
- more courses offered at site, online workshops from other sites in the area
- ATM, job board/information board
- more partners – EI, OW, service Canada, mental health, housing, big brothers & sisters
- Newcomer services, counselling services



Client responses - Changes

- signage/way finding in the building
- paint to brighten the building
- clocks
- longer hours
- posters with information on activities at the centre (clients thought they could talk about the centre with friends if they knew what was going on)




What we did in Stratford

- Mission Statement
- Memorandum of Understanding
- business cards
- signage inside and outside
- orientation guide
- open house




What we did in Kincardine

- MOU
- referral forms
- marketing posters
- library
- connect to community partners




What we did in St. Marys


- focus group
- report with list of action items
- partners are collaborating

What we did in Huron County

- survey clients (75) / community partners
- report with list of action items




Labour
Market Partnership
LMP



What did we learn

- be client centric
- building partnerships takes time
- cannot take a cookie cutter approach
- work with partners
- keep it simple
- found their own way - did not connect to other centres such as Port Cares or Tillsonburg



Labour
Market Partnership
LMP



Future opportunities

- meet monthly or bi-monthly
- secure funding
- investigate strategic planning
- create videos about services
- look for new equipment for centres, POS terminals



Labour
Market Partnership
LMP



QUILL Learning Network
Website: www.quillnetwork.ca
Email: Debera Flynn
execdir@quillnetwork.ca



Labour
Market Partnership
LMP