

Setting the Roadmap for More Effective Community Services

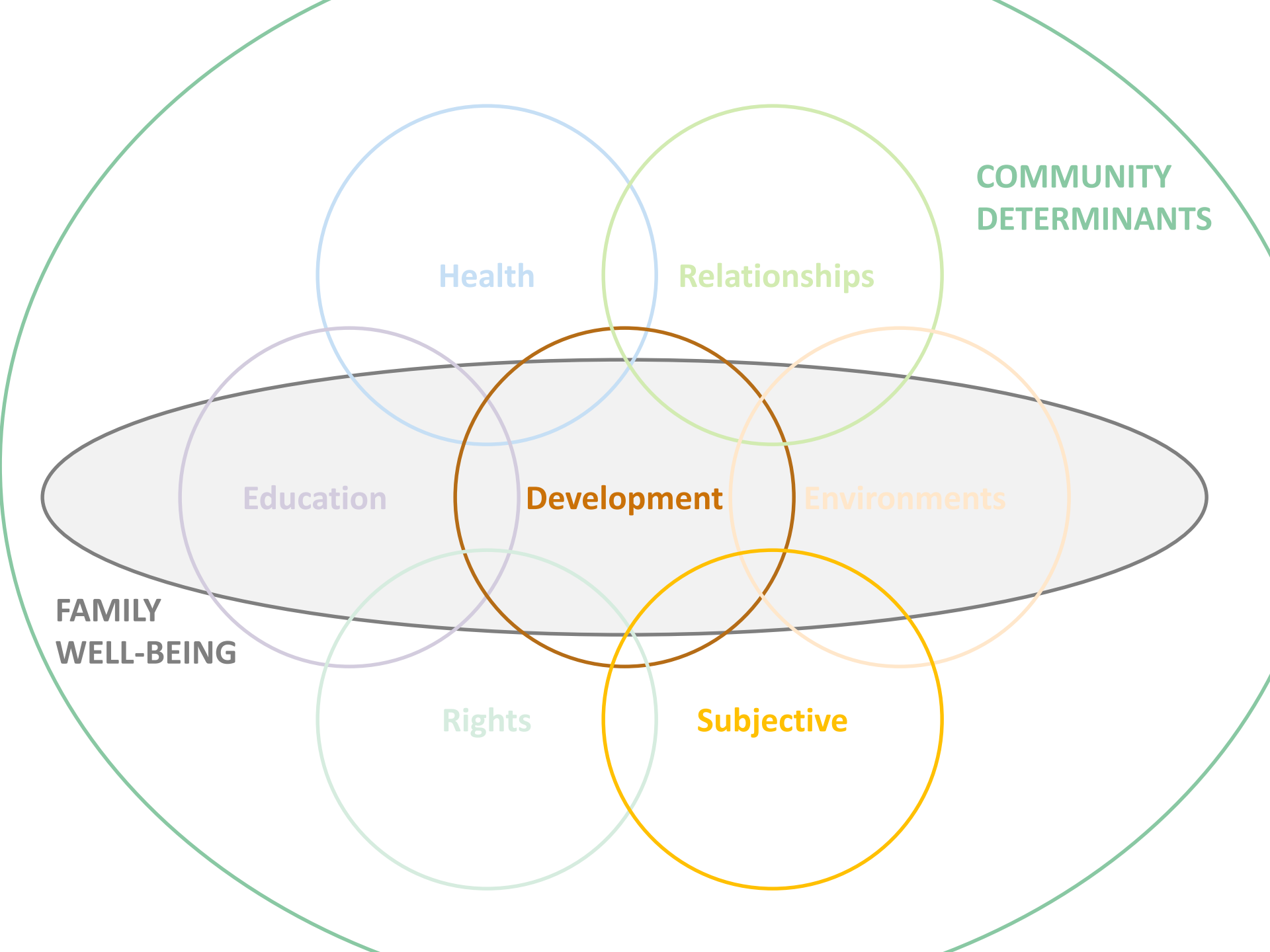
*Developing a Local Planning Strategy for
Child and Family Services in Toronto*
Summer Institute

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



**COMMUNITY
DETERMINANTS**

Health

Relationships

Education

Development

Environments

**FAMILY
WELL-BEING**

Rights

Subjective

Planning for Wellbeing

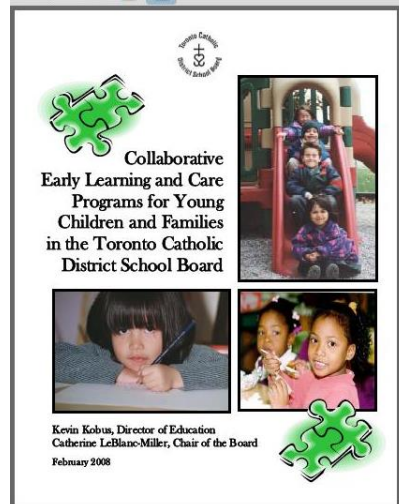
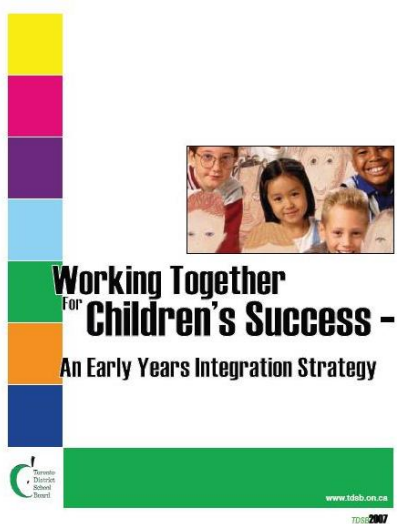


Toronto Child & Family Network

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

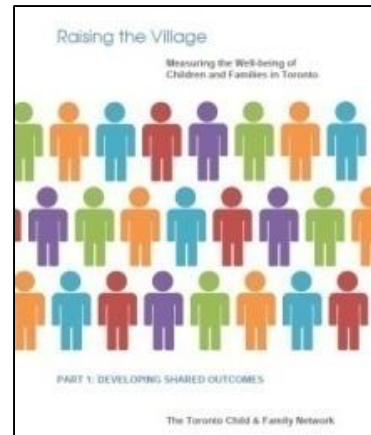
Focus on Children's Well-Being

- 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

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.**

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**

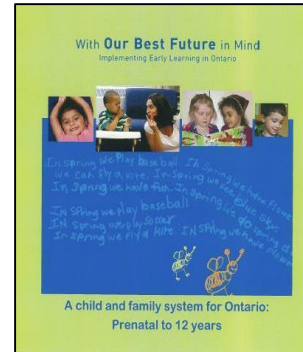
**COLLECTIVE
PLANNING
PROCESS**

**LOCAL PLANNING
(CFCs, hubs)**

**COMMUNITY
OUTCOMES**

**LOCAL PLANNING
PROCESS**

Toronto and Local Planning: Looking Back



2002-5

2006-2011

2009

2010

Brought together early education, family support and child care

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

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

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



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

Community Symposium

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.”



Community Symposium



“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.”

Community Symposium


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?

Symposium Next Steps



“We have a lot of work ahead to bridge people, organizations and communities.”

Proposal: Local Planning Strategy

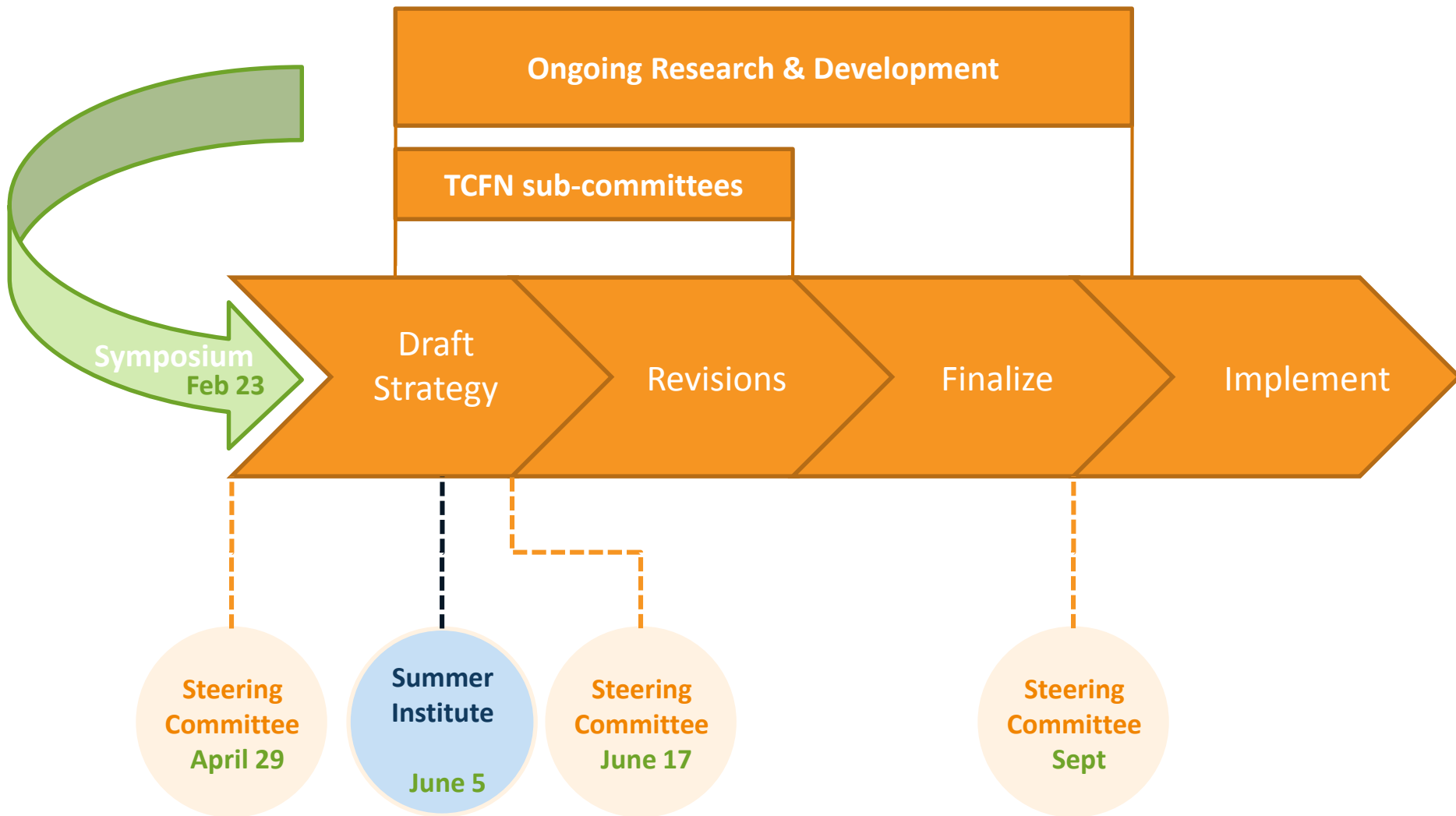
Ultimately, the goal is to develop a common, made-in-Toronto systems approach to more effective planning and delivery of services that work for children and families in their communities.

Criteria for a Successful Strategy

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.

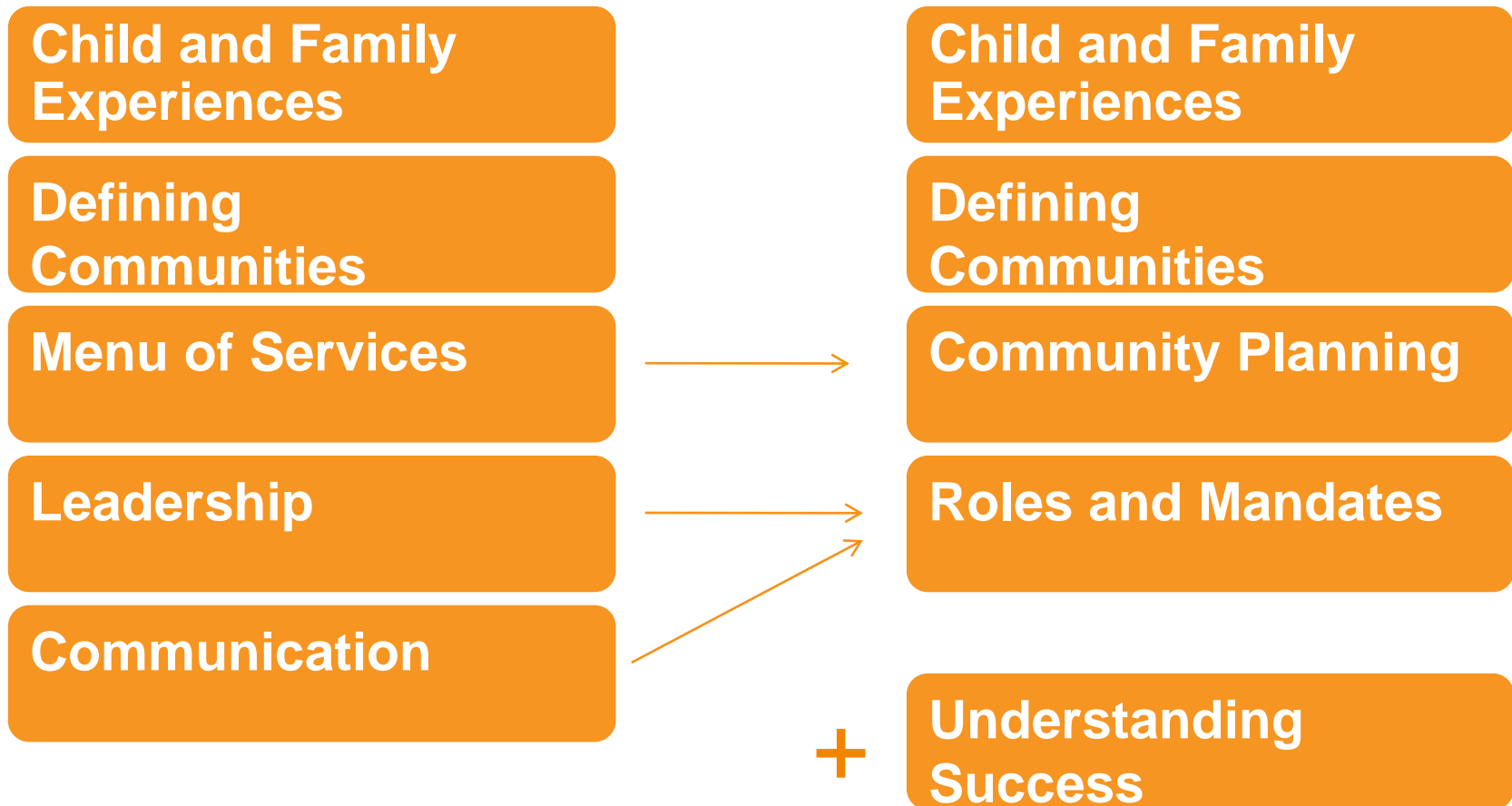
Working Timeline



A living document

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

Current (June 2015)



Local Planning Strategy Overview



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?

Community Planning

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?

Roles & Mandates

Proposal	Clearly understood roles and responsibilities across the system, which ideally include:
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?

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