

Entrust 2 Empower

Niagara's Approach to Service Delivery
OMSSA Leadership Symposium
Thunder Bay
May 2019

Training Objectives

1. Introduce concepts, theories and tools to support service delivery philosophies
2. Demonstrate alignment between E2E and the objectives of Social Assistance Modernization
3. Increased understanding of a risk-based approach
4. Demonstrate the value of trust in all of our working relationships
5. Provide a forum that encourages respectful dialogue, interaction and participation

Module # 1

Social Assistance Modernization



OW Over the Years

TRUE
OR
FALSE

Social Assistance Modernization

A modern, responsive, efficient, cost-effective and sustainable service delivery system that is client-centered and supports integration across programs.



Social Assistance Modernization

Goals

Improve experiences & outcomes

Realize administrative efficiencies

Objectives

Focus on high impact activities

Improve experience, access & usability

Modernize tools, process & policy while fostering partnerships

Shift from enforcement focus to risk-based approach



Entrust 2 Empower

What is it?

- Our approach to service delivery
- How we interact with the individuals accessing our services
- Framework to the way we do business

How will we apply it?

- With each other
- With community partners
- With those we serve & support

How will it impact my work?

- Increased emphasis on high impact activities
- Improved relationships with the people we serve
- Reignite our passion for the work we do & align with our “why” for choosing this field

How will it impact people we serve?

- Increased trust in us
- Empowered to share information & make changes to their situation
- Enhanced service experience
- Improved outcomes

Principles of E2E

- Person-centered approach
- Built on a foundation of trust
- Emphasis on building relationships as a means of achieving trust
- Taking a risk-based approach to service delivery
- Maintaining accountability and expectations

Module # 2

Risk



What is risk?

The chance of something happening that will have an impact.

Two Components





Taking a Risk-Based Approach

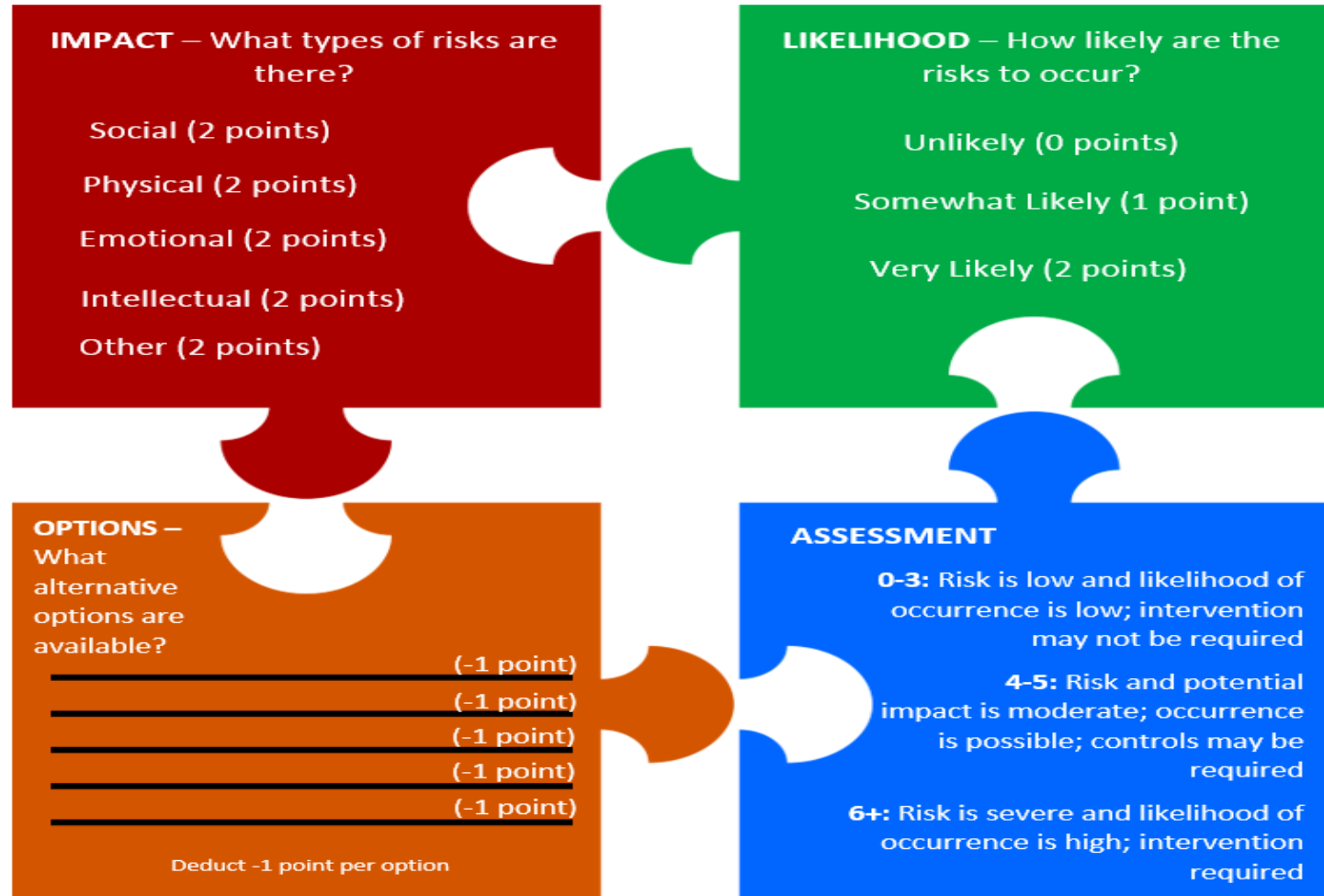
1. Identify the potential risks

2. Likelihood and Impact

3. Determine strategies

4. Plan and Prepare

Risk-Based Scenarios



Risk Scenarios

Scenario #1

Bill, an individual you are working with, receives an eviction notice.

Scenario #2

Your 18 year old daughter wants to travel to Mexico with a group of friends.

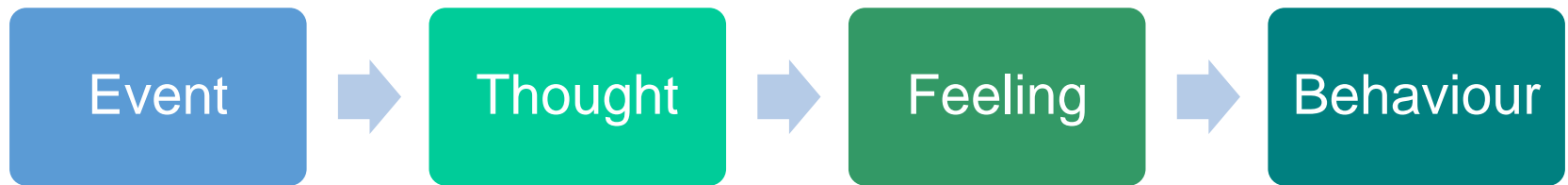
Fundamental Attribution Error

Tendency to attribute other people's behaviors to their dispositional factors while attributing one's own actions to situational factors.

Wikipedia
"Attribution"

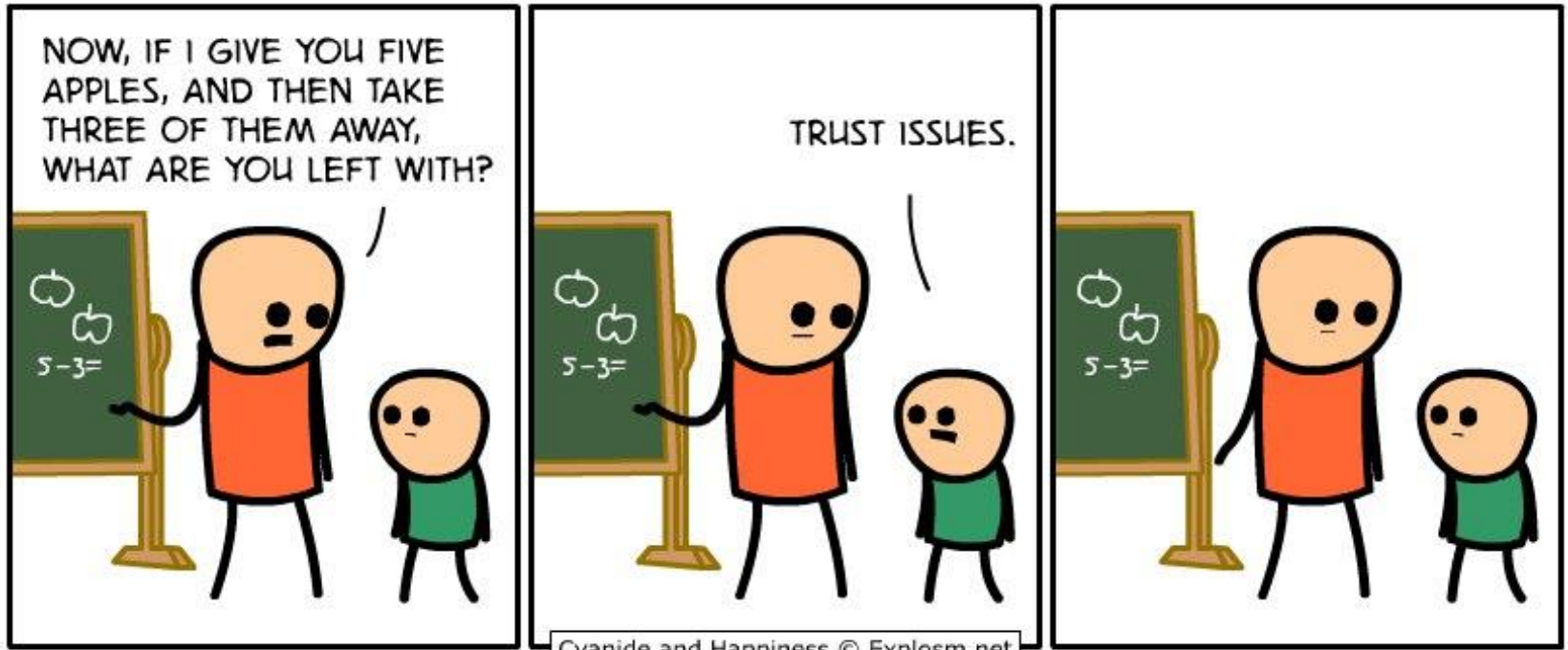
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Cycle of Reaction



Module # 3

Trust



Trust Exercise



In Your Groups

What is a strange talent that you have?

What is your biggest fear/phobia?

What is something on your bucket list that you want to do/accomplish?

What is something you've already crossed off your bucket list?

Choose a movie/book title for the story of your life.

If there was a movie/book about your life, what actor would you want to play you?

In Your Groups

How much money do you have in your bank account?

Do you have any mental health issues?

Have you ever been afraid for your safety?

Tell me about your ex partner and their ability to pay support.

How much do you pay for rent or mortgage?

Do you have any issues with drugs or alcohol?



49% of
respondents
trust the
people we
serve

The majority
of staff
surveyed
don't trust
the people
we serve.



Assume Positive Intent (API)



Whatever anybody says or does,
assume positive intent. You will be
amazed at how your whole approach
to a person or problem becomes
very different.

— *Indra Nooyi* —

AZ QUOTES

Roadblocks to API

- We want to stay in control
- We want to believe our intentions are good
- We don't want to be embarrassed or blamed
- We don't want to look like fools or be taken advantage of

API Statements

- This person is doing the best they can with what they have
- By and large, the people around me are not out to get me
- I assume positive intent in my own actions and extend the same belief to others

API Questions

- Is it true?
- Do I know absolutely that it is the truth?
- How am I reacting, what happens to me as I believe that thought?
- How do I feel without that thought?
- Is there another way to look at this? Or could I have handled this differently?

Benefits of API

- People live up to the expectations you place upon them
- Enhanced relationships that are based on facts
- Foundation of trust that supports collaboration
- Emotional freedom
- Maximizing control where control is available
- Acquisition of previously unknown information
- Avoid embarrassing and damaging conversations that we typically regret afterwards
- Greater control over personal reactions going forward
- Practice makes progress



You just spoke with John yesterday afternoon and he is excited to talk about some job and training opportunities at tomorrow's appointment. The appointment rolls around and he fails to report to his appointment.

Thought

- Doesn't care
- Not committed
- Already got his cheque
- Out enjoying the sunshine
- Nice work ethic!

Feeling

- Annoyed
- Angry
- Unappreciated
- Unmotivated going forward
- Misled
- Jealous

Action

- Suspend file
- Set tone for next interaction
- Impact balance of day & night
- Spread negativity to others
- Reduction of patience

Event



Thought



Feeling



Behaviour

Thought

- Maybe something happened
- Looks like he forgot
- Another commitment came up
- He's probably not trying to ruin my day
- Not personal
- Not the end of the world & not my only chance to provide support
- Take care of it next time

Feeling

- Understanding
- Concern
- Motivated to complete it
- Supportive
- Proportionate response

Action

- Connect to obtain facts
- Make a note & wait for the person to make contact
- Reschedule, put it in your calendar & move on
- Pour energy into the people who do attend

Event



Thought



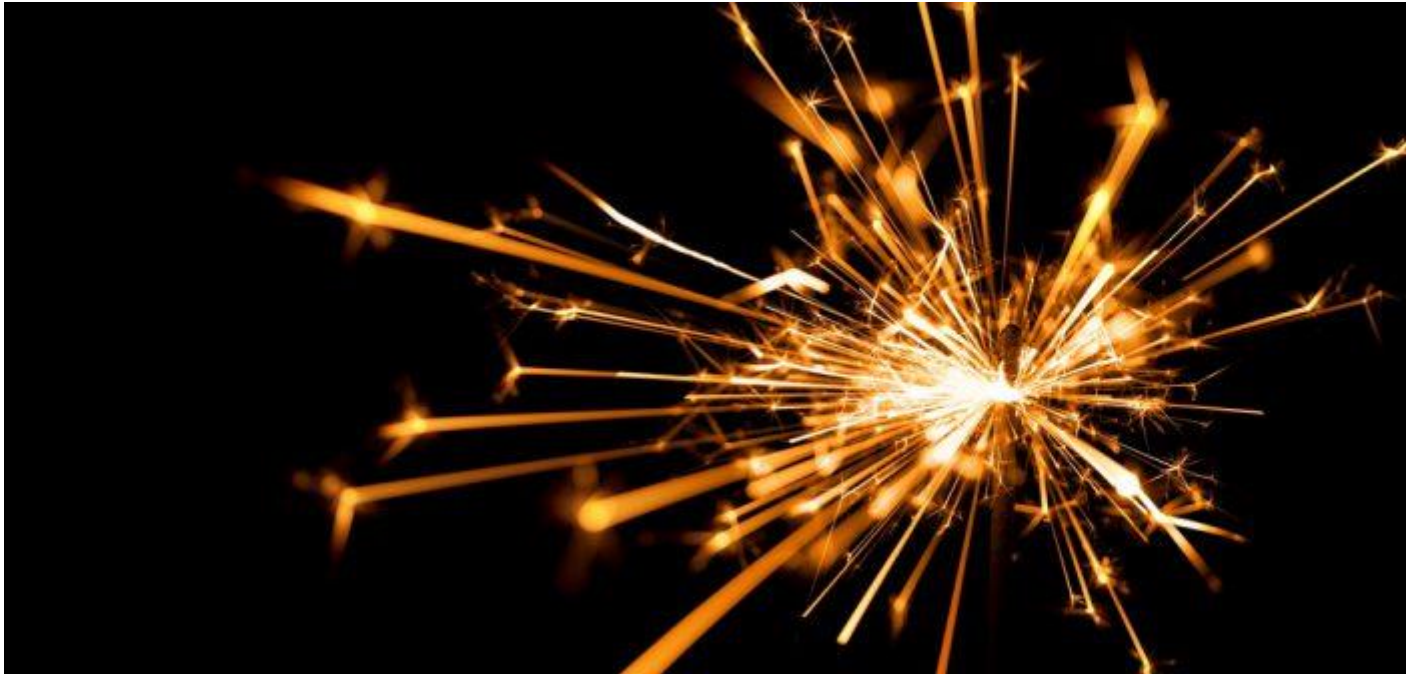
Feeling



Behaviour

Module # 4

Culture



Niagara's Culture Pillars

Pillar	Explanation/Commitment
Trust	<i>We build relationships based on trust</i>
Listen	<i>We listen to understand</i>
Support	<i>We provide support based on individual needs</i>
Empower	<i>We empower all individuals to realize their abilities, possibilities and potential.</i>
Positive Intent	<i>We believe in people and assume positive intent in all of our interactions.</i>
Open-Minded	<i>We use an open-minded approach and treat others how they want to be treated.</i>

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Follow-Up Survey Results

Question	Response	Comparison to Initial Survey	Increase/Decrease
Response Rate	42%	54%	-12%
I trust in my colleagues	86% agree or strongly agree	85%	+1%
I trust in the systems in place to support the people we serve	79%	58%	+21%
I trust the people we serve	60%	49%	+11%
I believe my direct supervisor/manager trusts the work I do for the benefit of the people we serve	93%	90%	+3%
When presented with the opportunity, how likely are to use a risk-based approach?	91% likely or very likely	59% felt a risk-based approach would have a positive impact on the work we do	

Follow-Up Survey Results

Question	Response	Comparison to Initial Survey
How likely are you to assume positive intent with your colleagues?	93%	Not previously asked
How likely are you to assume positive intent with your supervisor/manager?	93%	Not previously asked
How likely are you to assume positive intent with the people we serve?	88%	Not previously asked
Has there been a change in your approach as a result of E2E?	52% yes	Not previously asked
Which culture pillar do you embody the most?	Open-Minded Approach	Not previously asked
Which culture pillar could you improve upon?	Assuming Positive Intent	Not previously asked
Do you feel there's been a change in our workplace culture following E2E Training?	47% yes	63% felt a shift in culture was needed

E2E Video

