

# INNOVATION LABS

UNLOCKING COLLABORATIVE CREATIVITY



OMSSA Integration Forum  
October 18, 2018  
London, Ontario



INNOVATION AND RESEARCH UNIT  
SOCIAL SERVICES DEPARTMENT REGION OF DURHAM

INNOVATION LABS

**WHY?**

UNLOCKING COLLABORATIVE CREATIVITY



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**BUSINESS AFFAIRS AND  
FINANCIAL MANAGEMENT**

**CHILDREN'S SERVICES**

**FAMILY SERVICES**

**HOUSING SERVICES**

**INCOME AND EMPLOYMENT  
SUPPORT SERVICES**

**LONG-TERM CARE  
AND SERVICES FOR SENIORS**



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Staff<sup>2030</sup> Divisions<sup>6</sup> Culture of Innovation<sup>1</sup>

Working in silos,  
within the same four  
walls, with the same  
people, reduces the  
likelihood of  
generating ideas  
for innovation".

Wolpert (2002)



# Areas of Focus

**Program Innovation**

**Staff Training and Education**

**Service Value and Impact**

**Sustainable Partnerships**

**Research and Knowledge  
Mobilization**



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# innovation labs

“Increasingly there’s an awareness that innovation rarely results from solitary geniuses having ‘eureka’ moments. Instead breakthrough ideas almost always arise from collaborative creativity.”  
- Ryan (2010)





*DREAM* of new possibilities. *INSPIRE* one another. *ACHIEVE* excellence together.

**INNOVATION IDEA**

State your idea concisely.

Blank space for writing the innovation idea.

**STAKEHOLDERS**

Who do you need to make this happen? Who will be affected?

Blank space for listing stakeholders.

**SKILLS AND RESOURCES**

What do you need to make this happen?

Blank space for listing skills and resources.

**RISKS OR BARRIERS**

What would stop this from happening?

Blank space for listing risks or barriers.

**MEASURES**

How will you know if you've had an Impact?

Blank space for listing measures.







# FEEDBACK



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**Innoweave**

Practical Tools for Social Innovation



Explore and Experiment

**MaRS**  
Solutions  
Lab

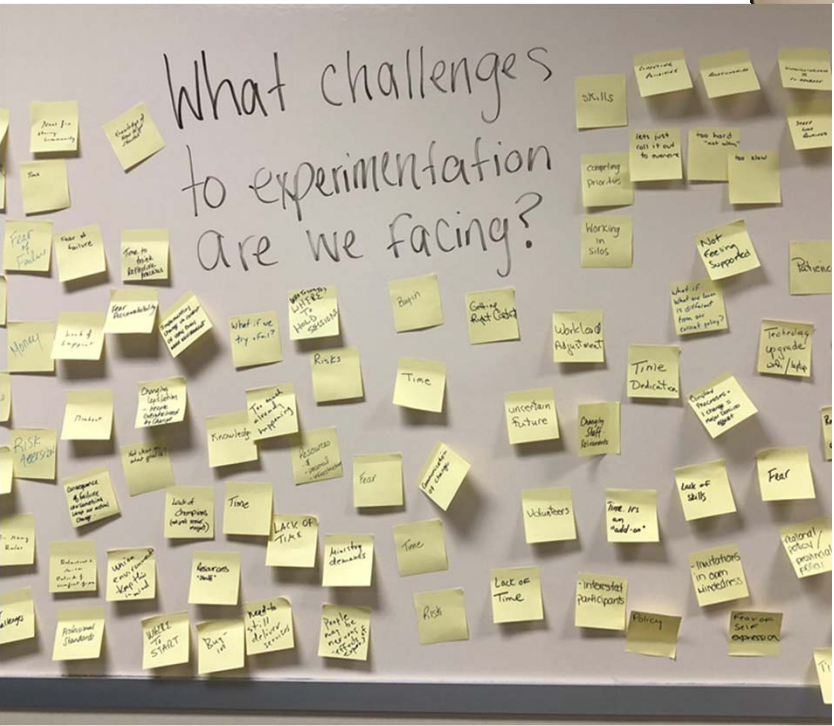


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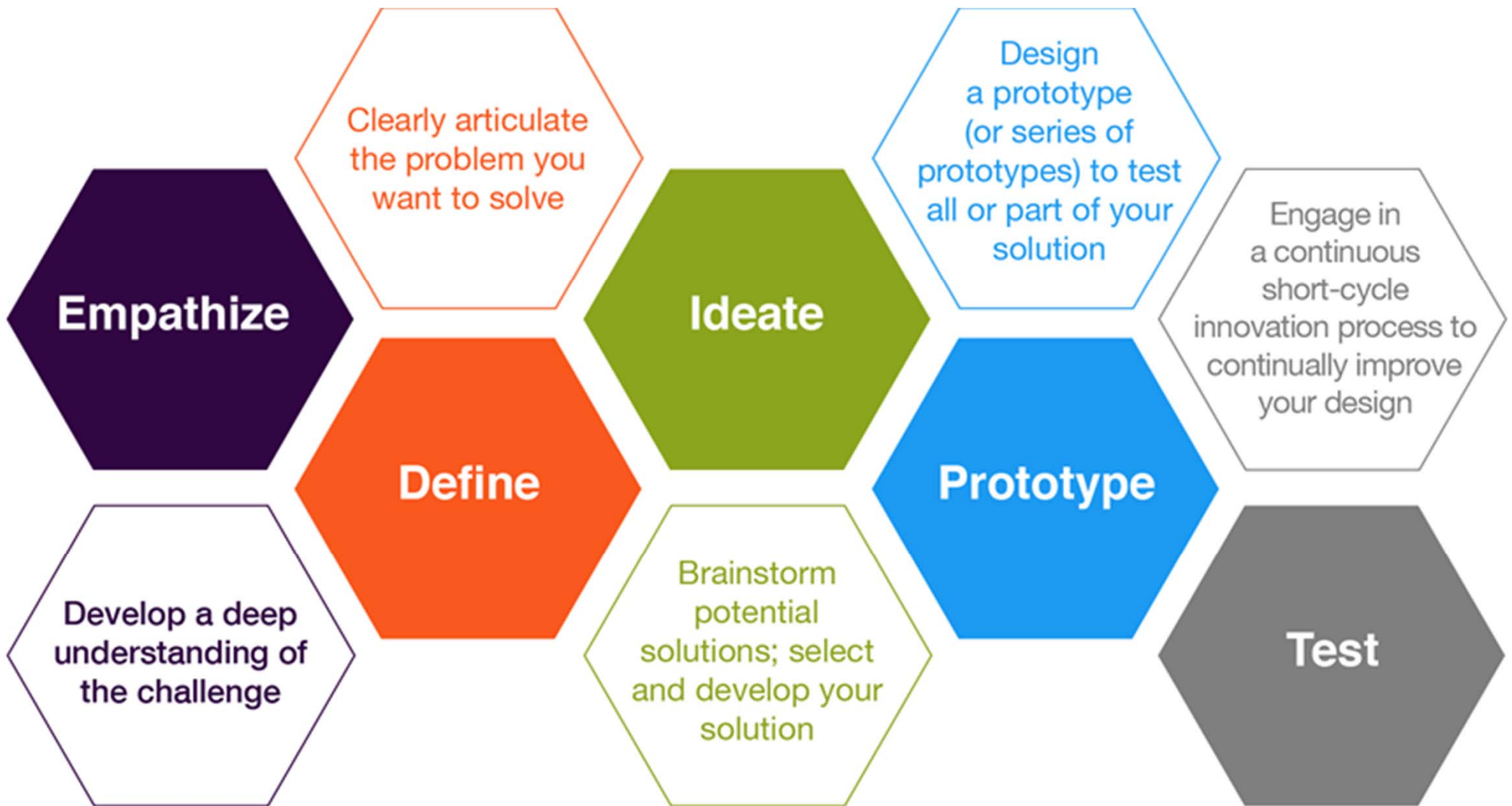
# Working visually through our Innovation Lab to explore and co-create



Authenticators Storyboard







Stanford d. School Design Thinking Model

## Traditional Thinking

Flawless planning  
Avoid failure and mitigate risk  
Rigorous analysis  
Thinking  
Linear, defined approach  
Spreadsheets, powerpoint  
What people say

## Design Thinking

Enlightened trial and error  
Fail fast to succeed sooner  
Rigorous testing  
Doing  
Iterative, frequent adaptations  
Prototypes, film, scenarios  
What people do



# CHANGE MANAGEMENT

“In a sea of **data and statistics**,  
it’s easy to lose track of people”

- Continuum LLC



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# Co-Creating for Modernization

## Technology

## External Partnerships

**SVARC**  
 (Social Value Research Centre)  
 - support business for social purpose  
 - support the social value of business  
 - support the social value of business

**OWS/ED**  
 - OWG quarterly work  
 - ED resources to ensure we are working well together  
 - vision / plan / team

**Research Scoping**  
 - research table  
 - all meetings - discussion of what research will involve

**CHAMBERS of COMMERCES**  
 - MNY, WILKINS, OLSHAKO

**Employment Support Information System (Down Road) (ESIS)**

**EMERGENCY**  
 - 1 support  
 - a role

**Windows 10 - Training**  
 - Lead: Jennifer H.  
 - Windows 10 training - in working environment, not school

**CAS + OW Collaboration**  
 - info sharing  
 - benefit streamlining  
 - Lead: Denise O'Brien

**IESD / BSM Hub**  
 - shared - in working

**Central East Trainers Table**  
 - Rep: Service Training  
 - meet quarterly

**SAS**  
 - SAS - in working

**CEEP / OW**  
 - Lead: Central East / OW  
 - shared - in working

**ARRRD**  
 - Advancing Access to Affordable Recreation  
 - Durham  
 - 1. 2014 - 2015

**ODSP + ES**  
 - Working Group

**Durham College Coaches**  
 - coaching  
 - sharing resources and program development  
 - CSC - in working

**Central East Employment**

## Departmental Initiatives

**Excellence Canada Citizen Experience**

**Financial Empowerment Framework (FEF) (Committee) - Andrew Phillips**

**Business & Innovation Team**  
 - Lead: Denise O'Brien  
 - meet weekly - in working  
 - the focus

**DIVERSITY + INCLUSION**  
 - support in working

## Committees

**ALL SUPERSTOPS**  
 - Working Group  
 - 2010 + SUPERSTOPS

**CER Central East Comm.**

**FRASD**  
 - Chair: John Kavanagh  
 - meet - 1x month

**NO TALKS CLUB**  
 - Lead: Denise O'Brien  
 - Meet: Quarterly

**Digital Skills**  
 - meeting - monthly

**Count liaison Committee**

**Forum Committee**

**Corporate Inclusion Group**

**Best Start**  
 - Lead: Denise O'Brien

**Employee Relations Committee**  
 - Lead: Denise O'Brien  
 - meet - 1x month

## Research

**Fundation (LSPD)**  
 - Partnership (LSPD) - in working  
 - Lead: Denise O'Brien

**VOIT**  
 - Partnership in Research

## Youth + Parenting + childcare

**Food For Thought (MINDFUL + NUTRITIOUS) (MINDFUL + NUTRITIOUS)**  
 - Lead: Denise O'Brien

**SUPPC**  
 - SUBSTANCE USE PREGNANCY AGENCY  
 - Lead: Denise O'Brien

**ENACTUS / DURHAM COLLEGE**  
 - supporting transition  
 - Support for OW participants transitioning to college  
 - meeting - monthly

**Red Seal / Red Seal Project**  
 - in working

**Committee - in working**  
 - Durham Skills Action Strategy - in working

**Childcare**  
 - in working

## Program / Service Enhancements

**Texting**

**ORGANIZATIONAL CHANGE LIAISON**

**CASE CONFERENCE PILOT**  
 - in working

**Women's Service Paths + Programs (in early development stage)**

## Process

**EMP. SUPPORT**

**Registration**  
 - in working

**EVP**  
 - in working





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“To **lead change**, the leader must believe without question that people are the most important asset of an organization.”

- Charles Joiner



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“When we feel **safe** inside the organization,  
we will naturally combine our  
talents and our strengths.”

- Simon Sinek



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THANK YOU!

[innovate@durham.ca](mailto:innovate@durham.ca)



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**Social Services Department**



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