

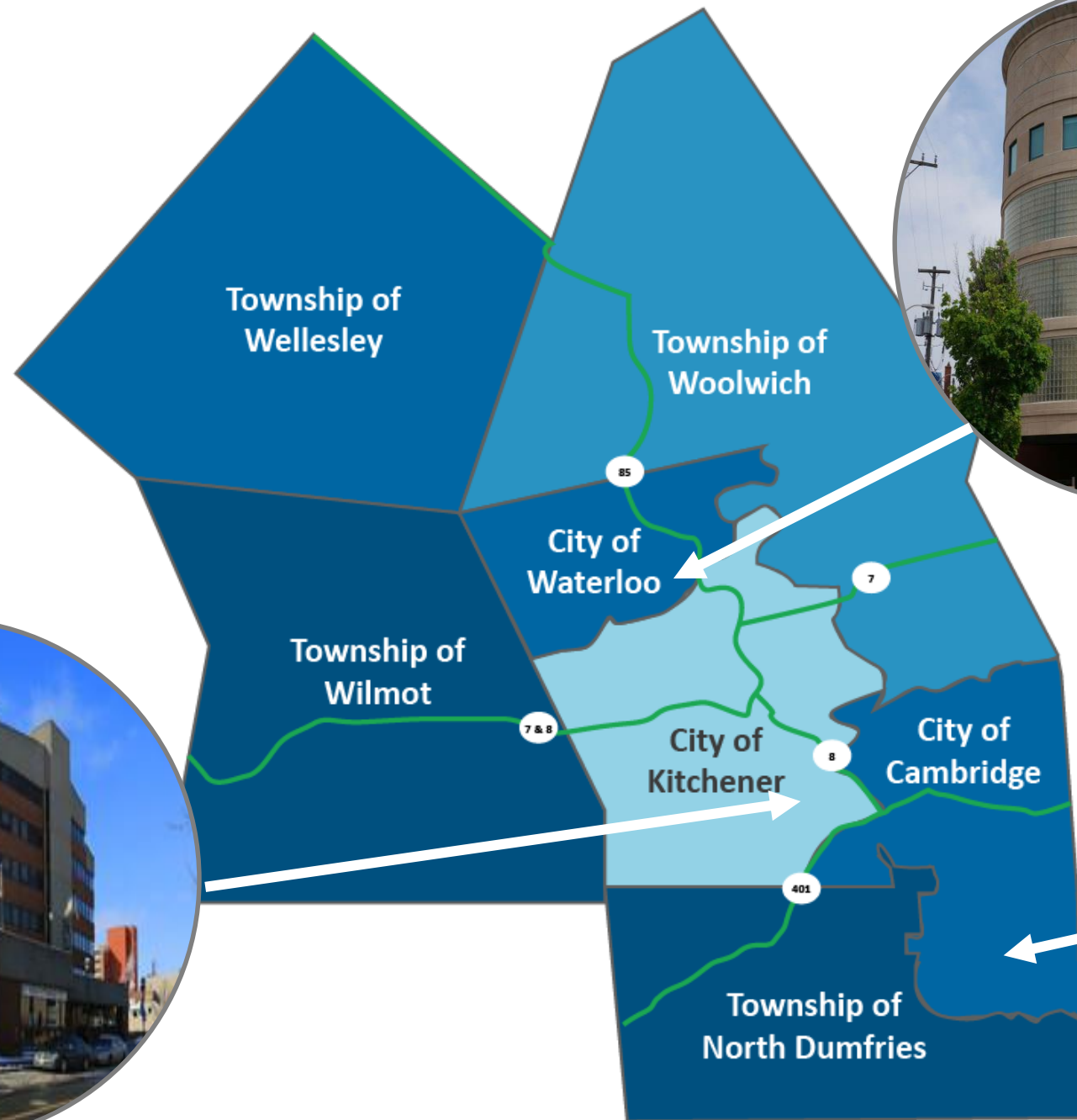
OMSSA

Human Services Integration



Region of Waterloo

COMMUNITY SERVICES






Community Services

The Region of Waterloo offers many supports for people. It provides services for children, older adults, and those who need help finding work, homes that are affordable, emergency shelter or income support.

- [Child Care and Early Learning](#)
- [Employment Support](#)
- [Financial Assistance](#)
- [Housing and Shelter](#)
- [Older Adults](#)

A scenic landscape at sunset or sunrise. The sun is low on the horizon, casting a warm, golden glow over the scene. In the foreground, there's a dirt road with some puddles reflecting the light. To the left, there's a field of tall, dry grass. To the right, there's a hillside with some bare trees and bushes. The sky is filled with soft, orange and yellow clouds.

Sometimes it's the journey
that teaches you a lot
about your destination.

Drake

quote fancy

People are able to access individualized service in a timely manner that is delivered by caring and knowledgeable staff. The people we support see Community Services staff as partners to achieving their goals and improving their quality of life. Staff build trusting relationships so that people feel respected during each interaction and speak positively to friends and community partners about their experience.



CSD Integration By the Numbers

- 4 years
- 1 departmental restructure
- 3 Welcome Spaces created
- 15 Integrated Teams created
- 3 Buildings re-constructed
- 9 positions → Navigators
- 30+ JDs collapsed/revised
- 236 EOI to determine office
- 265 staff moves
- 5,000 file transfers in SAMS
- 7,000 letters to clients
- 1 grievance (averted!)

Community Services Welcome Space



**No appointment needed.
We invite you to drop in!**

**Hi!
Our Navigators are
ready to greet you in the
1st floor reception.**

We now have one reception area for the services below. Please check in at the Welcome Space on the 1st floor (it used to be called the Employment Resource Centre).

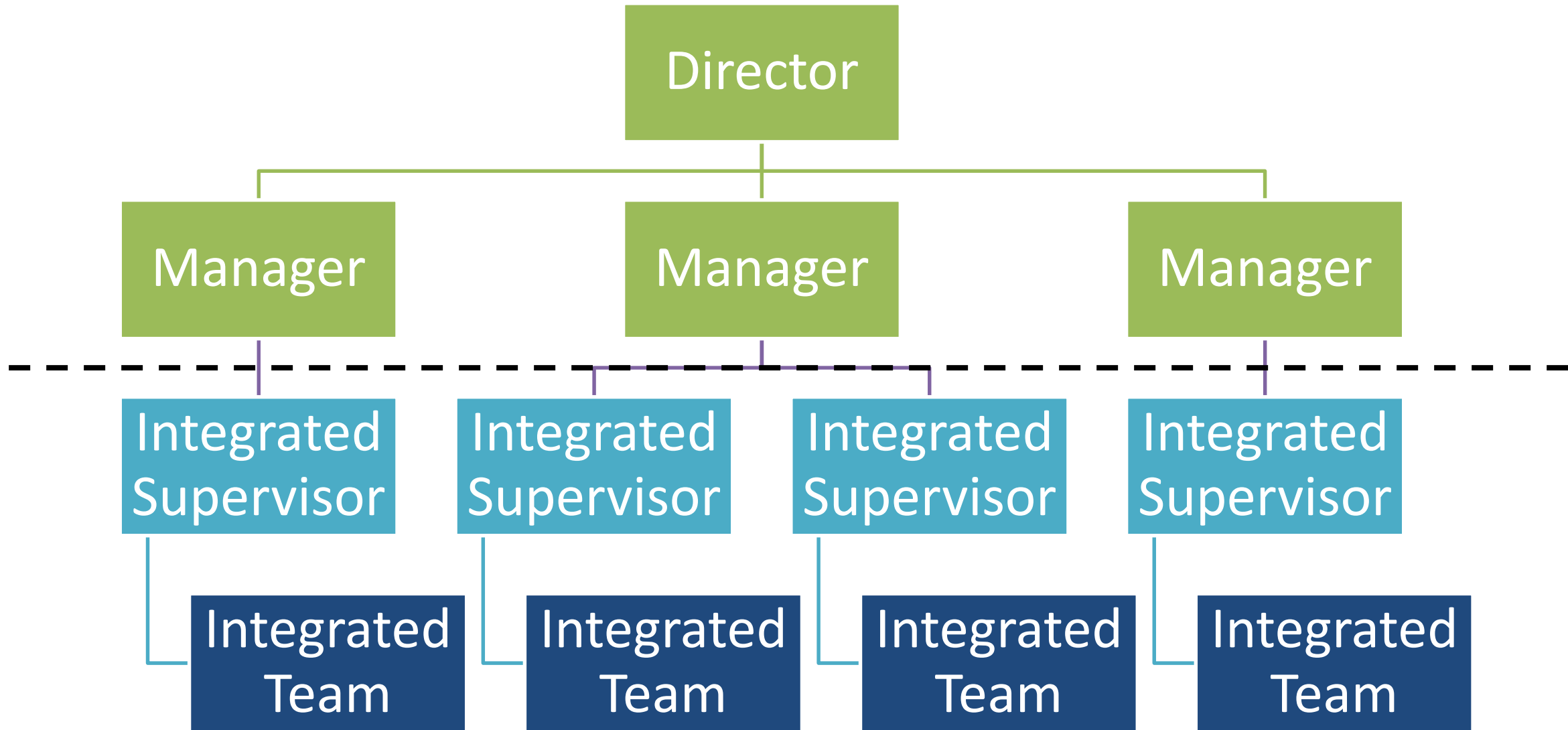
- Employment support
- Help paying for child care
- Home child care
- Housing and housing support
- Ontario Works

**We look forward to
welcoming you!**





- Multi-disciplinary teams
 - Ontario Works
 - Housing
 - Child Care Subsidy
 - Employment
- Co-located Teams
 - Home Child Care
 - Social Planning
 - Tenant Support
 - Quality Initiatives



Integrated Supervisor

OW
Caseworker

Housing
Access
Coordinator

Childcare
Subsidy
Caseworker

Social Worker

Family
Support
Worker

Case Aide

Program
Assistant

Job Developer

Employment
Facilitator

Integrated Reception Supervisor

Service
Navigator

Intake
Caseworker

Case Aide



Key Enablers

- Shared vision and commitment from senior leadership
- Commitment from corporate partners





Successes

- Improved client service
- Navigator recruitment
- Core Team → Manager buy-in
- Relationship with union
- Corporate and Council recognition

The good stuff

Success stories from staff collaboration



- <https://www.youtube.com/watch?v=hYTTnnkDbE4&feature=youtu.be>



- Supervisor engagement
- Shifting three cultures
- Timeline and resources
- Subject matter expertise
- Partnerships
- EOIs and FTEs

THE SINGLE
BIGGEST
PROBLEM IN
COMMUNICATION
IS THE
ILLUSION
THAT IT HAS
TAKEN PLACE.

George Bernard Shaw







Next Steps

- Cross-Service Area Leadership Teams
- Approach to Supervision
- Core Competencies
- Operational Details
- Shortened Caseworker Training
- Evaluation