

AGENDA

8:00 AM – 9:00 AM Registration and Breakfast

9:00 AM – 9:15 AM Welcome and Human Services Integration Office Update

Elisa McFarlane, Executive Director, OMSSA

Jill Vienneau, Executive Lead, Integration Services, Ministry of Children,
Community and Social Services

9:15 AM – 12:00 PM Learning from Different Approaches to Integration

During this interactive session, service managers will provide overviews of different approaches to human services integration and share candid advice about successful practices and challenges. First, the City of Brantford will describe a six-step DIY process for mid-sized municipalities that don't have access to specialized corporate consultants. Next, the Region of Waterloo will reveal how the results of an integrated service delivery pilot is shaping its new integrated system. Finally, the United Counties of Leeds & Grenville will describe the highlights of its approach and review what it learned from an attempt to implement 'super caseworkers.' A facilitated Q&A will take place following the presentations.

Speakers:

- Susan Evenden, Director, Social Assistance and Homelessness, City of Brantford
- Anthony Labatt, Manager, Social Assistance and Homelessness, City of Brantford
- Arran Rowles, Manager, Departmental Services, Community Services, Region of Waterloo
- Sheri Phillips, Manager, Early Years Funding Administration, Region of Waterloo
- Alison Tutak, Director of Human Services, United Counties of Leeds and Grenville

12:00 PM – 12:45 PM Lunch

12:45 PM – 2:15 PM Change Management: Tips, Tools and Strategies

In this session, the speakers will focus on change management techniques that help create a smoother transition to an integrated world including using evidence-based tools to engage staff; consulting and supporting staff throughout the process; helping others see from the perspective of the end-user; and working with unions on human resources issues.

Speakers:

- Susan Evenden, Director, Social Assistance and Homelessness, City of Brantford
- Anthony Labatt, Manager, Social Assistance and Homelessness, City of Brantford
- Kelly Buxton, Social Planning Associate, Region of Waterloo

2018 Integration Forum, October 18, 2018

Four Points by Sheraton, London

- Dr. Darren Levine, Manager, Social Services Department, Innovation and Research Unit, Regional Municipality of Durham
- Michelle Garraway, Policy Advisor, Social Services Department, Innovation and Research Unit, Regional Municipality of Durham
- Laura Stephan, Policy Advisor, Social Services Department, Innovation and Research Unit, Regional Municipality of Durham
- Dr. Daniel Sparks, Research Coordinator, Social Services Department, Innovation and Research Unit, Regional Municipality of Durham

2:15 PM – 2:30 PM Break

2:30 PM – 3:45 PM World Café

Delegates will work together to brainstorm solutions to problem statements in the following areas: information sharing, policy alignment and technology. The purpose of the discussion will be to learn from each other's experiences, and to provide suggestions to the Human Services Integration Office about what CMSMs and DSSABs need to move integration forward, and what they need from OMSSA to do the same.

3:45 PM – 4:00 PM Wrap Up