

3.7 Community Social Services

The network of community services serving City residents is undergoing a major review and reorganization as a result of major changes at the provincial level within the Ministry for Children and Families, and the reorganization of health services. What may emerge is a very differently funded and delivered network of services and programs.

At this time, City roles and strategies supporting community services are based on a continuation of previous actions. In addition, the basis of the system has been established (coordinated, integrated, and localized) and is reflected in the objectives and actions below. After a new service framework has been developed, it will be necessary to update the City's objectives and strategies accordingly.

GOAL

Support integrated planning and coordination of a continuum of services that involve participation and cooperation of all agencies and interests within the community.

Objective 1: Maintain a current understanding of the changing social issues in the community, and the community level responses.

Actions

The City will:

1. Continue liaison with community organizations, government agencies, and networks in order to assess and monitor community programs and services, and be informed about social issues.
2. Continue staff support and facilitation of community problem-solving on changes in social and health related services and programs, and in planning and coordination in response to new issues and trends.
3. Continue to support municipal advisory bodies and service provider networks with funding and staff liaison.
4. Continue to request Core Funded agencies to provide an annual assessment of issues, trends, and their ability to respond.

5. Continue to request that the Social Planning Advisory Committee provide Council and staff with citizen's perspectives on social and community concerns.

Objective 2: Facilitate and promote a coordinated delivery system of formal and informal service providers.

Actions

The City will:

1. Support the initiatives of those involved in developing improved services and programs within the overall goal of effective, integrated services which are client-centered, pro-active, and community based, and which support development of social support networks.
2. Give priority support to coordinated and preventative services through the City Community Grants program; and leases of City-owned facilities and spaces.
3. In cooperation with the North Shore Health Region, explore the development of a Community Health Centre in the City which would provide a localized, coordinated and accessible range of health and social services.
4. Promote an awareness of health and the range of services available in the community through publicity in City publications such as City Views, and on the City's Web Page.
5. Collaborate with service providers in the development of a comprehensive plan for services and programs delivered from City facilities and spaces.

Objective 3: Ensure the City's grant programs are fair, efficient, and effective in support of the City's social goals and objectives.

Actions

The City will:

1. Continue the use of the Social Planning Advisory Committee as the advisory body responsible for reviewing and commenting on Community Grants and the North Shore Arts Commission as the advisory body responsible for reviewing and commenting on arts grants.

2. Encourage, through the assessment processes for core-funded agency grants, annual community grants, and other City financial support programs, the involvement of clients or consumers in the assessment of needs, and the design and evaluation of services, programs and processes.
3. Assess community grant applications and core-funded agency grants for consistency with the goals of an integrated support and care service system, and give priority to organizations and agencies which are part of a network of coordinated services.
4. Review, in cooperation with the Social Planning Advisory Committee, the Community Grant, Core Funding process, and other City funding programs for meeting the City's social goals and objectives.
5. Develop assessment criteria which facilitate evaluation of the effectiveness of programs and services supported by the City.