



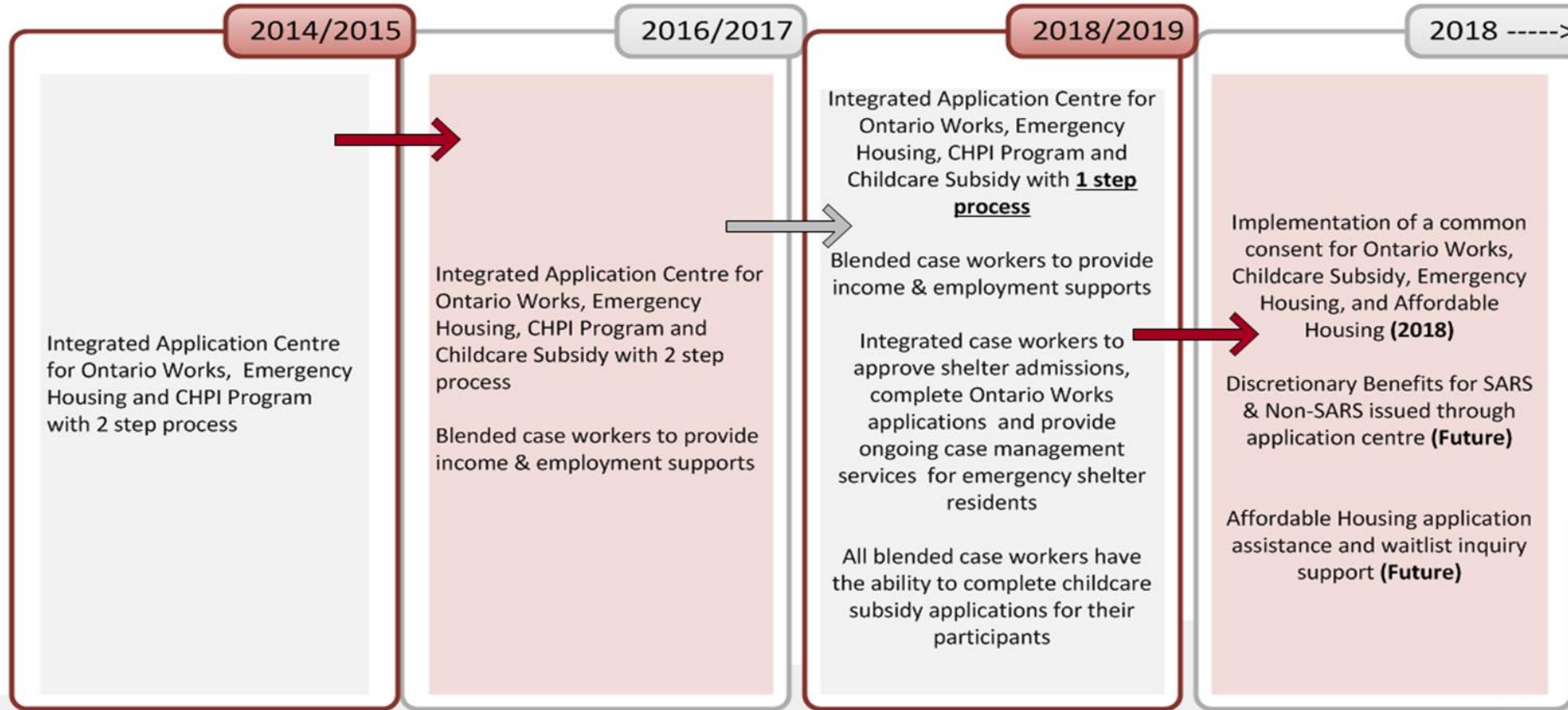
How Can I help? Our Integration Story

Presented by

Susan Evenden, Director of Social Assistance & Homelessness Services
&
Anthony Labatt, Manager of Social Assistance & Homelessness Services

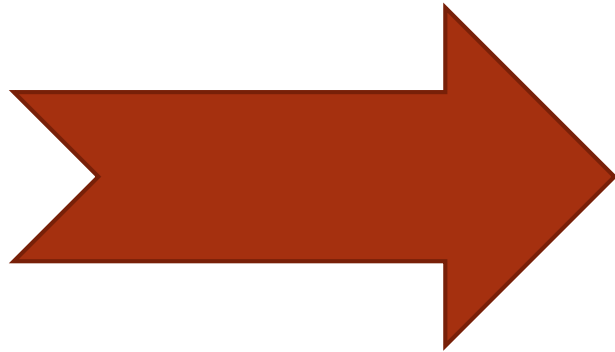
Integration Evolution

Service Delivery Model Refresh Project: Integration Evolution

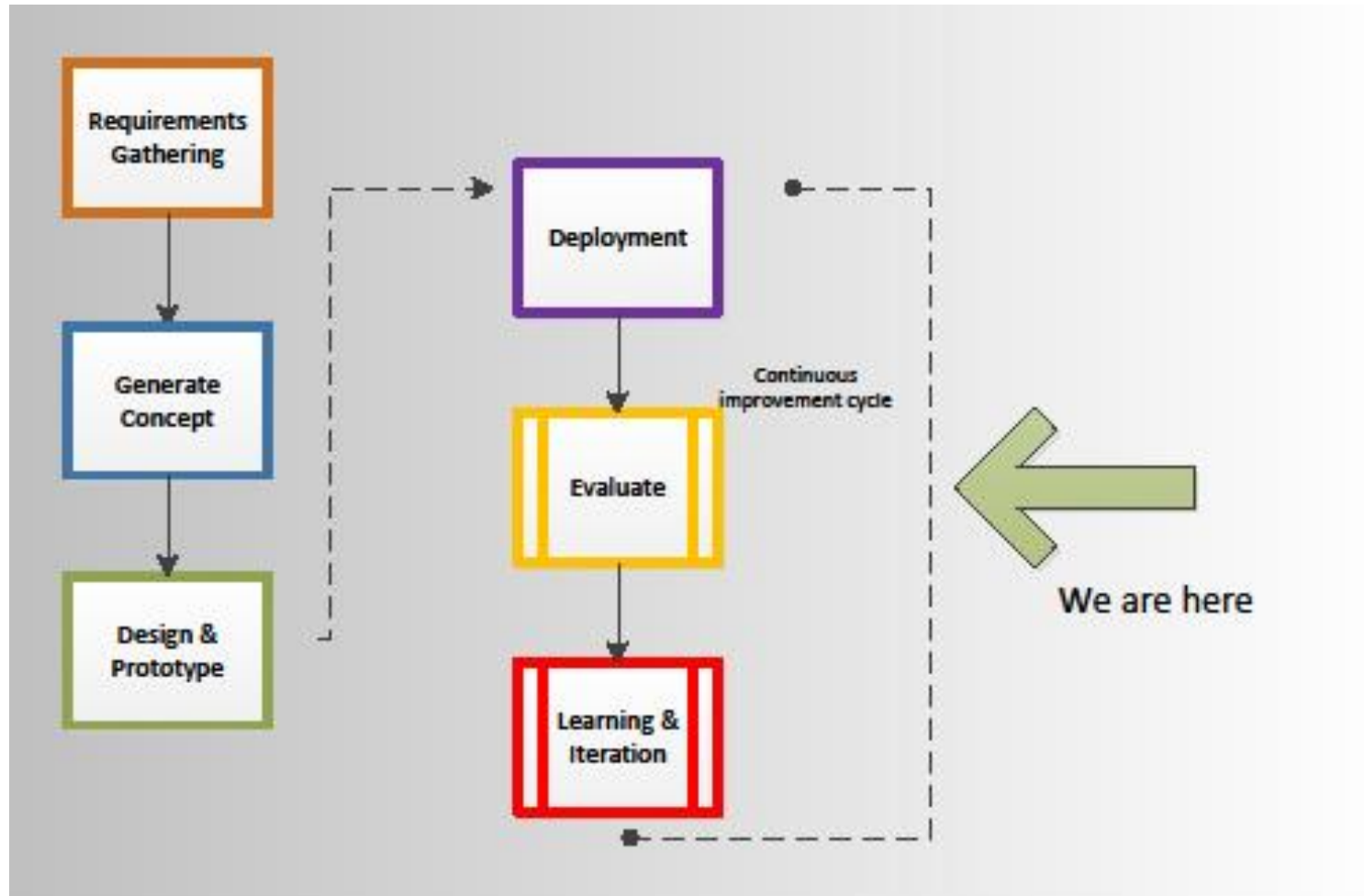


Start with Why?

PAIN POINT



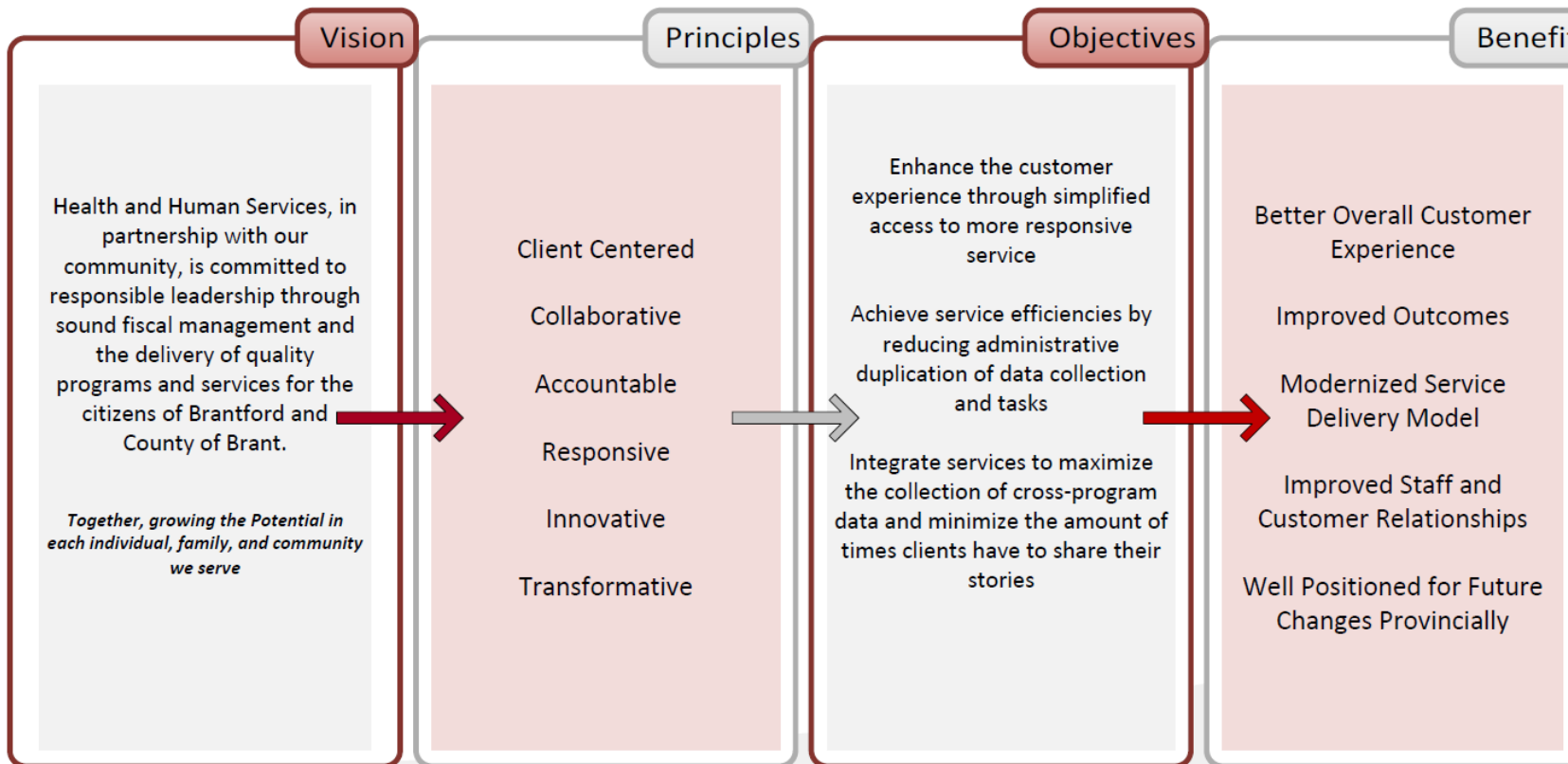
Development Process



The Vision



Service Delivery Model Refresh Project: How Can I Help?



Ontario Works Task Analysis

Routine
Administrative

Complex
Administrative



Routine Eligibility

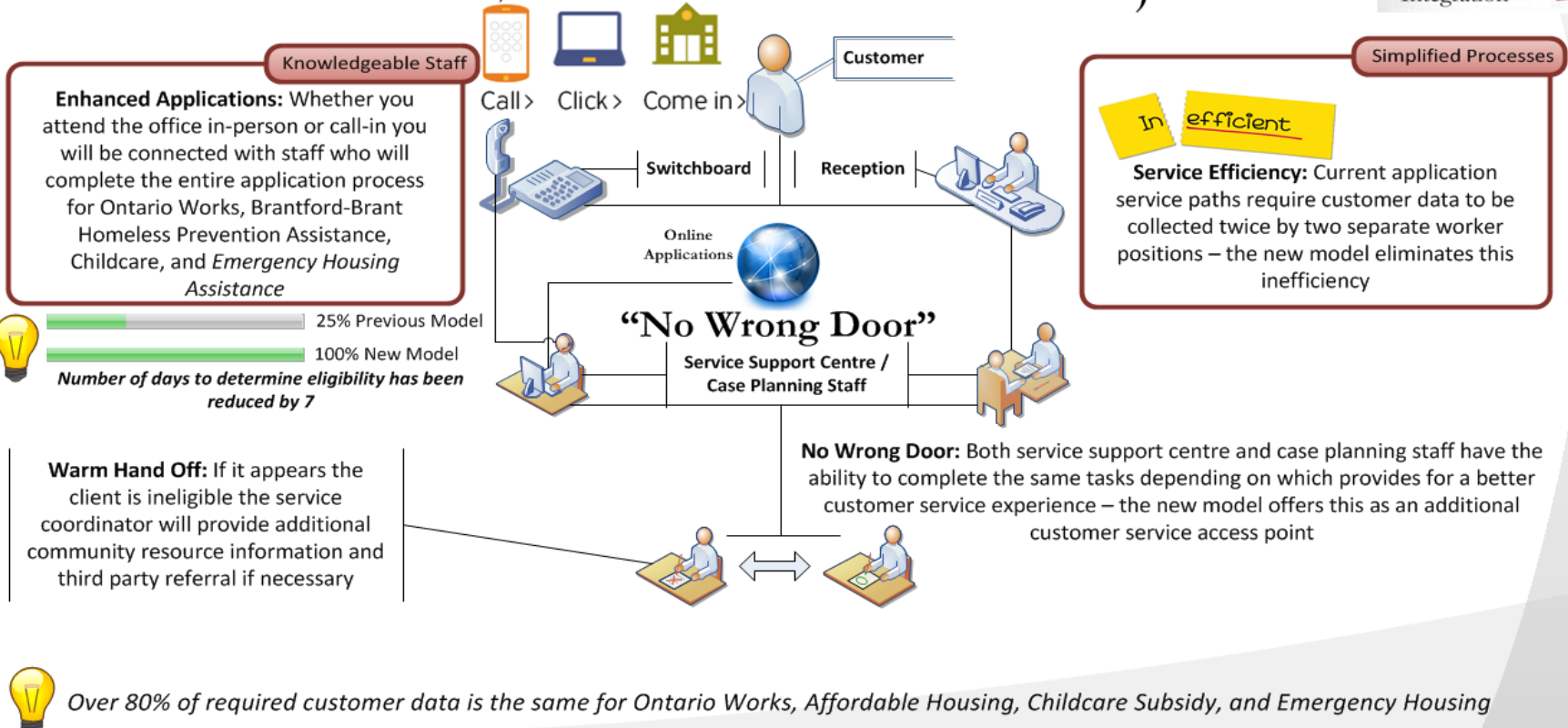
Complex Eligibility

Urgent Inquiries

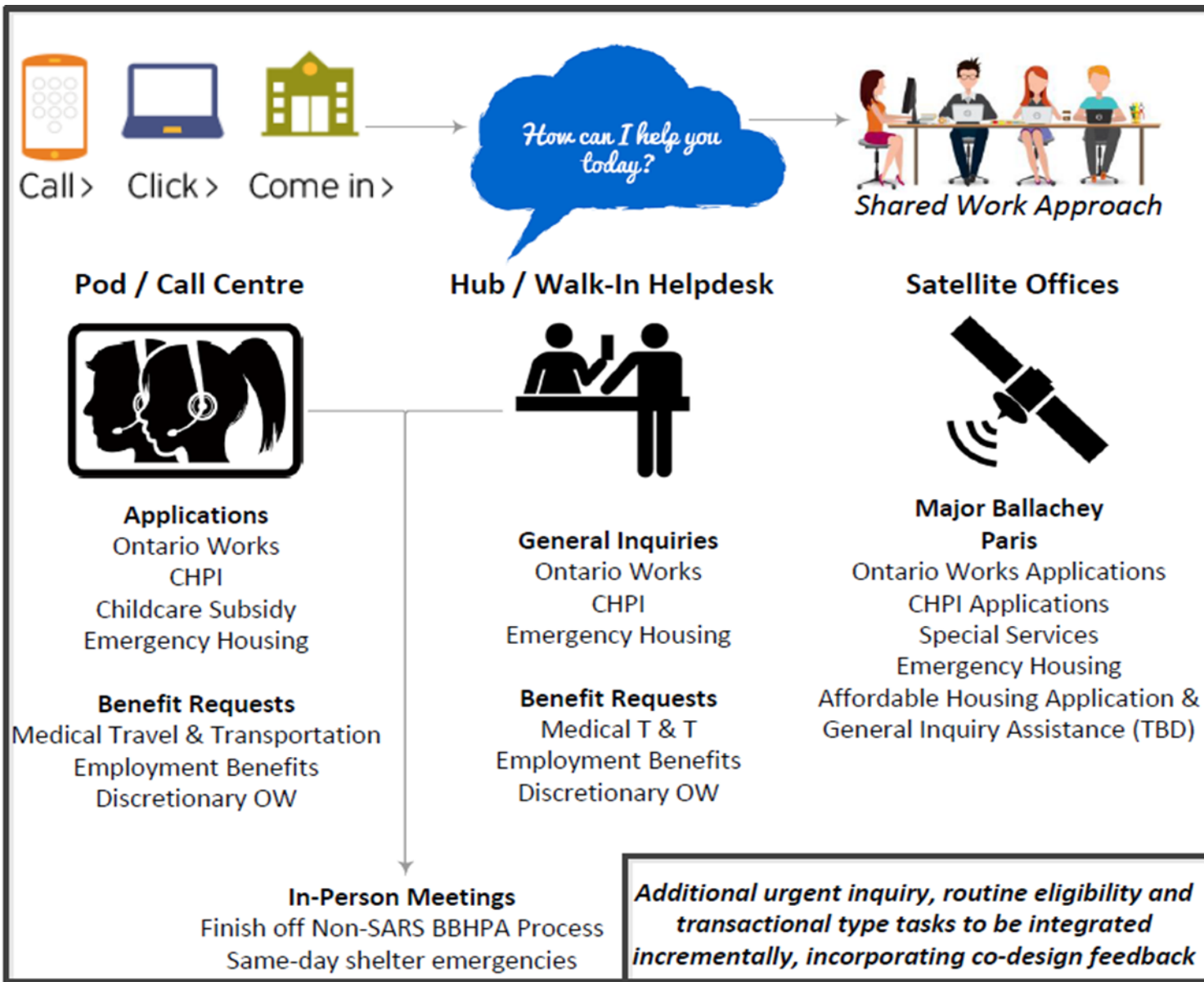
Service Model Enhancement

CITY OF BRANTFORD Social Assistance & Homelessness Services

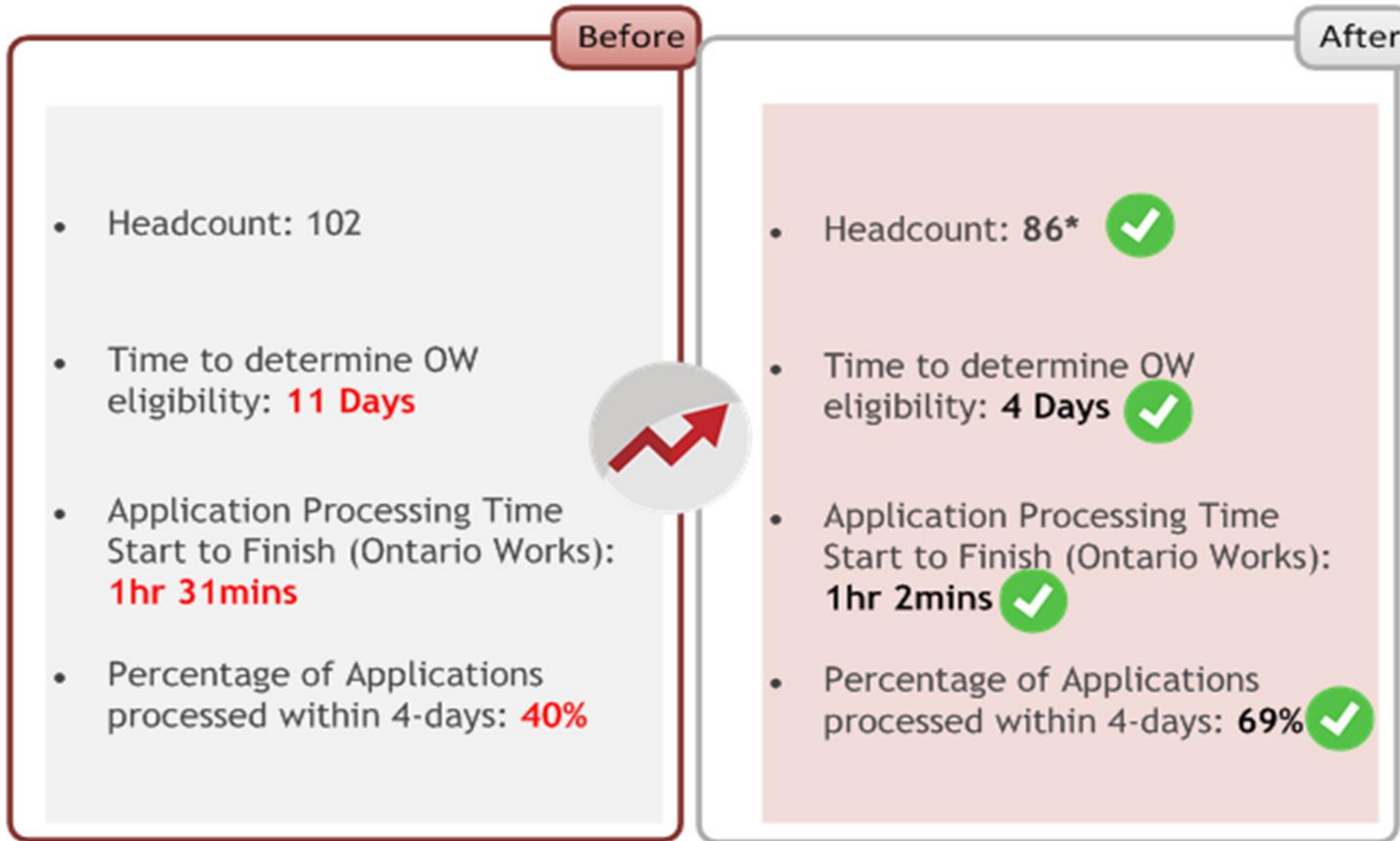
Service Delivery Model Refresh Project



Social Services Support Centre



Impact



Administrative Reporting & Measurement



Administrative Reporting & Measurement

Staff	Incoming Calls	Outgoing Calls	Total Calls	Average Talk Time	Average Hold Time
	73	42	115	0:08:57	0:00:36
	60	16	76	0:11:30	0:01:26
	13	1	14	0:10:36	0:01:54
	29	23	52	0:12:13	0:00:17
	22	1	23	0:10:16	0:00:33
	27	0	27	0:08:01	0:00:34
	11	3	14	0:13:23	0:00:10
	87	98	185	0:05:37	0:00:07
	101	69	170	0:07:34	0:00:51
	76	21	97	0:08:02	0:01:04
	71	10	81	0:05:59	0:00:27
SSC Staff Average	71	40	111	0:09:17	0:00:44
Totals	570	284	965	149:18:33	11:40:15






Servi

Ontario Works Calls	Ontario Works Appointments Booked	HRC Calls	HRC Appointments Booked	Childcare Referrals	BBHPA Calls














Ranking		
		3
		6
		7
		8
		1
		2
		4
		5

Se

Administrative Reporting & Measurement

	You	Team		You	Team
					
	65	73		60	47
	70	41		47	36
	135	114		26m	37m
	8.21m	8.21m		11	11
	1.18m	37s		5	4
	34hrs	35hrs		14	9
	11m	11m			

Symbol Definitions

	Incoming Calls		Booked Appointments
	Outgoing Calls		Completed Appointments
	Total Calls		Average Appointment Length
	Average Talk Time		Walk-Ins
	Average Time On Hold		Childcare Intakes
	Not Ready Time		Benefits
	Wrap-Up Time		

Information Sharing



Brantford/Brant Health and Human Services Department
**CONSENT FOR THE
COLLECTION AND RELEASE OF PERSONAL INFORMATION**

I/We _____

(Name of Applicant/Recipient or person applying on behalf of applicant/recipient)

Name of Spouse/Partner

Name of Dependent Adult

Consent to the sharing of my/our personal information by Ontario Works Brant, Children's Services & Early Years Programs and Housing Services to an authorized representative of:

- Ontario Works Brant
- Children's Services & Early Years Programs
- Homelessness Services (e.g. Assistance with finding new housing)
- Housing Services (e.g., Affordable Housing Programs, Rent-Geared-to-Income Housing, Housing Wait List)

I/We consent to the ongoing use and disclosure of my/our personal information by each of these departments as may be necessary for the purposes described below:

Personal information will be shared between the departments noted above among themselves for the purpose of determining and verifying my/our initial and/or ongoing eligibility for assistance and/or services under the Ontario Works Act, 1997, Child Care & Early Years Act, 2014 and Housing Services Act, 2011.

The personal information to be shared under this consent will be information related to my/our financial situation such as address, family size, income, bank accounts or assets of any nature by any of the above noted departments and any relevant information from any financial institution as well as information related to my/our participation involvement in employment and/or educational programs.

I/we further consent to the collection, use and disclosure of personal information about any of my/our dependent children or children temporarily in my/our care, for the above noted purposes.

I acknowledge that this consent may be in the form of electronic data exchange (referrals via email).

- I acknowledge that I have read and understand this consent.
 I have been provided an opportunity to ask questions related to this Consent and my questions were

Learnings & What's Next

- ✓ Growing Pains
 - Consent/Information Sharing/ Digital channels
 - Communication
 - Collaborative Mindset
 - Implementation Timing
- ✓ Evaluate and Adjust
- ✓ Co-create next phase

Questions?