Service Modernization Prototypes

Melissa Austin

OMSSA Leadership Symposium

May 29 2018

Social Assistance Modernization

A modern, responsive, efficient, cost-effective and sustainable service delivery system that is client-centered and supports integration across programs.

Goals of Modernization

Improve experience & outcomes

Realize administrative efficiencies

Objectives of Modernization

Focus on high impact activities

Shift from an enforcement focus to a risk-based approach

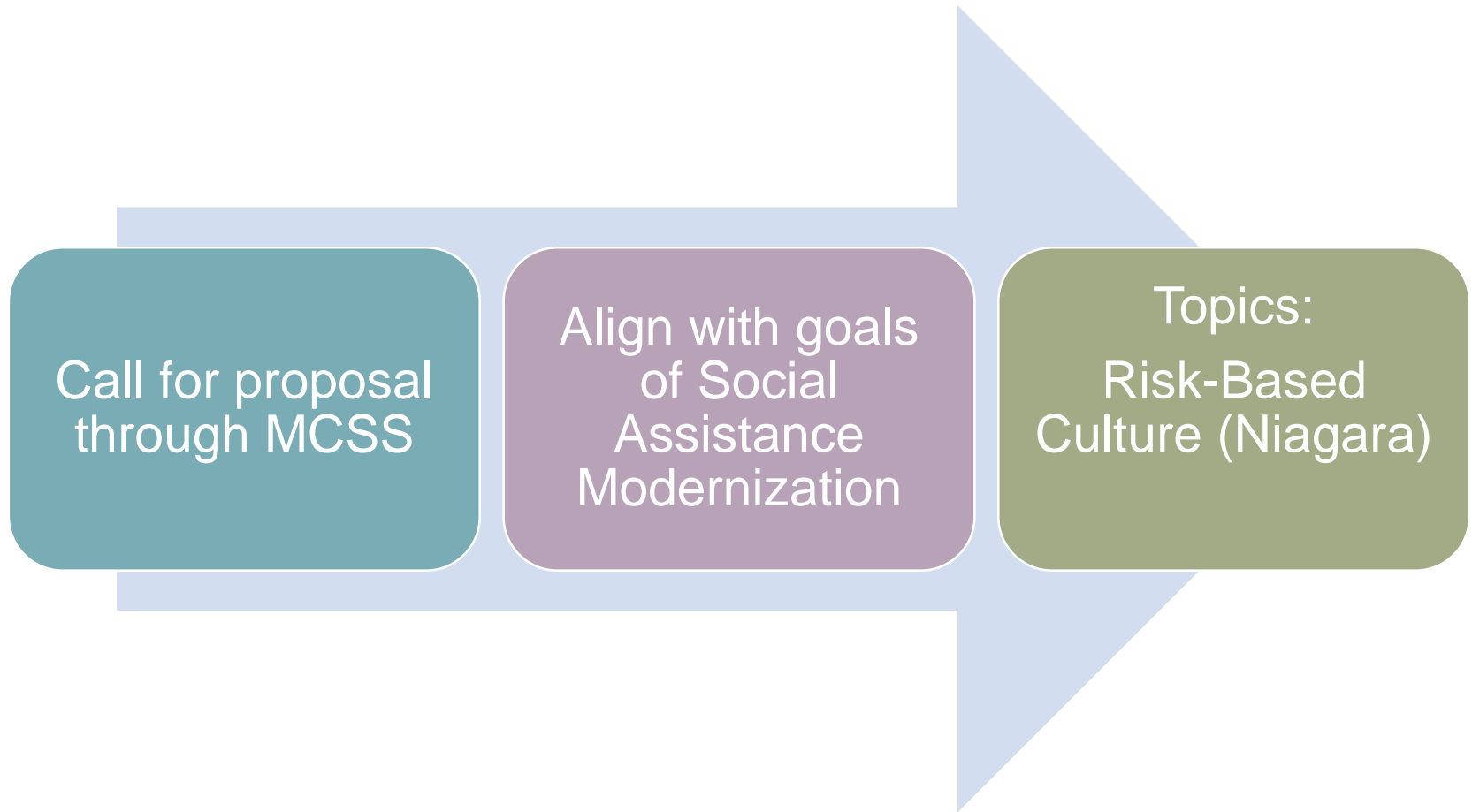Improve experience, access and usability

Modernize tools, process and policy while fostering partnerships

Niagara Region

What is a Prototype?

pro·to·type
  ˈprōdəˌtīp/
  noun

noun: **prototype**; plural noun: **prototypes**
1. a first, typical or preliminary model of something, especially a machine, from which other forms are developed or copied.

Niagara Region
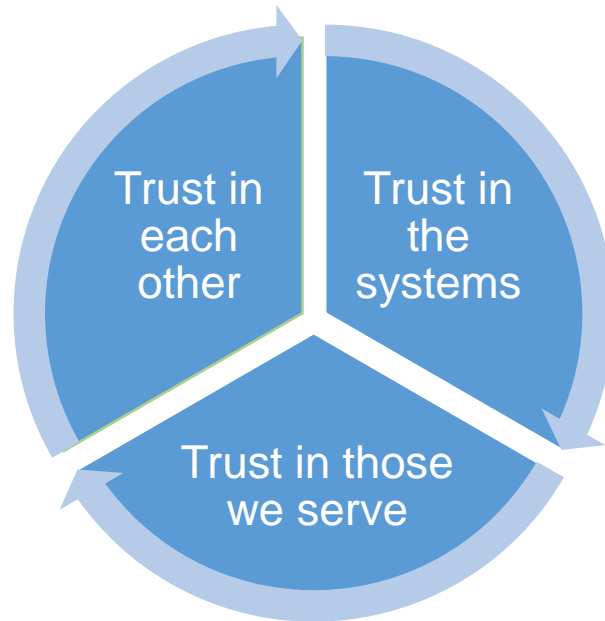
Prototype Process

Call for proposal through MCSS

Align with goals of Social Assistance Modernization

Topics:
Risk-Based Culture (Niagara)

Niagara Region

Niagara's Prototype

Objective: Achieve a change in service delivery culture

Enforcement → Risk → Emphasis on high impact activities

Niagara's Prototype

Emphasis: Empower staff to enhance trust through building relationships

Entrust 2 Empower

+

Milestones to Date

Communication Strategy

* Staff Advisory Committee

Engagement

* Staff and Client

* CMSM's and MCSS

Research

Professional Development Day

Training Modules

Niagara Region

Staff Readiness Survey

Response Rate   54%
Aware of Prototype   90%
Shift in Culture needed   63%
Trust in:
   Systems   58%
   Leadership   90%
   Colleagues   85%
   Clients   49%
Positive Impact for staff & clients   78%

Survey of Individuals We Serve

Responses	273
Perception that OW program helps achieve goals	84%
Understanding of info required	85%
Comfortable asking staff questions	86%
Receive info required about the program	84%
Feel treated with courtesy and respect	87%
Feel that staff are trusting of them	71%
Trust staff	79%
Satisfied with SAEO service	86%

Niagara Region

Early Success

- Readiness Index as a tool

- Measuring Outcomes: baseline information
  - we know where we are

- Meaningful Engagement: capacity building from ground up

Next Steps

- Training Development
- Testing
- Training Delivery
- Evaluation
- Ongoing normalization

Trust Activity

In Your Groups

What is a strange talent that you have?

What is your biggest fear/phobia?

What is something on your bucket list that you want to do/accomplish?

What is something you've already crossed off your bucket list?

Choose a movie/book title for the story of your life.

If there was a movie/book about your life, what actor would you want to play you?

Niagara Region

Debrief Activity