

For Information

DATE: June 16, 2010

REPORT TITLE: **HUMAN SERVICES LEADERSHIP UPDATE**

FROM: Janet Menard, Commissioner of Human Services

OBJECTIVE

The purpose of this report is to update Council on the integration of the Human Services Department and introduce the Human Services Leadership Team resulting from the restructuring and staffing changes.

REPORT HIGHLIGHTS

- As the Human Services Department transitions to an integrated service delivery approach, organizational structure changes were identified and formed. This restructuring combined with retirement has created changes within the leadership team.

DISCUSSION

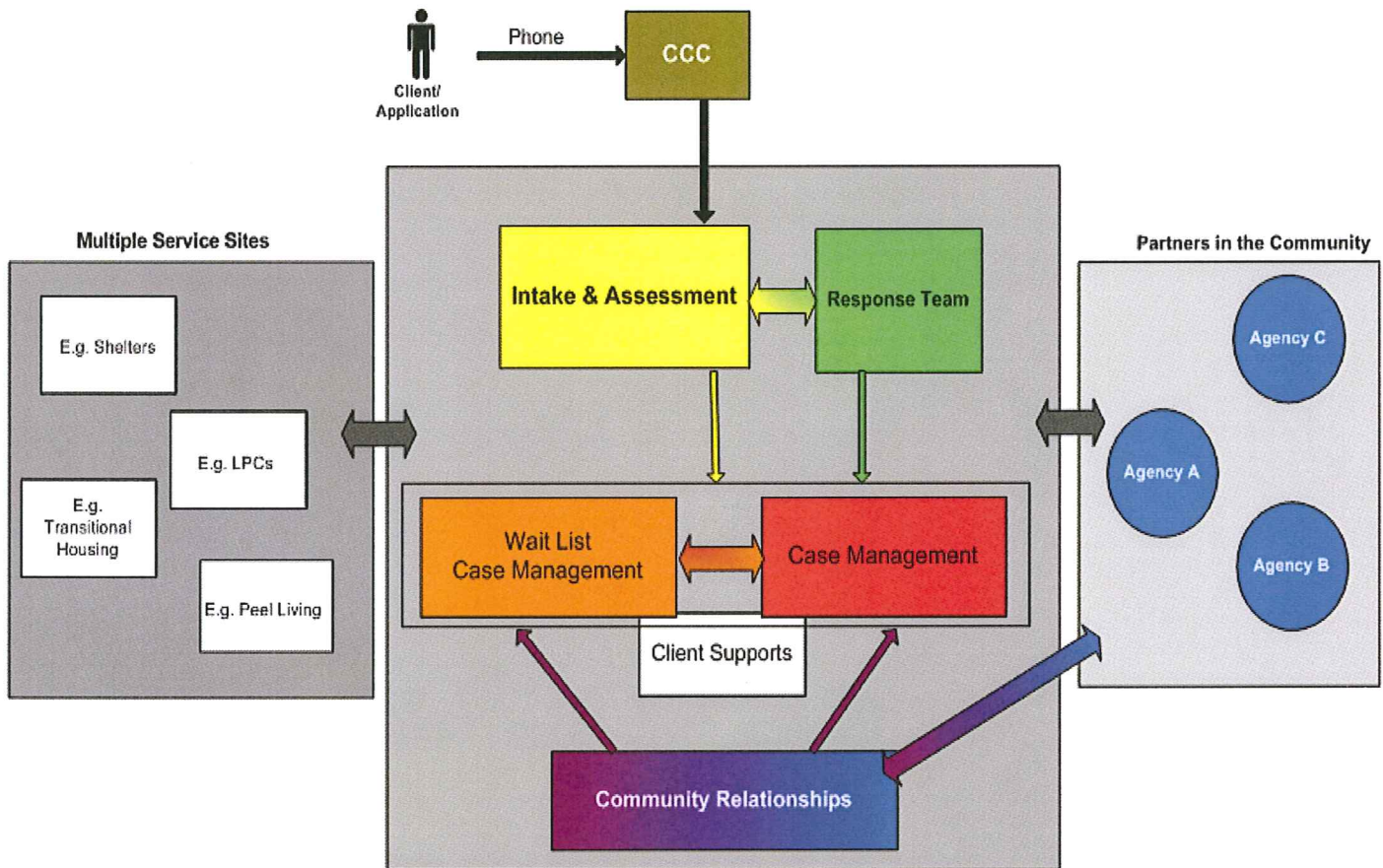
1. Background

In 2007, the Region of Peel was restructured to align corporate services, programs and support, to better serve a Common Purpose: *to enhance the trust and confidence of citizens in their regional government through employee engagement and customer satisfaction*. The restructure resulted in the creation of the Human Services Department, combining the former Social Services and Housing departments. A project team was formed to plan and implement the integration of these important programs and services, including the provision of internal supports.

In 2009, extensive community consultations, including input from Regional Council and staff were undertaken resulting in the first Human Services Plan (2009-2011). The Human Services Plan represents the department's priorities and high level action plan for the next three years.

The project team also, through extensive consultation, completed a functional review for every role in the department. This resulted in the development of a new Service Delivery Model and organizational structure to support the model. The Human Services Plan and Service Delivery Model were shared with Council in the fall of 2009. In order to successfully implement the new Service Delivery Model, the Human Services Department requires restructuring. This is currently underway.

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2. Service Delivery Model and Structure Status

The new structure is comprised of seven Divisions: Service System Management, Children’s Services Operations, Integrated Business Support, Strategic Planning, Policy and Partnerships, Residential Property Management, Client and Community Access, and Ontario Works and Early Learning Services (future Client Relationships). All divisions have been aligned and the integration of the work activity is currently underway to support the new Human Services Service Delivery Model.

The new Service Delivery Model portfolio consists of:

Service System Management	Provides support and guidance to social housing, child care, homelessness and employment providers ensuring the provision of quality service and regulatory compliance. Ensures the appropriate allocation of subsidy for social housing, child care, and wage fee subsidy.
Children’s Services Operations	Provides child care services and programming for children and families.
Integrated Business Support	Provides financial, IT, business and policy support, and document services for the delivery of Human Services programs.

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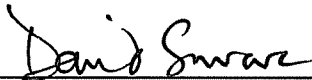
CONCLUSION

The Human Services Leadership Team will continue to lead the department through the transition from a program-based structure to a functional structure that supports an integrated client centred approach to plan, manage and deliver quality, integrated human services and resources to invest in people to enable them to participate in the changing community and the economy.



Janet Menard
Commissioner of Human Services

Approved for Submission:



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- c. Legislative Services