

Human Services Department Restructure

In June 2007, the Region of Peel was restructured to align corporate services, programs and supports 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 reorganization included consolidating key divisions of the Social Services and Housing and Property departments into a new Human Services department responsible for children's services; employment, financial and homelessness services; and social housing, including Peel Living.

A project team was formed to plan and implement the integration of these important programs and services, including the provision of internal supports. Extensive consultation was undertaken with employees, clients, community partners and other stakeholders resulting in the development of the first Human Services Plan (2009-2011).

The resulting departmental mandate is to: **Plan, manage and deliver quality integrated human services and resources that invest in people to enable participation in the changing community and the economy.**

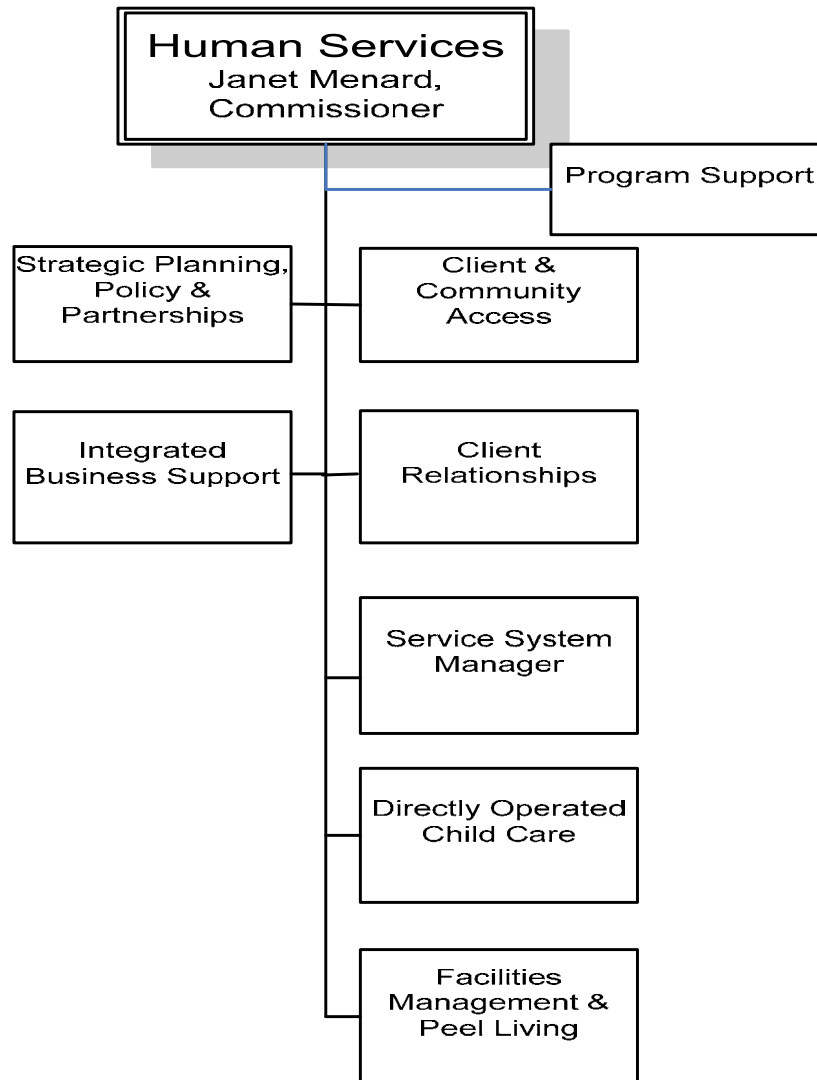
A functional review was undertaken of every role in the department, resulting in a new service delivery model and an organizational structure to support the model.

This new department will have seven divisions:

- Client and Community Access
- Client Relationships
- Directly Operated Childcare
- Facilities Management
- Service System Management
- Integrated Business Support
- Strategic Planning, Policy and Partnerships

When the transition project is completed within the next two years, it is forecasted that this change will bring about savings and efficiencies in how we do business. This means, we will be able to absorb anticipated growth within the existing staff group. While this won't be the case for social assistance because of an optimum caseload to worker ratio of 100:1, the capacity of many other service areas will be expanded. An example is the fact that only caseload related staffing increase are requested in the 2010 budget.

Department Structure



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Human Services Portfolio

Division	Description	Client Benefits
Client and Community Access	Integrated access to subsidy programs and human services	<ul style="list-style-type: none"> • “One-door” • Reduced client effort by integrating key services (e.g. multiple applications for different services) • Enhanced service experience • A client-centred model
Client Relationships	Case management support and referral services for active and waitlist clients	<ul style="list-style-type: none"> • Integrated focus on Human Services with a relationship-based approach • Priority on the client/worker relationship • Opportunity to build an integrated case plan focused on the whole person/family • Opportunity to expedite resolution while waiting for subsidy • Decreased wait time for service
Service System Management	<p>System oversight to ensure quality service and capacity building within the various service systems:</p> <ul style="list-style-type: none"> • homelessness programs • child care • social housing • Ontario Works <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • local planning • resource allocation and reallocation • accountability • quality assurance 	<ul style="list-style-type: none"> • Accountability and relationships are key to the Service System Manager role • Focused and consistent approach to financial and operational compliance of service providers • Accountability for performance standards • Risk management
Directly Operated Childcare	Child care and early learning programs and services for families and children	<ul style="list-style-type: none"> • Streamlined services • Client-centered model that supports child and family programs • High quality curriculum • Services for children with special needs

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<p>Facilities Management</p>	<p>Preventative maintenance and capital construction support for Peel Living buildings, Hostels and Transition homes.</p> <p>Coordination of space and maintenance requirements of Human Services facilities</p>	<ul style="list-style-type: none"> • High quality and safe infrastructure • Efficiencies through collective management of department assets • Enhanced accessibility
<p>Strategic Planning, Policy and Partnerships</p>	<p>Ensures department's strategic focus, with emphasis on employee engagement and customer satisfaction</p> <p>Planning, research, advocacy and capacity- building for the department, community-based partners, neighbourhoods and families</p>	<ul style="list-style-type: none"> • Alignment of new initiatives with the department's strategic focus and corporate priorities • Policies and programs support client-centred, integrated service delivery • Enhanced community partnerships and managed expectations • Expertise, partners and knowledgeable resources will inform long-term planning and policy decisions • Integrated global funding
<p>Integrated Business Support</p>	<p>Financial, information and technology, training and development, business and policy supports and services</p>	<ul style="list-style-type: none"> • Efficiencies through shared management of department resources • Building of internal relationships and service experience • Effective management of internal program compliance