

The Foundation of our Plan

The foundation of our mandate and objectives are the visions, ideals and plans the Region has developed to guide the actions of employees and the way we deliver services. They include the needs, priorities and advice of our stakeholders.

<h2>Stakeholder Consultation</h2> <p>Input gathered from employees, partner agencies and organizations, and the clients we serve.</p>	
<h3>Regional Values</h3> <ul style="list-style-type: none"> • Supportive and Respectful Environment • Communication • Teamwork • Quality Service • Integrity 	<h3>The Common Purpose</h3> <ul style="list-style-type: none"> • <i>Investing</i> in our employees • <i>Inspiring</i> satisfaction with our clients • <i>Instilling</i> trust and confidence within our organization and with our customers
<h3>The Region's Strategic Plan V</h3> <p>Goal 1: Deliver citizen-focused services</p> <p>Goal 3: Provide human services that meet current and changing needs</p> <p>Goal 4: Manage the impacts of the growth on the community and Regional services</p> <p>Goal 5: Strive for excellence as a municipal government</p>	<h3>The Region of Peel Official Plan</h3> <p>The Human Services Plan supports section 6.2 of the Region's Official Plan that deals with Human Services. In the future, our plan will be used to update the Official Plan.</p> <p>To provide human services in an efficient, planned and cost effective manner consistent with public needs and financial realities.</p> <p>To contribute to safe, accessible and healthy communities.</p> <p>To foster creation of community identity and community self-reliance.</p>

Human Services Plan: Putting it into Action

Working together to deliver integrated Human Services

2009 – 2011



Mandate

Plan, manage and delivery quality, integrated human services and resources that invest in people to enable participation in the changing community and the economy.

Objective #1:

A culture that values employees and recognizes the importance of continuous learning and collaboration.

Outcomes:

- Peel will be seen as an employer of choice
- Increased client satisfaction
- Employees will develop to their full potential
- Employees will reflect the diverse profile of the Peel community
- Well qualified employees successfully compete for internal positions

Actions:

- 1.1 Recognize and utilize the broad range of staff skills and assets in the innovative and effective delivery of integrated services
- 1.2 Attract, train and promote Human Services staff who reflect the diverse profile of the community of Peel
- 1.3 Proactively develop and implement a comprehensive succession plan for staff in the Human Services Department
- 1.4 Create and manage a flexible work environment that supports both staff and client needs
- 1.5 Create opportunities for all staff to understand the needs of the community and actively participate in departmental planning
- 1.6 Enhance strategies to encourage staff with their career development and managing changes in the workplace

Objective #2:

Accessible, high quality client centred services.

Outcomes:

- Consistent high quality service
- Integrated service delivery model in place
- Clients feel safe and supported in providing information and feedback
- Seamless service to address human services needs
- Services are reflective of community need and sensitive to our most vulnerable populations
- Services are available in a user friendly manner

Actions:

- 2.1 Develop a phased, integrated approach to service delivery
- 2.2 Provide client service in a manner that is sensitive to culture, language, location, ability, lifestyle, age and gender
- 2.3 Work with community partners and other governments to improve service delivery to clients
- 2.4 Build on existing relationships with other Regional departments to achieve further service integration opportunities
- 2.5 Implement an evaluation plan that actively solicits client feedback for continuous improvement
- 2.6 Develop a comprehensive performance management system for programs and services

Objective #3:

A continuum of housing options.

Outcomes:

- Adequate and appropriate housing for all Peel residents
- Inclusive neighbourhoods
- Peel residents accept and understand the need for social housing and housing support programs
- Proactive approaches for personal housing supports that will ensure stable and successful tenancies.
- Focus on the prevention of homelessness

Actions:

- 3.1 Explore creative solutions to maintain and expand affordable non profit and private housing options in the Region of Peel
- 3.2 Establish an integrated approach to respond to the human services needs of residents in social housing
- 3.3 Promote public acceptance and support for inclusive housing and neighbourhood models
- 3.4 Implement enhancements to the Region's homelessness prevention strategy
- 3.5 Promote strategies to enable suitable residents to move along the housing continuum towards independence

Objective #4:

Strengthened individual, family and neighbourhood capacity.

Outcomes:

- Understanding and acceptance of the Region's role in building and supporting self-sufficiency
- An informed, engaged and empowered community
- Consistent service approach and synergies amongst service providers
- Healthy, productive, vibrant and resilient communities
- Peel willingly shares accurate, easily accessible information

Actions:

- 4.1 Define and develop the Region's role in community capacity building
- 4.2 Complete the development of the Neighbourhood Capacity Support Strategy
- 4.3 Support the expansion of the Community Investment Strategy
- 4.4 Share knowledge, expertise and tools related to programs and services, with the community
- 4.5 Prepare a departmental strategy for communicating information in a comprehensive and consistent manner

Objective #5:

Increased investment in human services.

Outcomes:

- Human services are funded according to client needs
- Peel's human services needs are well understood
- Impacts of addressing/not addressing needs are known
- Documentation and communication of positive outcomes as a result of funding
- Other governments contacting Peel for input on funding, policy and programs

Actions:

- 5.1 Build an evidence based business case for investing in human services
- 5.2 Prepare a coordinated, collaborative, strategic approach for dialogue with other levels of government
- 5.3 Increase public awareness of the importance of investing in human services
- 5.4 Engage prominent citizens as champions for human services initiatives
- 5.5 Provide information to Regional staff to enable them to understand and promote the human services needs in Peel

Objective #6:

Plans that anticipate and respond to the growing and competing needs of Peel.

Outcomes:

- People are supported through a continuum of human services
- Funding system that supports neighbourhood needs
- Peel Region and its partners learn and benefit from each other
- Collaborative working relationships with Regional departments, stakeholders, partners and the community at large
- Peel Region is recognized and supported as the organization that is accountable for managing the service system

Actions:

- 6.1 Develop a process to understand and communicate the factors that influence the changing human services needs in Peel
- 6.2 Engage community partners in the exploration of establishing a Council of Agencies
- 6.3 Provide leadership in planning and coordination to support the continuum of human services needs
- 6.4 Strengthen the role of Peel in service system management
- 6.5 Develop a systematic approach for ongoing dialogue with community agencies