



Human Services Integration

The term “service integration” has become a mainstay of human services language in recent years and certainly has been the vision of the RRDSSAB since its inception in 1998/99. This year, we began a series of staff presentations at our monthly board meetings to demonstrate the various opportunities for integration we have taken advantage of over the past nine years. In many instances, we have been leaders in the province, partially based on our necessity to do so with our limited population, client base and funding opportunities. Our staff and board wholeheartedly believe in the integration of services and its benefits to the consumer.

A Guide to Thinking About Human Services Integration: Making a Greater Difference for People & Communities

Recently, the Ontario Municipal Social Services Association (OMSSA) and Service Manager Housing Network (SMHN) released a major paper exploring the key elements in ensuring the effectiveness of service integration efforts. Its release launched a process of province-wide dialogue and shared learning among Municipal Service Managers, DSSABs and others interested in increasing the effectiveness of municipally-delivered human services across the Province.

What Is Human Services Integration?

Integrated human services are a system of services which are effectively coordinated, seamless and tailored to the needs of people so that they can maximize their potential, enhance their quality of life and contribute to their community.

What Does It Look Like at the RRDSSAB?

- co-location of Ontario Works, Social Housing, Children’s Services including Child Care, National Child Benefit Strategy Program (NCBS), Homelessness and various support programs such as the Emergency Energy Fund, Provincial Rent Bank, etc
- an integrated intake system
- enhanced knowledge of front-line workers about municipal and community resources
- services coordination across programs for individuals and families using services
- shared access to common databases, where possible
- case conferencing
- single point of access for consumers
- expanded staff mandates & cross-over of duties

Why Do It?

There are huge benefits for:

- consumers of service
- municipalities and the unincorporated areas
- other organizations

- staff
- funders of service
- decision-makers

Such as:

- enhanced outcomes
- increased stability
- more effective & efficient use of resources
- opportunities for enhanced evaluation of service
- increased staff satisfaction
- services more sensitive to individual needs of consumer

We Are Proud of Our Accomplishments

We are the smallest DSSAB in the North but we have BIG accomplishments!

- ✓ Service integration has enabled the RRDSSAB to improve the services we provide to people.
- ✓ Shifts in our local demographics and economy has forced us to develop innovative approaches which better serve our clients, tenants & patients.
- ✓ We have taken advantage of opportunities to reduce duplication and make better use of human and financial resources.
- ✓ Our municipalities and unincorporated areas have the mandate and the experience to lead integration activities.
- ✓ We have shared our experiences with others.

Transitional Housing

Riverside, Atikokan General Hospital, Community Care Access Centre (CCAC), Northwestern Health Unit, District Mental Health Services for Older Adults and a consumer of services have been approached to identify interest in the district to secure funding through the Ministry of Northern Development & Mines (MNDM) to hire a consultant to conduct a needs analysis and design for transitional housing.

“Transitional” housing is defined as the transition between the family home and long term care.

To date, we have received letters of support from the majority of the above-named and an expression of their willingness to participate in this assessment phase. We will proceed with development of a proposal to MNDM over the next month.

Human Resources

Since the last board meeting, we have seen the following HR activity:

NAME	TITLE	STATUS	EFFECTIVE DATE
Michelle Shute (internal)	Accounting Clerk	3 to 9 month interim replacement	01 Oct/07

We are presently advertising to replace the Receptionist position on an interim basis.

Respectfully Submitted,

/D. Dittaro