

The Current State of Human Services Integration in CMSMs and DSSABs:

Highlights from Current State Workshops

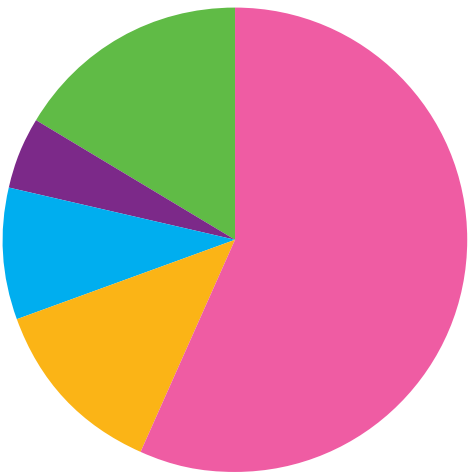


- 11 workshops
- All 47 CMSMs/DSSABs
- 167 Municipal Staff Attendees from 4 ministries.
- What are CMSMs/ DSSABs currently doing to integrate: childcare and early years, affordable housing and homelessness prevention, and municipally-delivered social assistance?
- What are the challenges and opportunities for integration?

Programs are often managed in **siloes** that mirror provincial ministry/ program structure

Most CMSMs and DSSABs are moving towards service integration, driven by a desire to be more **client-focused**

Workshop Participants’ Perception of their Own Human Service System



- 88** IMPLEMENTED SOME
- 20** INTEGRATED
- 14** HAVE PLAN TO INTEGRATE
- 8** DEPENDS
- 25** NOT INTEGRATED

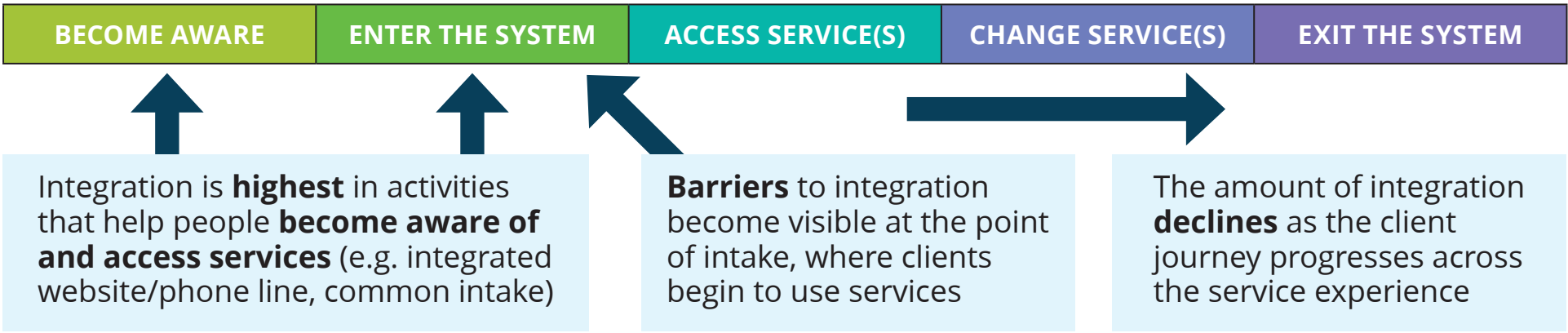
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Key Barriers

1. Policy and legislative ‘misalignments’
2. Technology
3. Communication and information sharing
4. Administration and reporting

Things to Build On

1. Current CMSM/DSSAB integration initiatives
2. Technological improvements and innovations
3. Movement towards a client focus
4. Harmonization of provincial policy
5. Strengthened collaboration and planning



Next Steps

- With municipal and provincial partners, better understand the experience of clients and front-line staff
- Explore opportunities to make improvements in priority areas such as:
(A) policy alignment **(B)** information sharing **(C)** administration and reporting **(D)** technology