

CONTRACT EFFICIENCY AND FLEXIBILITY INITIATIVE (CEFI)



Purpose: To achieve administrative and contract management efficiency and flexibility in an effort to maximize services to clients, through a Pilot Project with 4 service provider agencies, that will determine, develop and implement effective, clear and consistent contracting language, reporting requirements, outcomes, processes and

Objectives: (Assumes MCFD only—other funders for future consideration)

1. Reduce the number of MCFD contracts within each agency through contract amalgamations
2. Create consistent contract service deliverables language by program types
3. Ensure current policy and standards are consistently cited in contracts and identify gaps.
4. Develop standard definitions and ensure relevant reporting indicators.
5. Review and develop outcome indicators for inclusion in contracts, as required.
6. Review service delivery models and enhance contract flexibility to maximize services to clients
7. Develop consistent financial reporting.
8. Develop principles for the treatment of savings achieved as a result of this project
9. Define accountability and responsibility for contract management when multiple Service Delivery Areas are involved.

In Scope:

- Service descriptions, standards and reporting.
- MCFD Transfer Agreements (STOB 80 contracts) with:
 - BC Centre for Ability Association (CYSN)
 - PLEA (Res/Non-Res, + DAA)
 - Family Services of Greater Vancouver (Fam. Dev./CYSN/Foster home support)
 - Axis Family Resources (Residential)

Out of Scope:

- Contracts with other government entities
- Change to budget allocation or range of programs
- Major system changes
- Implementation with other service providers

Budget

Item	Est. Cost
Travel to agencies	10,000
Possible minor enhancements to the Contract Writing Tool and Re-source and Payment system	TBD
Total	10,000

Critical Success Factors

1. Ongoing support of Steering Committee members, MCFD Executive Directors of Services and Community Services Managers involved
2. CSM support for the new contract management practice
3. Ministry budget practice and the Resource and Payment (RAP) system capacity to accommodate the change
4. Availability of project staff to fully participate
5. Clear, relevant and timely communication to inform and engage the sector and other key stakeholders.

Links/Dependencies

- Streamlined financial reporting requirements
- Sustainability and Innovation Roundtable
- Residential Standard Pricing Project
- Other MCFD Contract and Procurement Initiatives
- Service Indicator Reporting Framework (SIRF)

Project Team

Project Role	Duration	% FTE
MCFD Project Lead	Full	100 %
Contract Subject Matter Expert	Full	100 %
Outputs Subject Matter Expert	Full	30 %
Outcomes Subject Matter Expert	Full	20 %
Finance Subject Matter Expert	Full	15 %
Policy Subject Matter Expert	Full	15 %
Executive Business Leads	Full	5 %

Stakeholders

Name	Organization
MCFD Service Delivery; EDS, CSMs, CYSN and Re-sources staff	MCFD
MCFD Contract and Procurement Branch	MCFD
Community Living BC	MSDSI
Ministry of Justice and Attorney General	
Service Providers/ Umbrella Organizations	Various External
Delegated Aboriginal Agencies	

Considerations

Budget practice change to meet the requirements of global vs individual budget
RAP: Accommodation of global contract in a placement driven system
DAAAs as a separate legal entities (Possible)
ICM Phase 4 Implementation
Limited # of Service Providers directly involved

Work Plan Overview

Key Milestones	Due date
Develop Communications Strategy	Sep 15-14
Confirm project scope/develop draft work plan	Oct 14-14
Draft Contract Structure	Nov 14-14
Draft Service Descriptions	Nov 28-14
Determine Financial Reporting	Nov 28-14
Streamline Program Reporting (input, output and outcome)	Jan 16-15
Pilot contracts in place with agencies	Mar 20-15

Governance

Position	Role
ADM, Service Delivery, MCFD	Project Sponsor
ADM/Provincial Director of Child Welfare, MCFD; ADM Corporate Services, MCFD; ED of Axis Family Resources; ED of PLEA; ED of BC Centre for Ability; ED of Family Services of Greater Vancouver	Steering Committee Members
Executive Director, Contract Management Branch, MCFD	Project Executive Lead
MCFD Procurement & Contract Manager	Project Lead
MCFD Project Manager	Project Manager

Risk Assessment

Risk	Odds	Impact	Response Strategy	Risk result
Insufficient resources and time (conflicting priorities), ICM and daily operational requirements	H	H	Dedicated project staff, project planning to identify and secure key personnel's time	M
Technology capacity constraints	H	H	Manual workarounds/minor system enhancements (e.g. contract language)	M
Lack of buy in across the province	M	H	Early involvement, clear communications	L
Sense of inadequate consultation from Service Providers not directly engaged in the process	M	M/H	Engage appropriate number of service providers early	M