



## AGENDA

### Community Social Services – Innovation and Sustainability Roundtable

April 24, 2014 10:00am – 4:30pm & April 25, 2014 8:30am – 3:00pm  
 Westin Wall Centre, Vancouver Airport, 3099 Corvette Way, Richmond BC

DAY 1	Topics and Discussion Points	Who	Time
1. Welcome and Opening of the Session	<ul style="list-style-type: none"> <li>• Acknowledgement of the Traditional Territory</li> </ul>	<u>Facilitators</u> <b>Jennifer Charlesworth and Bill Reid</b>	10:00 – 10:30
2. Overview of the Session Agenda and Logistics		<b>Facilitators</b>	10:30 – 10:35
3. Framing the Rationale, Purpose and Expectations for the Roundtable	<ul style="list-style-type: none"> <li>• Interview with Co-leads:               <ol style="list-style-type: none"> <li>a. What do you consider to be the imperatives for addressing the long-term sustainability of the community social services sector?</li> <li>b. What role do you see this Roundtable playing?</li> <li>c. As we carry forward over the rest of today and into tomorrow with the various discussions, what falls within and outside of the sphere of influence?</li> <li>d. What should we all strive toward achieving, starting with and then following this Roundtable?</li> </ol> </li> </ul>	<u>Co-Leads</u> <b>Mark Sieben</b> (Deputy Minister MCFD) <b>David Vipond</b> (Director of Negotiations and Human Resources, BCGEU) <b>David Young</b> (Chief Executive Officer, Sources Community Resource Centres)	10:35 – 11:30

DAY 1		Topics and Discussion Points	Who	Time
4. Reflections on the Morning and Setting the Context for the Afternoon			Facilitators	11:30 – 12:00
		<b>Lunch</b>		12:00 – 12:45
5. Defining the Change that Has Occurred and to be Pursued	<ul style="list-style-type: none"> <li>• Focus questions:               <ol style="list-style-type: none"> <li>a. What is already in place to build on?</li> <li>b. What additional change should we aim to achieve?</li> <li>c. What will be different as the result of the change?</li> </ol> </li> <li>• Strategic theme:               <ol style="list-style-type: none"> <li>a. <b>Service Design</b> – Changing the way both government and the sector deploy our resources through more efficient service models that produce better results for vulnerable individuals and families</li> <li>b. <b>Government Procurement</b> - Developing more effective and efficient approaches to procurement</li> <li>c. <b>Contracting</b> – Creating a more efficient and effective government approach to funding, contracting and accountability</li> <li>d. <b>Operational Efficiency</b> – Creating viable scale and resilient services through inter-agency cooperation like shared services, business process efficiency and combining efforts including combining operations which reduce cost of services</li> <li>e. <b>Sustainable Workforce</b>– Identifying and reducing manageable benefits costs including workplace safety, STIIP, LTD and others, along with the strategic management of human resources</li> <li>f. <b>Social innovation</b> – Creating new partnerships and innovative approaches to improve services and utilize social finance options to leverage new sources of investment/more effective use of assets</li> <li>g. <b>Strategic Relationship</b> - Building and sustaining a lasting strategic relationship between government, the sector and the unions</li> </ol> </li> </ul>	Facilitators and Table Leads	12:45 – 3:15	
		<b>Afternoon Break</b>		3:15 - 3:45
6. Report Out on Changes to Pursue			Table Leads	3:45 - 4:15
7. Closing of Day One			Facilitators	4:15 - 4:30

DAY 2	Topics and Discussion Points		Time
8. Welcome and Opening of Day Two		Facilitators	8:30 - 9:00
9. Advancing the Change: <i>Doing the Reality Check</i>	<ul style="list-style-type: none"> <li>• Participant table discussions on:               <ul style="list-style-type: none"> <li>a. What are the conditions for success?</li> <li>b. What can get in the way?</li> <li>c. What will it take to move forward?</li> </ul> </li> </ul>	Facilitators and Table Leads	9:00 - 10:15
<b>Mid-Morning Break</b>			10:15 – 10:45
10. Advancing the Change: <i>Picking the Areas of Focus</i>	<ul style="list-style-type: none"> <li>• Participant identification of:               <ul style="list-style-type: none"> <li>a. 100 day priorities</li> <li>b. Fall of 2014 priorities</li> <li>c. Fiscal year end priorities</li> </ul> </li> </ul>	Facilitators	10:45 – 12:00
<b>Lunch</b>			12:00 – 12:45
11. Advancing the Change: <i>Considering the Who, When, and Demonstration of Success</i>	<ul style="list-style-type: none"> <li>• Participant table discussions on:               <ul style="list-style-type: none"> <li>a. Who would be best positioned to provide the leadership on advancing the areas of priority that have been discussed?                   <ul style="list-style-type: none"> <li>○ Led by government?</li> <li>○ Led by the community social services sector?</li> <li>○ Led by a collaborative of government and the community social services sector?</li> </ul> </li> <li>b. What would be key milestones for gauging progress?</li> <li>c. In what other ways can we keep track of, and report on, success?</li> </ul> </li> </ul>	Facilitators and Table Leads	12:45 – 2:30
12. Closing of the Roundtable	<ul style="list-style-type: none"> <li>• Co-lead affirmation of the commitment to action and resourcing along with next steps</li> </ul>	Co-Leads	2:30 – 3:00