

THE PURPOSE OF THE DOCUMENT IS TO PROVIDE KEY INFORMATION, QUESTIONS AND ANSWERS WITH REGARD TO THE CONTRACT EFFICIENCIES AND FLEXIBILITY INITIATIVE

1. What is the purpose of the Contract Efficiencies and Flexibility Initiative (Initiative)?

The purpose of this Initiative is to increase administrative and contract management efficiency, increase flexibility in contracts to better support the delivery of services, and develop more streamlined and relevant contract reporting requirements. The Initiative will run from June 2014 to March 31, 2015 and includes the following four key objectives:

- *Standardize language and format for contract service deliverables*
- *Reduce the number of contracts via contract amalgamations*
- *Reduce/ensure relevant and consistent reporting requirements*
- *Review service delivery models and enhance contract flexibility.*

2. How was this Initiative established?

In April, 2014, the Ministry of Children and Family Development (MCFD) held a two-day [Innovation and Sustainability Roundtable](#) to engage union representatives and funding and service delivery agencies in discussions that examined the opportunities for greater efficiencies, improved and coordinated service delivery and improved performance management in the contracted agency sector. Following the two-day Roundtable, MCFD agreed on several strategies for collective action – one being the Contract Efficiencies and Flexibility Initiative.

3. Who is involved and what is the approach for this Initiative?

The Contract Efficiencies and Flexibility Initiative is a pilot project with four service provider agencies located in the North, Interior, and Lower Mainland. The four pilot agencies involved include: [Axis Family Resources](#), [PLEA Community Services](#), [Family Services of Greater Vancouver](#), and the [BC Centre for Ability](#).

MCFD staff will work in collaboration with the pilot service provider agencies under a Steering Committee comprised of pilot agency representatives, as well as other social services sector representatives who were involved in the initial Roundtable discussions.

4. What are the expected benefits of the Initiative?

This Initiative seeks to ensure administrative and contract management efficiencies by way of:

- *Consistent layout, service language and deliverables drafted into contracts*
- *Standardized relevant output and outcome reporting*
- *Consistent contract management roles and practices across ministry Service Delivery Areas*
- *Increased flexibility to move program funding and resources within contracts and across Service Delivery Areas*

5. How did the participating pilot agencies become involved?

The agencies involved in CEFI also participated in the Innovation and Sustainability Roundtable (see Question #2) and volunteered their participation. The for-profit and not-for-profit agencies represent a cross-section of communities from Vancouver to the Northern region. These agencies have provided services to their

respective communities for over 20 years and hold contracts with MCFD providing both residential and non-residential programs and services.

6. Is an Aboriginal lens reflected in this Initiative?

Yes. To ensure the discussions held during the [April 24, 2014 Innovation and Sustainability Roundtable](#) were well informed, open and transparent, the ministry invited service providers that reflected the full range of social services provided in the sector, including Aboriginal agencies from across the province. Representatives from Aboriginal agencies are also members of the [Roundtable Joint Planning Team](#), which is developing the various initiatives established under the Roundtable.

7. How will information on the Initiative be shared? Where can I find information or updates on the progress of the pilot?

Information and updates on the Initiative will be posted to the MCFD [Information for Service Providers](#) internet site and under the [Contract Efficiencies and Flexibility Initiative](#). Members of the CEFI Steering Committee will also support engagement and information sharing through their respective associations.

8. How and when will these pilots be evaluated?

The Contracting Efficiencies and Flexibility Initiative runs from June 2014 to March 31, 2015. Evaluation of the implementation phase will occur over a period of 6-12 months. Evaluation plans will be developed in collaboration with the pilot service provider agencies near the end of March 2015, and the results will be posted to the [MCFD Contract Efficiencies and Flexibility Initiative](#) webpage, along with other relevant information on the Initiative.

9. Will there be contracting practice changes for MCFD staff as a result of these pilots? If so, how will these be implemented?

There may be some contracting practice changes for staff related to management of amalgamated contracts within multiple Service Delivery Areas. Changes to contracting practices proven to be feasible following the evaluation period will be implemented across the province. The ministry will then develop plans to support the application of the new practices at a pace and time that is realistic and appropriate for both the ministry and contracted service provider agencies.