



# SHARED HUMAN SERVICES SPACE

## COLLABORATION FOR SOCIAL CHANGE



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# TODAY'S AGENDA

- ▣ History – how did we get here?
- ▣ Our definition of Human Services Shared Space
- ▣ Our vision, mission and guiding principles
- ▣ Strategic challenges & considerations
- ▣ Next steps

*“The best new ideas arise when individuals and organizations work alongside others with shared values, devising multi-party or multi-sectoral strategies for social change.”*

# HISTORY

- ▣ Spring 2008
  - Children's Aid Society spearheaded discussions related to a co-location opportunity at old McCormick Building
    - ▣ "Project Candy"
  - Engaged potential partners
    - ▣ Visioning Day
    - ▣ Multiple meetings
    - ▣ Best practices review
    - ▣ Due Diligence
- ▣ Fall 2008
  - McCormick Building opportunity came to an end
    - ▣ Core group committed to continue investigation
    - ▣ Granted Trillium funds to re-ignite the process

# TODAY

- ▣ Trillium Grant
  - Re-ignite the exploration and planning process
- ▣ Inclusive and independent process
  - Discussion, collaboration, problem solving and decision making
  - Facilitated and guided by Anne Becker, consultant hired through Trillium Grant
  - Steering Committee
- ▣ To Date
  - Five Meetings of potential partners
    - ▣ 18 organizations
  - Educational workshop

# OUR DEFINITION OF SHARED SPACE MODEL OF SERVICE DELIVERY?

A network of nonprofits, charities, public sector service providers, entrepreneurs and for–profits come together in one integrated and holistic space to provide services to their clientele.

Partners can connect, converse, learn and create action within a powerful and exciting network of service providers and social change makers.

Increased profile, mountains of social capital, and a healthy and positive environment could make the shared space a model of service excellence to clients and the community and a truly exceptional place to work.

# SOCIAL SERVICES SPACE

What could it look like?

- ▣ Serve London's social mission community and their clients through an accessible, integrated and client-centred physical space.
- ▣ Space can be subdivided into a series of service facilities, office suites, desk spaces, meeting rooms and internal / external common areas.
- ▣ Learning and research centre
- ▣ Partners could connect within a powerful and exciting network of service providers and social change makers.
- ▣ No pre-determined location – vision first, location will follow.

# SOCIAL SERVICES SPACE

What could it feel like?

**“more than just a building”**

- ▣ Represents hope, opportunity and potential
- ▣ Inviting, warm and engaging tone
- ▣ Inclusive, responsive and safe
- ▣ Intuitive and helpful

# Strategic Foundation



Guiding  
Principles

Mission

Vision

# SHARED HUMAN SERVICES SPACE PARTNERSHIP VISION

*We will enrich our community and the lives of people we serve*

by partnering and mobilizing our passion, missions, skills and resources to deliver human services that inspire hope, empowerment and a sense of belonging.

## MISSION

*We provide seamless, responsive and people-centred access to an integrated and sustainable suite of services, programming and support.*

# OUR GUIDING PRINCIPLES

Our partnership is founded on trust-based and balanced relationships, guided by our shared vision, mission and values.

We are **better together** because we:

- ❖ Foster a people-centred, inclusive, adaptable and engaging culture that supports and strengthens all stakeholders.
- ❖ Create synergies and collective capacity by valuing each partner's mission, assets and expertise.
- ❖ Build responsive and efficient service processes and systems.
- ❖ Design our shared site to be welcoming, flexible, secure and intuitive.
- ❖ Intentionally promote communication, social innovation, and collaboration between service providers and staff.
- ❖ Leverage, attract and sustain funding from multiple sources to meet the scale of need in the communities we serve.
- ❖ Create a strong sense of ownership guided by a capable and cohesive leadership team and responsible governance agreements.

# Strategic Challenges & Considerations



# Next Steps

- ▣ June 4<sup>th</sup> Meeting – Each participant will ...
  - State their current interest & intentions
  - State their key assets and expertise they bring to the partnership
  - State their greatest aspirations / needs for the partnership – why this opportunity could make a significant difference for their agency and the people they serve?
- ▣ June 18<sup>th</sup> Meeting
  - Initial discussion about compatibility of programs & services, governance norms, funding, site criterion, etc.
- ▣ June
  - Client engagement
  - Re-invite organizations that have not participated to date ---- let them know the current situation & opportunity
- ▣ July – August
  - Action Planning
  - Stakeholder Engagement (i.e. politicians)

# Thank You!



*“The power to change the world lies in the ability of people to come together, share ideas, and work to make their vision real.”*