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COMMUNITY CARE EAST YORK & WOODGREEN COMMUNITY SERVICES VOLUNTARY INTEGRATION

Backgrounder

Community Care East York (CCEY) and WoodGreen Community Services (WCS) are community based organizations that serve seniors, adults with disabilities and their caregivers. These two organizations share a common vision and mission in serving the community and provide services to clients in two adjacent geographic areas within the City of Toronto. While both are in sound financial shape, the current economic, political and health and social services environment calls for change.

- Our communities are changing - an aging population, increases in newcomers and shifting socioeconomic profiles, all with higher needs for community services;
- There is little or no increase in funding to meet these changing and growing needs;
- We need to improve access to services and reduce the barriers and fragmentation created by multiple organizations;
- There is a push to streamline organizational administrative and infrastructure costs to reinvest in direct services to clients;
- Our funders are looking for organizations to integrate.

The management and boards of both organizations recognize that, through consolidation, services could be delivered more efficiently, programs could be expanded, and advocacy for clients could be enhanced. The Boards of WCS and CCEY have asked their management staff to work on a proposal and process that would result in bringing together the activities and operations under one organization. The conditions under which the organizations would become one are laid out in a Memorandum of Understanding (MOU). This document is available from the offices of both organizations upon request.

Our Goals

In coming together, CCEY and WCS aim to:

- ❖ Become the preeminent seniors' organization in Toronto increasing community impact and policy directions with a stronger voice.
- ❖ Increase accessibility of services to seniors, adults with disabilities, and their caregivers; expand the scope of services over time; and ensure the same high quality of service as currently provided by each individual organization.
- ❖ Enhance the efficiency of operations in order to direct more resources to serving our clients.

- ❖ Strengthen leadership and innovation in the community sector and contribute to a growing body of knowledge on effective services and supports that foster good health, wellness and independence among seniors and adults with disabilities to age at home.
- ❖ Lead in responding to the Local Health Integration Network's objective for improved health services integration and consolidation of service providers.

Our Core Principles

Client Services

- ❖ The services currently offered by both organizations will be maintained or improved including those services provided predominantly by volunteers.
- ❖ All clients will continue to receive services from current staff and volunteers.
- ❖ Seniors and other clients currently served by WCS will benefit because CCEY will bring programs such as lunch & theatre outings, hikes through Toronto green spaces, health education, foot care, nutritional counseling, friendly visiting and a handyperson program.
- ❖ Seniors and other clients currently served by CCEY will benefit because WCS will provide direct access to programs such as crisis outreach support services, housing, research and planning, immigrant services, and developmental services.
- ❖ The Senior Centre on Cosburn will be named CCEY Senior Centre and a Senior Centre Council will be established to provide input to the management on the Senior Centre programs.
- ❖ Several new initiatives are proposed:
 - an assessment of housing needs and potential solutions for the clients of CCEY;
 - required upgrades for the Senior Centre will be completed;
 - a Seniors Advisory Committee will be established to address issues related to seniors services and provide advice to the executive team responsible for seniors services;
 - fundraising will include a focus on projects for seniors; and
 - research and evaluation in areas supporting seniors in the community.
- ❖ WCS will seek accreditation within the next three years, taking advantage of the expertise provided by current CCEY staff.

Impact on our Boards and Corporate Members

- ❖ Three board members from CCEY will be nominated to the WCS board.

- ❖ CCEY corporate members may become members of WCS by meeting membership requirements

Impact on Staff and Volunteers

- ❖ No involuntary layoffs are planned - all staff will have positions with WCS.
- ❖ Employees, including Community Care Workers, will continue in comparable positions with comparable remuneration packages.
- ❖ All volunteers are highly valued and will continue in their roles - a plan will be developed for integrating volunteers of both organizations.

Next Steps And Timelines

- ❖ Target date of the integration of CCEY and WCS to come together as a single organization under the name of WoodGreen Community Services is December 31, 2011 at midnight **subject to all approvals.**
- ❖ Due diligence process over the next 4 to 8 weeks – looking at financial, human resources and systems information.
- ❖ A plan will be submitted to the Toronto Central Local Health Integration Network, our primary funder, who will require assurances that the principle of maintaining current services to the CCEY area will be observed.
- ❖ We will be consulting with community members and organizations over the next four weeks, including town hall meetings.
- ❖ Approvals will be required from the Toronto Central Local Health Integration Network, the Boards of both organizations, Ministry of Health and Long Term Care, and the corporate members of CCEY.

The voluntary integration will be reviewed by the Toronto Central LHIN Board. To contact the LHIN please contact Janine Hopkins, Senior Director, Community Engagement and Corporate Affairs at 416 699-8618.

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