

Innovation Towards Smart Service Provision

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CRRF 2010
Brandon, Manitoba

Outline

- Rural restructuring
- Smart service delivery models
 - Portals of collated information
 - Sites with expanded service mandates
 - Co-located services
- Discussion

Service Restructuring: Post 1980

- Large distances, low population densities
- Neoliberal policies adopted
 - Services offloaded, downsized, regionalized, or closed
 - Urban-based service delivery models
- Services withdrawn when needed most

Challenges for Residents

- ◉ Winter climate
- ◉ Mobility challenges
- ◉ Navigating / re-navigating changing service environment
 - Uncertainty
 - Reduced / changing hours of operation
 - Services offered seasonally / temporarily
 - Consolidation / closure of services

Operational Challenges: Service Providers in Small Places

- Aging infrastructure
- Fewer financial / human resources
- Lack of funds for operating costs
- Need to avoid duplication
- Need to create more synergies

One-Stop Service Delivery Models I

- Enables groups to pool resources
- Enhance synergies /communication
- Provides an efficient portal to access information and needed supports

One-Stop Service Delivery Models II

- Portals of collated information
- Sites with expanded service mandates
- Co-located services

Portals of Collated Information

South Peace Sr Citizens' Assc: Dawson Creek, BC

- Community service brochures
 - Supported by presentations / workshops by health / financial professionals
- Must be a natural gathering place
 - Routine activities
- Accessibility is key
 - Need transportation to connect seniors
 - Heavy doors, stairs, ice / snow removal

Canada Post: Mackenzie, BC

- No unemployment insurance office
- Service Canada Access Centre
 - Government forms / applications
 - Brochures
 - Federal government website portal
 - Register for electronic post office box
- Not used
- Closed in June 2004
- Must evaluate need, functionality
 - Computer literacy training

Sites with Expanded Services

Nechako Valley Community Services: Vanderhoof, BC

- Counselling (youth, mental health, victims)
- Life skill programs
- Support for people with developmental disabilities
- Parenting programs
- Meals on Wheels / Lifeline / senior housing

Nechako Valley Community Services: Vanderhoof, BC

- Broad range of funding sources
- Services supported by social enterprises
 - Beans on Burrard
 - Nechako Valley Organics
 - Mobile work crew
- Provides employment to clients
- Enhances resiliency of NVCS

Native Friendship Centre: Prince Rupert, BC

◉ Youth services

- Planet youth, daycare, infant massage, infant development, recreation

◉ Counselling

- Drug / alcohol, mental health

◉ Family services

- Parenting, breast feeding, women's wellness

◉ Nutrition

- Food skills, good food box

◉ Bridging Aboriginal and non-Aboriginal cultures

Native Friendship Centre: Prince Rupert, BC

- ◉ Need to address:
 - Distrust amongst First Nations groups
 - Duplication of services
 - Chasing the same resources
 - Limited cooperation
 - Means fewer resources to do the job right

Co-located Services



Multiplex Building: Port Clements, BC

- Opened in 2008
- Partnership between local gov't and school district
 - Municipal hall
 - Community gym
 - Elementary school / daycare
 - Public library
 - Multipurpose rooms
 - Community kitchen / seniors' drop-in

Multiplex Building: Port Clements, BC

- Need to incorporate storage capacity
 - Kitchen equipment
 - Recreation equipment
 - Computers
- Accessibility arrangements
 - Booking processes
 - After hours access

Village Office / Tourism Centre: Valemount, BC

- Creative re-imagining of assets
- Build flexible community foundations
 - Tourist information centre
 - Arts and culture centre
 - Municipal office

Village Office / Tourism Centre: Valemount, BC

- ◉ Wide range of funding sources
 - Local, regional, and provincial government
 - Columbia Basin Trust
 - Northern Development Initiatives Trust
 - Union of BC Municipalities
- ◉ New technology
 - Land use / management planning
 - Interactive displays
- ◉ Space at old village office provided to community service groups

Discussion

Discussion I

Smart policies for smart services

- Senior gov't policies that create synergies
- Senior gov't funding programs that support 'smart' infrastructure investments
- Affordable, flexible lease arrangements by local gov't
- Create community foundations

Discussion II

Partnerships

- Meetings / networking facilitated by local gov't
 - Routine opportunities to cooperate and build trust
- Arrangements for sharing responsibilities
 - Sharing capital / operating costs
 - Secure storage space

Discussion III

Maximizing resources

- ◉ Local gov't can provide:
 - Logistical and technical support
 - Equipment
- ◉ Requires broad participation to avoid duplication
- ◉ Plan for expansion to reduce costs later
- ◉ Seize opportunity to incorporate innovation / technology investments

Discussion IV

Leadership and capacity building

- Develop a broader range of skills
 - Leadership / management
 - Organizational / logistical
 - Business skills
 - Information management / communication
- Training must go beyond writing grants
 - Social enterprises
 - Investments

Discussion V

Information and technology management

- Information must be routinely updated
 - Contact information for personnel
 - Availability of services
 - Costs and benefits
 - Qualifying criteria and admission requirements
- Need staff / resources to update information
- Training support for residents to use portals
- Need to evaluate ongoing use, functionality, and relevance

Discussion VI

Accessibility

- ⦿ Portals should be natural gathering places
- ⦿ Design should address physical barriers
- ⦿ Requires broad accessibility



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