Innovation Towards Smart Service Provision

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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- Services withdrawn when needed most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

- 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
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
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
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
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
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
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
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
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
Accessibility

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