

Stakeholder Communication

In January 2017, our Board of Directors (**Scarborough Centre for Healthy Communities (SCHC)** and **TransCare Community Support Services (TransCare®)**) came together and agreed to mutually explore opportunities for the two organizations to work more closely toward their common goals and to continue to serve the community with high quality, responsive and innovative programs. Options will include integration opportunities between the two organizations.

In moving forward with this opportunity, the two organizations formed an Integration Steering Committee with representatives of both Boards and Senior Leaders to oversee this initiative.

The next step in the process will be to assess the opportunity, costs and benefits of integration options through the development of a Business Case. Both **SCHC** and **TransCare®** share an interest in exploring opportunities for integration that will lead to:

- Improved client access to high-quality services;
- Improved client and caregiver experience;
- Improved patient outcomes to care, and support health promotion and wellness;
- Contribute to building strong and healthy communities in Scarborough;
- Enhanced infrastructure required to support both fundraising and volunteering resources;
- Responsive, SMART systems that are tailored to individual clients and caregivers;
- Enhanced management and back office (human resource planning, information technology investment) resources to identify, monitor and achieve improved performance;
- Readiness for future health system transformation; and
- Increased value by making the best use of the public's investment.

To aid in our exploration of integration, **SCHC** and **TransCare®** will be issuing a joint Request for Proposal (RFP) to engage an independent consultant to develop the Business Case. The Business Case process will assess:

- the opportunities and models of integration;
- the risks of integration;
- the costs of integration; and
- the evaluation of the benefits of integration model.

Integration Principles

SCHC and **TransCare®** agree that the following fundamental principles will form the integration discussions and decision:

- All current client services will be maintained or increased;
- There will be no layoffs of employees, except through attrition or retirement;
- Any savings achieved through this integration strategy will be used to invest in initiatives to enhance and/or close gaps in service delivery and,
- The cost of integration should pay for itself through new efficiencies within a defined period to be identified in the Business Case.

Integration Vision

A key principle in this work is to ensure a transparent and open process. We are committed to ensuring ongoing communication with clients, staff, volunteers, funders, partners and other stakeholders.

Timelines

March 8, 2017 release of RFP

March 28, 2017 RFP closing date

End of April 2017 selection completed (approximate date)

End of July 2017 final business case submitted to SCHC & TransCare®

About Us

Scarborough Centre for Healthy Communities (SCHC) is a multiservice community health organization that supports the health care needs of Scarborough's at-risk population. They provide primary care through its community health centre, services to seniors through its community support services, and help individuals and families lacking basic needs through its social support services. The organization meets the holistic health needs of the communities of Scarborough by addressing many aspects of health including physical, mental, social, financial and environmental. **SCHC** serves six of the priority neighbourhoods within the City of Toronto identified by United Way in their Strong Neighbourhood Report of 2005. **SCHC** serves clients from prenatal to end of life, with many clients being newcomers, living in poverty, with several chronic conditions, facing social isolation, afflicted with mental health and addictions issues. Predominant languages of their clients are English, Tamil, Hindi and Chinese. More than 40% of **SCHC**'s clients are older than 65 years of age.

TransCare Community Support Services (TransCare®) is a multiservice community support services organization that provides quality support services that improve health and well-being in the community. The organization serves four priority neighborhoods within the City of Toronto – Scarborough Region identified by the United Way in their Strong Neighbourhood Report 2005. Clients are seniors and younger adults with disabilities (mental, medical, or physical). The catchment area has a high prevalence of chronic health conditions such vascular disease including diabetes, high blood pressure and heart disease; mental health and addictions; and palliative and end of life care needs. Programs are designed to improve or maintain cognitive, social, emotional and physical functions. Client Intervention and support strategies range from immediate assistance in crisis situations, to navigation of the health care system, to finding long-term solutions to needs that impact health and well-being.

If you have any questions please contact either Jeanie Joaquin, CEO **SCHC** at (416) 409-4674 or jjoaquin@schcontario.ca or, Odette Maharaj, Executive Director **TransCare®**, at (416) 646-3572 or odette.maharaj@tcare.ca.

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