



**Toronto East Quadrant**  
**Local Immigration Partnership**  
Working Together for a Diverse & Inclusive Community



# SERVICE COORDINATION IMPACT FRAMEWORK

**JAN. 13, 2015**



## Background and objectives

- The goal of the Service Coordination Impact Framework (SCIF) research project is to help define and identify how services are coordinated at the local, regional and municipal level
- This research project is a collaboration with the School of Public Policy and Governance at the University of Toronto, Public Good Initiative and the Toronto East Quadrant Local Immigration Partnership.
- The Service Coordination Framework will provide stakeholders with a greater understanding of how issues can be significantly impacted through collaborating at various levels of involvement



## Project description

- The project will:
  - **Analyze the impact of coordination efforts** on a local, regional and municipal level, assessing the advantages and challenges of collaborative initiatives at each level and the impact they create, including how effective these have been at bringing together different actors
  - **Create a promising practices log** of previous service coordination activities as a reference guide from past projects
  - **Create a checklist** to help determine at which level a collaborative project/initiative is ideally placed
  - A final **presentation and report.**



## Methodology

- The project is being conducted by a student-led consulting team from the Public Good Initiative, School of Public Policy at the University of Toronto in collaboration with the TEQ LIP team
- Use of TEQ LIP's resources to conduct an initial literature review in order to better understand current activities of various stakeholders and their impacts
- Key informant interviews will be conducted with stakeholders from various initiatives that collaborate and coordinate at local, regional and city-wide levels, including NAPs, LIPs, CAMH service collaboratives and other networks



## Expected results

- A. Final report and presentation (March/April 2015) to the Partnership Council of the TEQ LIP.
- B. Final report will synthesize information from the literature review along with data collected from interviews, observations and case studies to create:
  - A. A checklist,
  - B. Promising practices log and
  - C. Service Coordination Impact Framework
- C. The Service Coordination Impact Framework will help describe when and why service coordination is needed at each level – local, regional, city-wide
- D. It will help describe how collaborative initiatives create impact at the local, regional and municipal level
- E. Ultimately, this project will aid TEQ LIP in its coordination efforts, and create resources that may be used by other service providers, governments and organizations to design successful collaborative initiatives.