



# Family Centred Service System Leadership

## London's Child & Youth Network



### Who we are:

A network of over 170 organizations and individuals from all sectors committed to a collaborative approach to improving outcomes for children, youth and families.

### One shared vision:

*Happy, healthy children and youth today;  
caring, creative, responsible adults tomorrow*



## Families told us...

- It was unclear how to access services
- System is difficult to navigate
- They have to tell story multiple times
- They have to travel all over town for services
- It takes too long to receive services

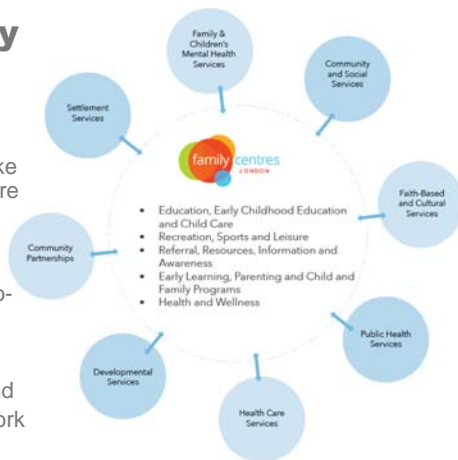


## FCSS Vision

"In every London neighbourhood residents will open a single door to multiple opportunities that support children and families in achieving their full potential. These opportunities will be identified by the neighbourhood and implemented according to evidence-informed best practices using an integrative, inclusive and holistic approach."

## FCSS Strategy Multi-level approach to change:

- We are working to make the service system more responsive by:
  - Moving beyond collaboration, coordination and co-location to an integrated, family-centred model of service delivery; and
  - Developing a network of neighbourhood Family Centres



**the assessment**



## Provincial Recognition

London has been recognized as a Community Integration Leader in 2011, 2012 and 2013

## FCSS Impact Assessment

The external Evaluators conducted an extensive, multi-level assessment of the Family-Centred Service System's impact at each of the three levels. The approach used at each level is discussed below, but overall the methodology:

- Was robust
- Used mixed methodology (quantitative and qualitative)
- Was statistically significant
- Was multi-level
- Was inclusive and participatory
- Used multiple lines of evidence
- Was a point-in-time study



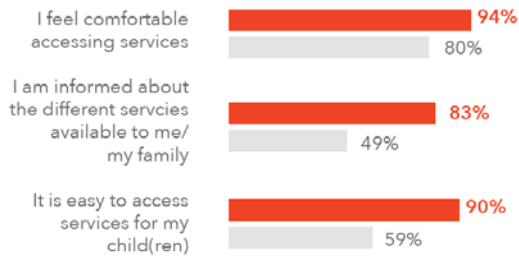
## Approach to Assessment

- 1 System level impact
- 2 Neighbourhood level impact



## Impact at Neighbourhood Level

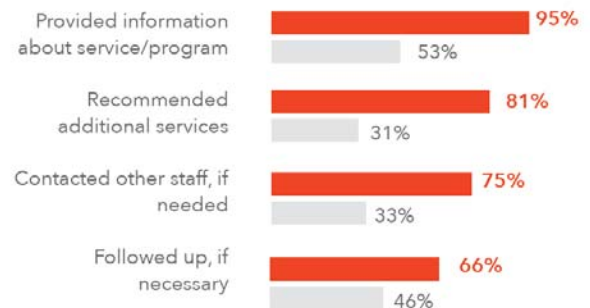
### Overall Experience



Families who visit Family Centres (n=297) Families who do not visit Family Centres (n=364)

## Impact at Neighbourhood Level

### Connection to Additional Services/Information



Families who visit Family Centres (n=132) Families who do not visit Family Centres (n=365)

**"If I didn't access services at the Family Centre I probably wouldn't know as much about the services and programs available for my family" "**



**"We previously had a hard time finding what we needed in London, but accessing services from the Family Centre was easy. It was also free of cost and close to our home"**



**Impact Summary**

Strong evidence to support that the FCSS has contributed to the following impacts:

Families have a better and more consistent experience when accessing services

Families can easily access a full range of services

Some evidence to support that the FCSS has contributed to the following impacts:

Families experience reduced storytelling

Families experience shorter wait times

Families are connected and engaged in their neighbourhood

**At a System Level**

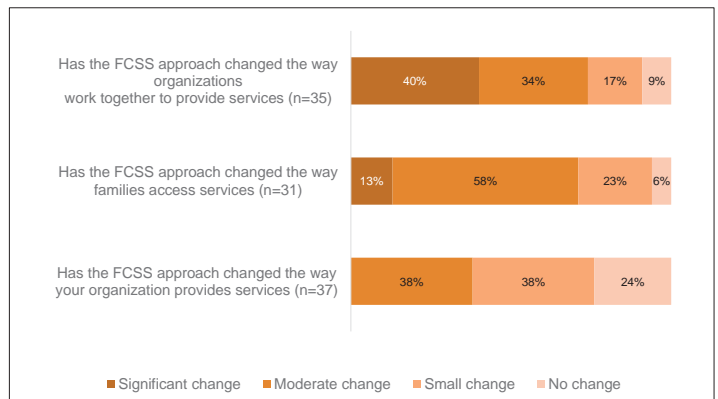


**"The Family Centres provide a venue to engage with families and provide the services they need and want, in an environment where it is easier to access other service providers"**



**"People never really knew what our organization did in the past. As a result of the FCSS organizations now understand the depth and range of programs and services we offer to families"**

**Culture Shift**





**the “what and where next?”**

**At System Level**

- “Strengthen the foundation”
  - Maintain strong Governance
  - Community Connector Service Coordinator
  - IPCP
  - Public awareness through common marketing strategies
  - Stable financial model

**At Family Centre Level**

- “Build the network”
- Strengthen, enhance, grow program offering in all locations

**Thank you**

