

Managers' Reports

Request for Recommendation Priorities Committee




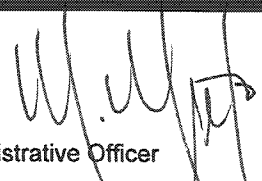
Type of Decision									
Meeting Date	March 24, 2004				Report Date	March 11 th , 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

Report Title
Contract for FIRST STEPS

Policy Implications + Budget Impact	
<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
<p>The funds in question were allocated from the Federal Supporting Communities Partnership Initiative.</p>	
<input checked="" type="checkbox"/>	Background attached

Recommendation
<p>Whereas the City of Greater Sudbury Council approved the allocation of funds from the Federal Supporting Communities Partnership Initiative (SCPI) to Overcomers Support Group of Sudbury, and</p> <p>Whereas the Overcomers Support Group of Sudbury contracted services from the Elgin Street Mission and the John Howard Society, and</p> <p>Whereas the Overcomers Support Group of Sudbury ceased to provide service on January 31, 2004, and</p> <p>Whereas the <i>I Believe Network</i> provides a similar service as Overcomers, called FIRST STEPS,</p>
<input checked="" type="checkbox"/> Recommendation attached

Recommended by the General Manager
 Catherine Matheson General Manager Health and Social Services

Recommended by the C.A.O.
 Mark Mieto Chief Administrative Officer

Date: March 11th, 2004

Report Authored By

Vivienne Martin
Technical Writer/Trainer

Division Review

Harold Duff
Director, Social Services

Therefore, let it be resolved that the remaining funds provided to Overcomers be divided and distributed three ways to the *I Believe Network*, the Elgin Street and the John Howard Society,

And further that the appropriate by-law be passed.

Background

On January 31st, 2004, Overcomers Support Group closed its doors and was no longer able to fulfill its contract with the City of Greater Sudbury. The services provided by Overcomers included outreach to offenders and families of offenders to assist in pre-release planning with the primary focus in assisting its clients to find housing and employment. In addition, Overcomers facilitated a greater continuum of service by being a liaison for clients between other community supports and government agencies. Overcomes also had a joint contract with the John Howard Society and the Elgin Street Mission to provide service. The closure of Overcomers Support Group has resulted in a gap in services to citizens in the City of Greater Sudbury.

The *I Believe Network* has agreed to provide services once offered by the Overcomers Support group to ensure the gap can be filled. FIRST STEPS is an *I Believe Network* initiative sponsored by All Nations Church Initiative. FIRST STEPS' mandate is to help with the reintegration of ex-offenders, their families and others in need through the provision of moral, spiritual and practical life skills support, primarily assisting clients with their search for housing and employment. FIRST STEPS will accommodate those individuals in the community who are seeking those services that were once provided by Overcomers.

In brief, the services once provided by the Overcomers Group of Sudbury will be replaced by the *I Believe Network*. The funds that were once paid in total to Overcomers will be divided and paid to each of the respective agencies, all of who aid our community members in need.

The allocation of funds will be as follows:

<i>I Believe Network</i>	\$93,176	Federal dollars from the Supporting Communities Partnership Initiative(SCPI)
John Howard Society	\$19,608	Federal dollars from SCPI
The Elgin Street Mission	\$75,708	Federal dollars from SCPI

Request for Recommendation Priorities Committee



Type of Decision									
Meeting Date	March 24, 2004				Report Date	March 5, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input type="checkbox"/>	Open	<input type="checkbox"/>	Closed

Report Title
NOW Alliance- 2004 Rural Health Action Plan "Support of Petition"

Policy Implications + Budget Impact
This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
n/a
Background attached

Recommendation
WHEREAS over 100 underserved Ontario communities encompassing up to one million Ontarians do not have access to a family physician and; WHEREAS the Collective Agreement signed by the Ministry of Health and Long Term Care and the OMA (Ontario Medical Association) governs physicians' remuneration and working conditions and, WHEREAS the Negotiating Ontario's Well-Being Alliance (NOW Alliance) has completed it's 2004 Rural Health Action Plan and, WHEREAS the City of Greater Sudbury recognizes the need to call on the Ministry of Health and Long Term Care (MoHLTC) and the Ontario Medical Association(OMA) to implement initiatives which will address the significant physician shortage in this province,
Recommendation attached

Recommended by the General Manager
Catherine Matheson General Manager, Health & Social Services

Recommended by the C.A.O.
Mark Mieto Chief Administrative Officer

Date: March 24, 2004

Report Authored By



Kim Rossi
Coordinator of Health Initiatives

Division Review

Name
and Title

THEREFORE LET IT BE RESOLVED that the City of Greater Sudbury adopt a resolution supporting the work of the NOW alliance 2004 Rural Health Action Plan along with the Petition which calls on the Ministry of Health and Long Term Care and the Ontario Medical Association, in negotiating their 2004 Collective Agreement, to include measures from the Rural Health Action Plan.

Background:

The NOW Alliance (Negotiating Ontario's Well-Being) is a group of community and professional organizations concerned with physician recruitment and retention. The NOW Alliance feels that the time has come for comprehensive and integrated solutions and has prepared the 2004 Rural Health Action Plan to address and improve the supply and distribution of physicians in rural areas.

The recommendations are as follows:

1. Educational Initiatives

- support for the Northern Medical School (NOMS) the Windsor Medical School Satellite Campus(SWOMEN), increased medical school residency training positions, training physicians for team and rural practice, and affordable medical school tuition.
- support for rural educators/preceptors (include salary compensation along with travel & office support) and appointment of rural clinicians to faculty positions in Ontario's medical schools
- Pre-medical school rural medical exposure which would include a rural recruitment program
- Recruitment of medical students from rural & remote areas
- Encouraging medical student and resident rural exposure: funding for 1st and 2nd year medical students who wish to take rural summer electives and core disciplines in community hospital settings.
- Increased social accountability for medical schools
- Affordable Medical School Tuition

2. Practice Recruitment and Retention

- support the *Ontario Liberal Plan for Better Health Care's* commitment to improving incentives to attract and retain doctors for underserved communities based on the needs of communities and physicians.
- dedicated, targeted funding for recruitment and retention measures
- rurality index
- Improved graded incentives
- Improve and expand alternate funding plans (AFP's) for rural/remote communities
- Funding for Physician support complex
- Retention incentives aimed at long term established physicians
- Non-coercive supply and distribution measures:(strategies to encourage physicians to practice in areas of need rather than penalizing them for not doing so)
- Improved Locum delivery and support
- Limited licensure for qualified residents:

Date: March 24, 2004

Rural and remote communities in Northern Ontario should be recognized for the task of recruiting and more specifically retaining physicians. All of the points identified in the 2004 Rural Health Action Plan address the issues at hand. However there continues to be challenges with the definition of "rural" and the designation of a city as a whole being an underserved community. The Action Plan does stipulate "that any fresh initiatives should meet the practical needs of local communities and providers".

Conclusion

The shortage of physicians is a global issue. It is the responsibility of the Ministry of Health and Long Term Care to ensure that the health and well being of Ontarians is forefront and that opportunities to provide adequate incentives to recruit and retain physicians in our province should be viewed and taken into serious consideration. There are currently 118 communities in Ontario designated as underserved and a total of 68 communities have endorsed a resolution and have shown support by signing the "petition" to the Ontario Ministry of Health and Long Term Care and the Ontario Medical Association which would ensure that during negotiations of the collective agreement, between the Ministry of Health and Long Term Care and the physicians, that all measures be considered which will provide underserved communities with solutions to address the physician shortage. It is therefore recommended that the City of Greater Sudbury strongly consider endorsing and supporting the NOW Alliance 2004 Rural Health Action Plan.

**Municipalities with AMO Resolution endorsed or planning to endorse
As of March 3, 2004**

Amherstburg	New Liskeard
Bayham	Newbury
Blind River	Norfolk-Simcoe County
Brantford	North Kawartha
Brock	Orangeville
Bruce Mines	Owen Sound
Callander	Petrolia
Chapleau	Port Hope
Chatham-Kent	Schreiber
Clarence-Rockland	Smith-Ennismore
Clarington	Smooth Rock Falls
Clinton (Colborne)	South Monaghan
Cobourg	St. Catharines
Cochrane	St. Thomas
Dryden	Stratford
Dundalk	Sturgeon Falls
Ear Falls	Sundridge
Elliot Lake	Thunder Bay
Erin	Tillsonburg
Espanola	Timmins
Essex	Trent Hills
Fort Erie	Tweed
Fort Frances	Uxbridge
Georgina	Welland
Goderich	West Perth
Halton Hills	Woodstock
Hanover	
Harrow	
Havelock-Belmont	
Hearst	
Ignace	
Ingersoll	
Iroquois Falls	
Kapuskasing	
Kenora	
Kincardine	
Kingsville	
Kirkland Lake	
Lakeshore	
Larder Lake	
Milton	
Minden	

Request for Recommendation Priorities Committee



Type of Decision

Meeting Date	March 24, 2004				Report Date	March 19, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

Report Title

Public / Private Sector Partnership - GeoSmart

Policy Implications + Budget Impact

This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified

There is no additional budget required, costs for this partnership will be incurred through the already approved SmartSudbury GeoSmart budget. Approved in September 2003 (Resolution 2003-497), reaffirmed in January 2004 (Resolution 2004-52).

Background attached

Recommendation

THAT Connected Insight Inc. be retained to provide Management Support Services and the development of a municipal GIS Strategic Plan in the proposed amount of \$74,970. This retention will be carried out in accordance with a city legal contract agreement on a private sector partnership for GeoSmart.

Recommendation attached

Recommended by the General Manager

Heleen Mule (for)

Doug Nadorozny
GM

Recommended by the C.A.O.

Mark Mieto

Mark Mieto
CAO

Date: March 19, 2004

Report Authored By

Division Review


Jody Cameron
EDO-Technology


Helen Mulc
Manager of Business Development

We are bringing this recommendation forward at this time because we are now in the implementation phase of our SmartSudbury (GeoSmart & Connect Ontario) project. During the completion of our work plans we realized that we needed to finalize our relationship with one of our partners for our GeoSmart project, Connected Insight Inc.

During our discussions with the Manager of Supplies and Services regarding our relationship with Connected Insight Inc., we identified that although a competitive process was completed two years ago, this partnership has since then progressed from planning to the implementation phase. Although, Connected Insight is considered a vendor of record, our relationship with this vendor has expanded in scope and as a result the purchasing by-law requires that council approves this contract.

As previously communicated, the process that the SmartSudbury team was required to follow in order to secure funding from the various ministries of the provincial government for Connect Ontario and GeoSmart was as follows:

1. Submit notices of intent.
2. Apply for Business Plan funding (External Assistance Mandatory)
3. Apply for Infrastructure funding.

In order to satisfy step two, in May of 2002 we issued a RFP to select a vendor that would provide the SmartSudbury team the expertise and knowledge required in order to build a business plan that would satisfy the various ministries. Through a competitive process with the Supplies and Services department we selected Connected Insight Inc. as the vendor of record (See bio below). They provided the SmartSudbury team the expertise and knowledge to ensure that the CGS received smart community funding from Connect Ontario and GeoSmart. In turn, this ensured compliance with provincial ministry requirements.

During the business planning stage, both funding programs had similar criteria:

1. Support economic development
2. Municipal efficiencies
3. Private and public sector partnerships (min. 20%)
4. Strategic Planning (GeoSmart only)
5. Demonstrate use of industry standards for IT project management.

The SmartSudbury team successfully met the 20% private sector partnership requirement for the Connect Ontario project. Microsoft and Navantis's private sector partnership accounted for 21%.

However, for our GeoSmart project obtaining the 20% private sector partnership requirement was challenging. iPlan Corporation (Formally Forhan Rogers), our private sector partner accounted for only 16%, which left us with a shortfall. Connected Insight Inc. was prepared to provide an additional 7% which exceeded the ministry requirement.

As a result, we approached Connected Insight to expand their partnership with us from planning into the

Date: March 19, 2004

implementation phase of our GeoSmart project. Connected Insight Inc. developed the GeoSmart business plan for the City of Greater Sudbury as such, bring an extensive level of knowledge and experience to the implementation phase of the GeoSmart project .

The following is a description of the proposed relationship with Connected Inisight Inc.

The project has two distinct undertakings that will form the partnership and assist the SmartSudbury GeoSmart team in the implementation phase of the GeoSmart project. These include project management support services and the development of a municipal GIS strategic plan.

The project management support services include the following:

1. Develop of a Project Communications Plan and communications tools to facilitate internal and external communications as well as gathering and dissemination of documents and lessons learned.
 - a. In-kind Contribution by Connected Insight Inc. \$24,560.
2. Development of a Quality Assurance plan. Quality will be managed through the development in provision of a quality assurance plan. This will include a "how to" acceptance criteria so that the SmartSudbury GeoSmart team members will be able to improve the likelihood that the GeoSmart deliverables will meet expectations.
 - a. Payment to Connected Insight \$13,420.
3. Development of a Risk Management Plan. The risk management plan systematically identifies the specific risk factors to the SmartSudbury GeoSmart project and then establishes a risk management strategy to reduce the known risks of the project. Dealing with the SmartSudbury GeoSmart project risk will include the identification of project risk, the evaluation of the risk and contingent actions should the risk be realized.
 - a. In-kind Contribution by Connected Insight Inc. \$28,760.
4. Change Management Plan. Working closely with the SmartSudbury GeoSmart team Connected Insight will provide a Change Management Plan that will focus on BPR (business process reengineering). A BPR framework will be developed to assist internal users to take advantage of the GIS system being implemented and the expected productivity gains to be realized.
 - a. Payment to Connected Insight Inc. \$36,550.
5. The development of a five year strategic plan for GIS in the city of Greater Sudbury, will include the required elements for future GIS developments in the city. These elements include, human and financial resources, data and technology standards, and future data, GIS applications, and hardware requirements. The study will also discuss organizational structure requirements, data sharing, partnership opportunities, overall systems benefits, internal cost savings and improved service delivery. The strategic plan will also include a section that will discuss the lessons learned from the implementation of the GeoSmart project. Additional elements may also be identified.
 - a. Payment to Connected Insight inc. \$25,000

Summary of Partnership

City Contribution: \$74,970

Connected Insight's Contribution: \$53,320

This partnership will enable us to satisfy several ministry requirements for GeoSmart. First, we will obtain a private sector partnership of 23% exceeding the ministry's required 20%. Second, we will demonstrate to the

Date: March 19, 2004

ministry that the SmartSudbury GeoSmart project is utilizing industry project management standards to ensure successful implementation of the SmartSudbury GeoSmart project.

About Connected Insight Inc.

Connected Insight is a Management Consulting firm that provides professional services in the Information Communications Technologies (ICT) Sector. Across Canada, we continue to help:

- Municipalities and community groups requiring ICT planning expertise in support of government funded initiatives.
- Government agencies whose policies and programs are intended to stimulate ICT development in communities.
- Organizations wishing to leverage public sector money to create private sector ICT partnerships.

Principle Consultant - Hal Dremin

Mr. Dremin has worked as a Senior Consultant and Manager with two well-regarded consulting firms: Ernst and Young and Deloitte & Touche. In addition, Mr. Dremin was a Partner with Quadra Consulting Group, where he gained much of his experience in Northern Ontario Municipal Economic Development. Mr. Dremin is educated in modern information and telecommunications systems management having completed degrees at Ryerson Polytechnical University and Syracuse University, acquiring additional certification in Information Systems Management, Telecommunications Management and GIS Project Management. Mr. Dremin has been trained in change management and process re-engineering, and has assisted numerous communities in determining their needs and developing methodologies and processes to realize their goals and objectives. He has worked with several community groups in addressing their GIS planning needs and will bring this same expertise and experience to assist the City of Greater Sudbury with the Sudbury GeoSmart Project.