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# COMMUNITY SHARED SERVICES

A COLLABORATIVE PLATFORM FOR SOCIAL SERVICES & BEYOND

Funded by:



## WHAT IS COMMUNITY SHARED SERVICES?

- A provider of excellent back office services
- A platform for exploring and developing multi-agency collaboration through constellation development.
- A facilitator for increased efficiencies and new approaches to community work.

## WHY ARE WE HERE?

- The non-profit sector is pressured to maintain delivery and impact in the face of increased service demands.
- The sector is experiencing shifting funder priorities and demands for revenue diversification.
- Feasibility studies proved the need for professional support - in IT, Accounting, Proposal and Grant Writing, Evaluation, & HR – to relieve EDs of extra admin work.

# COMPETITION VS COLLABORATION

- Increased service pressure + decreased funding = intensified competition
- Our collaborative approach is a positive disruptor that can turn competition into creative approaches, and lead to increased community impact.
- Using issues and opportunities, we can start discussions and build trust amongst multiple agencies.

## OUR COMMITMENTS:

1. Provide excellent support services and high quality customer care
2. Together with agencies, identify funding opportunities and convene constellations around priority issues
3. Operate with an innovative mentality
4. Play a role in developing trust, and diminishing silos in the sector.

## WHO FUNDS US?

- United Way and the Ontario Trillium Foundation : Feasibility studies in 2013 and 2014
- United Way Innovation Fund: Researcher and constellation convening costs
- Ontario Trillium Foundation Multi-year funding: Operations and constellation development.

# WHO ARE WE?

## **Current Partners:**

Northwood Neighbourhood Services (NNS) [Trustee]

Elsbeth Heyworth Centre for Women (EHCW)

Jane Alliance Neighbourhood Services

Somali Immigrant Aid Organization (SIAO).

## **Team:**

Debra Chandler, Executive Director

Madina Hamidkohzad, Administrative Coordinator

Habibur Rahman, Researcher

# SERVICES 2016

## *Information Technology*

- Hardware and software
- Network infrastructure and maintenance
- Data management
- Web design and maintenance



Young Kim  
Ideal Computer Technology



# SERVICES 2016

## *Proposal and Grant Writing*

- Government grants
- Corporate sponsorships
- Corporate and foundation grants



Scott Lawson  
Insight Consulting



Michelle Davis  
MVD Consulting

# SERVICES 2016

## *Accounting*

- Basic Accounting
- Bookkeeping
- Payroll
- Funding Reports
- Systems advice



Suresh Tharma (or  
Sharma!)  
Accountant

# SERVICES 2016

## *Evaluation*

- Logic Models
- Monitoring and Evaluation
- Surveys, data analysis
- Project design



Habib Rahman  
Evaluator, Researcher

# SERVICES 2017

*HR to come in 2017*

# CONSTELLATION DEVELOPMENT

- The constellation model was developed by and for the Canadian Partnership for Children's Health and the Environment (CPCHE). The model offers an innovative approach to organizing collaborative efforts in the social mission sector and shares various elements of the open source model. It emphasizes self-organizing and concrete action within a network of partner organizations working on a common issue.

Tonya and Mark Surman, *Technology Innovation Management Review*, Sept 2008

## CONSTELLATION DEVELOPMENT 2

- In 2016, CSS convened two budding constellations, each around a funding opportunity.
- The 7 – 10 small to medium-sized agencies each had a strong service to contribute towards a larger project.
- Competition for these two funding sources was fierce. We have not progressed to the implementation stage with either project.

## CONSTELLATIONS – NEXT STEPS

- We continue to search out new sources for those projects we have developed.
- AND we are actively looking for new opportunities, interests and issues that you, the community agencies, want to pursue.

# LET'S WORK TOGETHER

*Together, we can...*

- Strengthen small to medium-sized organizations' capacity
- Accelerate shared learning into action
- Share skills and knowledge
- Add depth and breadth to our community impact
- Increase value to funders through combined efforts
- Work together towards a common good
- Build confidence in collaboration





# HOW TO GET INVOLVED

1. Check us out on-line:  
[www.communitysharedservices.com](http://www.communitysharedservices.com)
2. Call us
3. Exchange information with us
4. Choose your services
5. Sign agreements
6. Relax and focus on program delivery



**416.748.0788**

Debra Chandler, Executive Director. **Ext 215**

Madina Hamidkohzad, Administrative Coordinator. **Ext 214**

# OUR SUPPORTERS

A special thank you to United Way Toronto & York Region and Ontario Trillium Foundation, who have believed in this project from its inception.



**United Way**  
Toronto & York Region

Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

Founding Partners:



