**Group Discussion: Exploring Shared Services: Co-location and Itinerant Services**

**1. What are the benefits and challenges to the client when working in a shared services model?**

**Benefits:**

* Referrals for clients
* Convenient
* One-stop (less TTC tickets)
* Easy access (fewer barriers)
* Connected to different services
* Effective referrals
* Better case management
* Shared intake
* Speed at obtaining services
* Benefit to see other “offerings”
* Responsiveness
* Integrity – guest presenters
* Accountability
* Evaluation, client/ provider
* Available resources, plentiful
* Collaboration and consultation with other agencies- enriches services to clients
* Tapping into others’ expertise
* No “wrong door”

**Challenges:**

* Intake with agency limitation
* Limited mandates of each organization
* Increased expectations and disappointments
* Empowerment vs. hand-holding
* Confusing i.e. who offers what?
* Funding not transparent

**2. What are the benefits and challenges to the agency when working in a shared services model?**

**Benefits:**

* Proximity
* One-stop shopping
* Co-ordinating services
* Easy follow-up
* Easy referrals
* Easier to secure funding (funders like collaboration)
* Shared resources – potential to save money
* Community space

**Challenges:**

* Confidentiality
* Trust (sharing of info, fear, ‘ownership’ of client)
* Competition vs. collaboration mentality
* Funds
* Buy-in of leadership support
* From top down
* Difficult to access missing services
* Communication within services
* Sharing space i.e. point system
* Lack of understanding by the funders of the issues and applying funds, etc.
* Requires business approach
* Overall expectations
* Need to develop a shared vision/ mission

**3. What do you think the funder’s perspective would be when working with the shared services model?**

* Potential Savings in integrating services through shared services (admin.) and back office (Reality: usually not)
* Efficiency and impact on the community: Reduces amount of travelling time( Time and resources)
* Siloed thinking: Narrow thinking, rigidity.
* Conflict: between agencies might increase costs (emotional)
* Accessibility & Convenience: for clients but also saves funders time on meetings
* Collaborative in nature