

CHAIR/S:	Colleen Taylor	NOTE TAKER:	Chris Cobus
ATTENDEES:	Kelly Dumas, Laurie Legue, Valerie Bishop de Young, Tanya MacDonald, Guillaume Gervais, Kayla Menkhorst, Jennifer Lalonde, Anisha M, Bau St. Cyr, Nathalie Lafreniere, Karim Khan, Chris Cobus	REGRETS:	

ITEM#	ITEM DESCRIPTION	ITEM NOTES / ACTION / OUTCOME
1.0	WELCOME	
2.0	Purpose: Identify guiding principles that are essential to successful collaboration.	Collaborative Service Models- Slides-
2.1	Situation Overview	<p>Session opened with Colleen Taylor reviewing with the group of key highlights from the SWOT exercise at CCSN Strategic Session held in October 2025, focusing particularly on:</p> <ol style="list-style-type: none"> Strength: Deep-rooted Collaboration and Shared Purpose. Weakness: System and Service Fragmentation. Opportunities and Threats: comparison of these listed side-by side. <p>Permeating theme: “We are Better Together”.</p>
2.2	Discussion Points	<p>The group was asked for evidence of how CSS Providers have worked together at times in the past. Participants shared examples of various collaborations:</p> <ul style="list-style-type: none"> - those that enabled services to proceed in the face of crises (e.g., kitchen shut down, pandemic restrictions), - policy sharing (to prevent reinventing the wheel), - facilitating access to other CSS and community services (e.g, transportation to vaccine clinics, transportation to Francophone ADP services). <p>What does successful collaboration look like?</p> <ul style="list-style-type: none"> - Mutual trust - Mutual gain (ensuring everyone involved gets something from participating in the collaboration). - Clear expectations - Clear roles - Focus on client service & benefits

- Harnessing opportunities
- Using service agreements/MOU's
- Reviewing agreements in place over time, to ensure they remain relevant and there has not been a 'drift in mission/scope'.
- Frequent touchpoints/connections to keep things working smoothly.
- Respect for autonomy.

What are the barriers that get in the way of working more collaboratively?

- Limitations on the scope of participants' roles.
- Lack of opportunities to meet with others doing similar work, e.g., no network tables in some areas of service.
- When it is perceived that the interests of one participant/agency supersede the collaborative efforts of a group.
- Lack of transparency.
- Lack of identifying collaborative barriers to leadership, for support to resolve.
- Perception and/or actual lack of safe spaces to discuss common challenges.
- Lack of confidence to reach out or a desire to 'not bother' one another with operational concerns.
- Capacity issues.
- Need to house 'who does what' in one location, for easy access when client challenges arise.
- Lack of a centralized repository for data/benchmarking purposes.
- Ability to have conversations with other Providers in real time.

CSS Shared Resources were acknowledged as providing several opportunities to address some of the barriers identified above, e.g., www.accesscss.ca website houses member service information and a tool for referrals as well as the Knowledge Hub for members to explore best practice materials, training videos, etc.. Providers, particularly those who are new to the CSS Sector, often call upon the team for help when facing service challenges and are connected with other Providers for support/suggestions.

How might we foster more collaborative relationships?

- Identify what we already have in place and increase awareness and promotion of resources available, e.g., the Knowledge Hub.
- Compliment online meetings with 'in-person' opportunities, e.g., conferences, gatherings for Providers in sub-regions to network and have generative discussions.

			<ul style="list-style-type: none">- Consider use of platforms to enable Provider conversations in real time. Support Leaders and Coordinators to reach out to one another.
	2.3	Next Steps/Action Items	CSS Shared Resources – to collate discussion points raised today. CSS Shared Resources to resend out toolkits and materials for members. Confirming with CCSN Exec the planning of an in-person event.