To: Applegrove Staff
From: Susan Fletcher, Executive Director

C.C. Chris Brillinger, Executive Director, SDFA
Denise Campbell, Director, SDFA
Date: June 24, 2011

Re: Association of Community Centres (AOCCs) Program Review

The City of Toronto developed a program review framework to complement existing management and accountability systems in 2006. The purpose of reviews is to look at all the programs and services the City delivers to ensure that they respond to the community's needs, to ensure that the services continue to be relevant and that they are delivered effectively and efficiently.

In addition, during the 2010 budget process Council directed that the City Manager's office, along with the Executive Director of Social Development, Finance and Administration Division and the Director of Financial Planning, update the AOCC governance review (2003) and report to the Community Development and Recreation Committee on any recommended changes in 2011.

The community centres under the Association of Community Centres program will be undergoing a program review starting the beginning of July. The purpose of this review is to determine where efficiencies can be realized that will result in cost savings and improved service in the AOCCs.

This program review will be structured into two distinct phases each with its own time lines and deliverables. Phase One will delve into the "back office" management and administrative support services and tasks In order to preserve community service levels within the AOCCs. This study will focus on efficiencies and cost reduction where possible, within non-operational areas and will be completed by the beginning of September 2011. Phase Two will commence after this date and will be completed early in 2012. This part of the review will look at the operational aspects of the centres: services provided; community engagement; governance and effectiveness in meeting AOCC mandate. Please note that this review is distinct from the various core service reviews that the City is currently undergoing.

The review will be done by staff in the Social Development, Finance and Administration Division and will be assisted by other divisions in the City as required. The project team is comprised of:

Project Sponsor: Chris Brillinger, Executive Director, SDFA Division

Project Lead: Denise Campbell, Director Community Resource Section, SDFA Division

Project Team: Natalie Latyshko, Operations Review Analyst,
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Project Advisors: AOCC Executive Directors

Please feel free to contact me or the Project team if you have any questions regarding this process.

Your assistance in this review will be greatly appreciated.