

Implementation of the Ontario Community Legal Clinics Provincial Strategic Plan

Action Items: 2013/14

Note: Some of the following action items build on work already underway.

A. Within Existing Resources or with Modest Increase /Reallocation

Action Item	Lead	Partners	Related Direction in Strategic Plan
Tool Kit to Address Changing Needs Develop tools that enable individual clinics, clusters of clinics, and the system as a whole to assess and set priorities to address changing client and community needs for poverty law services. Create a protocol to support reallocation decisions.	ACLCO	Clinics LAO	Expand Client Access to Poverty Law Services: Changing Client Needs
Implementing Technology Projects Implement four technology projects across the clinic system (Knowledge Now, CLEO's Online Information Initiatives, Clinic Website Initiative, and Online Interviews Project) and the new Case Management System.	Clinics	LAO (Inno- vations Fund)	Expand Client Access to Poverty Law Services: Technology
Systemic Priorities Formalize the process for identifying priority areas for law reform, test cases, community development and education in different areas of clinic law. Identify ways for specialty clinics to support geographic clinics in increasing systemic work in these priority areas.	Interclinic Groups and Specialty Clinics	Clinics	Enhance Capacity for Systemic Work: Coordination
Systemic Performance Measures Develop performance measures for the systemic work of clinics and a process for evaluating its impact.	LAO and ACLCO	Clinics	Enhance Capacity for Systemic Work: Evaluating Systemic Impact
Tribunal Liaison Work with the Social Justice Tribunal cluster on ways to improve access to justice and increase efficiency, both for clinics and the tribunals, without compromising independence.	Specialty clinics	ACLCO	Enhance Capacity for systemic Work: Justice System Links
Board Development Tools Create board development guidelines with measurable goals to increase representativeness and accountability to community. Deliver a corresponding online training program.	Board support s working group	Provincial Learning Action Committee ACLCO	Strengthen Community Connections: Board Development

<p>Redirecting Administrative Savings to Client Service Identify administrative savings at the provincial and local levels and identify how they can be reinvested in client service and implementation of the strategic plan.</p>	<p>ACLCO Clinics</p>	<p>LAO</p>	<p>Enhance System-Wide Coordination and Support: Administrative Savings</p>
--	--------------------------	------------	--

B. Additional Resources Required

Action Item	Lead	Partners	Related Direction in Strategic Plan
<p>Cross-Catchment Project Develop and begin to implement a plan for GTA clinics to better serve clients across catchment areas. Begin a similar planning process for at least two other regional clinic clusters, including mergers or co-location where appropriate.</p>	<p>Clinics</p>	<p>LAO</p>	<p>Expand Client Access to Poverty Law Services: Clinic Collaboration</p>
<p>New and Emerging Technology Identify technology options for improving client service that could be adopted by clinics across the clinic system, including access to rural and remote communities and working with partners.</p>	<p>ACLCO</p>	<p>LAO Clinics</p>	<p>Expand Client Access to Poverty Law Services: Technology</p>
<p>Community Links and Hubs Launch one or more projects to demonstrate how local clinics can increase their links to sister community agencies, from increased coordination to co-location and virtual hubs.</p>	<p>ACLCO Clinics</p>	<p>LAO Potential: United Way or other funders</p>	<p>Strengthen Community Connections: Partnerships</p>
<p>Central Coordination Unit Create a unit within ACLCO to take on a central leadership role for the clinic system to implement and evaluate progress in implementing the strategic plan and to address system-wide issues (e.g. financial eligibility criteria, poverty law service innovations).</p>	<p>ACLCO</p>	<p>LAO Potential: Law Foundation or other funders Clinics</p>	<p>Enhance System-Wide Coordination and Support: Central Leadership and Coordination</p>
<p>Clinic Communication and Information Sharing Identify and implement ways for clinics to share information in a more systematic way, e.g. through clearinghouse, newsletter, breakout sessions at ACLCO AGM, provincial networks, more specialty clinic participation in regional training</p>	<p>ACLCO</p>	<p>Clinics</p>	<p>Enhance System-Wide Coordination and Support: Inter-clinic Communication</p>