



# Memorandum

**Date:** May 5, 2022  
**To:** Members of the Board  
**From:** Georgina Daniels, FCA, FCPA, Director, Corporate Services  
**Subject:** Follow up to Report No. 2022-10 - CAO - Community Partners Survey Results

## Background

Administration presented the results of the 2021 Community Partners Survey to the Board in February 2022 (Report No. 2022-10 Community Partners Survey Results). As part of this report, contract timelines were identified as a potential area of improvement and by consensus, the Board requested a follow-up response from Administration on this item:

***Contracts are updated, reviewed and signed in a timely fashion: 29% of respondents strongly disagreed or disagreed with this statement. This response identifies that there is some improvement to be made in this area, either to expedite the contract function or to better communicate and manage expectations around this function.***

*The COVID-19 pandemic impacted certain processes, including contract development and administration. Under the circumstances, it is difficult to determine if this situation is an anomaly or an ongoing concern, as the exact nature of this concern is not identified within the survey. Further research will be done to determine specific challenges as well as opportunities for improvement.*

## Comments

Current tracking and reporting processes are being reviewed to determine target timelines and performance metrics. A better understanding of ideal contract processing timelines will allow us to track the administrative performance, and target timelines can then be communicated more clearly with funded partners.



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

Administration will also implement an ongoing satisfaction survey following circulation of final signed agreements, with feedback used toward continuous improvement.

Sincerely,

Georgina Daniels, FCPA, FCA  
Director, Corporate Services Division

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