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Organisation de Coopération et de Développement Économiques  
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**English - Or. English**

**DIRECTORATE FOR EMPLOYMENT, LABOUR AND SOCIAL AFFAIRS  
EMPLOYMENT, LABOUR AND SOCIAL AFFAIRS COMMITTEE**

**Working Party on Social Policy**

**PROPOSED OUTLINE FOR A CONSULTATION ON INTEGRATED SERVICE DELIVERY**

**Meeting to be held at the OECD Conference Centre, Room 10, La Muette, Paris  
8-9 December 2011, starting at 9:30**

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### NOTE BY THE SECRETARIAT

1. At their meeting in May 2011, OECD Social Policy Ministers discussed the needs and challenges for integrated service delivery in one of the break-out groups with a focus on policies for families and children. This break-out group was very well attended by Ministers and many participants subsequently expressed strong interest in more and broader work on integrated social service delivery.
2. In order to address this request within the current Programme of Work and Budget, which does not foresee analytical work on this issue, the Secretariat proposes to hold a consultation on the topic with policy makers, experts, practitioners and other relevant organisations in mid-2012 if sufficient funding can be found for it. This consultation would enable the identification of the key issues and challenges and help sharpen the focus of possible future work on the topic in the Programme of Work and Budget for 2013-14. Around €50k would be needed to organise such an event at the OECD Conference Centre in Paris.
3. This paper presents a possible draft outline of such an event. The consultation should last a maximum of 1.5 days.
4. Invitees should include academics, policy makers from member countries and practitioners. OECD colleagues who have worked on specific aspects of integrated service delivery, such as, for example, in LEED or the EAP team working on mental health issues, would also be asked to contribute their perspectives to the event.
5. Funds permitting one or two papers would be commissioned to establish a framework for the discussion and develop supporting arguments as to why integrated service delivery should be on the policy agenda in OECD countries. In particular, such work would examine the costs of not integrating services and make some estimates of the costs of an integrated approach.
  - Delegates are invited to COMMENT on this proposal and INDICATE whether they might be in a position to contribute to the financing of such an event.

## **PROPOSED OUTLINE FOR A CONSULTATION ON INTEGRATED SERVICE DELIVERY**

### **DAY 1**

**Introduction** - Organisers welcome

#### **Session 1: What integrated service delivery is and why we should be interested in it**

This overview session will have presentations on the definition and conceptual framework of integrated service delivery. It would also have a short overview of examples of integrated service delivery in selected OECD countries. [ideally on the basis of a background paper]

New Zealand has offered to provide some videos on the topic which could be shown in this session.

The second part of this session would focus on the benefits of integrated service delivery. It would review existing cost-benefit analyses, discuss a range of possible outcome measures that would define successful service delivery.

**BREAK**

#### **Session 2: Target populations and how they can best be identified**

Not all citizens have complex needs and not all of them need a highly integrated combination of different services. This session will discuss how different countries define the target populations and how they make use of different institutional and provider databases to identify individuals who would most benefit from service integration.

[This discussion would ideally be led on the basis of a background paper]

The session would have a panel of policy makers, service delivery agencies, including NGOs, and practitioners in direct contact with client populations.

**LUNCH**

#### **Session 3: Addressing the needs of vulnerable families, children and youth**

This session will cover service delivery for vulnerable families: what types of services do this group typically need and around which provider should they be integrated?

One option to structure the session would be around specific needs of families vs children vs youth. Or it could be structured along the lines of different combinations of services and options/examples of integration, such as health and education; child protection, parenting, and health; reintegration of juvenile offenders, health, education, and job training; etc.

BREAK

**Session 4: Assisting populations with complex health and social needs**

This session will focus on the needs of groups that face specific challenges, such as people battling with substance abuse, mental health issues, or readapting to life after prison. This session would discuss the variety of services needed and how best to ensure a seamless delivery by an often large range of service providers. Housing would be discussed in this context as part of the delivery package but would be addressed in more detail on the following day.

**DAY 2**

**Session 5: Homelessness, housing and integrated services**

This session would discuss different policy approaches to reducing homelessness in OECD countries with an emphasis on how housing strategies are integrated with other services.

The session would begin with a panel discussing profiles of homeless population in different countries. Who are they, which needs do they have and what type of services are needed to address these needs?

The second panel would discuss the challenges for the successful reintegration of homeless people in work and the society more broadly. What successful policy examples exist and where has policy failed? Panelists would be selected among policy makers and practitioners to cover a range of national strategies aimed at homeless populations

**Session 6: Where next?**

Plans for building a policy network on integrated service delivery

Proposals for future work at the OECD

END