



Preparing for Competition from the Private Sector

What can an Agency do to Prepare?

? **Know your core vision and values -**

The board and staff must understand themselves in context of other services and be very clear about the organizations bottom lines. Only then will they be prepared to negotiate and plan with other organizations.

? **Put your organization in order-**

The cost of services and quality control will be increasingly important. Agencies will need to ensure they are efficient in service delivery, have quality control processes, and be able to demonstrate results for their services.

? **Develop the flexibility to adapt to changing service funding**

Agencies will likely have to bid on contracts, funding may be received only upon completion of service, etc. Agencies should ensure they have the development money to make transitions to new methods of service delivery.

Key Agency Capabilities

? **resources to fund change**

It costs money to put together a bid, start-up costs will not be covered, cash flow is needed when paid upon completion of service

? **flexible and efficient workforce**

Are the right people doing the right job?
Do they have the credentials/training necessary?
Are workloads organized most efficiently?

? **automated systems for data and records**

can you produce the data to speak to your work?

Is your record keeping streamlined and kept to a minimum.

Does your record keeping assure staff are informed and provide service continuity.

? **economies of scale, form alliances**

How can you manage the size of the service tender?

Can you begin work now on alliances and prepare your people of the changes this may bring?

? **informed workforce and Board**

Keep your workforce and Board involved. Organizations have been handicapped because their members were not ready to move as fast as they had to.

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