



County of Oxford Subsidized Housing Operations Optimization Review

County Council Presentation

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January 25, 2023



Presentation Agenda

- Introduction
- Objectives of the Review
- Key Findings
- Potential Courses of Action
- Questions

Objectives of the Review

- Documentation of the business and work flow processes of the County's subsidized housing services; and
- Identify potential changes in the Division's business and work flow processes with more detail including exploring the potential for changes to increase efficiency and effectiveness in the County's delivery of subsidized housing services.

Scope of Work

1. Identification of business and work flow processes within the County's subsidized housing services;
2. Process mapping workshops for the identified work flow processes; and
3. Identification of potential opportunities to increase upon operational effectiveness and efficiency

Key Findings

- The need to explore the current systems' ability to provide the desired level of service for Housing Services
- There appears to be a need to refresh and/or develop policies to assist in service delivery
- There are processes within the Division that are very manual in nature

Potential Courses of Action

The following are the key areas for potential courses of action:

- Reduction in manual processes and the production of physical documents through digitization and software solutions
- Elimination of duplicative/unnecessary work steps
- Enhanced communication protocols – internal and external
- Identification of potential gaps in County policies and procedures



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