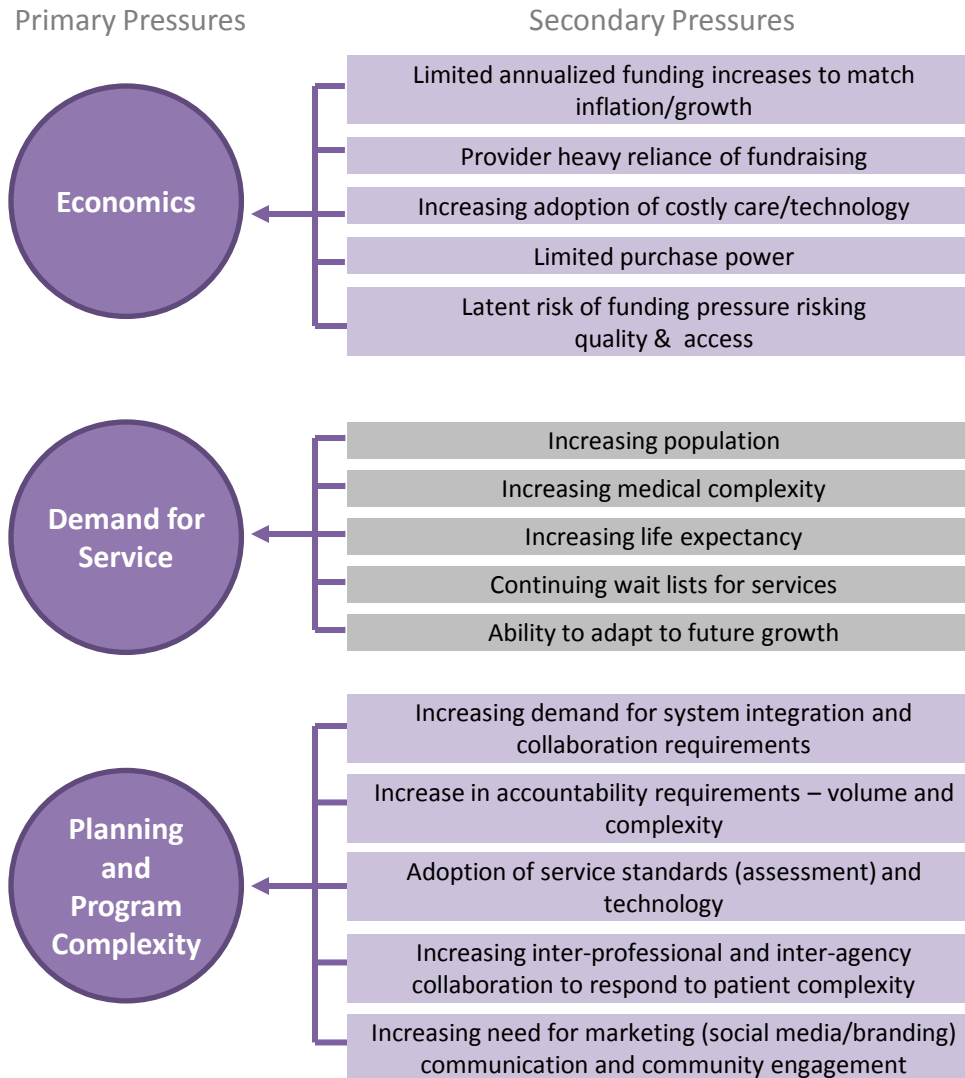


Integration Drivers Diagram



Primary Pressures

Secondary Pressures



- Spread of HR capacity/skills to new community sectors
- Attracting and retaining skilled professionals
- Variable compensation across sectors and agencies
- Increasing pressure to support number and satisfaction of volunteers
- High turnover rate in community sector requiring time and resources



- Decreasing institutionalization
- Increasing home based and community care
- Increasing client-focused solutions (customization)
- Increasing technology
- Emphasis on quality and quality improvement
- Increasing emphasis on improved access
- Adoption of service standards (e.g. assessment) and trend to standardized systems and care
- Need for marketing and communication



- Increasing organizational and system complexity requires more sophisticated governance
- Increased time commitment of governors
- Increased time commitment to support governors



- Sub-optimal and/or duplicated computing, client management information and performance management IT
- Multiple finance systems
- Multiple payroll systems
- Limited connectivity between systems
- Increasing reporting requirements across multiple IT systems