



Has it been a year already?

AS MANY of you are aware, last year marked our first experience using the MFSP Funding Application as the basis for DMFS funding decisions. As part of the overhaul of the entire MFSP accountability framework, the implementation of the MFSP Funding Application (and the determination to allocate funds using more than the size of CF population at each CF base to guide us) was a significant undertaking – both for the funded and the funder.

The caliber of last year's MFSP Funding Applications, as well as the diligence of the DMFS re-

view, allowed us to make funding decisions that were realistic, fair, and that respected the organizational integrity of the Canadian/Military Family Resource Centres. Although not all of the organizations were satisfied with the level of funding they received, DMFS received the confidence of the Department that the funds that were issued were reasonable and justified.

Building on this success, DMFS has worked since we issued the 05/06 Funding Notifications on ways that we could maintain the strength of last year's approach *and* continue to improve our practice. This 'special edi-

tion' of the DMFS Update, as well as another that will be issued within the next few weeks, allows us to profile these subtle improvements, as well as clarify the process and our expectations in advance.

The gentle evolution of our practice, profiled in these Special Editions, reflect our lessons learned and the feedback we have heard from you. Read and learn, and by all means contact your DMFS Field Operations Managers with questions or concerns.

Level of Funding

Although DMFS is never 100 percent assured of the level of funding we have

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"I have been watching the MFSP Funding Application Process from the sidelines for the last three years or so going back to some fundamental discussions about accountability and responsibility. I think DMFS has done a tremendous job.

The business planning approach that you have developed is a model that the Department would do well to emulate because you are actually using it as it was designed to be used. That you are now able to see where changes are required on a systemic basis reflects that you are getting a handle on things. I think the folks at the MFRCs putting the business plans together now realize that the proof is in the pudding. If they developed a plan that makes sense, and if they live the plan, the funding will be forthcoming. Kudos to you and your team for doing a fantastic job. "

LCol Dan Dunlop, Director Quality of Life, speaking at the Military Family National Advisory Board (19 April 2005)



Celine Thompson,
Director

Photo: Tecklesphoto.com

Some Things Stay The Same – Almost

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to allocate until the fiscal year is upon us, history provides us some degree of assurance that funding for the MFSP will remain stable. In fact, this year we even saw a slight increase as ADM (HR-Mil) supported our historical request to have funding for C/MFRC liability insurance included as part of our baseline.

The level of funding available however can never allow us to fund to the ‘ideal.’ Last year, as you may recall, we received funding requests that exceeded the funding available by \$3 million. C/MFRCs as a result need to continue to substantiate their requirements in a realistic manner based on the docu-

mented needs of the CF families that they are there to serve.

Ultimately, our assignment of funds is to ensure that we accomplish the mandated objectives of the MFSP. All resources are intended for us to achieve our collective mission, that is, *“to promote and facilitate community-based military family services that strengthen Canadian Forces families and communities.”*

The Review Process

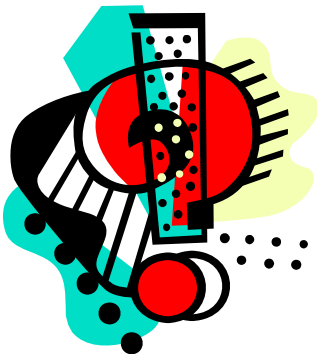
The MFSP Funding Application Review Process was successful last year, and as with all things we will continue to build on that success. Although in the main the process will remain constant, DMFS is in planning now to make changes that will facilitate a greater level of review,

increase participation by all DMFS staff, as well as enhance the level of involvement by external participants.

This degree of scrutiny will give us an even higher level of confidence in our decisions, and will make the process more robust. It will not however impact the work of the Canadian/Military Family Resource Centres.

MFSP Funding Application

Check out all the details in this Special Edition of this ‘improved but not new’ application tool. Access to the MFSP Funding Application, as well as a comprehensive Users’ Guide, is going to be available very soon ... get your password now!



Since You Asked...

What about my DMFS Field Operations Manager?

With the November Funding Application deadline looming, some MFRCs have been advised that they will be getting a new DMFS Field Operations Manager. Rest assured that you can relax during this changeover.

Your current DMFS Field Operations Manager will be the person responsible to review this year's MFSP Funding Application. We realize the transition and orientation to new Centres will take some time and with that in mind, the new Field Operations Manager will begin his or her orientation process by shadowing the current Field Operations Manager during the review.

The Web-based Funding Application — Improved but not New

Last year marked a major milestone in the development of the MFSP with the introduction of the MFSP Funding Application, MFSP Service Delivery Agreement and MFSP Quarterly Expenditure Report. This year, however, DMFS has considered all the feedback received from the evaluation of the Excel version and has implemented many suggestions that will make the process easier, faster and better.

The most significant improvements include:

Improved Access

- Multiple users can simultaneously access the same document.
- Users can access the data from any Internet accessible computer 24 hours a day, 7 days a week.
- The requirement to circulate and track versions is eliminated as only the most recent version resides on the CFPSA server.

Improved Security

- Data is encrypted using technology similar to that used for Internet banking.
- C/MFRCs are the authority for access to the Centre information. Unless otherwise directed,

Executive Directors/ Directors/Canadian Community Program Coordinators will be contacted to verify the legitimacy of user “Requests for Access”. (Note this verification process could take up to 10 working days).

- C/MFRC Master Users have access to all the information contained within the funding documents for their Centre.
- C/MFRC Secondary Users do not have access to the Personnel Cost worksheet section of the MFSP Funding Application for their Centre.
- Regular automatic backups ensure that data will never be lost.

Improved Functionality

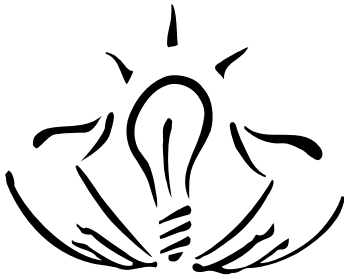
- The three funding documents are completely linked, allowing data to flow from the MFSP Funding Application right through to the MFSP Quarterly Expenditure Report, thus eliminating the need to re-enter data.
- The help text has been expanded to include more examples and a “?” to put the information right at the tip of your mouse.
- *The Board of Directors/ Advisory Committee Training*

and Development and Volunteer Training and Development line items have been “broken out” from the rest of the Management and Administration items. This will enable the activities and associated costs to be more accurately reflected.

- The amount of text allowed in the narratives has been slightly increased based on the average submission length from last year. As a result, note that documentation in addition to the Funding Application will not be accepted.

- A number of reports for the MFSP Funding Application have been added to quickly and easily provide summary information to the Board of Directors/ Advisory Committee, Local Commanding Officer or other stakeholders.





MFSP eBusiness Centre is Really “Business Central”

Imagine a place where you can order resources, apply for funding, or get online training. You’re not dreaming. DMFS has created a section on the CFPSA web site called the MFSP eBusiness Centre. In the future, it will serve as a central location for interacting with DMFS. In fact, the possibilities for such a site are almost endless. For now though its only contents are the MFSP Funding documents (MFSP Funding Application, MFSP Service Delivery Agreement and MFSP Quarterly Expenditure Report).

Look for the eBusiness Centre link coming soon to <https://www3.cfpsa.com/mfsp/>

Request Your Access Now!

The “Request for Access” module is up and ready

Go to <https://www3.cfpsa.com/mfsp/>
to get your user name and password.

Rationale Behind the Changes to Personnel Cost Worksheet

Historically, DMFS funding was intended for the Operation and Maintenance of the organization and the coordination of “universal” services. The funding policy of the day allowed C/MFRCs to reallocate any residual funds to either enhance site-specific services (with the exception of day care), and/or to offset the program and service delivery costs associated with the provision of universal services.

By virtue of its design, the MFSP Funding Applica-

tion, as well as MFSP: Parameters for Practice, marked a shift in how DMFS funded C/MFRCs. DMFS now recognizes that in addition to the costs for managing and coordinating the Program, the costs for actually delivering the services to families are also legitimate. Therefore, any eligible costs for service delivery personnel as well as costs associated with activities should be properly detailed in the MFSP Funding Application.

The personnel cost worksheet allows Centres to

distinguish between coordination and service delivery personnel costs; both of these expenses will be considered for DMFS funding.

This is not meant to increase the amount of work required to complete the funding application. Instead, it will enable Centres to be even more accurate when detailing costs associated with providing services.

In the end, CF families are the true beneficiaries of thinking outside the box.

Data transfer complete, 2006-07 MFSP Funding Applications now on line

Moving to a web-based application raised concerns over the labour intensive task of transcribing last year's data into this year's new format.

As such, DMFS undertook to preserve and transfer this data to the new web-based MFSP Funding Application format. Your 2005-06 MFSP Funding Application is the starting point to your 2006-07 MFSP Funding Application that will be accessed online.

We noticed a few things while transcribing the data and sometimes had to make adjustments in order for the information to save. The following were the most common errors and correc-

tions that all Centres should note for their 2006-07 MFSP Funding Applications.

Community Profile

Many Centres entered percentages of less than 5%. Since the data entered must be in 5% increments and total 100%, we rounded the data to make it work. Centres should verify that the data entered is representative.

Site Specific funds

There were several sections where the revenue for site specific line items was allocated to DMFS. This is not allowed in the web-based version; therefore the revenue was allocated to "local public". Centres

should verify that this is accurate.

Transfer Errors

Where formulas were modified in the Excel version causing errors in data addition or transfer, the corresponding information in the web-based version will be different (and correct). Centres should note these differences and verify that the information is still relevant.

Narratives

In several instances the text entered for the narratives was greater than the allowable amount. As a result some text has been truncated. Centres should verify all narratives to ensure that the text is complete, accurate and still relevant.



Who Ya Gonna Call?

As with all software, DMFS expects that corrections and enhancements will be required to the web-based MFSP Funding Application.

If you experience technical difficulties when completing your web-based MFSP Funding Application, contact CFPSA IT Support Services by email at MFSPFunding@cfpsa.com.

For all other questions, guidance and support please contact your DMFS Field Operations Manager.

You can put your mind at ease

Last year's process worked, and worked well. This year's process builds on last year's successes with only incremental adjustments to make the application process even easier for C/MFRCs.



This year's application is web-based. It will allow multiple users to work simultaneously on parts of the application while allowing the Executive Director to monitor how work is progressing. Checks and balances have been put into place to ensure confidentiality while restricting access to other authorized users.

Incremental changes

The minor adjustments that are being made to this year's funding application process are based on the feedback that DMFS received from the field last year. The review process will fundamentally stay the

same, with some minor changes to who plays what role. The roles that DMFS Field Operations Managers play will be redefined slightly and there will be increased involvement of other DMFS staff and external reviewers in the process. There has been some redistribution of the Centres that DMFS Field Operations Managers are responsible for. This too has been taken into consideration in this year's review process.

Timing is critical

With last year's learning curve behind us, it is still important to start early on this year's process. Please ensure you are familiar with the due dates and always allow for time to get the necessary approvals and signatures before the due date for submissions of documentation (MFSP Funding Application,

Supplemental Agreement, MOU, etc.).

Taking time to review

Before starting this year's funding application process, review the feedback your Centre received on the application you submitted last year. Review these points with your DMFS Field Operations Manager to ensure that you understand how your application can be strengthened this year.

Getting help

There are tools out there to help you. There is a MFSP Funding Application Users' Guide, and there is an on-line "Help" function attached to this year's Web-based Funding Application.

Don't forget your DMFS Field Operations Managers, who are available for support as well.

In the next DMFS Update: Special Edition #2

The Role of DMFS Field Operations Managers
in the MFSP Funding Application Process

Management & Administration Expenses

Ineligible Expenses

Funding Consideration: Child Care for Volunteers



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Important Dates to Remember



**MFSP Funding
Application and Users'
Guide released**

22 August 2005



**MFSP Funding
Application due**

1 November 2005



**DMFS Funding
Notification sent**

30 January 2006



**MFSP Service Delivery
Agreement due**

6 March 2006



**Memorandum of
Understanding
signed and returned**

1 April 2006



**1st MFSP Quarterly
Expenditure Report due**

31 July 2006



**2nd MFSP Quarterly
Expenditure Report due**

31 October 2006



**3rd MFSP Quarterly
Expenditure Report due**

31 January 2007



**4th MFSP Quarterly
Expenditure Report due**

30 April 2007

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