

THE ^{Big} SCOOP

What's happening at United Community Services Co-op

We've changed the name to **The ^{Big} Scoop** out of respect for our colleagues at the Co-operative Housing Federation and their SCOOP quarterly newsletter. But we've kept it short and sweet. Please take a few minutes to learn the latest. Questions or suggestions? Contact us at info@ucscoop.com.

→ NEW CO-OP PRODUCT: Client Management System

In partnership with IBM and LogicLynx (Victoria), we're piloting a cutting-edge client management system. Four Co-op members are helping to create the web-based system – one that's as confidential and secure as credit union on-line banking.

Clients you serve will gain from greater control over their files and reduced intake duplication. Agency gains include more efficient collecting and tracking of data, elimination of the need to back-up data (procedures and servers), and efficient, hassle-free procedures for sharing and transferring files.

The implications are significant. Stay tuned for progress reports.

→ CO-OP UPDATE: Renewed Mandate

"The Co-op is about nothing less than shifting the culture of the sector..." said Tim Agg in his Chair's Report. This was certainly the spirit of the day on October 18th (the Co-op's AGM, Dialogue and Dinner) where we explored how, as a sector, we need to:

- find the areas where we can agree
- recognize that regardless of who's in power in Victoria next May, there is no going back to how it used to be.
- take the lead on enunciating a social policy

The Co-op's board, staff and partners are energized by what we see as a renewed mandate. And we are inspired by the implications of John

Helliwell's Keynote: **focus on happiness**. We see John's research as validating the principles and values of the Co-op and the sector we serve, but also challenging us to revisit our assumptions, structures, and programs, and to open the doors to more participatory processes.

The Co-op is uniquely placed to play a key role, and we're committed to doing all we can to support the deep shifts so needed in the sector.

[Click here for the 2004 UCSC Annual Report](#)

For more information on John's presentation, [click here](#). For his book, "Globalization and Well-being," contact Duthie Books at 604-732-5344 or infodesk@duthiebooks.com

→ NEW STAFF: John Neilson as COO

In mid-October John Neilson came on as the Co-op's Chief Operating Officer. Why? Because we're growing so fast we need someone to share the workload. And to help the Co-op grow further: John will take over core functions freeing CEO Tim Beachy to do more "boundary work": big accounts, big projects, big suppliers and co-op development.

→ NEW MEMBERS

A Big Welcome to members who've joined since the last Scoop (Aug. 30)!

1. Cowichan Women Against Violence Society
2. Crisis Intervention and Suicide Prevention Centre of BC
3. Forest Circle Child Care

Your word of mouth is powerful for attracting new members. Do you have a colleague who should know about the co-op? If so, please send them our [General UCSC brochure](#) (for an overview of the Co-op's benefits, offerings and application process) or the [Strategic Consulting Partnership brochure](#) (which introduces our consultants and their work.) Or ask that our new [Recruitment Package](#) be sent to you or a colleague directly. (Email info@ucscoop.com)

When you help the Co-op to grow, you help the people of BC by helping us bring **you** even more.