

Manitoulin-Sudbury District Social Services Administration Board

2010 First Quarter Activity Report

May 27, 2010

The following is the most recent consolidated Quarterly Report which we are sending to member municipalities and posting on our public website. Expect Quarterly Reports in February, May, September, and November of each year.

The program statistics are provided separately and updated monthly on the website.

See: <http://www.msdsb.net/ADMIN/MonthlyProgramStats.php>.

CAO Overview

In the first quarter of 2010, the DSSAB received an additional \$330,000 as part of the Affordable Housing Program (AHP) Northern Repair Component. Staff is working diligently to ensure these funds are used in accordance with the AHP program guidelines and are confident these funds will be fully utilized.

The decision by the province of Ontario to permanently fully fund the gap left by the cancellation of the Canada/Ontario Early Learning and Child Care Agreement of 2006, means this DSSAB will receive an additional \$381,360 in 100% provincial funding. These funds were initially removed from the DSSAB's 2010 budget but now that they have been returned, this will allow the DSSAB to continue to fund eligible Child Care providers.

Employment Ontario has selected the Manitoulin-Sudbury DSSAB Chapleau office location as delivery agent for the new Employment Ontario full suite of Employment Services effective August 1st, 2010. The new employment service model will provide clients with a single, enhanced point of access to services that are customer-focused, flexible and responsible to local community needs. This DSSAB is one of only a handful of the 47 CMSM/DSSABs that have been chosen by Employment Ontario to deliver the full suite of Employment services and the DSSAB is confident that we will be successful in this endeavor.

Children's Programs

Best Start Child Care

Early Learning Program (ELP)

On January 12, 2010 Assistant Deputy Minister of the Ministry of Children and Youth Services (MCYS) Jim Grieve sent out a memo confirming site selections for Year One implementation of the ELP. He praised the School Boards, Consolidated Municipal Service Managers (CMSMs), DSSABs and Best Start Network for having done excellent work in completing the important task of identifying ELP sites. This collaborative effort has made it possible to move forward in implementing the government's vision of full-day early learning. Two schools in the Manitoulin-Sudbury DSSAB jurisdiction chosen for the early implementation of ELP are:

- École St-Joseph, Conseil Scolaire Catholique du Nouvel Ontario in Espanola
- A.B. Ellis Public school, Rainbow District School Board in Espanola

In our jurisdiction the introduction of extended day ELP is a very sensitive issue with Child Care Providers even though it appears that none of our centres are at a high risk of closing at this time. We will continue to work closely together to help and support Child Care Providers as the implementation proceeds.

Best Start Network

The Education Officer with the Ministry of Education, Carmen Turcot was invited to attend the Best Start Network meeting on January 29, 2010 and to update the Network on ELP. She informed us that since the ELP School sites have been announced, the direction has been to implement the extended day ELP in those schools. School Boards are surveying all applicants to get ideas about parental interest in the extended day ELP. Existing partnerships with School Boards and Child Care Providers can be maintained for the first year if there is not sufficient uptake to make the extended day ELP offered by the School Boards viable. A working table has been established to deal with Special Needs children.

In February, the Chair of the Best Start Network and the Children's Program Supervisor met with MCYS and the Education Officer. The purpose of the meeting was to help facilitate the DSSAB and Best Start Network in having collaborative discussions with the Boards of Education regarding ELP.

MCYS did a first stage process to find out what the impact of ELP would be on child care. Based on the results of the initial assessment, they know that there will be

differential impacts on a community by community, neighborhood by neighborhood basis. In order to gain a more comprehensive understanding of local impacts, and as a first step to developing transition plans, the Ministry has created templates for a secondary risk assessment of child care centres that may be impacted by the ELP.

MCYS is presently reviewing the Child Care Funding across the Province. The child care system is being adjusted as we are moving forward. MCYS is putting together 3 working groups to look at Fee Subsidy, Early Childhood Educator Human Resources and Special Needs.

Quality Assurance

On Friday, February 26, 2010 the Quality Assurance working team put together a full day of professional development for all Child Care employees. This was to introduce the Curriculum that uses quality children's books as the focal point, drawing themes and activities from the story and creating a framework for activities for different learning areas. Educators were shown how to integrate skills from the Continuum of Development in the Early Learning for Every Child Today (ELECT) document into their programming. This training was important to all staff and the children in Child Care as they are preparing them for full day learning and the increasing professional expectations of Early Childhood Educators (ECE). A final report on the Quality Assurance Audit will be provided to the DSSAB in spring 2010.

Board Governance Training for Licensed Service Providers

Integrity Management Consulting Group is continuing the review of Child Care Providers operating policies, procedures, board training and the development of the template manual for their operating policies and procedures. This will be completed as expected by the end of April 2010. This manual will be designed with the intention of providing the Child Care Providers with templates. Ultimately the goal is to have the individual Child Care Providers develop their own policies as opposed to copying the drafted examples word for word since they may not fit their local needs. The policies developed in the manual template are as follows: Program Policies, Human Resources and Financial Policies. Having highly functional Child Care Providers is important for the delivery of this Board's Child Care responsibilities.

Emergency Medical Services

EMS Management Changes

The search for a new Operations Manager has concluded with Glen Clifford accepting the role after a province wide posting. Glen comes to us from a front line supervisory level position in Greater Sudbury EMS. Glen has many years of managerial experience including some time in Massey under a previous Ambulance provider. Glen was born and raised in the DSSAB area and we believe he is very qualified to hold the position of Operations Manager.

Ambulance Service Review

In the spring of 2000, amendments to the Land Ambulance Act and Regulations governing the provision of ambulance services came into effect. The historic licensing system for ambulance service operators that was in place for over three decades was replaced by a new periodic and quality based certification scheme.

In March 2010, the EMS Department received a letter from the Ministry of Health and Long Term Care (MOHLTC) regarding the dates of the upcoming Ambulance Service Review. The review is scheduled for June 1-3, 2010. Upon successful completion of the review, our certificate to operate a land ambulance service will be extended for a period of another 3 years.

Ambulance Record Information System (ARIS) Data

There has been some issue with obtaining data from the Ministry of Health and Long Term Care (MOHLTC) since the program transfer. Currently the practice is that we receive periodic updated data disks from the MOHLTC. They tend to send one service disk which excludes Wikwemikong and one containing only Wikwemikong data. This skews the standard reports that we run. There have been numerous requests made to the MOHLTC to fix this recurrent problem and we continue to receive inappropriately allocated data.

This issue will hopefully be resolved utilizing a new remote connection into the MOHLTC database. Some EMS services have been granted access to this data and we have submitted our request to be amongst them. We do not foresee any problems obtaining this connection however it will take some time to establish.

90th Percentile Response Time Standard

Manitoulin-Sudbury EMS/SMU has a mandated 90th percentile response time standard of 23 minutes and 56 seconds based on the 1996 response times.

Currently we are unable to run the 90th percentile report for the first 3 months of 2010 due to the issues noted above.

Electronic Paramedic Call Report (EPCR) Deployment

The deployment of EPCR has been delayed due to a variety of issues. Being the first service to utilize this new method of paperless charting has produced a few minor issues which are being rectified. The server which was to reside in an offsite location has been moved to the server room on Mead Blvd. While this has created a delay, the benefit of the on-site location now provides for more ability to customize reports and the ability to more quickly respond to any technological issues that may arise. It also provides for a more secure and reliable connection.

The full deployment of the product is now expected to take place during the month of May after training of all staff is completed in April.

Association of Municipal Emergency Medical Services of Ontario (AMEMSO) Physical Demands Analysis (PDA) Group

On January 18th the EMS Director attended the AMEMSO subcommittee on Physical Demands Analysis for the Paramedic profession. This committee was struck in 2009 and has met periodically. The goal of this committee is to establish a standardized guideline for the physical requirements for the job of a paramedic.

Ontario Works

The Manitoulin-Sudbury DSSAB Chapleau office location has been chosen to deliver the new Employment Ontario full suite of Employment Services effective August 1st, 2010. The new employment service model will provide clients with a single, enhanced point of access to services that are customer-focused, flexible and responsible to local community needs. This will increase access to training and employment services for those who need them while reducing duplication and inefficiencies in Ontario's employment and training network.

For the initial 20 month Employment Service Agreement, the Ministry of Colleges, Training and Universities (MCTU) is introducing the core components of the

Employment Service Performance Management System along with a corresponding interim service quality target.

The Employment Service replaces the Ontario Employment Assistance Service, Job Connect and Ontario Targeted Wage Subsidies programs. It offers a range of assisted and unassisted resources, supports and service components to respond to the employment needs of individuals and the skilled labour needs of employers.

The 5 components of the Employment Service are:

- Client Service Planning and Coordination
- Resource and Information
- Job Search
- Job Matching and Placement
- Job Retention

Enhanced Employment Services (ESS) for Vulnerable Persons - Implementation Plan

In the Sudbury East Area, the Community Liaison Officer is currently working with 39 referrals from our office to assist our clients with their individual needs and their barriers to employment.

In the LaCloche Area, the Case Manager from the Hôpital Régional de Sudbury Regional Hospital is currently working with 9 referrals from our office offering them services for addictions and/or mental illness.

SAIL Training

The Supportive Approaches through Innovative Learning (SAIL) training that enhances staff competencies to achieve program and organizational excellence is currently underway. All Ontario Works, Children's Services, Social Housing and Administrative staff (including Management) is currently being trained with half of the training already complete. The training group also includes multiple community partners and has certainly been very successful for information sharing and for creating great group discussions.

Ontario Works Caseload

The Ontario Works Caseload continues to rise since August 2009 when it was at 403 cases. As of March 2010, the caseload is at 496 for the complete District. This represents a 23 % increase in seven months. The caseload continues to rise due to the

high rate of unemployment in our area and individuals who are applying for social assistance once they have exhausted their Employment Insurance. The 2010 budget was based on an estimated monthly maximum caseload of 450. If the caseload continues to increase based on current trends, we are looking at a gross budget deficit of \$126,000 and a \$25,200 municipal deficit for 2010.

Social Housing

Northern Repair Program

The first year of the two-year Northern Repair Component of the Affordable Housing Program (AHP) set a goal of \$400,000 to be allocated towards approved essential home repairs. We have approved 22 applications under the new funding criteria and in doing so we have met our target goal.

In addition the DSSAB received an additional \$330,000 as part of the first year of the AHP program. Staff are working diligently to ensure these funds are used in accordance with the AHP program guidelines and are confident these funds will be fully utilized.

Social Housing Repair and Retrofit Program (SHRRP)

Under the Social Housing Repair and Retrofit Component of the AHP, our DSSAB was given a funding envelope of \$365,916 in the second year of this two-year program.

DSSAB staffs have started to review the work identified as necessary for the 2010 allocation as it pertains to the SHRRP component. The work has commenced to prepare tenders for both SHRRP and the 2010 DSSAB budgeted Capital works program. The Ministry of Municipal Affairs and Housing (MMAH) must provide approvals to proceed with the SHRRP and we are hopeful that will happen in a timely fashion as we would like to get the work commenced at the earliest possible date.

Building Condition Audits (BCA)

In October 2009 the DSSAB Board approved the [2009 Annual Report on Reserves](#). Recommendation #11 contained within that report requires that Building Condition Assessments (BCA) be completed on all social housing properties by August 2010 with the cost being paid from the Consolidated Social Housing Committed Capital Reserve; and that these BCAs be added to those BCAs already completed for the Non-Profit provider buildings to allow for the creation of a multi-year consolidated capital repair plan by September 2010.

A request for proposals was issued in late March 2010 and the contract to perform the Building Condition Assessments will be awarded in the second quarter of the year in order to meet the Sept 2010 deadline. The Sept 2010 deadline was set in order to ensure that all required information was available to the Board for the 2011 budget deliberations.

Summary

We have had a very busy first quarter. If municipal Councils have any questions or would like DSSAB staff to attend a municipal Council meeting please feel free to contact me at the address below.

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