



2014 First Quarter Activity Report May 22, 2014

The following is the most recent consolidated Quarterly Report that the DSB will be 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. They are available on the website by clicking the following link: [Monthly Program Statistics](#)

CAO Overview

The DSB 2014 First Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$126,224. This surplus includes an Ontario Works surplus of \$69,484. Social Housing is forecasted to be under budget by \$24,358. Emergency Medical Services is under budget by \$46,299. In addition non-reserve interest revenue is forecasted to be \$13,916 (deficit) under budget.

The DSB quarterly financial reports are available on the DSB website by clicking the following link: [Quarterly Financial Reports](#)

Emergency Medical Services

Non-Urgent Transfers

We still continue to operate an alternative non-urgent patient transportation system. The system has been in place for over one year now and there are many successes. Over the course of the year we have averaged 3.35 transfers per day and have made 1,310 trips with patients. A total of 842 patients have been moved between facilities and our crews have travelled a total of 137,000 km.

This alternative transportation model has spent 2,385 hours of time moving patients with 702 hours getting to and from the patients. Overall utilization is at 77% which is very high and indicative of a system that is functional and efficient. What this means from an EMS perspective is that there was over 3,000 hours of time (125 days) where an ambulance was now able to stay within its community for the purpose of emergency coverage.

We continue to work with the NELHIN and local Hospitals to continue with this service in the absence of a permanent model. The NE LHIN steering committee expects to hear the final report from the consultants early in the second quarter with the final report being made public shortly thereafter.

Community Paramedicine

The concept of Community Paramedicine is a relatively new one but one gaining in popularity and becoming important in terms of the greater healthcare model within Ontario. Community Paramedicine encompasses many different programs involving non-traditional paramedic roles mostly developed through partnerships with other health agencies. There are currently 14 Community Paramedicine programs in Ontario with varying degrees of involvement. The DSB approved the [Community Paramedicine - Issue Report](#) at the March 26, 2014 Board meeting.

While we have been participating in a provincial EMS Community Paramedicine Working Group for over a year now, this issue has risen to the forefront with the recent announcement by the MOHLTC of \$6 million in one-time funding to go towards new and existing programs within the province.

The MOHLTC announced one-time funding of \$6 Million for Community Paramedicine Programs. The DSB engaged the NELHIN to discuss this program and at the NE LHIN suggestion we sought a unified approach to a submission with some of our neighbours. The DSB joined in partnership with Cochrane DSSAB and Algoma DSAB to submit a [Community Paramedicine Proposal](#). Our 3 DSSAB's make up 25% of the geography of Ontario as a whole. We feel our comprehensive submission is a very strong one that should receive serious consideration for approval.

Deployment Plan 6 Month Update

In June 2013 a change was made to EMS Deployment Plan resulting in the elimination of balanced emergency coverage in many cases. Data from a 21 month review revealed that balanced emergency coverage in our area statistically was, for the most part, an exercise in futility with just over 92% of the standby's resulting in going back to the original station having done nothing. In circumstances where calls occurred when on standby, 4.7% of the time the call response time was improved by being on standby (favourable standby) but 3.5% of the time the call response occurred in the area where the ambulance was originally located resulting in a unfavourable response time.

At the 6-month mark, the change in deployment has shown much benefit. It was predicted that there would be a beneficial impact on responses but not to the extent that we have experienced. We have witnessed 157 favourable responses in conjunction with 81 unfavourable responses due to our new deployment plan. Predicting what would have occurred under our old deployment model we would have seen 39 less favourable responses with also 39 more unfavourable ones. That is a swing of 78 responses out of a total of 238 that have been better served by the new system.

All the while experiencing better responses our ambulances are moving far less. So not only has this been an effective change, it has also been an efficient one. We are now experiencing less movement of ambulances combined with more positive results regarding response times.

Finally, the overall impact of the unfavourable response is less than average for the most serious of patient with Code 4 returns making up 11% of the unfavourable responses. The overall average we would expect for a code 4 return is 15-20% of our code 4 dispatched out calls.

The DSB Board approved the [Balanced Emergency Coverage Update - Issue Report](#) at the February 26, 2014 Board meeting. In addition, Michael MacIsaac, Chief of EMS provided a [PowerPoint Presentation](#) that demonstrated the success of the new deployment plan after 6 months.

Massey/Noëlville Hours of Coverage

On March 2nd, Massey and Noëlville received enhance coverage as per the first step of the Board approved [EMS Updated 5 Year Staffing Plan](#). This step brings a consistent pattern of staffing for the 2 stations involving 20 hours of on-site coverage per day with the remaining 4 hours being on-call. Previously there was a mix of 24 hours on-site staffing with greater periods of on-call dependent on the day of week. This staffing enhancement should statistically provide for more complete coverage and provide for better response times within in these communities.

Road Safety

After many years of waiting the new Road Safety system is ready and installations began late in the first quarter. In June 2011 the DSB Board was introduced to the idea of [Rescue Net Road Safety](#). This was followed by two issues reports, the first [Rescue Net Road Safety and Automatic Vehicle Location \(AVL\) Systems](#) in October 2011 and the second [Updated Road Safety](#) in March 2012.

The new RS4000 hardware is the latest in driver feedback systems whereby the drivers of the ambulances will be alerted in real time if they are approaching pre-set safety thresholds. The proven concept behind this system is that by notifying someone of an approaching infraction at the time of occurrence there is a greater chance of altering behaviour in the future. Statistics have shown that systems featuring immediate feedback are far more successful than those that look at driving habits after the fact. Within the coming months we will receive training on this new system and will implement it in each of our ambulances with the goal of safer, more efficient driving.

Killarney EMS Station Renovation

Renovations to the base have concluded with the addition of 2 bedrooms and a storage room. This has added just under 400 square feet of living space bringing the total size of the station to 1,808 sq. ft. Understanding that there are 16 hours of on-call staffing at this station per day coupled with the fact that there is only one employee who lives within the community, this much needed expansion, while not extravagant, allows for appropriate accommodations that meet the needs of the employees.

Children's Services

Ministry of Education Updates

On February 4, 2014, the Ministry of Education (MEDU) held a regional focus group on a draft framework to guide curriculum and pedagogy in the early year's sector. This engagement opportunity was established because the Early Years Division has been working on the development of a framework that will build on the [Ontario Early Years Policy Framework](#) released in January 2013. While the Early Years Policy Framework provides a vision, this document guides curriculum in child care and family support programs. The draft document, while still in development, was presented in order to begin the first of many conversations and consultations expected to come.

Manitoulin-Sudbury Best Start Network

The Best Start Network continues to move forward with the Community Integration Leadership (CIL) project with focus on innovative ways to reach families, and with the analysis and promotion of the co-location model used in Chapleau. In February, a live "ask the expert" panel was gathered at the E-dome at Cambrian College. This live event provided families with an opportunity ask questions concerning parenting. Since the event was recorded, it will be released in a series of videos that will be posted on the internet. Early project data suggests that approximately 96% of families have internet access.

In March, the focus was taking the data gathered, from the review of the Chapleau co-location model, and presenting it to our Local Service Provider Networks (LSPN's). While the data from these projects is still be pulled together for a final report to MCYS, the information will reveal a good understanding of the ability to duplicate this model as well as an understanding of where we are at in terms of integration throughout the district.

In 2013, The Manitoulin Sudbury Best Start Network membership expanded to include membership from Kenjgewin Teg Educational Institute (KTEI). In partnership with KTEI, the Best Start Network began the process of developing an Aboriginal Advisory Committee, which will act as an extension of the Network for planning purposes. The development of this committee will provide the Best Start Network with a partnership that will enable more effective and appropriate cultural planning.

Ontario Works

Ontario Works Caseload

In the 1st quarter of 2014, the Ontario Works Caseload average is 500. Compared to last year at this time, the caseload has increased by 1.05%. The minimal increase is mostly due to short-term or temporary lay-offs as well as people waiting for employment insurance or employment insurance claims ending and family hardships.

The 2014 budget was based on an estimated monthly maximum caseload of 530. As a result, the Ontario Works Allowance gross budget surplus is \$31,654 and the municipal share is \$4,883 in the first quarter of 2014. If the caseload trends remain the same, the forecasted allowance surplus to end of the year will be \$19,530.

Social Services Solution Modernization Project (SSSMP)

The End User Training started January 20, 2014. The DSB has a total of 30 staff participating. This intensive training is being delivered by the Northern Training Strategy as staff prepare to go-live with a new provincial database system for the Ontario Works Program. Over 400 northern staff are being trained over a 12 week period. Go live for the new system has been postponed to an undetermined date. The Ministry has indicated that we will be informed of a date by mid to end of June. Due to the go live being postponed, the Ministry has committed to provide “refresher training”.

The DSB was also involved in application testing exercises. Due to one-time funding from the SSSMP, the DSB was able to send staff to participate in some testing exercises to familiarize themselves with the new SAMS program. This proved to be very successful for all involved. These staff are now better prepared to address local issues that pertain to the new system.

Employment Ontario

The DSB has completed another successful year delivering Employment Ontario in the Chapleau North area. With the exception of one, the DSB has surpassed all the targets set by the Ministry of Training, Colleges and Universities (MTCU). The DSB assisted a total of 122 individuals in securing local employment, access training and education. Over 2,000 individuals accessed our Employment Resource Centre in the last year. The DSB continues to work diligently with the MTCU and the community at large to ensure high quality of service. The DSB’s Employment Ontario staff continues to expand their suite of services and market the program as effectively as possible. In February the DSB was asked to provide a “Workplace Preparedness” workshop to students from Chapleau Cree First Nation. A total of 9 students attended. The DSB will be hosting in partnership with other community organizations a Career Fair on May 26, 2104 for all the residents of Chapleau.

Youth Employment Fund

As of March 31, 2014, seven youth were placed through the Youth Employment Fund (YEF) initiative. Four of those youth were on the Ontario Works Caseload. The DSB had a target of five youth for this fiscal year. For 2014-15, the YEF target is now at 10. This will greatly assist the local youth as well as businesses with quality training and support.

Jobs for Youth

Once again, the DSB was selected to offer the Jobs for Youth program for 2014. This year, the DSB will be responsible to deliver the program to all of the DSB's catchment areas. The Jobs for Youth program provides disadvantaged youth aged 15-18 with the equivalent of eight weeks of full-time paid work experience through summer employment with local employers. Local youth employment agencies are funded to recruit youth and employers and place/ monitor/supervise youth in employment positions. Youth are paid at the adult general minimum wage. Since all of our communities have been recognized as communities that face poor access to services and supports creating increased barriers for young people. Priority will be given to:

- Youth who are at greater risk of developing negative outcomes and becoming involved in violent and/or criminal activities;
- Youth who have already been involved in the youth justice system and are at risk of re-engaging in criminal activities;
- Youth who have unemployed parents and/or have parents on social assistance, have been, or are, in the care of a Children's Aid Society (CAS) and/or have been, or are, at risk of dropping out of school.

The DSB is working diligently with the Ministry of Children and Youth Services and the Sudbury YMCA to ensure a smooth transition. A total of 80 placements have been confirmed. Once all the applications from youth have been received, staff will go through all the applications to determine their priority based on the MCYS Jobs for Youth Program Guidelines and priorities. Placements will be approved based on the priority of the student not the community they reside in.

Community Involvement

The DSB continues to be involved with local service providers.

The Good Food Box program (GFB) has extended its catchment area to include the town of Massey. To date, the GFB program provides services to the Espanola, Manitoulin Island, Markstay-Warren, Alban and Killarney areas. For March 2014, of 257 orders received a total of 58 came from our catchment areas. We want to note, that since February 2014, Manitoulin Island is managing the program in their own. As food security is very important for the health and welfare of our citizen, the DSB is committed to continuing its involvement in this program.

In February 2014, the DSB participated in two Career Job Fairs. February 10th was at Cambrian College and February 11th at Collège Boréal. The DSB including the EMS Department set up a booth at each fair. The DSB promoted our programs and services to students of both community colleges. This was a great success as many employers and organizations participated.

The DSB also participated in the Sudbury East Community Wellness day on March 25, 2014 in St. Charles. Many organizations and agencies were represented.

Social Housing

Update

During the first quarter of 2014 our portfolio saw a very slight increase (1.7%) to the waiting list. During the quarter 15 new tenants were placed within the DSB Social Housing portfolio

Rental Revenues for the quarter are slightly below budgeted amounts for the quarter. Finishing at 2.5% below estimated values. We are confident that these values will even themselves in the next quarter.

Arrears for the period averaged 3.3% of total revenue for this quarter. An integrated approach to collecting arrears is utilized to maintain tenancies and ensure timely collection of outstanding rent.

10-Year Housing & Homelessness Plan

In February, we reviewed and revised our [10-year Housing and Homelessness Plan](#) in accordance with recommendations received from the Minister of Municipal Affairs and Housing. All Service Manager's Plans were reviewed by the Minister and recommendations were received following our initial submission in the fall. The plan was amended based on the [Issue Report](#) presented to the Board.

Tenant Existing Hospitals – [New Policy](#)

Staff identified a service gap for residents who were exiting hospital. Many residents may not have family to assist with re-establishing a level of comfort and security when returning home from hospital. Staff noted that requests for entrance to the unit by Service Providers for equipment required by the resident in order to return home were complicated by current practice. Therefore a policy was devised using a collaborative approach, that would assist with this process to allow service providers (i.e. oxygen; mobility equipment) entrance to the unit to undertake the necessary steps in preparation for the tenant's safe return home.

Community Events

The Manitoulin-Sudbury DSB staff were invited to present to the Noëlville and Alban Seniors groups and the Senior Committee as these groups wish to have their local Seniors remain in their home communities. The groups were very welcoming and the Seniors were very engaged in the conversations.

The staff were contacted by the Alzheimer's Society to present to Sudbury East Residents on available program that is being looked at for their area. The program is a day-program tailored to suit the needs of the residents and members of the community to provide a structured and stimulating environment for persons experiencing any form of dementia. The program supplies a healthy lunch and nutritious snacks and all art/craft supplies at a cost of \$17/day per attendee.

Lastly, preparations are underway for the 3rd annual Espanola Family Container Gardening Event. The Espanola event is scheduled for June 7th, 2014 at the Espanola Ball field Pavilion. The Town of Espanola is graciously donating the use of the Pavilion. This is a community event jointly organized by the Manitoulin-Sudbury DSB, Our Children-Our Future and the LaCloche Best-Start Hub. At this time, the Chapleau event is in its early stages, but will also be running for its 2nd year. Both events involve local families with children and include a barbecue, container gardening and socialization. The events are free to all participants

Infrastructure & Asset Management (IAM)

Investment in Affordable Housing (IAH)

The 1st quarter activity for Year 3 of the IAH program included 10 approved Ontario Renovates applications which total \$165,821. The fiscal year to date total for the Ontario Renovates component is \$347,231 for 23 applications. The budgeted amount for the IAH initiative is \$376,231. The entire budget has been allocated and expended.

The IAH budget for year 4 is \$163,388. The allocation for the Ontario Renovates component will be \$112,388 and we intend on fulfilling 6-8 applications depending on the costs.

IAM Update

The long winter provided for significant challenges throughout the quarter including snow and ice management. Most of the buildings fared well, but we had three instances of water intrusion due to ice damming following a brief rain shower.

The Green Saver Home Assistance Program was engaged to assess opportunities for energy savings in every unit in the district. The primary retrofits included supply and installation of programmable thermostats, CFL light bulbs and outlet timers.

Special Mention

The DSB would like to recognize Stacy Young-Torkopolous, a custodian with the DSB who responded to a tenant who was found unconscious. Stacy responded and provided CPR in an attempt to resuscitate the individual until an ambulance arrived and took over the responsibilities.

Summary

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

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