



2015 First Quarter Activity Report May 28, 2015

The following is the most recent consolidated Quarterly Report that the DSB will be sending to member municipalities and posting on the 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 2015 First Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$172,816. This surplus includes an Ontario Works Allowances forecasted to be under budget by \$55,393. Children's Services forecasted to be on budget. Social Housing is forecasted to be under budget by \$19,123. Emergency Medical Services is under budget by \$112,216. Interest revenue on non-reserve accounts is forecasted to be \$13,916 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

The DSB still continues to operate an alternative non-urgent patient transportation system in partnership with the Espanola Regional Hospital & Health Centre and the Manitoulin Health Centre. The system has been in place for over two years now and there are many successes. As of the end of the first quarter of 2015, there have been 2,179 trips with patients and they have averaged 4.4 trips per day (2.8 transfers per day). A total of 1,396 patients have been moved between facilities.

This alternative transportation model has spent 3,795 hours of time moving patients with 1,441 hours getting to and from the patients. Overall utilization is at 63% 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 4,775 hours of time (199 days) where an ambulance was now able to stay within its community for the purpose of emergency coverage. Staff continue to work with the NELHIN on this matter and are looking forward to the transition to a permanent model of non-urgent patient transportation.

Community Paramedicine

In the first quarter of 2015, staff continued refining the Community Paramedicine initiatives. Dr. Ritchie, from the School of Rural and Northern Health at Laurentian University, has been engaged as the researcher for our joint Community Paramedicine initiative. Dr. Ritchie has set the metrics for the program and has received approval from Laurentian University's ethics board for his research proposal to study the Community Paramedicine initiative. Dr. Ritchie has also begun discussions with a research body at Sunnybrook Health Sciences Centre for data comparison with hospitals in Ontario.

Northern College has been busy creating the online educational modules to be made available Province wide. The first two modules have been completed and are receiving some final touches with the final three modules to be delivered in the very near future. All methods of documentation have been finalized including a custom electronic method of documenting home visits that can be used by all three partnering EMS Services. The majority of training has been provided to the paramedics and most Community Paramedicine initiatives have begun as of April 1, 2015. Community Referrals have been implemented across all three partnering EMS Services, Cochrane DSSAB has conducted five Wellness Clinics and Manitoulin-Sudbury DSB has had several physician referred Home Visits (Circle of Care).

ZOLL Electronic Patient Care Record (EPCR) User Group Meeting

For 2015 ZOLL Canada is implementing monthly training at their new Canadian Headquarters in Mississauga. This is a much valued exercise for many services across the province. Each month the focus will change based on varying needs. In the first quarter staff attended training related to the EPCR database, Insight Analytics reporting software, and the coordination of ZOLL Defibrillators with other electronic medium. By attending this training staff are now better able to meet the reporting needs of both patients and citizens. Fine tuning of the EPCR database has begun which will allow staff to better audit patient care to ensure that paramedics are providing the best care possible. Understanding the finer points of the Insight Analytics software is enabling staff to create reports that can be reused over and over without having to recreate them. The ability to create a report once and then let the data flow update as time progresses is essential to efficient operation of a lean organizational model. Lastly, being able to connect defibrillators wirelessly to the EPCR database is enabling for a more comprehensive reporting package to the Emergency Department Doctors which assists in overall patient care.

Killarney/Gogama/Foleyet Hours of Coverage

On March 1, 2015, Killarney, Gogama, and Foleyet EMS stations received enhanced staffing coverage as approved by the Board. This step brings a consistent pattern of staffing for the 3 stations involving 10 hours of on-site coverage per day with the remaining 14 hours being on-call. This is an improvement of 2 extra hours of on-site coverage per day per station. This staffing enhancement should statistically provide for better coverage and provide for better response times within in these communities.

Children's Services

Ministry of Education Updates

The [Ontario Child Care Service Management and Funding Guideline](#) were released in January 2015.

The 2015 Ministry of Education (MEDU) budget included an investment of \$269 million over three years to support wage enhancement in the licensed child care sector. Full details can be found in [Child Care Wage Enhancement Implementation – Issue Report](#) that was approved by the Board in February 2015. Staff will support the non-profit child care providers in the completion of wage enhancement applications as required. To date, one meeting has been held with providers to support the application process and another one scheduled in April 2015.

The modernization of child care in Ontario remains to be a key priority for MEDU. In December 2014 Bill 10, the [Child Care Modernization Act, 2014](#) was passed. This was an important step towards building an improved child care system. The legislation is not yet in effect, but is expected to take effect in the fall of 2015. Once proclaimed, the Day Nurseries Act will be replaced by the Child Care and Early Years Act. To proclaim the legislation, MEDU has drafted [regulatory proposals](#). MEDU provided the public with an opportunity to provide feedback until May 11, 2015. The regulatory proposals are intended to address four priority areas: **licensing clarity, enforcement, licensing standards and special needs.**

MEDU is planning for an incremental and phased in process to implement the provisions under the new Act. The Day Nurseries Act will remain in effect until the process is complete.

Manitoulin-Sudbury Best Start Network

The Best Start Network has been supporting the local service provider networks and the Aboriginal Advisory Committee as they develop work plans for the upcoming year. The [full report](#) and [highlights](#) describe the agreed upon ends and means for the Best Start Network and Local Service Provider Networks. The Aboriginal Advisory Committee has developed a [work plan](#) for 2015; the focus of the plan is to recruit additional members to support the planning of the Best Start Network.

Data Analysis Coordinator (DAC) Services

In November 2014, the Board approved the [Data Analysis Coordinator \(DAC\) Services – Issue Report](#) regarding DAC services with the Manitoulin-Sudbury DSB area. An agreement has been reached with Child and Community Resources to maintain status quo for 2015.

Manitoulin-Sudbury Special Needs Strategy

In the fall of 2014, various Ministries met with district school boards and service providers from the children's services, health and education sectors from Sudbury and Manitoulin. The Ministries provided an overview of two elements of the [Special Needs Strategy](#): coordinated service planning for children and youth with multiple and/or complex special needs, and the integrated delivery of rehabilitation services.

Service providers have been asked to propose to the ministries how they would implement [coordinated service planning](#) and deliver [children's rehabilitation services](#) in a way that builds on our local strengths and needs and fulfills the requirements of the provincial guidelines on coordinated service planning and/or the integrated delivery of rehabilitation services.

The Manitoulin-Sudbury Special Needs Strategy Committee is dedicated to helping fulfill the vision of a system where children and youth with special needs get the timely and effective services they need to participate fully at home, at school, in the community, and as they prepare to achieve their goals for adulthood. In order to achieve this vision the following key steps have been taken to date:

- Family, Children and Youth Engagement Activities including a district wide information session on March 11, 2015 and family participation at community mapping sessions;
- Selected the Children's Community Network as the formal coordinated service planning agency for the Manitoulin-Sudbury District;
- Completed a process mapping session to support the development of the coordinated service planning proposal.

More information regarding the provincial strategy may be found by accessing the public [portal](#). All members of the public are encouraged to register to gain access to provincial updates and research.

Ontario Works

Ontario Works Caseload

In the first quarter of 2015, the Ontario Works Caseload average is 543. Compared to last year at this time, the caseload has increased by 9.2%.

The municipal share of OW allowances is forecasted to be under budget by \$55,393 based solely on January 2015 information, which has been reconciled with the new Social Assistance Management System (SAMS).

Note of caution: This information is based on our new provincial database system. As the Social Assistance Management System (SAMS) is not functioning to its fullest capabilities, we caution the integrity of the data obtained and reported.

Social Services Solution Modernization Project (SSSMP)

The province implemented Social Assistance Management System (SAMS) on November 11, 2014. For over four months now, staff have been involved in a poorly implemented new technology for the management of financial assistance and case management of Ontario Works. The system was implemented across all Ontario Disability Support Programs and Ontario Works programs, replacing the former computer system called Service Delivery Model Technology. The result has been disastrous for staff. The number of daily malfunctions and errors are too numerous to list.

Staff are doing the best they can with the current system. Many levels of our organization are engaged in many different capacities to ensure that support is provided. Management continues to review and take steps to ensure that they address issues as they arise.

In February, the DSB received a [letter](#) from the Minister of Community and Social Services thanking staff for their dedication and excellence in serving recipients as well as providing details on ministry plans to address immediate issues. The Ministry of Community and Social Services has taken specific actions to deal with immediate issues and improve the implementation of SAMS, which includes an independent review of the problem. The Ministry engaged Pricewaterhouse Coopers to perform an independent assessment of SAMS that began on March 5, 2015. They are specifically focusing on the Ministry's transition plan and associated business processes. In addition, the government is also [delaying](#) the rollout of a special benefit to help social assistance recipients' transition to employment. This office continues to work very diligently to ensure that client services are not affected by the new system.

Employment Ontario (EO)

The DSB has completed another successful year delivering Employment Ontario – Employment Services in the Chapleau North area. With the exception of one target, the DSB has surpassed all the targets set by the Ministry of Training, Colleges and Universities. The DSB assisted 96 individuals in securing local employment, access training and education. In March alone, 22 new registrations were completed. Over 1,900 individuals accessed our Employment Resource Centre in the last year. The DSB staff are working very closely with local employers and new relationships are being developed with employers. The DSB continues to work diligently with the Ministry of Training, Colleges and Universities and the community at large to ensure high quality of service.

Youth Employment Fund (YEF)

Launched in 2013 as part of the Ontario Youth Jobs Strategy (OYJS), the youth Employment Fund (YEF) provided youth with an entry point to long-term employment through job placements that offer the chance to learn work skills while earning income. Client intake for YEF ended on March 31, 2015. As of March 31, 2015, fifteen youth were placed through the Youth Employment Fund initiative. The DSB had a target of ten youth for this fiscal year. Financial and administrative support will continue until September 30, 2015.

The 2015 budget renewed the government's commitment to the OYJS, which includes the launch of two new youth employment initiatives:

- **Youth Job Connection (YJC)** which builds on the best practices of the YEF and the Jobs for Youth programs and,
- **Youth Job Link**, which will serve students and youth with fewer barriers to employment.

Canada-Ontario Job Grant (COJG)

As of March 31, 2015, two training agreements were approved. A total of ten staff received training through the COJG. Marketing and advertising is planned for the next several months.

Jobs For Youth (JFY)

The extended placements have now ended. Twenty youth from all around the district who had successful summer placements opted to continue working part-time through the school year. The program ended on March 28, 2015.

Community Involvement

The DSB continues to be involved with local service providers. One of the programs the DSB continues to support is the Sudbury & District Good Food Box program. As food security is very important for the health and welfare of citizens, the DSB continues to be involved in order to ensure the program is delivered outside the Greater City of Sudbury. For March 2015, of 453 orders received, 186 (41%) came from the DSB catchment area.

In February 2015, the DSB participated in a Career and Job Fair held at Cambrian College. The DSB promoted our programs and services to students of Cambrian College. This was a great success as many employers and organizations participated.

Social Housing

Applicants & Tenants

During the first quarter of 2015 our portfolio saw an increase (5.1%) to the waiting list.

The breakdown of applicant information as of March 31, 2015 is as follows:

- 1 Bedroom - 334
- 2 Bedroom - 68
- 3 Bedroom - 40
- 4 bedroom - 9

During the quarter, there were 5 new move-ins consisting of two, one bedroom, and one, four bedroom.

There were a total of 8 move outs, and 3 transfers from January 1st – March 31st 2015.

Smoke Free Housing – Unit Count-down

As of the end of the first quarter, 22 of the DSB's 288 units are designated as Smoke-Free. Some units have been tenant designated, and others have become smoke-free on turnover. This represents 7.6% of the DSB's Social Housing Portfolio.

Arrears

Arrears for the first quarter was \$10,113 or 3.7% of expected rent. An integrated approach to collecting arrears is utilized to maintain tenancies and ensure timely collection of outstanding rent.

Infrastructure & Asset Management (IAM)

Investment in Affordable Housing (IAH)

The new IAH program is a 6 year joint initiative between the provincial and federal government with an allocation of \$1,910,400 to the DSB. The activity for Year 1 of the new [IAH program](#) included 10 approved Ontario Renovates applications which totaled \$152,100. This matched the budgeted amount for the year 1 initiative and thus 100% of the budget for Year 1 has been spent. The demographics of those assisted were seniors, working poor, and disabled.

Supervisor of Infrastructure & Asset Management

The first quarter was spent developing the IT systems, policies and procedures for the new IAH program. This included policies specifically detailing the Ontario Renovates and Home Ownership components of the program. Development began for a Duty to Accommodate Policy with an expected completion for the May Board meeting.

Tender preparation began for the various capital projects this year including windows, doors, generators and other projects.

The custodian in Warren retired and a new custodian was hired following significant recruitment efforts.

Infrastructure Maintenance Repairs and Capital Projects

The sprinkler and fire safety systems were inspected as per the annual program and various minor gauges and sprinkler heads were replaced. All of the buildings received their updated certifications. There were a few minor water and sewage line freezes during the first quarter but all were resolved before pipe breakage. A significant insulation upgrade was completed in the entryway at 3 Water St. building in Gore Bay, which will have energy efficiency benefits.

There were 10 unit turnovers that kept custodians busy throughout the district.

Heaters were replaced as needed at a family unit in Espanola, the EMS station in Gogama and the Barber properties.

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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