



2016 First Quarter Activity Report May 26, 2016

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 2016 First Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$161,656. This surplus includes an Ontario Works Allowances forecasted to be under budget by \$9,173. Children's Services forecasted to be on budget. Social Housing is forecasted to be under budget by \$104,312. Emergency Medical Services is under budget by \$68,829. Interest revenue on non-reserve accounts is forecasted to be \$20,658 under budget.

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

Paramedic Services

EMS Rebranding

At the February meeting of the Board, the [EMS Rebranding - Issue Report](#) was approved. The change to Paramedic Services is meant to better reflect what today's emergency medical professionals do. Although Paramedics will continue to provide emergency medical care, the profession is undergoing an evolution into more than just providing public emergency care. Services such as the Community Paramedicine program, Public Access Defibrillation program, and Public Education are all examples of programs provided by Paramedics throughout the province that are not strictly emergency care related. Utilizing Paramedic Services as the name will provide a more accurate reflection of the nature of the services provided in both the immediate and future environments.

With this change in name also comes a change in cresting and vehicle stripe design. The crest has been approved and the new vehicle design will be completed early 2nd quarter. Over the course of the month of March, Paramedics were surveyed with options for a new crest. Two thirds of our Paramedics responded to the survey with more than 50% of respondents choosing the following [final crest design](#).

Ontario Association Paramedic Chiefs (OAPC)

As noted in the previous Quarterly Report, Chief of Paramedic Services, Michael Maclsaac, was elected to a 2-year term on the Board as a representative of Northern Ontario. Being a member on this Board allows for a greater role in formulating the future for Paramedic Services throughout the province by means of greater committee work involving different regulatory and legislative bodies. Three committees will have a great impact on the work of Paramedics across the province; OAPC website, the Ministry of Labour (MOL) Section 21 Sub Committee, and MOHLTC Performance Metrics working group. The OAPC Website is aiming at being an enhanced communication tool not only for members, but also for the general public who would like to learn more about their Paramedic Services. A job postings section is aimed at being the place where all those interested in gaining employment across the province can go and see who is hiring. The MOL Section 21 Sub Committee is made up of employers and bargaining agents from across the province whose aim is to advise on matters of Health & Safety throughout the industry. Primarily tasked with the creation of guidance notes which are to assist employees and employers in all aspects of the Occupational Health & Safety Act. Lastly, the MOHLTC Performance Metrics group has met to develop a more modern way of measuring performance of paramedic services. The committee was struck due to the Auditor General of Ontario's report in 2013 that suggested there needs to be measurement of performance in relation to patient outcomes. This enormous task has the potential to provide direction in the very near future on the reporting methodologies across the province.

Non-Urgent Transfers

The DSB continues to operate an alternative non-urgent patient transportation system. Going into our fourth year of operation, this system is advantageous to the citizens served. It is also apparent that the North East LHIN believes in the system as well due to their continued support of the program through 100% funding. While the program was set to end on March 31st, notice was received from the North East LHIN that funding would continue further into 2016 with a goal of bridging our program until a permanent model is established.

Wikwemikong & LaCloche Paramedic Response Units (PRU)

As approved by the Board in principle in May during review of the [2015 EMS 5-Year Staffing Plan](#) and affirmed during budget deliberations, the Paramedic Response Units (PRUs) began operation late in the first quarter. The goal of the PRUs are to get treatment to a patient in an area where the ambulance is otherwise preoccupied by another call for service. These "stacked" calls were determined to be a large issue in two areas within our regions; Wikwemikong and LaCloche. A PRU is a single paramedic equipped vehicle which is capable of responding to the medical needs of the communities without the ability

to transport. Basically, it is a rapid response unit that is unencumbered by patient transportation. Not being able to transport means this unit will always be available for the next call once the full ambulance gets to the patient. This allows for a level of response readiness not witnessed in our area previously. The Paramedic Services portion of the DSB budget contains a 12 hour PRU in Wikwemikong 7 days a week funded 100% by the province and additional 12 hour PRU in the LaCloche area staffed half the time that is funded 50/50 with the province. While it is still early into the new program, the Paramedic Services will monitor the effective that this new program has on patient care with the aim of ensuring that the deployment of these units is maximized.

Children's Services

Ontario Early Years Child and Family Centres

In February, the Minister of Education announced the Ministry of Education's (MEDU) [provincial plan](#) for moving forward with the integration and transformation of child and family programs.

MEDU is committed to building an early year's system that is high quality, seamless and accessible for children and their families. By 2018, all MEDU funded child and family programs will be part of an increasingly integrated, cohesive system of services and supports for children ages 0-6 and their families known as Ontario Early Years Child and Family Centres (OEYCFC's).

All OEYCFC's will be guided by a provincial framework, common identity and an updated funding approach. MEDU released a [memo](#) outlining the responsibilities of Service System Managers. Beginning in 2018 CMSM's and DSSAB's will be responsible for the local management of OEYCFC's. In order to successfully implement OEYCFC's, CMSM's and DSSAB's will be responsible for conducting a local inventory and needs assessment of existing child and family programs and services, engaging with parents to inform the planning and delivery of OEYCFC programs and services, facilitating meaningful engagement with community partners, integrating OEYCFC's into local service system plans for early years' programs and services. CMSM's and DSSAB's will be responsible for managing the provincial funds, services and third party contracts. They will also be responsible for measuring and reporting on the impact of OEYCFC programs and services on children, parents and caregivers.

MEDU will be working closely with service system managers to develop tools and resources to guide and support the implementation of OEYCFC's.

Child Care

A community survey has been drafted to help better understand the child care needs of families in the district. The survey was reviewed by child care operators and will be released in May 2016.

The child care operators on Manitoulin Island (Gore Bay Child Care Centre and Manitoulin Family Resources) have partnered with the United Chiefs and Councils of Mnidoon Mnisising (UCCMM) to host a conference on April 26, 2016. Dr. Jean Clinton and Dr. Michael Ungar have been confirmed to speak. The focus of the conference will be relationships, resiliency, reflection and the early years. The target audience will be children and family service providers during the day and families and caregivers in the evening.

The Manitoulin Sudbury DSB continues to work with Our Children Our Future (OCOF) to conduct a quality assurance review of all licensed programs in the district. Site visits have been completed and professional learning conversations to support centre plans have been scheduled. Child care operators have been meeting monthly to address the recommendations made during the review.

Best Start Network

The Best Start Network continues to support planning at the local level by the Local Service Provider Networks (LSPN's). The LSPN's have been working together to develop social media and branding strategies. As a result, they have each developed a Facebook page and new logo. The Aboriginal Advisory Committee (AAC) has been working on a cultural competency day which will take place on April 19, 2016 at the Manitoulin Hotel and Conference Centre. This session will include AAC members, LSPN members and Child Care providers.

Ontario Works

Ontario Works Caseload

In the 1st quarter of 2016, the Ontario Works Caseload average is 572. Compared to last year at this time, the caseload has increased by 9.5%.

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

SAMS Go-Live Support for M'Chigeeng First Nations

In mid-February, the DSB was approached by the Social Services Solutions Modernization Project (SAMS) asking if the Manitoulin-Sudbury DSB staff would be willing to support them in M'Chigeeng's pre and post go-live of SAMS. M'Chigeeng is located on Manitoulin Island and is the first First Nations community to go-live with SAMS, their go-

live date was March 24, 2016. The Manitoulin-Sudbury DSB staff provided on-site support beginning the first week of March with data conversion as all of their 130 cases needed to be input into SAMS manually.

Employment Ontario

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 a total of 53 individuals in securing local employment, access training and education. Over 1,500 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.

Canada-Ontario Job Grant (COJG)

The DSB has also completed another successful year delivering the COJG in the Sudbury North Area. As of March 31, 2016, 19 training agreements were approved. A total of 129 staff received training through the COJG within the last year.

Youth Job Connection

The Youth Job Connection Program is a youth employment program that was launched in October 2015. The program serves youth aged 15 to 29 who experience multiple and/or complex barriers to employment by providing more intensive supports beyond traditional job search and placement opportunities.

Youth Job Connection consists of two components. A year-round component that launched in the fall of 2015 provides intensive employment supports for youth aged 15 to 29 who are not in employment, education or training and who experience multiple barriers to employment. A summer component launching in spring 2016, will provide summer job opportunities and part-time job placements during the school year to help multi-barriered high school students, aged 15 to 18, make positive educational and career choices.

The Manitoulin-Sudbury DSB is the service delivery agent for this program in the Sudbury North area while Cambrian College delivers the program in LaCloche and Manitoulin areas. College Boreal delivers the program in the Sudbury East area.

The DSB partnered with the Chapleau Learning Centre to develop the 60 hours of Pre-Employment training for this program as they already had the resources available and ensure that there was no duplication of work within such a small community.

The first 6 youth completed their training in February and are now working with various employers. Staff are currently preparing for the Summer Component of this program and

will ensure that there is no loss of service to the youth between the ages of 15-18 in comparison to the previous year.

Youth Job Link

On February 4, 2016, the Manitoulin-Sudbury DSB staff received a [letter](#) on behalf of the Ministry of Training, Colleges and Universities, offering our organization the opportunity to deliver the new Youth Job Link (YJL) program. The Youth Job Link Program will be integrated into the existing Resource and Information component of the Employment Service (ES), but will feature expanded youth focused offerings.

There are three categories of service within Youth Job Link, each of which is available year-round but will focus largely on summer employment. The three services are career exploration services, career management services and job search, readiness and matching assistance. This program will start on April 1, 2016.

Social Housing

Ontario Electricity Support Program

The OESP program has experienced some challenges since inception, however the project has been responsive in Lead Agency concerns and suggestions. Continued communication between Lead Agencies and the Ontario Energy Board has been essential in addressing identified issues.

To date, the DSB has logged 130 applications throughout the district. When people apply to the Health Communities Fund for hydro arrears, staff ensure that the applicant has made application for OESP.

Market Rents

Housing Tenants affected by changes to their rent (increase or decrease) as a result of changes to DSB Market Rents have now all received rental adjustments (decrease), or have received notice of rent increase for July 1, 2016 for the first year installment. Rent decreases were retro-active to October 1, 2015 and tenants were credited accordingly.

Policies and Procedures

The applicant database was reviewed and a new process was implemented. The DSB has moved to a pre-screening tool for housing applicants to streamline the application process and avoid the consumption of out of date information for waiting applicants. The Yardi Coordinated Access Program was decommissioned and replaced with a SharePoint platform to shorten the initial application process. The new system is more modern and available to the DSB to incorporate any pending changes in the housing process, without having to rely on a third party. All applicants are now in the new system.

Transitional Community Support Worker

The Manitoulin-Sudbury DSB has identified a need for Mental Health and community supports for Social Assistance recipients and other residents residing in DSB Social Housing properties in the LaCloche / Manitoulin areas.

As a result of this, a partnership with CMHA has formed to address the need. CMHA currently provides Transitional Community Support services in Sudbury by meeting individuals in their homes or in the community who may be at risk of losing their housing or starting to feel unwell and needing additional support services.

The intent and purpose of this pilot is for the Transitional Community Support Worker to meet social assistance recipients and other social housing tenants to provide short term supports and housing stabilization through linking individuals to community resources. The Transitional Community Support Worker will be available to residents when the need arises. All services are client driven and voluntary.

The TCSW will be working on site in DSB buildings visible and accessible to tenants that may request services. We are confident that this partnership will build and foster better tenancies and support those who may otherwise not have connected with appropriate services.

DSB Waiting list

- 1 Bedroom - 406 increase of 93 since Dec 2015
- 2 Bedroom - 49 increase of 1 since Dec 2015
- 3 Bedroom - 24 increase of 3 since Dec 2015
- 4 bedroom - 18 increase of 7 since Dec 2015

During the first quarter of the year there were 14 move outs and 13 new tenancies created.

Arrears

Rental arrears decreased for this quarter to 2.67% of rental revenue for the quarter. An integrated approach is used for rent collection in keeping with the eviction prevention process.

Smoke Free Housing – Unit Count-down

As of the end of the first quarter, 67/288 of the portfolio's units are designated as Smoke-free. This represents just over 25% of the full portfolio.

Infrastructure & Asset Management (IAM)

Investment in Affordable Housing Program (IAH)

There have been 19 projects in total approved for Year 2 Ontario Renovates funding which totaled \$361,170. This matched the budgeted amount for year 2 and thus 100% of the budget for Year 2 has been spent as of March 31, 2016. Eighteen of these projects have been completed in full with one project still underway. The demographics of those assisted were seniors, working poor, and disabled. The distribution of the projects was as follows: 6-Manitoulin, 9-Lacloche, 3-Sudbury East, 1-Sudbury North. Two emergency files have been approved for 2016 and work is currently underway.

The Homeownership component of the IAH-Extension was provided to one household in 2015 (\$10,850).

Supervisor of Infrastructure & Asset Management

Tender preparation began for the various capital projects this year including roofs and windows. An energy audit and feasibility study for the replacement of the heating systems at 70 Barber began in the first quarter. Depending on the outcome, a significant energy savings could be realized while replacing the failing, baseboard heaters (58) with a high efficient central boiler system. Warren will be the next building for an energy audit and feasibility study to be undertaken in the second quarter.

Infrastructure Maintenance Repairs and Capital Projects

A new Maintenance Coordinator has been hired and he will start work will start in April.

The sprinkler and fire safety systems were inspected as per the annual program with fire extinguisher upgrades completed as necessary. Research into a Global System for Mobile Communications (GSM) line of communication for the fire panels began in the first quarter. A GSM line will provide a second communication connection for the fire panels bringing the systems more in line with Underwriters Laboratories of Canada (ULC) standards.

All of the buildings received their updated certifications. A pair of sewer lines at 78 Pine were replaced as during the January inspection they were found to have cracks.

The family units in Espanola received 4 new high efficiency furnaces as the original ones failed beyond reasonable repair.

The camera systems were installed at all of the Paramedic Services stations. A spring 'deep cleaning' of all of the bases will be underway in the second quarter.

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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