



2016 Third Quarter Activity Report Nov. 24, 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 Third Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$175,731. This surplus includes an Ontario Works forecasted to be over budget by \$11,482. Children's Services forecasted to be over budget by \$13,115. Social Housing is forecasted to be under budget by \$172,614. Emergency Medical Services is under budget by \$45,095. Interest revenue on non-reserve accounts is forecasted to be \$17,381 under budget.

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

Paramedic Services

Ambulance Service Review

The Paramedic Services underwent an Ambulance Service Review in June. In accordance with the Ambulance Act, each operator of an ambulance service in Ontario must be licensed to operate said service. The Ambulance Service Review process is one based on a quality peer evaluation that allows the Ministry of Health and Long Term Care (MOHLTC) to issue 3 year licenses to operate ambulance services. On June 14th & 15th the MOHLTC review team visited DSB operations.

On September 12th the Ambulance Service Review Draft Report was received and the report noted 8 opportunities for improvement. The DSB has 30 days to respond to the draft report acknowledging and discussing the opportunities. An extensive 159-page report was submitted within the 30-day timeframe.

It must be noted that within the report there was a letter from the MOHLTC Manager of Inspections & Certifications indicating "congratulations on successfully meeting the legislated requirements for certification as a land ambulance operator in the Province of Ontario".

From a process perspective a letter has subsequently been received from the MOHLTC thanking the department for the response and indicating that their office will be in contact to set up an appropriate time for a follow-up visit. The Final Report should follow in a relatively short timeframe post follow up visit.

OAPC Annual Conference

The annual Ontario Association of Paramedic Chiefs (OAPC) conference was once again held during the last week of September.

The theme this year was “Transformational Change: Redefining Paramedicine”. Seminars were delivered by the guest speakers on a variety of topics including Paramedics role in both public health and in relation to the Patient First Act. A multidisciplinary approach to community care was discussed by a few speakers including Emergency Health Services Branch Director Tarmo Uukkivi. Lastly, a discussion with Director of Operations from London (England) Ambulance Service focused on the parallels between London and Ontario.

The Manitoulin-Sudbury DSB Paramedic Service Chief, Michael Maclsaac, is currently serving the second year of a 2-year term as a Northern Zone Director. Chief Maclsaac sits on a few committees including a MOHLTC lead Performance Measures group and is the co-chair of the Ministry of Labour (MOL) Section 21 Paramedic Sub-Committee.

The highpoint of the conference is always the annual EMS awards presentations for bravery, leadership and exemplary service. The DSB is proud to have Paramedics Andre Therrien Jr., Chris Gillis, Adam McDonald, and Linda Lebeau presented with the service awards by Lt.-Gen. Richard Rohmer. Paramedic Maureen Sagadore is also receiving her medal but was unable to attend.

The service medal is awarded to eligible members of the pre-hospital emergency medical service, with more than 20 years of exemplary service characterized by good conduct, industry and efficiency.

Additionally, Superintendent Mario Danis has been awarded his 2nd bar indicating a total of 40 years of meritorious duty. This brings the number of current or former Manitoulin-Sudbury Paramedics receiving this award to 24.

OPSEU Bargaining

Collective Bargaining with OPSEU, the Paramedic Services bargaining agent, began in the third quarter. The most recent Collective Agreement expired on December 31, 2015 and the DSB has been operating under the former terms since then. Bargaining has been going well with more meetings scheduled for early in the 4th quarter.

2016 Budget Process

As has become normal practice, the 2017 budget process began in July with preliminary discussions with the Finance department. Using a zero based budgeting approach an analysis of most recent expenditures and predictions was done in an attempt to present the most accurate budget for the coming year. Moving into September the budget was fine-tuned taking into account the preliminary approved staffing enhancements.

Children's Services

Child Care

The Associate Minister of Education sent a letter confirming the historic commitment of the Ontario Government to create 100,000 new child care spaces for infants, toddlers and preschoolers over the next five years in Ontario. The plan to create spaces includes both capital and operating funding to support a mixed approach to school-based, community-based and home-based expansion. DSB staff will be attending a Minister's Early Years Advisory workshop in November, further information will be provided regarding the expansion strategy.

Tiered Licensing

A number of [regulatory changes](#) under the Child Care and Early Years Act, 2014 (CCEYA) came into effect on August 29, 2016. The [child care licencing manual](#) has been updated to introduce the phase 2 regulatory changes. All child care licensees received a copy of the manual.

Best Start Network

The Aboriginal Advisory Committee hosted a cultural competency day on April 19, 2016 at the Manitoulin Hotel and Conference Centre. The session was very well attended and was considered to be the first step in working together as a community to ensure programs and services are culturally relevant across the district.

Ontario Early Years Child and Family Centres (OEYCFC)

Beginning in January 2018 Consolidated Municipal Service Managers (CMSMs) and District Social Service Administration Boards (DSSABs) will be responsible for the local management of OEYCFC's as part of the DSB responsibility for the service system management of child care and other human services.

In July the Ministry of Education released the [OEYCFC Planning Guidelines for Service System Managers](#). The guidelines are intended to support the planning in partnership with school boards and local service providers.

Key Implementation Dates:

- August 2016—launch of local needs assessment
- Early 2017—release of new funding approach
- May 2017—submission of needs assessment and initial plans for OEYCFC's
- January 2018—Implementation of OEYCFC funding approach

The Best Start Network (BSN) and DSB have begun to conduct a local needs assessment to support planning for OEYCFC's. The Social Planning Council (SPC) will be supporting the BSN and DSB to conduct the needs assessment and develop a local plan.

Family and Service Provider surveys are being developed and focus groups will be scheduled in the late winter early spring to inform the local needs assessment and initial plan.

Data Analysis Coordinator

Funding for data analysis services (formerly Data Analysis Coordinator funding) will be transferred to CMSM's/DSSAB's beginning in January 2017. [Service expectations](#) were provided to guide service delivery through the 2017 calendar year.

Truth and Reconciliation Commission-Ontario's Early Years Initiatives

On May 30, 2016 the Ontario government released [The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples](#). In July, the Ministry of Education (MEDU) sent a [memo](#) identifying a total of \$150 Million over three years for initiatives aimed at closing gaps and removing barriers. Initiatives include a commitment to expand access for Indigenous children and families to child and family programs on reserve as well as licensed child care and culturally relevant child and family programs off reserve. The Ministry of Education has confirmed their commitment to working in partnership to move forward on these initiatives, it is expected that the Ministry staff will be reaching out to DSB staff to begin conversations on next steps in the coming months.

Ontario Works

Ontario Works Caseload

In the third quarter of 2016, the Ontario Works caseload average is 528. Which is equal to the caseload last year at this time.

The 2016 budget was based on an estimated monthly maximum caseload of 550. The municipal share for OW Allowances is forecast to be \$10,803 over budget. The municipal share of administration and employment expenses are forecast to be \$679 over budget.

Note of caution: This information is based on a 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

Employment Ontario

The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area. As a follow up from the Sanction letter pertaining to the Pre-Employment Training, the Ministry of Advanced Education and Skills Development has approved the proposal to continue to access the Chapleau Learning Center for the pre-employment training component.

The DSB is hosting a career fair on November 2 at the Chapleau Recreational Centre, currently 15 employers have registered to attend this event but more are expected.

Canada-Ontario Job Grant (COJG)

As of September 30th 2016, eleven training agreements were approved. A total one hundred and one (101) staff received training through the COJG program. On-going marketing and advertising continues to occur on an ongoing basis to ensure that the employers and employees are aware of the opportunities available. Staff have also been approached by a new employer that is seeking funding from COGJ prior to the end of this fiscal year.

Youth Job Connection

Youth Job Connection will continue to provide more intensive, targeted support for unemployed youth between ages 15 and 29 with multiple barriers to employment including poverty, homelessness, disability and mental health. Pre-Employment Training is scheduled to be delivered on October 11th, the program will continue to be delivered on an on-going basis to meet all set targets.

Staff have been focused on the Youth Job Connection - Summer program through the third quarter. A total of 22 students were registered, 15 students have completed the program successfully. Staff are currently working on a plan to achieve all targets prior to year end, staff will be enrolling students that are currently in school in the program to ensure budgetary requirements are met.

Basic Income Guarantee

As announced in the 2016 Budget, the Province is looking to design and implement a pilot program to test the growing view that a basic income could help deliver income support more efficiently, while improving health, employment and housing outcomes for Ontarians. The Basic Income Guaranteed, or guaranteed annual income, is a payment to eligible families or individuals that ensures a minimum level of income.

A [news release](#) was issued indicating that the province appointed special advisor Hugh Segal to provide advice on the design and implementation of a Basic Income Pilot in Ontario. As Special Advisor on Basic Income, Mr. Segal will draw on his expertise in Canadian and international models of basic income and consult with thought leaders to help Ontario design a pilot. Mr. Segal will deliver a discussion paper to the province by the fall to help inform the design and implementation of the pilot, on a pro bono basis. The discussion paper will include advice about potential criteria for selecting target populations and/or locations, delivery models and advice about how the province could evaluate the results of the Basic Income Pilot. The Province will undertake further engagement with experts, communities and other stakeholders as it moves towards design and implementation.

The government is currently seeking the benefits on the Basic Income Guarantee, to determine if the advantages of the program outweigh the disadvantages. Changes are needed to the current system, for the individuals that access the benefits and also from the government level. A streamlined process would minimize the gap between the rich and the poor which the government sees as a positive outcome.

The negative impacts of poverty are staggeringly high, including major health and social problems. It is increasingly evident that jobs do not provide livable incomes, and pursuing economic growth has a devastating cost to people. In contrast, a Basic Income Guarantee could create a peaceful, practical, effective way to address human needs for health, and the ability to provide care for Self, Family, Community and the natural Environment.

Social Housing

Ontario Electricity Support Program (OESP)

To date, the DSB has completed 245 OESP applications. When applicants apply for hydro arrears through the Healthy Communities Fund staff ensure that the applicant's have made application for OESP. In addition, Case Managers ensure all new social assistance clients apply for OESP.

DSB Waiting list

As of September 30th, the waiting list had an overall decrease of 65 applicants. This is a result of the increase in funding received for the Direct Shelter Subsidy Program, which allowed the DSB to offer additional housing applicants subsidy to assist with costs for their current rental expenses. The breakdown of waiting applicants is as follows:

- 1 Bedroom - 380 decrease of 48 since June 30, 2016
- 2 Bedroom - 55 decrease of 8 since June 30, 2016
- 3 Bedroom - 23 decrease of 7 since June 30, 2016
- 4 Bedroom - 20 decrease of 2 since June 30, 2016

Tenants

During the quarter there were 7 move outs and 9 new move ins. Additionally, 3 tenants were transferred for medical reasons.

Arrears

Rental arrears remained static at 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

As of the end of the second quarter, 90 of the 288 units are designated as Smoke-free. This represents 31.25% of the full portfolio. Some buildings are attaining 50% or greater smoke-free units, Manitowaning, Arthur Court and 80 Pine Street have achieved this.

Direct Shelter Subsidy Enhancement

With additional funding received from the Social Infrastructure Fund (SIF), the DSB offered additional housing to applicants through the Direct Shelter Subsidy Program with priority being given to applicants in areas where the DSB does not have social housing units. All applicants that are receiving the Direct Shelter Subsidy are deemed housed and removed from the Social Housing waiting list. There are currently 95 active Direct Shelter Subsidy cases as of the end of the quarter.

Transitional Community Support Worker

The partnership between Canadian Mental Health Association Sudbury/Manitoulin and the DSB is up and running in LaCloche-Manitoulin area. The Transitional Community Support Worker has been meeting with tenants in place and through alternative methods to connect and provide essential support services to help support a successful tenancy.

The Transitional Community Support Worker is providing a supporting role with the implementation of the Community Paramedicine Program in the LaCloche and Manitoulin sites. By the end of the third quarter 149 people attended. For the most part, these patients are self-managing their own conditions but the Paramedics have been able to visit several patients in their homes to conduct more detailed assessments including safety audits, which enables them to conduct a “Paramedics Assessing Elders at Risk for Independence Loss (PERIL)” assessment and make connections to further home care if indicated.

An unexpected outcome from the clinics that is a very clear success is approximately 34% of attendees would be considered “house bound” or “shut-ins”. This is a very positive outcome from the viewpoint of mental health. There is a strong correlation with mental and physical health and residents are responding well to the program.

Infrastructure & Asset Management (IAM)

Ontario Renovates

There have been a total of six Ontario Renovates projects approved in third quarter for a total of 13 projects approved for 2016. The total cost for the six Ontario Renovates projects was \$90,642 and the total cost for the 13 projects approved so far this year is \$194,684. This amount accounts for 56% of the Ontario Renovates Budget.

There were two additional emergency files that were provided funding through the Revolving Loan Fund to avoid homelessness for a total of 5 for 2016. The total cost for the two emergency files was \$33,032.

The demographics of those assisted through the Ontario Renovates Program were seniors, working poor, and disabled. The distribution of the projects are as follows: Manitoulin 7, LaCloche 6, and Sudbury East 4, and Sudbury North 1.

The first Homeownership project for 2016 has been approved and is currently underway. This project’s total cost will amount to \$7,315 provided the sale completes as planned.

Supervisor of Infrastructure & Asset Management

The major construction during the third quarter was the Mindemoya and Warren building roof replacements which were completed without issues. Union gas reimbursed 50% of the energy audit completed at 70 Barber. Hydro One has approved a 50% rebate of the cost of the energy audit that is underway at 17 Stanhope in Warren. The audit will be

completed in the fourth quarter. Investigations were made into the efficiency, reliability and long term viability of the make-up-air systems at 6 buildings. Despite having reached 'end-of-life' and planned for replacement as per the 2010 Building Condition Assessments, results show that with minor changes to timers and bearing maintenance, the life expectancy can be extended for 5 to 10 years.

DSB Staff reached out to the non-profit housing providers and asked for repair requests that meet the guidelines of the Social Housing Improvement Program (SHIP) Program. The demands far exceeded available funding so funds were distributed equitably by area based on the number of units in each area.

Infrastructure Maintenance Repairs and Capital Projects

The major maintenance challenges for the year is the 47 unit turnovers that have required significant custodian and contractor efforts to complete in a timely fashion. There have been 29 unit turnovers completed in 2016 with an average cost of \$5,630.34. There are currently 12 unit turnovers in progress and 6 more unit turnovers planned.

Improvements to the winter maintenance procedures have been implemented, custodians have been trained and additional resources allocated to the buildings. There are also changes to the annual unit life safety inspection program to improve unit condition documentation and communication with the tenant management team. This endeavor is intended to improve tenant stability and housing success over the long term.

Summary

The DSB had a very busy third 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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