



2017 Second Quarter Activity Report September 28, 2017

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 2017 Second Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share **deficit of \$95,309**. This deficit includes Ontario Works under budget by \$1,162. Children's Services is under budget by 18,373. Social Housing is under budget by \$231,931. Paramedic Services is over budget by \$324,363. Interest revenue on non-reserve accounts is \$22,411 under budget.

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

Paramedic Services

Wikwemikong Budget Process

Manitoulin-Sudbury DSB submitted the Wikwemikong budget proposal to the MOHLTC during the second quarter period. The submission included requests for one-time funding to allow the purchase of a replacement ambulance, something that had to be resubmitted as the purchase was not accomplished in 2016/2017 due to a significantly late budget approval by the Ministry in that fiscal year. Additionally, the DSB has requested one-time Provincial funding for purchase and installation of a station generator, funding for repair and improvement to the station driveway and tarmac, and one-time funding for remuneration to the 2016/2017 budget shortfall related to fleet maintenance and station renovations for the Paramedic Response Unit (PRU) deployment.

Community Paramedicine Update

This quarter has seen discussions with two NE LHIN sponsored Health Links programs within our geographic area, Chapleau/Foley and Manitoulin Island. The Paramedic Services will be participating as collaborative partners within each Health Link as steering committee members and as care providers. Our on-duty paramedics will be performing intake assessments with patients enrolled in each Health Link and collaborating with other Health Link partners (Primary Care Providers, hospitals) through patient reporting and conferencing with Primary Care Providers.

We have submitted the status of our programs and future evolution of our Community Paramedicine Program direction to the NE LHIN as requested and await their reply regarding our continued funding and how it will be accessed. Further discussions will be required in regards to financial implications of potential program expansion due to our aging population and increased need of our community members.

Zoll Road Safety

Work has continued between Manitoulin-Sudbury DSB and Zoll Canada to resolve ongoing challenges with full operationalization of the Automated Vehicle Tracking (AVL) system/Driver Behavior Modification System. As of May, Zoll Canada had completed an evaluation and repair of 8 vehicles, leaving 21 to be completed. The assessments and repair process did result in improved functionality. Zoll has committed to full functionality by mid-August, with system repair as required for the entire fleet.

Collaborative Education Model

Our continued collaborative training initiative with Health Sciences North Centre for Prehospital Care (HSNPCP) occurred in April and was well received by the Paramedics. The joint initiative allowed our staff to assist Base Hospital in the provision of maintenance of certification training and receive their assistance in service specific training in return. A win-win situation for both and an improved training experience for our paramedics.

Several mandated continuing medical education on-line training modules have been implemented for all Paramedics as well as preparatory work for our planned fall face-to-face collaborative training sessions focusing on the new revised Basic and Advance Life Support Patient Care Standards (BLS and ALS PCS).

Support of Paramedic Personnel

As previously shared, Manitoulin-Sudbury DSB is required under legislation to have a Post-Traumatic Stress Disorder (PTSD) prevention plan submitted to the Ministry of Labour. The Paramedic Service is compliant with the Ministry of Labour direction. In addition, and subsequent to Board approval in late April of 2017, the Paramedic Service has entered into an agreement with Canuck Care, a Psychologist lead Peer Support Program for staff. The program design calls for full activation by third quarter of 2017. Canuck Care also was contracted to complete pre-hire psychological screening of paramedic applicants. This process was similar to screening done for Police Officers, but was cutting edge for Paramedic Services in Canada. The screening, on concert with existing resiliency education and peer has been designed to help mitigate the impact of a Paramedic's career stressors, leading to a healthy and engaged tenure.

2017 Paramedic Hiring Program

The annual Manitoulin-Sudbury DSB Paramedic Service hiring was completed in the second quarter of this year. The service determined that there was a need for only four Paramedics to be brought into the organization, a number far less than previous years. The decision was made based upon a pronounced improvement in retention of existing staff. The service will continue to monitor engagement of existing staff to determine future hiring needs.

Asset and Fleet Management

Manitoulin-Sudbury DSB Paramedic Service completed a purchase of an asset and fleet management system during second quarter of 2017. The web-based program, Operative IQ, is designed specifically for Paramedic Services, managing the use and maintenance of both medical equipment and vehicles. Once fully operational in third quarter of 2017, the Operative IQ system will streamline system processes and significantly improve processes while eliminating redundant paper systems.

Children's Services

Child Care Funding

In April, the Manitoulin-Sudbury DSB received the [2017 Child Care and Child and Family Program Allocations and Service Agreement Package](#) as well as the [Ontario Child Care and Child and Family Program Service Management and Funding Guidelines for 2017](#) and the [Child Care Funding Technical Paper](#).

As part of the Ministry of Educations (MEDU) annual process, the ministry has updated the 2017 Child Care funding formula with revised data elements including: increases to benchmarks to reflect new investments, the integration of the transition and transformation funding and the removal of the capital retrofit allocation.

The DSB received a total of \$5,223,085 for the Child Care allocation which is an increase of 12.14% from 2016's allocation. This is largely due to the 100% provincial expansion plan allocation of \$504,820. Expansion plan funding will support new Child Care fee subsidies, expand access to affordable licensed Child Care spaces and reduce fee subsidy waitlists to help parents access quality Child Care. Staff are working with MEDU to develop an expansion plan for the district.

In addition to the investment for the expansion plan, the province continues to work with the Federal government on the [Canada-Ontario Early Learning and Child Care Framework](#). The allocation for the Manitoulin-Sudbury DSB for 2017 is \$315,644.

Ontario's Renewed Early Years and Child Care Policy Framework

On June 6, MEDU released [Ontario's Renewed Early Years and Child Care Policy Framework](#). The framework was developed based on feedback received from the public, early years and Child Care partners in the fall of 2016 and winter of 2017. Twenty engagement sessions were held across the province, including one in Sudbury attended by DSB staff.

The framework sets out **7 key priority areas of action**, including:

1. **Increasing access** to early years and Child Care programs
2. Ensuring a more **affordable** early years and Child Care system, including a review of the current funding formula, with particular attention on rural
3. Establishing an **Early Years Workforce Strategy**
4. Determining a provincial **definition of quality** in the early years
5. Developing an approach to **promoting inclusion** in early years and Child Care settings
6. Creating an **outcomes and measurement** strategy and
7. Increasing **public awareness** of Ontario's early years and Child Care system.

Early Years Capital Program (EYCP) Funding Submissions

On June 6, MEDU announced the details of the [2017-18 Early Years Capital Program \(EYCP\)](#) in support of the government's Renewed Early Years and Child Care Policy Framework. The government is investing up to \$1.6 billion in capital funding for Child Care capital builds and retrofits to support the creation of licensed Child Care spaces in schools, the broader public sector, and community locations for children aged 0 to 4 years. The 2017-18 EYCP projects are required to open no later than the 2019-20 school year.

The submission deadline for all EYCP capital funding requests is August 4, 2017. Staff met with Rainbow District School Board to discuss this opportunity, meetings with other school boards have yet to be scheduled.

As of September 1, 2017, a new licensed age group called "family age grouping" for children 0 to 12 years will be introduced to all licensed Child Care centres. The new group allows the placement of children of different ages in the same group in the same play activity room, subject to regulations. The family age grouping can have up to a maximum of 15 children, and no more than six children under two years of age. A family age grouping room is being considered for both St. Charles and Mindemoya.

New Regulatory Requirements for Child Care Centres

[New regulations](#) and processes under the Child Care and Early Years Act will come into effect on September 1, 2017. Highlights include: individualized plans for children with medical needs, written policies regarding parent concerns and emergency management, changes to reduced ratios during arrival and departure, introduction of family age grouping.

The Ministry of Education is developing a comprehensive Licensing Kit, which will include sample policies and procedures, policy and procedure templates, template forms and instructions and tips for developing compliant policies.

Ontario Early Years Child and Family Centre Allocations

In June, MEDU released the [2018 funding allocations](#) for Ontario Early Years Child and Family Centres. The Ministry announced a total annual investment of \$141 million to support Ontario Early Years Child and Family Centres. The 2018 allocation for OEYCFCs for the Manitoulin-Sudbury District is \$1,441,809. Staff will be working with providers to develop local policies which will determine how funding will be used.

Ontario Works

Ontario Works Caseload

In the second quarter of 2017, the Ontario Works caseload average is 539. Which is the same as the caseload last year.

Ontario Works Two-Year Plan

The [Ontario Works Two-Year Service Plan](#) is a required document by all CMSM/DSB's every 2 years and it is submitted to the Ministry of Community and Social Services. The service plan speaks of the DSB's vision and mandate. The DSB also describes the environmental scan of the caseload as well as a description of all the employment programs that are offered. The plan gives an overview of the DSB oversight strategy regarding financial, staffing and community involvement as well as an overview of the Integrated Social Assistance Monitoring Framework. DSB staff also indicate services gaps and how they are currently addressing them. Furthermore, the staff have set their outcome measure targets for the upcoming year which is also reflective in the Ministry submission and quarterly reporting. The plan also addresses how the DSB monitors the service strategies moving forward.

Social Assistance Service Modernization Strategy

Ontario is committed to reforming and modernizing social assistance, including service delivery. The Modernization Strategy 5-year Roadmap will focus on making changes through person-centred approach in priority areas being Intake, Client Communications, Digital Tools and Processes, Payment Administration and Benefits Delivery.

The implementation of this strategy will be incremental, driven by client needs and improved experience in a Provincial-Municipal collaboration. Modernization is a key enabler to the integration of human services, benefits transformation and income security.

A number of initiatives included as part of the modernization strategy are Benefits Transformation commitments, for example, electronic document management, improved client communications and payment administration.

Employment Ontario

The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area. In the second quarter alone, 496 individuals accessed our Employment Resource Centre. The DSB staff are working very closely with local employers, fostering relationships and new relationships are being developed with employers. The DSB continues to work diligently with the Ministry of Advanced Education and Skills Development (MAESD) and the community at large to ensure high quality of service.

Ontario Job Grant (COJG)

As of June 30, 2017, sixteen (16) training agreements were approved. A total of one hundred and forty-five (145) staff received training through COJG. 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.

Youth Job Connection and Youth Job Connection Summer

Youth Job Connection will continue to provide more intensive, targeted support for youths between the ages 15 and 29 who are neither in education, employment or training. These youths present multiple barriers to employment including poverty, homelessness, disability and mental health.

Youth Job Connection Summer, which is a program geared to high school students facing challenging life circumstances was delivered through the summer months for youths between the ages of 15 to 18. As a result of feedback from stakeholders, this program has been given more flexibility and now allowing placements with provincial and municipal government. With this change, 45 students have been placed with employers for the upcoming summer. This is an increase of 105% from last year.

Social Housing

Direct Shelter Subsidy (DSS)

Staff continue to identify and complete the application process with eligible applicants for the DSS program. All applicants receiving the benefit are deemed housed, thus reducing the waiting list. At the end of the second quarter, there were 150 active DSS cases.

Waiting list (Applicants)

As of June 30th, the waiting list had an overall decrease of 59 applicants. This is mainly due to our continued efforts to grant applicants for our Direct Shelter Subsidy Program. A breakdown of the applicant breakdown is as follows:

1 Bedroom	351 - (down 43)	2 Bedroom	40 - (down 11)
3 Bedroom	16 - (down 4)	4 Bedroom	15 - (down 1)

Transitional Community Support Worker (TCSW)

The new TCSW has completed her training and is now well established in her new role. She has continued to service our residents who are enrolled in the program, and provide referrals and brief services to many additional residents. She has been doing very well, and has a host of new and innovative ideas to engage the residents that are very positive and show good results. The Community Paramedicine Program continues to be a part of her daily routine and the results continue to support this initiative. The [final report](#) of the program's pilot year was presented to the Board in June.

Ministry of Housing (MOH) – Residential Tenancies Act (RTA) Amendments

The Promoting Affordable Housing Act, 2016 amended sections of the RTA to end the province's role in enforcing residential rental maintenance standards starting July 1, 2018. The RTA requires municipalities that currently do not enforce local residential rental maintenance standards to start enforcing such standards on July 1, 2018. Details of the amendment were included in an [information package](#) sent to municipal Clerks on June 27, 2016.

Year 3 Housing & Homelessness (H & H) Plan Update

The Year-Three [Housing and Homelessness Plan Update Report](#) includes a review of the priorities that were the response to the accumulation of data and research pertaining to housing, income, and homelessness gathered from within the DSB at the time the Plan was developed.

Portable Housing Benefit (PHB):

The Ministry of Housing provided an update on the Province's [Framework](#) for a portable Housing Benefit (PHB) which is an important component of the Long-Term Affordable Housing strategy via [letter](#) on April 21, 2017. The province provided a [Summary of the Proposal](#) and requested feedback in order to establish further guidelines for this Benefit. The deadline for responses was June 5, 2017.

The DSB Board reviewed and approved the [Portable Housing Benefit – Issue Report](#) and directed staff to action the recommendations contained within the report.

Home for Good Funding (HFG)– EOI Submitted:

HFG is an ongoing investment to support the goal of ending chronic homelessness by 2025. It will provide housing assistance and support services to people within the four provincial priority homelessness areas. The Ministry of Housing will distribute two years of funds dedicated for Service Managers through an Expression of Interest process.

The Manitoulin-Sudbury DSB put forth a proposal for a two-part project:

- a Transitional Community Support Worker for Manitoulin Island as we would like to expand this program to other residents in other parts of our jurisdiction.
- a .5 FTE position to support 4 rent supplement units and in turn the NE-LHIN has agreed to match this proposal if the Proposal is accepted.

Our [application](#) included a funding proposal totaling \$161,200 for the first year and \$165,200 for the second year for both projects.

Homelessness Enumeration

The [Homeless Enumeration – Issue Report](#) was presented to the DSB Board outlining the requirement for specialized services to assist our organization with completing the Homeless Enumeration, and requesting approval to seek Requests for Proposals (RFPs) from eligible proponents. The Board of Directors made motion during the June 22, 2017 meeting to accept the recommendation of the Program Planning Committee, and directs staff to action said recommendations to move forward with the RFP. Further to the above, to support the costs associated with the endeavor, the Manitoulin-Sudbury DSB have applied to the Ontario Trillium Foundation for funding under the Local Poverty Reduction Fund in late June.

Smoke Free Housing – Unit Count-down

As of the end of the second quarter, 107/288 of the portfolio's units are designated as Smoke-free. This represents 37% of the full portfolio. Units are designated as turn-over occurs.

Infrastructure & Asset Management (IAM)

Ontario Renovates and Homeownership

In 2017 there were 16 households assisted through the Ontario Renovates Program distributed as follows: LaCloche 6, Sudbury East 6, Sudbury North 2, and Manitoulin 2.

In 2017 four households received funding through the Revolving Loan Fund for emergency renovations. The funding was distributed as follows: LaCloche 2, and Manitoulin 2.

The Homeownership Program has assisted 3 households in 2017, distributed as follows: LaCloche 1, and Manitoulin 2.

Supervisor of Infrastructure & Asset Management

The primary capital projects underway during the second quarter were related to distribution panels, common area work, ventilation systems, door systems and roofing. The LED replacement program continues to be under investigation with a revisit from the Save-On-Energy representative scheduled for the third quarter.

The Chapleau stair construction work began and is expected to complete in the third quarter. The tender for the SHIP funded project was completed and advertised with the expectation to start and complete construction in the 3rd quarter (insulation, roofing, siding replacement at 76 Wellington, Manitowaning).

Infrastructure Maintenance Repairs and Capital Projects

Unit Turnovers were steady across the district in the second quarter. Despite the prevalence of tenant migration, the maintenance and custodial completion timeline of 30 days continues to be met. The exception is with long term tenants (greater than 10 years) or units with significant damage.

Maintenance requests for service to the buildings, resident's apartments and PMS stations for the second quarter have exceeded 370 requests with health and safety concerns always being resolved with the highest urgency.

Summary

The DSB had a very busy second 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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