



2017 Third Quarter Activity Report October 31, 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 Third Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share **surplus of \$457,615**. This surplus includes Ontario Works under budget by \$2,170. Children's Services is on budget. Social Housing is under budget by \$231,280. Paramedic Services is under budget by \$224,595. Interest revenue on non-reserve accounts is \$430 over budget.

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

Paramedic Services

Organizational Redesign

The concept for an organizational redesign of the Paramedic Service Management team was brought forward to the Board and approval for implementation of the [Paramedic Services Reorganization – Issue Report](#) was received at the September Board meeting.

The organizational design change focused on two specific directions. The first was an increase to onsite deployment of Superintendents from 17.5 hours daily to 24/7 coverage and the move to 24/7 coverage is set for the first quarter of 2018. The second change involved elimination of the Commander of Education position within the department and the establishment of a 2 Deputy Chief. A nation-wide recruitment for two Deputy Chiefs was initiated and subsequently, Manitoulin-Sudbury DSB hired Tim Beadman and Paul Myre as Deputy Chiefs for the Paramedic Service Department. Both these additions to the service are significantly qualified and will assist with the advancement of the service in our communities.

OAPC Annual Conference

The annual general meeting for the Ontario Association of Paramedic Chiefs took place in the third quarter. The conference focused on education for services in the areas of support for personnel, strategies for professional development and system design improvement.

Additionally, Chief Robert Smith was appointed to the OAPC Board as a representative for the Northern Zone (Northeast and Northwest Ontario). Chief Smith was also appointed to represent Paramedic Services onto the Provincial Incident Management System (IMS) Steering Committee, a multidisciplinary working group tasked with the redesign and release of IMS in Ontario.

Community Paramedicine (CP) Update

Manitoulin-Sudbury DSB Paramedics have continued to provide CP programs through a number of initiatives across the DSB. Wellness Clinics in multiple Social Housing buildings are now fixtures for residents. The collaborative success of this program that pairs Integrated Social Services staff with Paramedics has been shared across the north and is now being incorporated into municipalities throughout the Northeast.

Paramedic Services is working closely with NE-LHIN Health Links teams in Chapleau, Espanola and Manitoulin Island to develop strategies to work with clients post discharge, something that we strongly believe will help to decrease readmission. Paramedic Services personnel are also working with palliative teams to determine how our staff might assist with this aspect of health care delivery.

Post Traumatic Stress Disorder (PTSD) Prevention and Peer Support Program

Development and deployment of the Manitoulin-Sudbury DSB Paramedic Service PTSD Prevention Plan, including the implementation of the Board Approved Peer Support Program is moving forward with selection and education of Peer Support Staff now complete. The PTSD Prevention Plan has been finalized and submitted to the Ministry of Labour.

The [Post-Traumatic Stress Disorder - Prevention Plan](#) was approved by the Board in April of 2017. The process has been developed to ensure resilience, prevention and response/recovery are cornerstones of this program. The evolution of this initiative has resulted in demonstrative success since initial efforts in fall of 2016.

Children's Services

Ministry of Education (MEDU)

Child Care Management System

A review of the [Ontario Child Care Management System](#) (OCCMS) is currently being completed by the Ministry of Education.

It was found through the preliminary review that upgrades will be required to the current system to provide the level of service and data required for more integrated service system planning/reporting.

The Ministry is committed to review options to upgrade the current system and will conduct a more thorough review and options analysis over the next year. The Ministry will continue to fund and support the existing OCCMS system through at least the end of 2018, and during the transition to an upgraded solution.

Child Care and Early Years' Service System Plans

The *Child Care and Early Years Act, 2014* (CCEYA) requires Service System Managers to establish a child care and early years programs and services plan (service system plan) for their service area that addresses matters of provincial interest under the Act.

The Ministry of Education has provided the [Ontario Child Care and Early Years Service System Plan Resource](#). This document is intended to provide helpful direction and information to Service System Managers during the development, revision and implementation of their service system plan. Staff will be working over the next several months to develop a service system plan for the district.

Ontario Early Years Child and Family Centres (OEYCFC)

Staff have been working with the Best Start Network and Data Analysis Coordinator to develop a community plan for OEYCFC's. Over the last several months meetings have occurred with existing service providers, parents and community partners. A [draft community plan](#) was submitted to the Ministry of Education (MEDU) on September 29, 2017, pending board approval.

2018 will be a transition year, existing providers will be supported in their efforts to meet all requirements of OEYCFC's and to align their efforts to be responsive to community need.

Journey Together

Staff submitted a capacity funding proposal to MEDU to support the implementation of the Ministry of Education's early years initiatives under The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples. The initiative is intended to enhance access to culturally relevant, Indigenous-led early years programs and services off reserve.

Staff worked with Kenjgewin Teg Educational Institute (KTEI) to develop a capacity building proposal intended to engage in meaningful, collaborative discussions across our district. Confirmation was received on January 19, 2017 that the proposal was approved for the full allocation of \$49,800. Aboriginal Cultural Competency Learning sessions and family engagement activities were held last spring across the district.

The learning and planning sessions resulted in the development of a community vision that we: "create a generation who naturally dismantle oppression".

A [draft proposal](#) was submitted to MEDU on September 29, 2017, pending Board approval. The proposed program will be a place of learning on Manitoulin Island that would serve as research and training hub and cultural learning centre for child care programs, family programs and educators throughout the DSB catchment area.

The proposed program will support the delivery of culturally relevant programming that includes history, language and land based learning. It will support appropriate teaching methods based on Aboriginal learning styles, support positive Aboriginal self-identity and support connections to extended family and the community. It is anticipated the program will increase access to culturally relevant programs and services for children and families which will increase awareness and access of other community services leading to the holistic development of children.

Child Care Update

Several meetings have taken place over the last several months with the child care providers to review the current General Operating Grant model as well as to explore strategies to increase access and affordability for families.

[Parent fees](#) were reduced, and care codes adjusted as of September 1st, 2017 to increase access and affordability.

Child care policies and agreements are under review, new agreements will be shared with providers in November for 2018.

Ontario Works

Ontario Works Caseload

In the third quarter of 2017, the Ontario Works caseload average is 536. Compared to last year at this time, the caseload has increased by 2%.

Employment Ontario

The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area. In the third quarter alone, 700 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 and the community at large to ensure high quality of service.

Ontario Job Grant (COJG)

As of September 30, 2017, 18 training agreements were approved. A total of 157 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.

Community Involvement

The DSB continues to be involved with local service providers. One of the program we continue to support is the Sudbury & District Good Food Box program. As food security is very important for the health and welfare of our citizen, the DSB continues to be involved in order to ensure the program is delivered outside the Greater City of Sudbury.

The DSB has also made head-way in spearheading meetings with Local Children's Aid Society, ODSP, Ontario Works Sudbury, College Boréal, Cambrian College and Alpha-en-Partage to share information and to give an overview of all programs and how we can work collaboratively in providing service to members in our communities.

The DSB has also had the opportunity of presenting an award to Alpha-en-Partage in recognition of their 25 years of dedicated service in our Sudbury East area. We continue to work with this agency as they are an integral part of the community to ensure services are being offered to our clients in that remote area.

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 third quarter, there were 160 active DSS cases.

Waiting list (Applicants)

As of September 30th, the waiting list had an overall increase of 46 applicants. A breakdown of the applicant breakdown is as follows:

1 Bedroom - 387 - (+36)	2 Bedroom - 47 - (+ 7)
3 Bedroom - 18 - (+ 2)	4 bedroom - 15 (+1)

Transitional Community Support Worker (TCSW)

The Transitional Community Support Worker program continues to be a success for the organization as more residents are participating in the Community Paramedicine Community Wellness Clinics being provided in the buildings. The addition of this service within the Social Housing buildings has not only provided some residents with potentially life-saving medical assistance, but has also become an opportunity for socialization for some residents that have basically been shut-ins. Additionally, the TCSW Program has continued to work towards socialization and resident engagement while maintaining

relationships with those residents on the caseload, as well as those that may be provided with brief services or referrals.

The Partnership with Canadian Mental Health Association (CMHA), the Northeast Local Health Integration Network (NELHIN) and the DSB continues to grow and foster. With that, the creation of an additional position on Manitoulin Island has been posted for a one year contract which is expected to start in November 2017.

Portable Housing Benefit (PHB):

On September 6, 2017, the Manitoulin-Sudbury DSB staff and Board Chair received a [letter](#) advising of recent regulatory amendments under the Housing Services Act. Said changes establish a framework for a portable housing benefit effective September 1, 2017.

The amendments allow Service System Managers the option to offer a locally-funded monthly benefit to low-income households that would count towards the Service System Managers Service Level Standards (SLS) if the benefit meets the conditions set out in the amended regulations.

Key Components:

- Offers for the PHB can be from the Centralized Waiting list, or from current residents receiving RGI who have expressed interest
- Portable benefit for the recipient, not the unit
- Based on annual income thus alleviating regular RGI subsidy calculations which benefit the client more often
- Option for Service System Managers to manage waiting lists while still obtaining key stats for SLSs.
- Uses Adjusted Family Net Income (AFNI) subject to certain adjustments as opposed to Gross Income used in RGI
- Only reviewed annually unless requested by the household for a significant (min 20%) income decrease

Survivors of Domestic Violence – Portable Housing Benefit

This program was initially launched in September 2016 via expression of interest. In a [letter](#) to the chair dated September 8, 2017, the Province has announced that take up of this program has noted a steady increase with over 650 applicants accessing housing assistance through the Pilot, which concludes in March 2018.

Due to the response, the Province has committed to an investment of \$30 million over the next 3 years (starting in 2018) to continue the program across the Province (subject to provincial budget approvals), to new applicants and current recipients of the benefit. The new wave of funding will be directly delivered by the Province beginning in April 2018.

Home for Good

Further to our Submission to the Ministry for funding under the Homes for Good program, the DSB received a [letter](#) from Janet Hope, Assistant Deputy Minister that our Expression of Interest was denied for funding.

Our proposal to the Ministry included a request to fund the following:

- A Transitional Community Support Worker (TCSW) dedicated to serving resident in Social Housing Units on Manitoulin Island
- A 0.5 Full-time Employee (FTE) to support 4 Rent supplement units that would be matched by the NE LHIN if accepted.

Our submission was based on the successful [Final Evaluation Report](#) in partnership with Canadian Mental Health Association- Sudbury/ Manitoulin and the NE-LHIN.

Smoke Free Housing – Unit Count-down

As of the end of the third quarter, 110/288 of the portfolio's units are designated as Smoke-free. This represents 38% of the full portfolio at this time. Units are designated smoke free as unit turn-over occurs.

Rental Arrears:

Rental Arrears for the quarter averaged out at 2.1% of revenue for the quarter. The DSB uses an integrated approach to collect outstanding rent.

Infrastructure & Asset Management (IAM)

Ontario Renovates and Homeownership

In 2017 there were 17 households assisted through the Ontario Renovates Program distributed as follows: LaCloche 6, Sudbury East 7, Sudbury North 2, and Manitoulin 2.

In 2017 seven households received funding through the Revolving Loan Fund for emergency renovations. The funding was distributed as follows: LaCloche 3, Manitoulin 2, Sudbury East 1, and Sudbury North 1.

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

Infrastructure & Asset Management

The primary capital project underway during the third quarter was the renovation to 76 Wellington in Manitowaning which was funded through the Social Housing Improvement Program. The work included new insulation, windows, siding and framing on the second floor and new roof. Brickwork in multiple locations was replaced.

The Building Condition Assessments project is 71% complete, including complete financial assessment/projections. This advanced infrastructure effort will provide the basis for future reserve funding planning.

The 347 Second Avenue tender was completed, permitting was approved and the construction is scheduled for the fourth quarter.

Infrastructure Maintenance Repairs

Waste management is under review to improve and align our processes with upcoming municipal changes. This includes education for tenants and ensuring the appropriate tools are available for a smooth transition. Pest control continues to be a high priority as staff work to educate tenants on best practices. Fridges continue to be the appliance causing the greatest challenge across the district as we had multiple failures during the quarter. The 60 Barber common room transformation to a resource center will be complete when the desks arrive in the fourth quarter. Approximately 370 Work orders were started and completed during the quarter.

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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