



2018 First Quarter Activity Report May 25, 2018

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 2018 First Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$508,469. This surplus includes Ontario Works over budget by \$13,800. Children's Services is on budget. Social Housing is under budget by \$175,299. Paramedic Services is under budget by \$358,156. Interest revenue on non-reserve accounts is \$11,216 under budget.

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

Paramedic Services

Organizational Changes

Paramedic Services completed conversion to 24/7 on-site Superintendent presence on February 11, 2018. This action was part of the [Paramedic Services Reorganization](#) approved by the Board in September 2017 and links efforts to ensure the supervision of our service matches the 24/7 requirements.

The [Paramedic Services Strategic Plan](#) approved by the Board in June 2017, remains outstanding due to the unclear status of the Northeast LHIN Non-Urgent Patient Transportation System. In the first quarter of 2018, the service did start transitioning of deployment in preparation for the strategic changes by altering deployment of the ambulance deployed on weekdays from 8am to 4pm in Mindemoya to a PRU, and redeploying those hours to Massey, allowing the PRU to deploy 12 hours daily, Monday to Friday. This change effectively reduces the transport capacity, while maintaining response capacity. The historical workload of the day ambulance in Mindemoya was to facilitate movement of Non-Urgent diagnostic patients, something best suited to a Non-Urgent Patient Transportation System.

Community Paramedicine Update

Collaboration efforts continue between Paramedic Services and both internal and external partner agencies to positively impact on our citizens. Efforts of our programs are focused on reducing both Emergency Department Visits and hospital admissions. To this end, the evolution in 2018 will include expansion of wellness clinics into the east, expansion to engage with several community groups, partnering with the hospitals on Manitoulin Island and Espanola to assist with discharge planning, and finally working with palliative care teams as part of the end of life process.

One-time funding requests were supported by the LHIN in the first quarter that have allowed Paramedic Services to contract a Physician to assist with efforts that extend beyond the current scope of Paramedic Services in the area of Community Paramedicine. The service also received funding to pilot a documentation software specifically designed for Community Paramedicine programs, one that links to the new ambulance call report system. This change will better allow coordinated patient care throughout the response area. Finally, the LHIN approved one-time funding to purchase I-Stat testing devices, a product that will allow point of care testing of clients in the community. This testing will help to reduce need for transport to hospital for blood work, and will help in early detection of disease processes, thus allowing early treatment and reduced incidents of deterioration, something shown to increase ED visits and hospital admissions.

Zoll Road Safety and e-PCR

In the first quarter of 2018, Paramedic Services received approval from the DSB Board to decommission both Zoll Road Safety Driver Behavior/AVL systems, and the Zoll ambulance call reporting system, and to transition to AceTech-Ferno, and Interdev as system replacements. The Board approved the [Road Safety and Electronic Patient Call Reporting - Issue Report](#) in February 2018 and full transition is expected to be complete by end of April 2018.

Regionalized Health Care/Ornge

The CAO and Chief of Paramedic Services presented to Chapleau's municipal council. In attendance were representatives from Ornge, and from the hospital system. Paramedic Services was clear in its position that the challenges being experienced by the community, specifically that ongoing utilization of Paramedic Services for transportation to Timmins and to Sudbury for diagnostic procedures and the resulting loss of emergency coverage for the municipality, was a direct result of the LHIN and Ministry regionalization of health care, and that such transportation remains the responsibility of the Ministry. In February 2018 the Board approved [Chapleau Non-Urgent Patient Transportation - Issue Report](#).

Non-Urgent LHIN Project

The Northeast Local Health Integration Network (LHIN) has been operating a trial program for delivery of Non-Urgent for the last 5+ years in the Espanola and Manitoulin Island areas. This project was initially to be a six-month trial, but for several reasons, extended. In the summer of 2017, a permanent RFP for delivery of non-urgent services across specific areas of Northeast Ontario was let. This RFP closed in October of 2017, and Manitoulin-Sudbury DSB responded with a proposal. The design of the RFP called for announcement of a successful vendor and operationalization for early 2018. By the end of the first quart of 2018, no vendor had been announced.

Paramedic Services continues to operate the pilot project on behalf of the DSB and has modified the program since April of 2017, increasing efficiency, and reducing dependence for nonurgent patients on the Paramedic system. The process changes did result in an annual increase in nonurgent trips by the PTS system of 243%, with a resulting operational budget increase of 17%. The changes have led to ongoing discussion with the LHIN.

Children's Services

Child Care Quality Assurance

The Manitoulin-Sudbury DSB provides funding and program support to 9 agencies who deliver 17 child care programs and 4 EarlyON centres, with extensive outreach, throughout the Manitoulin-Sudbury DSB jurisdiction.

The Manitoulin-Sudbury DSB is committed to quality programs for all children. High quality programs respect diversity, equity, and inclusion and should value the language and cultural needs of our communities. Over the last two years the Manitoulin-Sudbury DSB has been assessing program quality in the child care programs across our district. Program reviews and follow up reports were done in [2015/16](#) and again in [2016/17](#)

There are several areas of staff development which require immediate and ongoing attention outlined in the reports. The Manitoulin-Sudbury DSB Quality Assurance Program should conduct site visits for all Early ON programs in the coming months and develop responsive capacity building plans to support program and staff growth.

Staff will be consulting with other Service System Managers to determine best practices and review existing quality assurance programs. A fulsome quality assurance program would include regular site visits, ideally once per month per site and ongoing mentorship and professional learning opportunities.

Centres of Excellence

The Ministry [announced](#) that the following candidates have been selected to lead the Provincial, Indigenous and Francophone Centres of Excellence:

- **Provincial Centre of Excellence** - Western University and Ontario Reggio Association;
- **Indigenous Centre of Excellence** - Ontario Aboriginal Head Start Association and **Kenjgewin Teg Education Institute (KTEI) on Manitoulin Island**; and
- **Francophone Centre of Excellence** - Collège Boréal and Association francophone à l'éducation des services à l'enfance de l'Ontario.

The commitment to establishing Centres of Excellence signals the provincial and federal government's commitment to long-term professional learning across the early years and child care sector.

Long Term Plan to Transform Child Care

On March 27th, 2018 the Ministry [announced](#) that the 2018 budget will lay out a long term plan to transform child care in Ontario, supported by an investment of \$2.2 billion over the next three years. The plan includes:

Free Child Care for Preschoolers

Free licensed child care for children 2.5-4 years of age beginning in September 2020. Additional capital investments will be made to create 14,000 more spaces across the province. The investment positions Ontario as the first province in Canada to offer free child care for preschoolers.

Increased Operating Funding

Beginning in January 2019 an additional \$160 million over three years through the general operating grant will be provided to increase access to licensed child care, support fee reductions and/or eliminate fee subsidy wait lists. An additional \$90 million in 2018/19, and ongoing, will be provided to support continued expansion through new fee subsidies and base funding for home child care agencies.

Workforce

Beginning in April 2020 a provincial wage grid for program staff working with children in licenced centres, licenced home child care agencies and Early ON centres will be implemented and the wage enhancement grant will be eliminated. The new wage grid will align with the current grid for ECEs working in Full-Day Kindergarten (FDK) for the 2020-21 school year. This will help address low levels of compensation, support recruitment and retention and facilitate early years and child care expansion without sacrificing quality.

Journey Together

A five-year plan to expand new and existing licensed child care programs in First Nations communities.

Innovation Fund

An innovation fund of \$30 million dollars over two years to fund projects that propose innovative solutions to complex issues and encourage growth in unique and inventive ways. The first call for applications is expected to launch in fall 2018, with project selection in spring 2019.

2017 Licensed Child Care Survey

On February 6th the Ministry shared that the [2017 Licensed Child Care Survey results](#) have been released. The survey results help the Ministry design policies, programs and services that deliver better results for children and families in Ontario.

Ontario Works

Ontario Works Caseload

In the first quarter of 2018, the Ontario Works caseload average is 570 Compared to last year at this time, the caseload has increased by 6%.

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.

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

Over the next three years, the Ministry of Advanced Education and Skills Development will invest more than \$500 million in new initiatives to promote economic growth and lower costs for small businesses.

Effective January 1, 2018, Employing Young Talent Incentive (EYTI) was implemented through the Employment Service and Youth Job Connection programs, giving employers an incentive to a maximum of \$2000 to hire and retain youth.

- Employment Services (ES) - \$1,000 at hire and an additional \$1000 retention payment at 6 months
- Youth Job Connect (YJC) - \$1,000 retention payment of \$1,000 after 3 months and an additional \$1,000 after 6 months retention

The Ministry of Advanced Education and Skills Development is also making [enhancements](#) to Canada Ontario Job Grant (COJG) to offer a more balanced approach to serving all employers. These enhancements include a renewed focus on supporting small employers, especially those who face barriers to investing in workforce training, by streamlining administration and increasing their access to the program.

Employment Services

The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area. In the first quarter, 579 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.

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. A total of 14 youth have benefited from the Youth job Connect Year round program and the Youth Connection Summer will ramp up in May.

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. At the end of the 1st quarter, there were 177 Active DSS cases. This program continues to be a valuable option for folks in making their accommodations affordable.

Waiting list (Applicants)

As of March 31, 2018, the waiting list was 531 as compared to 530 on December 31, 2017. A breakdown of the applicant breakdown is as follows:

1 Bedroom - 417 - (-13)	2 Bedroom - 58 - (+ 6)
3 Bedroom - 30 - (+ 4)	4 bedroom - 26 - (+2)

Transitional Community Support Worker (TCSW)

New TCSW hired for the Manitoulin Region. Tina Legault has joined the team in late February and will be taking on the Communities Across Manitoulin. We welcome Tina's knowledge of the Communities and her experience working with vulnerable people. Tina will be commencing her on-site servicing of Manitoulin residents mid-April.

Smoke Free Housing – Unit Count-down

As of the end of the first quarter, 117 /288 of the portfolio's units are designated as Smoke-free. Currently this represents 40.6% of the full portfolio. Units are designated as turn-over occurs.

Community

The Community of St. Charles has received recognition under the Office of the Minister of Senior Affairs with a Community Recognition Award – Ontario Age Friendly Community.

The Committee has worked very hard to achieve the recognition of an Age-Friendly Community and this award is well-deserved and very appreciated.

This award is in recognition of the Committee's work towards creating a [Community Action Plan](#).

The Municipality of St.-Charles has sent their thanks to DSB Staff for their assistance in the Nomination for this award.

General Program Updates:

Carol Kaupi, Director, Centre for Research in Social Justice and Policy at Laurentian University was awarded the contract to complete the Manitoulin-Sudbury DSB's Local Homelessness Enumeration via Period Prevalence Count Method starting in April 2018. The municipalities have chosen to represent 47% of the catchment population to be sure to capture a good representation of the entire catchment.

Lastly, the Minister of Housing, Peter Milczyn directed a [letter](#) to the DSB Chair, Les Gamble advising of his intentions in relation to the recent Auditor General's Report in relation to Housing. In line with this commitment, the DSB received a survey in relation to housing wait-lists and responded outlining our need-based system and identifying the gaps with the formerly used system of chronology. It is the hope that our information will help to inform of the benefit to using a needs-based approach to housing.

Infrastructure & Asset Management (IAM)

The SharePoint computer program was run and filtered for the top 25 IAH clients pre-screened for the Ontario Renovates program. Applications were provided to the clients and returned to the DSB with clarification work underway. Inspections began in March and will carry on through the second quarter.

The 2018 IAH budget is \$360,690 with \$285,690 allocated to Ontario Renovates and \$75,000 allocated to the Homeownership component.

Supervisor of Infrastructure & Asset Management

There were no major construction projects underway during the 1st Quarter of 2018. The office at 347 second avenue did not experience water intrusion during this quarter despite weather fluctuations.

The application for the GreenON grant funding program. This program is a \$25 million-dollar provincial program that will provide energy retrofit funding to social housing providers who have apartment buildings with less than 100 units.

Infrastructure Maintenance Repairs and Capital Projects

Snow management was a significant challenge due to the freeze-thaw cycles experienced this winter, but custodians and contractors reliably kept the walks and driveways safe throughout the district. Health and Safety Initiatives have continued to be a high priority with IAM staff contributing to improve health and safety through early detection and efficient maintenance processes. There were approximately 1,130 work orders engaged in 2017 and the first quarter of 2018 has seen approximately 341 work orders engaged.

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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